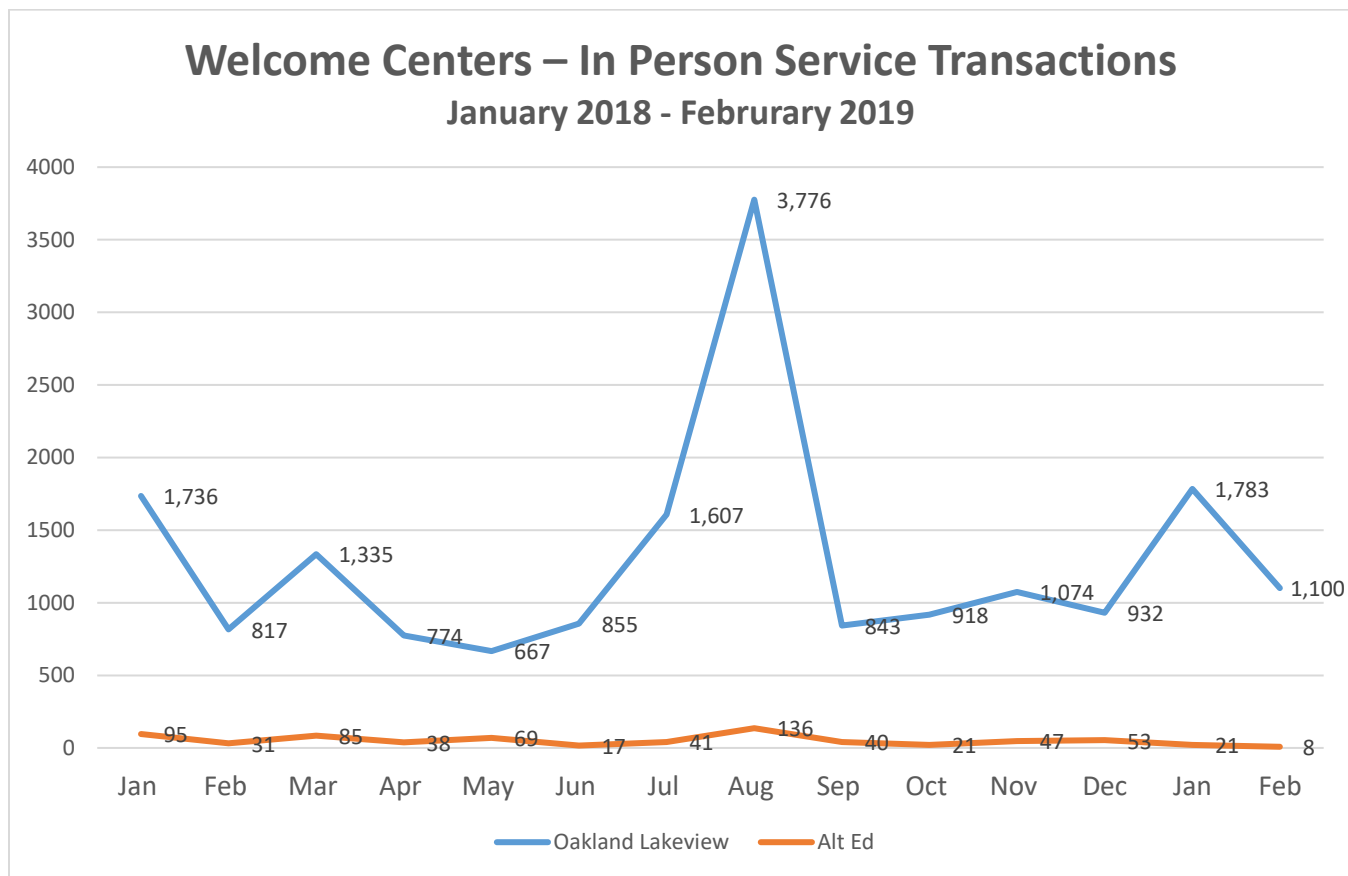
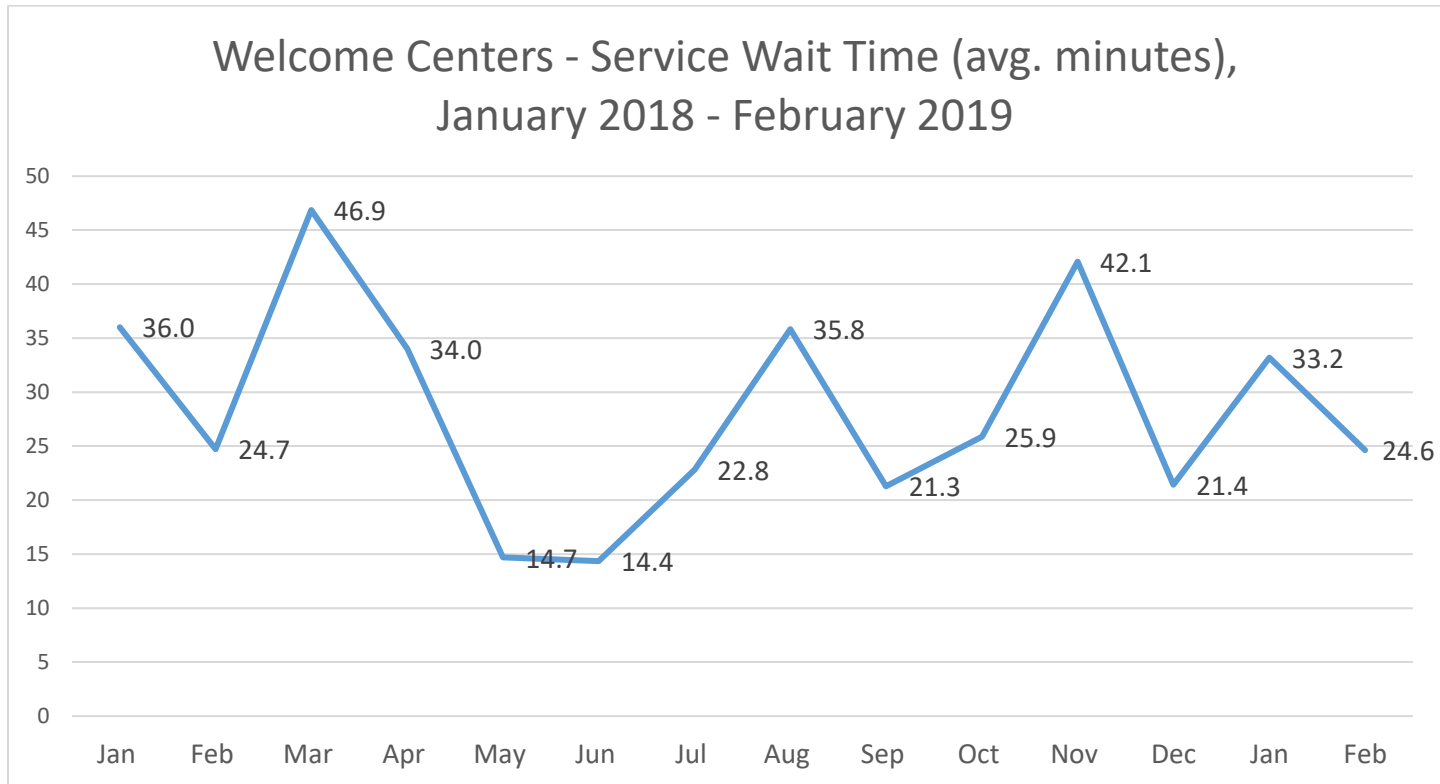


Seasonal Enrollment Metrics

Seasonal Welcome Center Customer Service Metrics: January 1, 2018 to February 2019





Source: Qless, data downloaded for the January 1 2018 – February 28 2019 reporting period.

The Enrollment Welcome Centers use Qless to manage and track the queues at the center. The Service Wait Time Report shows the average amount of time spent in queues by customer each center for the specified reporting period. Generally, the wait times were less than 30 minutes although wait times during peak times of the year tend to have longer wait times.

Welcome Centers – Virtual Transactions (as measured by Zendesk)

New Tickets	3,048
Solved Tickets	2,318
Agent Touches	5,054
Satisfaction Rating	90%
1st Reply Time	24.18 hrs.

Source: Zendesk, data downloaded for the January 1, 2019 – February 28, 2019 reporting period.

The OUSD Welcome Centers use Zendesk to manage and track requests and questions from families. Families contact the Welcome Centers via phone call, voicemail, or mail.

- **New Tickets** is the number of new tickets created during the reporting period.
- **Solved Tickets** is the number of solved tickets during the reporting period.
- **Agent Touches** is number of agent updates to tickets during the reporting period.
- **Satisfaction Rating** is the average customer satisfaction rating given during the reporting period.
- **First Reply Time** is the average amount of time it took an agent to make the first public comment in a ticket (in calendar hours).

Applicant information

2017-18 School Year total number of on time applications	2018-19 School Year total number of on time applications
8,837 as of 2/12/18 3:32 PM	9,481 as of 3/26/2019 at 2:25 pm

Source: SchoolMint

In 2016-17, OUSD launched SchoolMint, an online application platform, to facilitate the options process for families. The district received 8,837 on-time online applications for the 2018-19 school year and 9,481 on-time applications for the 2019-20 school year. In 2019, 78% of students have confirmed (accepted or declined) their offer by 4/2/19.