

CONSTITUENT SERVICE

BBEA
(LOCAL)

PURPOSE

The purpose of the Ector County ISD constituent service policy is to define standards and outline processes for board members to provide service to constituents without involving themselves in problem resolution or management.

OVERVIEW

It is the intent of the School Board that constituent service is provided through well-defined protocols, which facilitate administration's ability to resolve problems effectively and identify opportunities for systems improvement to meet standards and follow identified processes.

COMPLIANCE WITH STATE LAW

The Ector County Independent School District Board of Trustees will follow all state laws and policies regarding the prohibition of board involvement in management.

REFERRING COMPLAINTS

If employees, parents, students, or other members of the public bring concerns or complaints to an individual Board member, he or she shall refer them to the Superintendent or another appropriate administrator, who shall proceed according to the applicable complaint policy. [See (LOCAL) policies at DGBA, FNG, and GF]

When the concern or complaint directly pertains to the Board's own actions or policy, for which there is no administrative remedy, the Trustee may request that the issue be placed on the agenda.

DEFINITIONS

As elected officials and trustees acting on behalf of the public, the Ector County Independent School District Board of Trustees have the obligation to be accessible to the public and assist citizens with suggestions, questions, or complaints regarding the Ector County Independent School District. The following definitions are important for constituents to understand District roles and responsibilities:

CONSTITUENTS

For the purposes of this policy, constituents are residents of the community who are represented by an elected public school District Board member. Constituents are receivers of public services and provide public funds for those services.

GOVERNANCE

For the purpose of this policy, governance is the primary role of the elected Board of Trustees members. Governance involves ensuring the delivery of required educational and support services in the District by providing oversight and policy to the Superintendent regarding those services and desired results. Governance is strategicaly based guidance and policy focused on affecting system improvement.

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MANAGEMENT

Management is the responsibility of the District Superintendent who is an employee of the School Board and operates within District policy established by the School Board and all applicable state and federal laws and regulations. Management includes directing staff, allocating resources, administering programs and providing support services to improve school system effectiveness and successfully achieve District academic objectives.

APPROPRIATE SERVICE

Appropriate constituent service is defined as each Board member collaborating with District administration to help citizens receive the services that the Texas Education Agency intends Ector County ISD to provide via appropriate District processes and resources. Administration works to resolve citizen concerns to ensure fairness and equity. This is not the role of the Board.

INAPPROPRIATE SERVICE

Inappropriate constituent service is defined as Board member involvement in the day-to-day decision making that may lead to favoritism being shown to an individual outside of recognized processes. Board members outside of quorum cannot award or grant special advantage to employees, parents, students, vendors or any other person or entity outside regular district administrative decision-making processes established by policy or administrative directive.

SYSTEM

Recognizing the need to provide quality service to constituents, the Board and Superintendent will together put into place a system for tracking and responding to constituent inquiries in a timely manner.

The goal of the Ector County ISD is to respond promptly and professionally to any questions or concerns of the public. To this end, the public is encouraged to use published telephone numbers to contact the appropriate District personnel regarding issues or questions. Another valuable resource is the District website www.ectorcountyisd.org which contains policy, procedures and the status of various ongoing programs which will often answer many questions. The website also provides access to those who want to send questions and comments directly to the Superintendent using electronic mail.

If the above information sources do not provide answers, community members may contact Board members directly. Board members will provide community members the Superintendent's or his/her designee's contact information. The Superintendent or his/her designee will track inquiries using a system with the following features:

- A protocol for handling constituent requests for information or assistance;
- A primary contact person in the Board Office who will refer

constituent service issue requests to the Superintendent's Office as directed by the Board member;

- A feedback system so that Board members know the resolution of requests;
- An information management system for storing, tracking, categorizing and analyzing requests;
- Periodic reports to the Superintendent and Board on constituent requests, their resolution, and patterns in requests;
- Periodic reports on District system improvements made, in whole or part, as a result of constituent service requests; and,
- Over sight of the system by the Superintendent's designee.

PROTOCOL

The District's Constituent Service Flow Chart shall track the recommended process flow for constituent service requests. [See BBEA(EXHIBIT A)]

MANAGING REQUESTS

Protocol is based on a reliable information network between the Board and the Superintendent's Office for referring, tracking and resolving constituent inquiries.

Normally, electronic management of these requests will be done via email or other electronic means as the preferred method of communication and recordkeeping in the system. The Superintendent's Office will manage the tracking system and coordinate with appropriate District staff. Requests will be tracked in the Superintendent's Office by the category of request; the person assigned the lead for responding, the date of inquiry and the date of response. This information will be maintained in a consolidated database until reviewed by the Superintendent or the Board, but no less than three years.

The District response will be forwarded to the Board Liaison for response to the constituent. The Board Liaison is responsible for ensuring that the respective Board member is advised of action on the constituent requests, as well as keeping the constituent advised of the status of the request.

As appropriate, and when requested by the Board, the Superintendent's Office or appropriate District staff member may respond directly to the constituent and copy the Board Office on the response. This shall be noted in the tracking system maintained by the Board.

GUIDELINES FOR RESPONSE TO REQUESTS

Response to constituent requests will be managed on a priority basis. Board Liaison and District staff will set priorities considering all requests. The priority in which requests are answered is based on the

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urgency of the specific issue and not the importance of each request. The Board considers all requests to be important and warranting an expedient response. In cases where extensive staff work is required to collect data or research information to respond, an interim response will be provided to the constituent by the Board.

DATABASE
MANAGE-
MENT

Constituent request data will be managed by the Superintendent's Office. As described in the section of this policy titled "Managing Requests", statistics will be collated for further review by the Superintendent.

Constituent responses shall be maintained in an electronic database for a one-year period from the date of the response or until a briefing to the Board is complete.

REPORTING AND
SYSTEM
IMPROVEMENT

Monthly, or as directed by the Board Chair, the Superintendent will present a summary to the Board, which will include constituent request data, trends, conclusions and recommendations for improvement. The Superintendent's report to the Board will be in a suitable electronic document and will include data and graphs portraying the results and processes involved. This report will contain the most current information, and will also include comparative data and trend analyses.

Annual reports will be presented to the Board on or about June of each year.

COMMUNICATIONS
PLAN

The Board shall delineate processes for conveyance of constituent services with all stakeholders. [See BBEA (Exhibit)B].