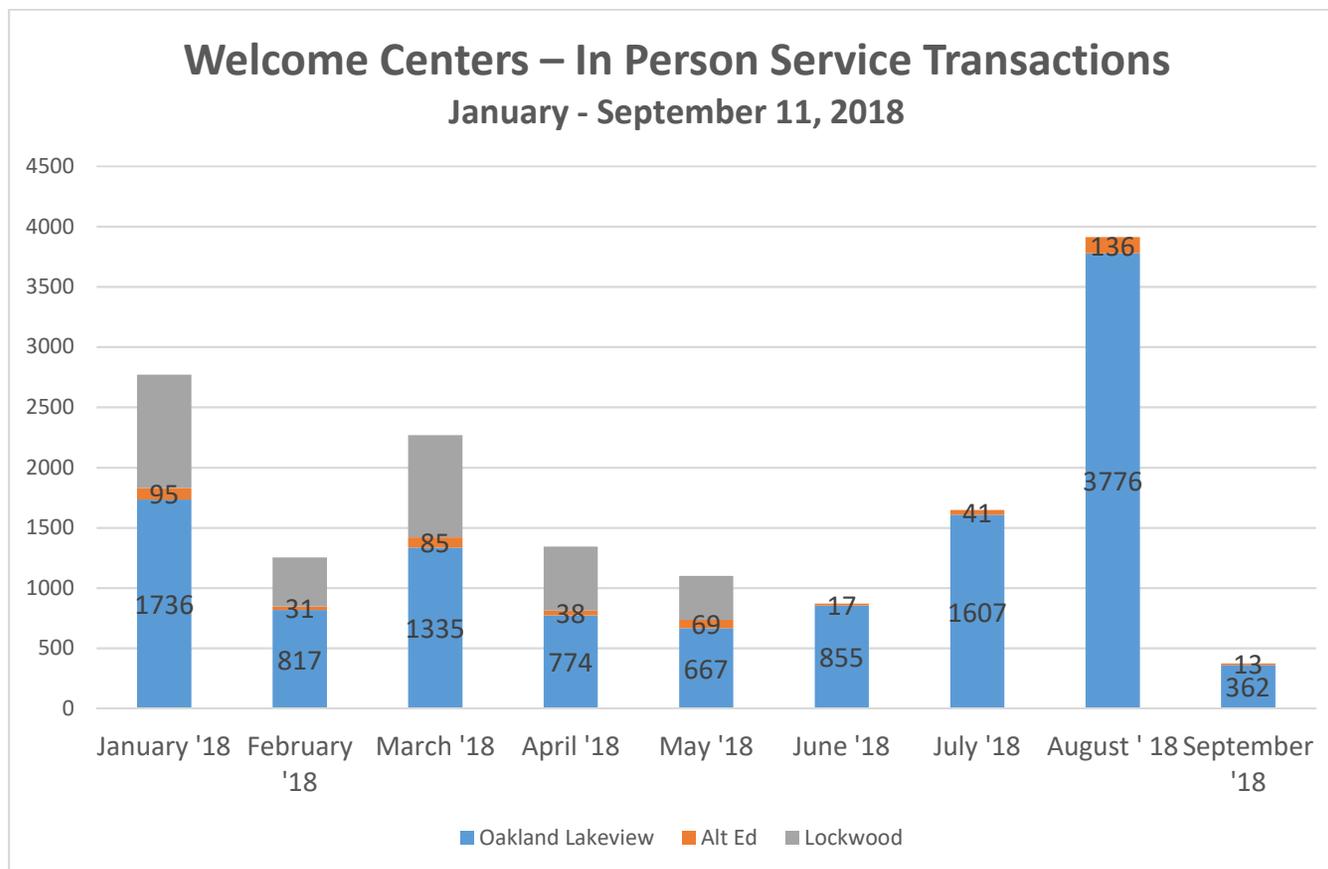
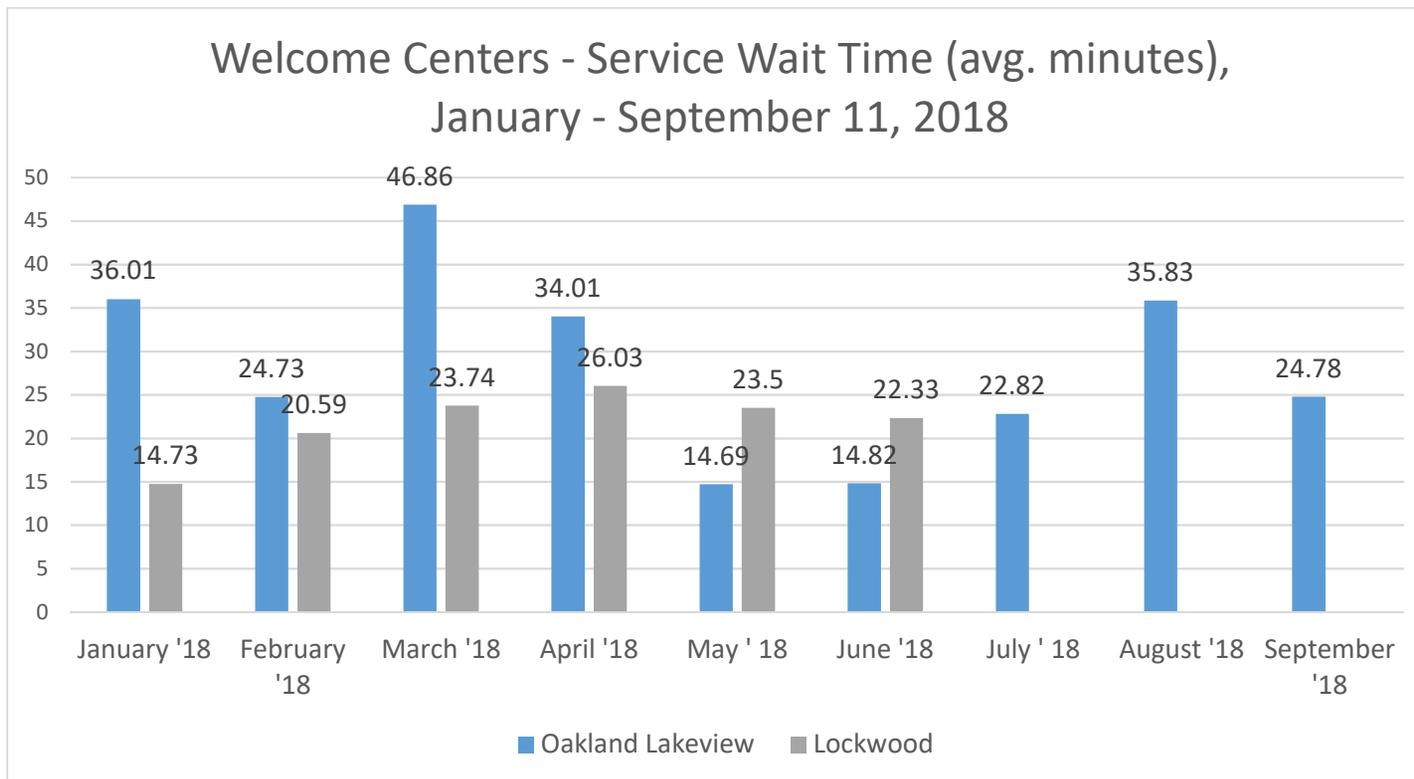


Seasonal Enrollment Metrics – September 2018

Seasonal Welcome Center Customer Service Metrics: January 1, 2018 to September 11, 2018





Source: Qless, data downloaded on March 12, 2018 for the January 1 – September 11 reporting period.

The Enrollment Welcome Centers use Qless to manage and track the queues at each center. There are two Welcome Centers, Lakeview and Lockwood. The Lakeview Welcome Center also has an Alternative Education placement 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 on average at Lockwood and Lakeview. Alternative Education at Lakeview has longer wait times because there is only one person on staff dedicated to these placements whereas Lakeview has up to eight staff and Lockwood has up to two staff at any given time.

Welcome Centers – Virtual Transactions (as measured by Zendesk)

New Tickets	4,985
Solved Tickets	3,928
Agent Touches	9,941
Satisfaction Rating	86%
1st Reply Time	11.05 hrs

Source: Zendesk, data downloaded on July 1, 2018 – September 10 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).

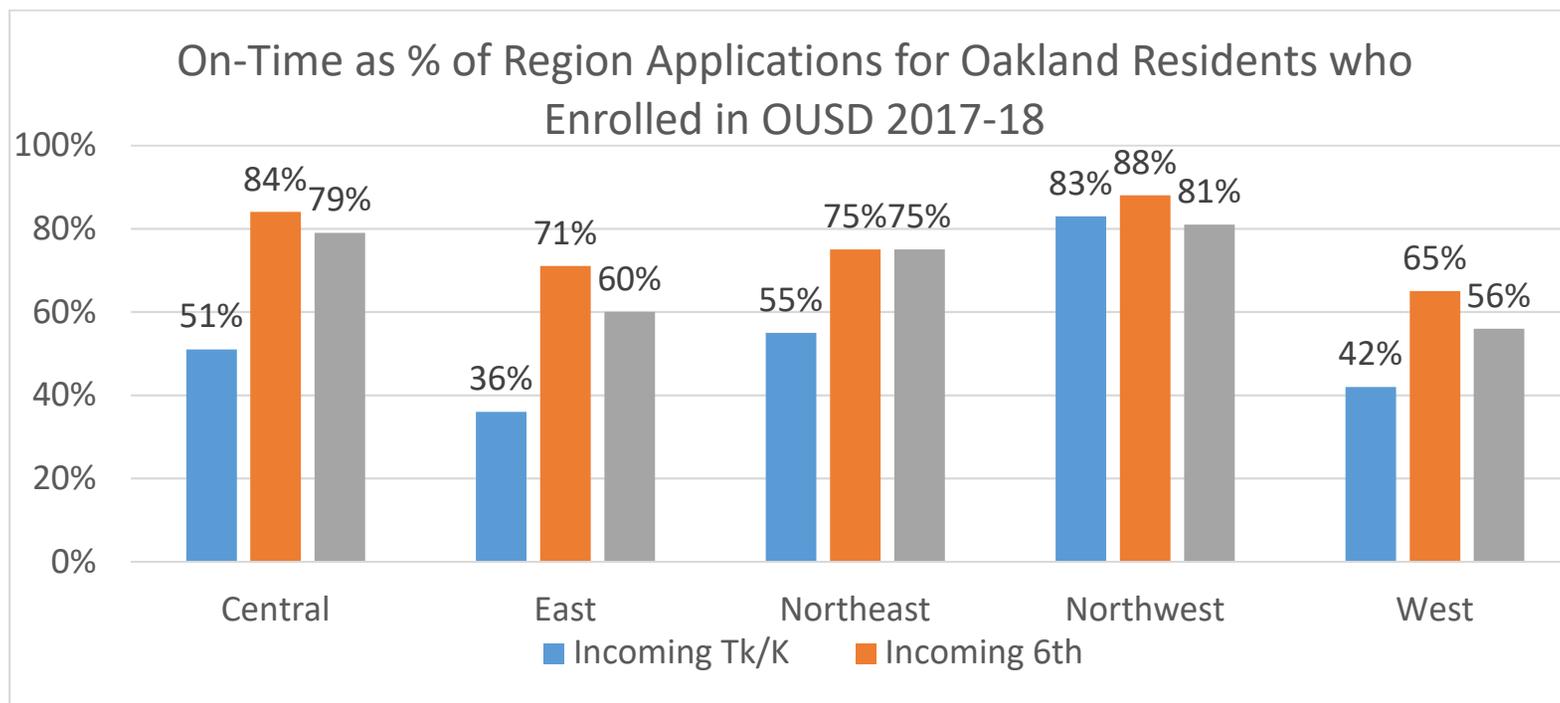
Applicant information for 2018-19 School Year

SchoolMint	2017-18 School Year
Total # of on-time applications for 2018-19 school year	8,837 as of 2/12/18 3:32 PM

Source: SchoolMint

In 2016-17, OUSD launched SchoolMint, an online application platform, to facilitate the options process for families. As of February 12, 2018 at 3:32pm, the district received 8,837 on-time online applications for the 2018-19 school year.

Applicant information for 2017-18 School Year



Source: OUSD Strategic Regional Analysis, 2017-18. Includes only students who were enrolled in an OUSD district-run school on the first Wednesday of October 2017. Student addresses are derived from the enrollment record on that date. Excludes Special Education students except those receiving Resource services.

Overall, the data show that applicants in the East and West regions had the lowest percentages of on-time applications.

- For incoming TK/K the lowest percentage of on-time applications were from the East.
- For incoming 6th and 9th the lowest percentage of on-time applications were from the West.
- For incoming TK/K, 6th, and 9th the highest percentage of on-time applications were from the Northwest.