

Mahtomedi Public Schools
Independent School District #832
1520 Mahtomedi Avenue
Mahtomedi, MN 55115

Regular Meeting - Board of Education

Date: November 12, 2015

Agenda Item #9. D.

TOPIC: Customer Service Task Force

BACKGROUND: A goal of the School Board has been to work on customer service. The goal that had been adopted was:

By June 30, 2016 the Board will convene "customer service" task force and report the findings back to the public.

- a. board members will create a definition of "customer service"
- b. board members will identify metrics for determining strengths/weaknesses
- c. board members with the superintendent will draft a plan for addressing concerns

A sub-committee met and thought it wise to include protocols and a needs assessment as part of the goals. Other discussion items included creating a task force/ad hoc committee to help with this work.

ACTION RECOMMENDED: The School Board provide direction to administration.

Submitted By:

Mark Larson

Name

Superintendent of Schools

Title

Concurrence By:

Mark Larson

Dr. Mark Larson

Superintendent of Schools