

APPENDIX VII – 43

VII.E.1.d

A variety of classes and workshops were offered at the Family Resource Centers during SY 2016-17. These classes addressed each of the six types of parental involvement, according to National Network of Partnership Schools, Keys to Successful Partnerships: Six Types of Involvement. By facilitating a variety of offerings at the centers, families are able to find supports to truly meet their needs.

Participants who attended classes and workshops at the Family Resource Centers were given a survey with the following questions:

1. Was the presenter of this class well prepared?
2. Did the class meet your expectations?
3. Is this something you will share with your child?
4. Will you recommend this class to other parents?
5. How can we improve services for our TUSD families at the Family Centers?
6. What else would you like to have at the Family Centers?
7. Was the staff at the Wakefield Family Center helpful?

This customer satisfaction survey helped us evaluate the quality and content of classes and workshops being offered at the Family Resource Centers and helped to guide us in future offerings at the Family Resource Centers.

A total of 153 surveys were tallied and overall the participant feedback was positive regarding the quality of classes and workshops attended. Participants indicated satisfaction with the presenters and subject matter. Participants also indicated that classes met expectations and they would share information learned with their own children and other parents.

The needs survey indicated a need for many of the supports already offered at the Family Resource Centers. This type of response, in addition to the suggestions made on the customer satisfaction survey, indicates a strong need to increase awareness of the program and its offerings throughout the District. To address this need, the following steps have been taken:

1. ParentLink emails and phone calls are used monthly to distribute calendars of offerings and Informational fliers directly to parents and guardians.
2. School sites have provided a Family Engagement Contact to coordinate information.
3. Family Resource Center staff attend family events at school sites and other District and community events to provide information and materials to families.
4. Direct contact and phone calls are used to promote center offerings to District personnel and families.
5. The TUSD Webpages for the Family Resource Centers are updated regularly with new information and have been modified to be more easily navigated and user-friendly.
6. The Family Resource Center Facebook Page continues to be a an outreach source for social media
7. Monthly calendars are emailed to school sites, District departments, community partners, and other interested parties.
9. Family & Community Outreach worked with TUSD Communications to create promotional commercials for KVOA and Telemundo.