

## **STAKEHOLDER FEEDBACK PROCEDURE (CIS-P009)**

Clarksville-Montgomery County School System

### **1.0 SCOPE:**

- 1.1 This procedure applies to the process of obtaining feedback from all stakeholders of the Clarksville-Montgomery County School System regarding opportunities for improving the district.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

### **2.0 RESPONSIBILITY:**

- 2.1 Director of Continuous Improvement

### **3.0 APPROVAL AUTHORITY:**

- 3.1 Chief Communications Officer

### **4.0 DEFINITIONS:**

- 4.1 Continuous Improvement System (CIS): referred to as Educational Organization Management System in ISO 21001:2018.
- 4.2 Senior Leadership Team (SLT): Director of Schools, Department Chiefs, Level Directors, District Accountability and Data Analyst.
- 4.3 Clarksville-Montgomery County School System (CMCSS)
- 4.4 Stakeholder engagement: a highly inclusive problem-solving and information-gathering approach through which stakeholders of the school system collaborate and communicate.
- 4.5 Stakeholder: School board, students, parents, staff, community, local businesses, etc. Anyone who affects or is affected by the district's actions.

### **5.0 PROCEDURE:**

- 5.1 CMCSS solicits feedback through a variety of ongoing and as needed methods.
  - 5.1.1 CMCSS solicits feedback by conducting district-wide surveys of the system as appropriate to measure the performance of the district. These surveys are deployed to parents and employees on at least an annual basis.
  - 5.1.2 Feedback also is obtained through focus groups, communication groups, district website, and a mid-year and end-of-year review.
  - 5.1.3 District-wide surveys are conducted, mainly through online methods. Annual topics for which surveys are conducted include, but are not limited to the following district initiatives:
    - 5.1.3.1 Annual Budget
    - 5.1.3.2 District-wide zoning
    - 5.1.3.3 The Code of Conduct
  - 5.1.4 Federal or state surveys are conducted as needed.

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- 5.1.5 Stakeholders submit Questions and Feedback on the district website or through social media.
  - 5.1.6 Stakeholders may contact a specific department directly to communicate feedback. In these instances, department level concerns or issues are handled at the department level in the following manner:
    - 5.1.6.1 The department chief/designee decides whether the concern/issue involves routine everyday department level work, or whether the concern/issue rises to the level of a correction or corrective action. If the concern/issue surrounds routine district work, the concern/issue is not forwarded to the Continuous Improvement Director. The department chief/designee may track concerns/issues relating to everyday department level concerns/issues as they deem appropriate.
    - 5.1.6.2 If the department chief/designee determines the issue/concern is outside of routine department level work, the concern/issue may rise to the level of a corrective action, or if the issue/concern affects other departments, the department chief/designee will discuss the issue/concern with SLT to determine the most appropriate corrective action. If the issue/concern has a widespread organizational impact, SLT may determine that a continuous improvement team should be formed. The department chief may use the Director of Continuous Improvement as a resource in making such determinations.
    - 5.1.6.3 If the department chief/designee determines the issue/concern does NOT rise to the level of a correction or corrective action, the department chief/designee remedies the problem within his/her own department according to department policies and procedures.
  - 5.2 Data relating to the stakeholder's perception is reviewed and monitored during SLT meetings. CMCSS uses this method to ensure stakeholder expectations are identified.
  - 5.3 Surveys to collect feedback on the organization and its work are overseen through the Office of Policy and Continuous Improvement. If the survey is an external survey (i.e., parents/guardians, businesses, community members, etc.) any department issuing surveys must coordinate with the Director of Continuous Improvement regarding the purpose, nature, and timing of the survey, how the surveys will be distributed and by whom, how results will be analyzed and who will have access to the results. All this information will be provided before the initiation of the survey. If the survey is internal (i.e., employee surveys) the department/school does not have to coordinate with the Director of Continuous improvement before the initiation of the survey. Departments/schools can approach the analysis and reporting of their survey results in one of two ways:
    - 5.3.1 The Director of Continuous Improvement will analyze and share survey results, reporting on key findings to any relevant departments.
    - 5.3.2 The department/school analyzes the data and shares any high-level results or other trends with the Director of Continuous Improvement as a report for tracking and trending purposes.

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5.4 In **all cases** in which a survey is being administered to students, a teacher, school administrator, or other employee shall ensure approval by the CMCSS Research Committee, following the requirements outlined in INS-P014 and INS-P014 A, A Handbook for Research Procedures. Before any survey is distributed for student participation, parents and legal guardians will provide their written, informed, and voluntarily signed consent. If a student is eighteen years of age or older, the student may consent to any survey, analysis, or evaluation. If the survey, analysis, or evaluation is related to classroom instruction of a curriculum and is distributed to students as a method of evaluating the effectiveness of that curriculum, written consent is not required for students to participate. The employee administering the survey shall also disclose the purpose of the survey to the parent, as well as who will have access to the survey results.

5.4 Concerns or issues that are found as a result of feedback or questions via the district website, Facebook, or forms submitted are responded to by the Director of Continuous Improvement, the Director of Communications and Marketing, or the Chief Communications Officer. General information is logged by the Director of Continuous Improvement for tracking and trending.

5.5 Results from district surveys are communicated to the School Board as appropriate.

5.6 Results of district surveys will be used in the strategic planning as appropriate.

### **6.0 ASSOCIATED DOCUMENTS:**

6.1 Quality/Continuous Improvement (CIS-A001)

6.2 Continuous Improvement Quality Manual (CIS-M001)

### **7.0 RECORD RETENTION TABLE:**

<u><b>Identification</b></u>	<u><b>Storage</b></u>	<u><b>Retention</b></u>	<u><b>Disposition</b></u>	<u><b>Protection</b></u>
District Survey	Web Site	6 months	Delete	Electronic Back up
	CIS office or network drive	3 years	Discard as Needed	Secured Building
Stakeholder Survey Reports	Web Site	6 months	Delete	Electronic Back up
	CIS office or network drive	3 years	Discard as Needed	Secured Building
Website Input Results	Shared network drive for tracking/trending	6-12 months	Discard as Needed	Electronic Back up

### **8.0 REVISION HISTORY:**

<u><b>Date:</b></u>	<u><b>Rev.</b></u>	<u><b>Description of Revision:</b></u>
1/13/03		Initial Release

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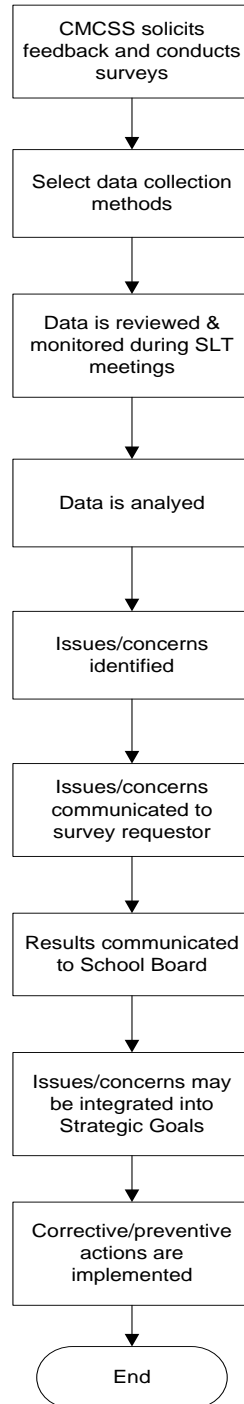
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2/03/03	A	Clarify 5.3
3/17/03	B	Define CMCSS in 4.0, add comma in 5.2.2, change feedback to survey in 5.4, 5.5 & 5.6, remove Quality Action Plan in 6.0, revise flowchart
11/04/04	C	Change PMS to PRM in 4.3 and 5.1
4/21/09	D	Changed title to Stakeholder Engagement Procedure, added CI Coordinator to responsibility, added Stakeholder engagement to definitions, added district website to 5.1, added 5.2.3, expounded on 5.6, deleted Board Minutes from Associated Docs.
2/27/12	E	
4/18/13	F	Transition to CIS procedure
4/2/15	G	Added 5.2.4 and added procedures for departments to handle reported issues/concerns (under 5.3); added that stakeholders provide feedback through the district Facebook website; added clarifications throughout regarding the use of surveys through the CI Office or through individual departments
1/26/16	H	Clarified definition of SLT. Revised definition of stakeholder. Reworded 5.1.7. Added more detail to 5.3. and rearranged wording in 5.3.6.
2/22/18	I	Replaced "management representative" with "director of continuous improvement".
10/22/21	J	Updated ownership of internal surveys so that schools/departments do not have to coordinate with Director of Continuous Improvement before deployment. Changed Continuous Improvement Coordinator to Director of Continuous Improvement throughout.
7/24/23	K	Updates incorporated to 5.4 to reflect requirements in state law for parents to provide their consent before a student is allowed to complete a survey.
2/9/24	L	Expanded 5.1.3 to include some of the different surveys that are conducted on an annual basis at the district level. Changed annual review to end-of-year review.

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**\*\*\* End of procedure \*\*\***