

# Lake Washington School District Executive Limitation Monitoring Report

EL-5 Parents and Community  
August 13, 2018

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

1. Use methods of managing information that protect confidential information of students and families.	In Compliance	◀ ▶
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## *Evidence*

The District protects confidential information of students, parents, and staff through a variety of means. Each August, the district reviews many of these confidentiality requirements with principals as a reminder.

Student and parent information is protected through the application of law and policy:

- Federal law and the Family Educational Rights and Privacy Act of 1974 (FERPA). In accordance with this law, parents annually have the option to indicate whether they wish to have directory information excluded from release internally (including school specific publications including yearbooks and newsletters) and/or externally (including media, web sites open to public, district publications going the community and PTSA). High school students and their parents may also protect their directory information from military and higher education. The communications department works with schools to ensure FERPA compliance with regard to media, particularly television news.
- State laws, including Revised Codes of Washington (RCWs) 28A.305, 230 and Washington Administrative Codes (WACs) 180-52-57 and 392-182. These laws provide for parental consent prior to release of records to outside agencies. Notable exceptions are for student discipline records, requests by other school districts in cases of serious danger or disruption and required reports of child abuse and neglect as mandated by RCW 26.44.

District administrative policy:

- Student Records policy JO and procedure JO-R provide that the District maintain only those student records necessary for the educational welfare of students and for the orderly and efficient operation of schools and as required by law.
- Relations with Education Research Agencies LC-R requires research to follow district procedures for the protection for the rights and welfare of students. Procedures must be in accordance with the guidelines for the protection of human subjects.

The district consults with attorneys regarding public records requests and other legal requests for records to ensure that such requests are handled appropriately.

Technology security and safety procedures are in place to protect student information. This information is covered in EL-14, Technology.

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

- |  |               |     |
|--|---------------|-----|
| 2. Provide a process for the fair and expedient handling of complaints from parents and community. | In Compliance | ◀ ▶ |
|--|---------------|-----|



### *Evidence*

The district's process for the effective handling of parent and community complaints is designed to allow issues to be addressed closest to the source of origin:

- Complaints that may constitute misconduct by school employees are investigated. Procedures within the collective bargaining agreements are followed to ensure employee rights are protected and that appropriate consequences are issued if misconduct is found.
  - Staff members work with parents and citizens with complaints to address their concerns in an informal manner as a first step. This includes:
    - o Communication in person, on the telephone, by email, and/or meetings to address concerns, identify issues, and seek resolution.
    - o Assignment of appropriate central office staff to assist in advisement, protocol, routing, and follow-up on complaints when not resolved at the building/department level.
  - The district has a protocol that allows complaints to be escalated to a higher level if patrons are not satisfied with the response.
  - Public Complaints, policy KLD, provides an avenue for formal complaints. This policy defines the basis for a grievance as a decision based on a condition or circumstance that was allegedly caused by misinterpretation or inequitable application of existing school district policy, rules or regulations. It stipulates the process to be followed to reach a satisfactory solution.
  - The district follows laws and government agency rules regarding discrimination, professional conduct, and harassment, intimidation and bullying as well as other complaints.
- No complaints have been heard by the Board under policy KLD in the last year.

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

2. Provide a process for the fair and expedient handling of complaints from parents and community.

In  
Compliance



### *Evidence {continued}*

- The following survey data represents the perception of LWSD school effectiveness in handling complaints (scale of one to four) by all community members, including information from those who have a child in school and those who do not.

“LWSD schools effectively handle complaints.”	Always	Usually	Sometimes	Never	Mean
<b>Dec. 2007-Feb. 2008</b>	19%	48%	28%	5%	<b>2.8</b>
<b>Dec. 2008-Feb. 2009</b>	16%	45%	36% <sup>^</sup>	3%	<b>2.7</b>
<b>Dec. 2009-Feb. 2010</b>	24%	44%	30%	2%	<b>2.9<sup>^</sup></b>
<b>Dec. 2010-Feb. 2011</b>	18%	43% <sup>^</sup>	34%	4% <sup>^</sup>	<b>2.7</b>
<b>Dec. 2011-Feb. 2012</b>	19%	41%	33%	7%	<b>2.7</b>
<b>Dec. 2012-Feb. 2013</b>	29%	45%	23%	4%	<b>3.0</b>
<b>Dec. 2013-Feb. 2014</b>	23%	42%	32%	3%	<b>2.8</b>
<b>Dec. 2014-Feb. 2015</b>	23%	42%	30%	5%	<b>2.8</b>
<b>Dec. 2015-Feb. 2016</b>	23%	34% <sup>^</sup>	40% <sup>^</sup>	4%	<b>2.8</b>
<b>Dec. 2016-Feb. 2017</b>	24%	39%	34%	2%	<b>2.9</b>
<b>Dec. 2017-Feb. 2018</b>	31%	41%	26%	.%	<b>3.0</b>

<sup>^</sup> Significant difference vs. previous three-month period

- This year’s mean rating of 3.0 is in line with past responses, though among the higher results.

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

2. Provide a process for the fair and expedient handling of complaints from parents and community.

In  
Compliance



### *Evidence {continued}*

“LWSD schools effectively handle complaints.”		Always	Usually	Sometimes	Never	Mean
<b>Dec. 2007-Feb. 2008</b>	Have a child in LWSD	21	49	24	6	<b>2.8</b>
	Don't have child in LWSD	15	46	35	4	<b>2.7</b>
<b>Dec. 2008-Feb. 2009</b>	Have a child in LWSD	14 <sup>^</sup>	47	36	3	<b>2.7</b>
	Don't have child in LWSD	19	40	37	4	<b>2.7</b>
<b>Dec. 2009-Feb. 2010</b>	Have a child in LWSD	27 <sup>^</sup>	48	23	2	<b>3.0<sup>^</sup></b>
	Don't have child in LWSD	20	37	40	3	<b>2.7<sup>**</sup></b>
<b>Dec. 2010-Feb. 2011</b>	Have a child in LWSD	22	43	33	3	<b>2.8</b>
	Don't have child in LWSD	12	43	37	7	<b>2.6<sup>**</sup></b>
<b>Dec. 2011-Feb. 2012</b>	Have a child in LWSD	24	41	28	7	<b>2.8</b>
	Don't have child in LWSD	10 <sup>^,**</sup>	42	41	7	<b>2.5<sup>**</sup></b>
<b>Dec. 2012-Feb. 2013</b>	Have a child in LWSD	32	45	20	3	<b>3.1</b>
	Don't have child in LWSD	24	44	26	6	<b>2.9</b>
<b>Dec. 2013-Feb. 2014</b>	Have a child in LWSD	29	38	31	3	<b>2.9</b>
	Don't have child in LWSD	13 <sup>**</sup>	49	34	3	<b>2.7</b>
<b>Dec. 2014-Feb. 2015</b>	Have a child in LWSD	28 <sup>^</sup>	46	23	2	<b>3.0</b>
	Don't have child in LWSD	15 <sup>**</sup>	34	42 <sup>**</sup>	9 <sup>**</sup>	<b>2.6<sup>**</sup></b>
<b>Dec. 2015-Feb. 2016</b>	Have a child in LWSD	29	33	36	2	<b>2.9</b>
	Don't have child in LWSD	15 <sup>*****</sup>	35 <sup>^</sup>	44 <sup>^</sup>	6	<b>2.6<sup>*****</sup></b>
<b>Dec. 2016-Feb. 2017</b>	Have a child in LWSD	32	37	31	0 <sup>^</sup>	<b>3.0<sup>*</sup></b>
	Don't have child in LWSD	14 <sup>*****</sup>	41	39	6 <sup>*****</sup>	<b>2.6<sup>*****</sup></b>
<b>Dec. 2017-Feb. 2018</b>	Have a child in LWSD	35	42	21	2	<b>3.1</b>
	Don't have child in LWSD	24 <sup>**</sup>	39	33 <sup>**</sup>	5	<b>2.8</b>

\*\* Significant difference vs. those who have a child in LWSD

\*\*\*\*\* Significant different vs. those who have a child in LWSD

<sup>^</sup> Significant difference vs. previous three-month period

- There is a statistically significant difference between responses of those who have children in the district versus those without children in the district, with 77% of parents agreeing or strongly agreeing with the statement “LWSD schools effectively handle complaints” versus 63% of community members without students in schools.

**EL-5 Parents and Community**

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

3. Establish policies and procedures to ensure organizational compliance with all federal and state laws, including those dealing with ethnic, gender, disability, religious and age discrimination.	In Compliance	◀ ▶
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***Evidence***

District Administrative Policies and Procedures that prohibit discrimination and harassment and align with federal and state laws include:

- Nondiscrimination (AC and procedure AC-R);
- Human Dignity (ACA);
- Harassment of Staff (ACB and procedure ACB-R) prohibit harassment in all forms, including bullying and intimidation of staff; and,
- Harassment, Intimidation and Bullying of Students (JFD and procedure JFD-R) prohibit harassment in all forms, including bullying and intimidation of students. JFD-E is the incident reporting form.

Nondiscrimination and Human Dignity policies (AC and ACA) were revised in September 2016. Nondiscrimination procedure (AC-R) was adopted in 2016. Harassment, Intimidation, and Bullying of Students policies (JFD, and JFD-R and JFD-E) were revised in 2016. Sexual Harassment of Students Policy (JFDA and JFDA- R) was developed in 2016. Sexual Harassment of Staff Policy (ACC and ACC-R) was also developed in 2016.

These policies are communicated and shared as follows:

- Annually with all staff at the beginning of school staff meetings
- Specific training as part of new employee orientation
- Student and staff handbooks containing this policy information and expectations are distributed and reviewed annually
- Posters inform parents, citizens, and visitors of the district’s discrimination and harassment policies
- District publications, including the district website, inform readers of our policies and procedures regarding compliance with all federal and state laws

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

4. Provide a welcoming environment for parents and community.

In  
Compliance



### *Evidence*

The district and schools make efforts to ensure a welcoming environment in our schools.

- Professional expectations are in place in all schools for staff to provide a welcoming environment for all parents and guests.
- Schools hold events to welcome parents, including orientations, curriculum nights, open houses, and other school events.
- Building use policies and procedures allow community organizations to use school buildings for functions.
- Volunteer strategies such as the LINKS program encourage community members to volunteer in our schools. The schools themselves encourage parents to volunteer actively in many different roles.

“I feel welcome in LWSD schools.”	Always	Usually	Sometimes	Never	Mean
<b>Dec. 2007-Feb. 2008</b>	54%	30%	13%	2%	<b>3.4</b>
<b>Dec. 2008-Feb. 2009</b>	56%	26%	15%	3%	<b>3.4</b>
<b>Dec. 2009-Feb. 2010</b>	63%	24%	11%	2%	<b>3.5</b>
<b>Dec. 2010-Feb. 2011</b>	58%	31%	8%	2%	<b>3.5</b>
<b>Dec. 2011-Feb. 2012</b>	57%	30%	10%	3%	<b>3.4</b>
<b>Dec. 2012-Feb. 2013</b>	67% ^	21% ^	10%	3%	<b>3.5</b>
<b>Dec. 2013-Feb. 2014</b>	61%	24%	12%	3%	<b>3.4</b>
<b>Dec. 2014-Feb. 2015</b>	60%	27%	8%	5% ^	<b>3.4</b>
<b>Dec. 2015-Feb. 2016</b>	61%	22%	15%	2%	<b>3.4</b>
<b>Dec. 2016-Feb. 2017</b>	66%	20%	10%	3%	<b>3.5</b>
<b>Dec. 2017-Feb. 2018</b>	68%	20%	9%	3%	<b>3.5</b>

^ Significant difference vs. preceding survey

- The recent survey of community members shows a continuation of positive responses to the question “I feel welcome in LWSD schools.” This year’s survey showed no significant difference compared to previous surveys.

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

4. Provide a welcoming environment for parents and community.

In  
Compliance



### *Evidence {continued}*

“I feel welcome in LWSD schools.”		Always	Usually	Sometimes	Never	Mean
<b>Dec. 2007-Feb. 2008</b>	Have a child in LWSD	61	28*	10	1	<b>3.5</b>
	Don't have child in LWSD	44*****	34	16	5	<b>3.2*****</b>
<b>Dec. 2008-Feb. 2009</b>	Have a child in LWSD	68	20	10	2	<b>3.5</b>
	Don't have child in LWSD	37^,*****	34*****	24*****	4	<b>3.0</b>
<b>Dec. 2009-Feb. 2010</b>	Have a child in LWSD	72	21	8	0	<b>3.6</b>
	Don't have child in LWSD	48*****	30	17	5*****	<b>3.2*****</b>
<b>Dec. 2010-Feb. 2011</b>	Have a child in LWSD	68	24	8	0	<b>3.6</b>
	Don't have child in LWSD	42*****	43*****	9	5*****	<b>3.2*****</b>
<b>Dec. 2011-Feb. 2012</b>	Have a child in LWSD	65	25	9	1	<b>3.5</b>
	Don't have child in LWSD	46*****	37	11	6*****	<b>3.2*****</b>
<b>Dec. 2012-Feb. 2013</b>	Have a child in LWSD	74	21	5	0	<b>3.7</b>
	Don't have child in LWSD	57*****	20^	17*****	6*****	<b>3.3*****</b>
<b>Dec. 2013-Feb. 2014</b>	Have a child in LWSD	66	22	11	1	<b>3.5</b>
	Don't have child in LWSD	51*****	29	13	7*****	<b>3.2*****</b>
<b>Dec. 2014-Feb. 2015</b>	Have a child in LWSD	64	28	7	2	<b>3.5</b>
	Don't have child in LWSD	52	27	11	10^,*****	<b>3.2*****</b>
<b>Dec. 2015-Feb. 2016</b>	Have a child in LWSD	66	20	14	0	<b>3.5</b>
	Don't have child in LWSD	55	25	15	4*****	<b>3.3</b>
<b>Dec. 2016-Feb. 2017</b>	Have a child in LWSD	75	16	7	1	<b>3.7</b>
	Don't have child in LWSD	54*****	25	14	7*****	<b>3.3*****</b>
<b>Dec. 2017-Feb. 2018</b>	Have a child in LWSD	75	18	7	0	<b>3.7</b>
	Don't have child in LWSD	56**	24	13	8**	<b>3.3</b>

\*\* Significant difference vs. those who have a child in LWSD

^ Significant difference vs. previous three-month period

\*\*\*\*\* Significant difference vs. those who have a child in LWSD

- The overall positive response rate is higher among parents, of whom 93% responded that they “always” or “usually” feel welcome in LWSD schools, compared to 80% of those who don’t have a child in the district.

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

- |   |                  |     |
|---|------------------|-----|
| 5. Maintain an open and responsive organizational culture that treats all constituents with respect, dignity, and courtesy. | In<br>Compliance | ◀ ▶ |
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### *Evidence*

The district relies on good communication and public engagement as well as coordinating with constituent groups to ensure an organizational culture that treats all constituents with respect, dignity and courtesy. For example, the superintendent and central office staff members meet regularly with the PTSA District Council, Lake Washington Schools Foundation, and other constituency groups.

The district has been tracking community perception regarding openness and responsiveness since 2005.

“LWSD schools maintain an open and responsive culture.”	Always	Usually	Sometimes	Never	Mean
<b>Dec. 2007-Feb. 2008</b>	29%	45%	22%	4%	<b>3.0</b>
<b>Dec. 2008-Feb. 2009</b>	27%	45%	24%	4%	<b>2.9</b>
<b>Dec. 2009-Feb. 2010</b>	35%	42%	21%	2%	<b>3.1</b>
<b>Dec. 2010-Feb. 2011</b>	30%	44%	25%	2%	<b>3.0</b>
<b>Dec. 2011-Feb. 2012</b>	29%	46%	23%	2%	<b>3.0</b>
<b>Dec. 2012-Feb. 2013</b>	40%	41%	18%	2%	<b>3.2</b>
<b>Dec. 2013-Feb. 2014</b>	32%	42%	24%	2%	<b>3.0</b>
<b>Dec. 2014-Feb. 2015</b>	29%	46%	22%	3%	<b>3.0</b>
<b>Dec. 2015-Feb. 2016</b>	33%	43%	22%	2%	<b>3.1</b>
<b>Dec. 2016-Feb. 2017</b>	37%	37%	22%	4%	<b>3.1</b>
<b>Dec. 2017-Feb. 2018</b>	41%	37%	20%	2%	<b>3.2</b>

- The survey shows that overall approximately 78% of respondents believe LWSD schools “always” or “usually” maintain an open and responsive culture. This result is similar to prior years.



## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

5. Maintain an open and responsive organizational culture that treats all constituents with respect, dignity, and courtesy.

In  
Compliance



### *Evidence {continued}*

“LWSD schools maintain an open and responsive culture.”		Always	Usually	Sometimes	Never	Mean
<b>Dec. 2007-Feb. 2008</b>	Have a child in LWSD	33	45	18	4	<b>3.1</b>
	Don't have child in LWSD	24	44	27	5	<b>2.9</b>
<b>Dec. 2008-Feb. 2009</b>	Have a child in LWSD	29	52	16	3	<b>3.1</b>
	Don't have child in LWSD	23	34****	39****	4	<b>2.8****</b>
<b>Dec. 2009-Feb. 2010</b>	Have a child in LWSD	38	45	17	1	<b>3.2</b>
	Don't have child in LWSD	31	37	27	4	<b>3.0****</b>
<b>Dec. 2010-Feb. 2011</b>	Have a child in LWSD	33	43	23	1	<b>3.1</b>
	Don't have child in LWSD	23	45	27	4	<b>2.9</b>
<b>Dec. 2011-Feb. 2012</b>	Have a child in LWSD	38	45	15	3	<b>3.2</b>
	Don't have child in LWSD	16****	49	34****	1	<b>2.8****</b>
<b>Dec. 2012-Feb. 2013</b>	Have a child in LWSD	47	42	11	0	<b>3.4</b>
	Don't have child in LWSD	29****	40	27****	4****	<b>3.0****</b>
<b>Dec. 2013-Feb. 2014</b>	Have a child in LWSD	38	41	20	1	<b>3.2</b>
	Don't have child in LWSD	23****	43	30	4	<b>2.9****</b>
<b>Dec. 2014-Feb. 2015</b>	Have a child in LWSD	33	51*	15	1	<b>3.2</b>
	Don't have child in LWSD	23	39^	33****	6****	<b>2.8****</b>
<b>Dec. 2015-Feb. 2016</b>	Have a child in LWSD	43	40	16	1	<b>3.2</b>
	Don't have child in LWSD	22****	47	28****	3	<b>2.9****</b>
<b>Dec. 2016-Feb. 2017</b>	Have a child in LWSD	49	34	16	2	<b>3.3</b>
	Don't have child in LWSD	23*, ****	42	29****	6	<b>2.8****</b>
<b>Dec. 2017-Feb. 2018</b>	Have a child in LWSD	46	38	14	2	<b>3.3</b>
	Don't have child in LWSD	33^	35	29****	4	<b>3.0^</b>

\*\* Significant difference vs. those who have a child in LWSD

^ Significant difference vs. previous three-month period

\*\*\*\* Significant difference vs. those who have a child in LWSD

- Those who have a child in school are more likely to rate district schools as “always” or “usually” maintaining an open and responsive culture, with recent response rates of parents at 84% compared to non-parents at 68%.

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

5. Maintain an open and responsive organizational culture that treats all constituents with respect, dignity, and courtesy.

In  
Compliance



### *Evidence {continued}*

“The schools maintain an open and responsive organizational culture”	Always	Usually	Sometimes	Never	Mean
Staff survey 2008	47%	42%	10%	1%	3.4
Staff survey 2009	48%	40%	10%	1%	3.4
Staff survey 2010	45%	46%	8%	1%	3.3
Staff survey 2011	49%	43%	8%	0%	3.4
Staff survey 2012	51%	40%	7%	1%	3.4
Staff survey 2013	52%	40%	7%	1%	3.4
Staff survey 2014	48%	43%	9%	0%	3.5
Staff survey 2015	44%	43%	12%	1%	3.3
Staff survey 2016	56%	34%	8%	1%	3.5
Staff survey 2017	47%	39%	13%	1%	3.3

- This year’s staff survey results were similar to prior years, though down slightly from last year.

6. Establish and maintain systems for public participation, communication, and involvement.

In  
Compliance



### *Evidence*

While the district has long had in place a public communication program, the district has increased efforts to maintain consistent systems for public participation and involvement. Using the International Association for Public Participation’s Spectrum of Public Participation as its guide, district projects use a systematic approach to ensuring appropriate public participation, communication, and involvement.

- Community meetings have shared information about the 2018 Bond/Levies. In addition, LWSD partnered with each of its three cities to host Community Safety Forums. As part of the Building on Success Program, staff have held Good Neighbor meetings and opened the groundbreaking ceremonies and grand openings to community members.
- Families were invited to participate in open house events both in-person and online to receive information and provide input regarding the Redmond area boundary process.
- Use of the Let’s Talk system was expanded to the Redmond boundary process, Bond/Levies, School Start Times and 2016 Bond Projects.
- A “Get Involved” section on the LWSD website provides easy access to all district standing committees and special task forces that involve community members.
- The College and Career Readiness Task Force has been studying and analyzing impacts of the new state 24-credit requirements, school schedule and start time implications. The group has incorporated community members and staff voice through inclusion of community members on the Task Force as well as through listening sessions with students, staff, and parents.
- A School Start Time Advisory is in place to review school start times
- Textbook Adoption Committees include community representatives.
- A District Equity Team was established in 2017 and includes staff, parents and community members.

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

“LWSD schools gather feedback on important issues.”	Strongly agree	Agree	Neutral	Disagree or Strongly disagree	Mean
<b>Dec. 2007-Feb. 2008</b>	14%	34%	31%	21%	<b>3.3</b>
<b>Dec. 2008-Feb. 2009</b>	18%	27%	32%	22%	<b>3.3</b>
<b>Dec. 2009-Feb. 2010</b>	21%	32%	35% <sup>^</sup>	12%	<b>3.6</b>
<b>Dec. 2010-Feb. 2011</b>	23%	31%	31%	15%	<b>3.6</b>
<b>Dec. 2011-Feb. 2012</b>	23%	32%	29%	16%	<b>3.5</b>
<b>Dec. 2012-Feb. 2013</b>	29%	32%	30%	10%	<b>3.7</b>
<b>Dec. 2013-Feb. 2014</b>	27%	42% <sup>^</sup>	20% <sup>^</sup>	11%	<b>3.8</b>
<b>Dec. 2014-Feb. 2015</b>	25%	39%	21%	15%	<b>3.7</b>
<b>Dec. 2015-Feb. 2016</b>	26%	34%	29%	12%	<b>3.7</b>
<b>Dec. 2016-Feb. 2017</b>	30%	37%	19%	15%	<b>3.8</b>
<b>Dec. 2017-Feb. 2018</b>	31%	29% <sup>^</sup>	27% <sup>^</sup>	13%	<b>3.7</b>

<sup>^</sup> Significant difference vs. preceding survey

- Since December 2007, there has been significant increase in respondent feedback to the question “Lake Washington schools gather feedback on important issues”. Over the past five years 60% or more of respondents agree or strongly agreed with this statement, with 60% agreement this year. The mean ranking has been consistently higher since 2012-13 and has resulted in scores between 3.7 and 3.8 on a four point scale.

6. Establish and maintain systems for public participation, communication, and involvement.

In  
Compliance



***Evidence {continued}***

““LWSD schools gather feedback on important issues.”		Strongly agree	Agree	Neutral	Disagree or Strongly disagree	Mean
<b>Dec. 2007-Feb. 2008</b>	Have a child in LWSD	17	39	26	18	<b>3.5</b>
	Don't have child in LWSD	10	25 <sup>*****</sup>	38	27	<b>3.1<sup>*****</sup></b>
<b>Dec. 2008-Feb. 2009</b>	Have a child in LWSD	17	31	32	19	<b>3.4</b>

## EL-5 Parents and Community

**Executive Limitation:** With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

	Don't have child in LWSD	19 <sup>^</sup>	20	33 <sup>^</sup>	29	<b>3.2</b>
<b>Dec. 2009-Feb. 2010</b>	Have a child in LWSD	22	38	31 <sup>^</sup>	9	<b>3.7</b>
	Don't have child in LWSD	20	23 <sup>*****</sup>	41	16	<b>3.4</b>
<b>Dec. 2010-Feb. 2011</b>	Have a child in LWSD	24	36	27	13	<b>3.7</b>
	Don't have child in LWSD	21	24	37	17	<b>3.4</b>
<b>Dec. 2011-Feb. 2012</b>	Have a child in LWSD	29	38	24	9	<b>3.8</b>
	Don't have child in LWSD	15 <sup>*****</sup>	24 <sup>*****</sup>	36	25 <sup>*****</sup>	<b>3.2<sup>*****</sup></b>
<b>Dec. 2012-Feb. 2013</b>	Have a child in LWSD	33	34 <sup>^</sup>	25	8	<b>3.9</b>
	Don't have child in LWSD	22	27	36	14	<b>3.5<sup>*****</sup></b>
<b>Dec. 2013-Feb. 2014</b>	Have a child in LWSD	30	49	14 <sup>^</sup>	7	<b>4.0</b>
	Don't have child in LWSD	23	31 <sup>*****</sup>	29 <sup>*****</sup>	17 <sup>*****</sup>	<b>3.5<sup>*****</sup></b>
<b>Dec. 2014-Feb. 2015</b>	Have a child in LWSD	30	45	16	9	<b>3.9</b>
	Don't have child in LWSD	18 <sup>*****</sup>	30 <sup>*****</sup>	29 <sup>*****</sup>	23 <sup>*****</sup>	<b>3.3<sup>*****</sup></b>
<b>Dec. 2015-Feb. 2016</b>	Have a child in LWSD	36	38	19	8	<b>4.0</b>
	Don't have child in LWSD	15 <sup>*****</sup>	29	39 <sup>*****</sup>	16	<b>3.4<sup>*****</sup></b>
<b>Dec. 2016-Feb. 2017</b>	Have a child in LWSD	38	40	14 <sup>^</sup>	7	<b>4.1</b>
	Don't have child in LWSD	19 <sup>*****</sup>	32	25 <sup>*****</sup>	24 <sup>*****</sup>	<b>3.3<sup>*****</sup></b>
<b>Dec. 2017-Feb. 2018</b>	Have a child in LWSD	33	34	22	11	<b>3.8</b>
	Don't have child in LWSD	28 <sup>^</sup>	21 <sup>*****</sup>	35 <sup>*****</sup>	17 <sup>^</sup>	<b>3.5</b>

<sup>^</sup> Significant difference vs. previous three-month period

\*\*\*\*\* = Significant difference vs. those who have a child in LWSD

- Parents rate the district higher in the area of, gathering feedback on important issues, than respondents that do not have a child in the district.

## EL-5 Parents and Community

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Accordingly, the CEO shall:

7. Provide to parents and to the community access to appropriate information about school and district programs and academic progress.

In  
Compliance



### Evidence

The district primarily uses electronic communication tools. The district’s website and specific portals have become resources for a large amount of information for parents, community members, and staff. Information is available focused on the district, schools, programs, academic progress, and much more. Efforts to reach out to parents and the community via electronic newsletters and social media complement the website and help drive traffic to specific timely information. In 2017, the district implemented a new website to better communicate families and the community members.

– District Website Usage Overview

Data Points - month of May	2018	2017	2016	2015	2014	2013
May visits	740,461	657,009	571,192	437,136	567,591	611,677
Peak daily visits	36,087	35,079	31,188	29,355	28,863	30,522
Server uptime (discounting planned outages)	99.3%	100%	99.93%	99.87%	100%	99.96%
Visits to <i>Careers Page</i> (formerly <i>Employment Page</i> )	8,172	11,880	11,602	10,278	12,951	13,681
Visits to <i>District Calendar</i>	11,696	7,839	8,187	7,094	9,711	9,166

### Comparison to Nearby School Districts’ Websites

*Based on data from Alexa.com, a web analytics site, sorted by traffic rank. Stats for the last three months*

District	Traffic rank Ranking compared to all websites globally	Daily Page Views per Visitor	Daily Time on Site	Incoming links Number of sites linking to this one
Seattle SD - SeattleSchools.org	57,601	3.21	3:23	927
Northshore SD NSD.org	61,938	4.30	6:08	254
<b>LWSD LWSD.org</b>	98,045	3.80	4:12	348
Bellevue SD BSD405.org	198,931	2.20	2:47	341

- LWSD’s website traffic rank among neighboring and other large districts remained the same as last year.

## EL-5 Parents and Community

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### *Evidence {continued}*

Parents and community have access to all school and district activities on electronic calendars on each school and district websites. Families can combine events at multiple schools into a single online calendar.

“I have online access to information about school and district programs”	5	4	3	2/1	Mean
12/09 – 2/10	55%	28%	10%	6%	4.3
12/10 – 2/11	57%	29%	6%	8% <sup>^</sup>	4.3
12/11 – 2/12	53%	30%	11%	7%	4.3
12/12 – 2/13	64% <sup>^</sup>	21% <sup>^</sup>	11%	4%	4.4
12/13 - 2/14	54%	33%	9%	4%	4.3
12/14 - 2/15	50%	33%	11%	6%	4.2
12/15 - 2/16	58%	27%	11%	4%	4.4
12/16 - 2/17	55%	29%	10%	6%	4.3
12/17 - 2/18	57%	27%	9%	7%	4.3

On a scale of 1 to 5 where 1 means “Strongly disagree” and 5 means “Strongly agree”

<sup>^</sup> Significant difference vs. preceding survey

- Responses remain consistent with past years.

### **Parent Access, Student, and Staff Portals**

- The district is transitioning away from Parent and Student Access. All information is being placed on the district website in a section titled, “For Students and Families.” This page allows parents/guardians and students to access key student information with links to the necessary resources. Parents can check their children’s attendance, grades, teacher contact information, lunch balances, graduation requirements, and other pertinent specific information.
- Parents of elementary and secondary students can view their children’s grades in Skyward. This access provides timely and accurate information of the student performance. Students may also see their grades in Skyward.
- Parents of students at comprehensive secondary schools as well as ICS and Tesla STEM can pay for their students’ fines and fees online using a secure credit card transaction.

## EL-5 Parents and Community

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In  
Compliance



### *Evidence {continued}*

#### 2017-18 Portal(s) Usage:

Portal	User Account Total	Average Unique Visitors Per Day in May 2018	Total Unique Visits in May 2018	Most Visited Page
Staff Portal	5,163	2,391 (workdays)	96,508	<ol style="list-style-type: none"> <li>1. Staff Portal home page</li> <li>2. Team Sites landing page</li> <li>3. InfoCentre page</li> </ol>
Parent Access (transitioning to For Students and Families web page)	39,327*	704	21,110	<ol style="list-style-type: none"> <li>1. Parent Access homepage</li> <li>2. InTouch online payment system</li> <li>3. Change password page</li> </ol>

\* Parents must sign up for an account; not every parent has one

#### Learning Management System (PowerSchool Learning)

- In the spring of 2018, 16% of those answering the parent strategic work survey reported visiting PowerSchool Learning between one and three times a week. In addition, 16% visited weekly and 29% visited monthly.

#### Other Information and Communication Media

- The district uses MarketVolt to assist with managing its newsletter subscriptions, enabling individuals to subscribe or unsubscribe automatically.
- *Connections*, the parent/community e-newsletter, is published bi-weekly to provide general district information to parents on a regular basis. This newsletter provides links to new and timely information on the district website. Subscribers include community members.
- *Connections* subscriber numbers continue to rise and are now at 56,345. The open rate for this newsletter continues to be higher than the education industry average.
- Social media has increasingly reached parents who use those tools. There are currently 9,483 likes on the district's Facebook page, an increase of nearly 16% from last year. This year, the district focused advertising efforts on bond/levies information and recruiting efforts.
- The district's Twitter account has 3,669 followers. That number reflects an 18% increase over the previous year.

I certify the above to be correct as of August 13, 2018.

\_\_\_\_\_  
Jane Stavem, Superintendent