



## OFFICE OF THE SUPERINTENDENT

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To: OUSD Board of Education  
From: Kyla Johnson-Trammell, Superintendent  
Charles Wilson, Executive Director of Enrollment Services  
Sondra Aguilera, Senior Deputy Chief of Continuous School Improvement  
Guillermo Echeverria, Deputy Chief of Continuous Improvement and Project Management  
Subject: Student Welcome Center Feedback  
Date: October 11, 2017

### OVERVIEW & OBJECTIVE

- The goal is to improve services provided by the Enrollment Office
- This aligns with our district values of students first, excellence and cultural responsiveness and our Superintendent goal of fiscal vitality.
- There is no budget impact
- We are providing a progress update. This is for information only and to request feedback.

### SUMMARY

During a meeting with Manzanita Seed parents on October 2<sup>nd</sup>, 2017, We received claims regarding Enrollment practices at our Student Welcome Centers:

- Families wanting to enter our Dual Language Schools were turned away at our Student Welcome Centers;
- Student Welcome Center Staff do not know our dual language program design and provide families with misinformation;
- Student Welcome Center Staff do not promote our dual language programs to all families, promote only to our families that are already Spanish-Speaking; and
- Families have stated that the Student Welcome Center Staff steer families into other options, stressing the question: "Do you know XXX school is a Dual Language Program? Are you sure you want a Dual Language School?"

**Student Welcome Center Next Steps:** As a result of feedback, we will implement the following next steps to make improvements:

1. We have received contact information of 3 families. We are contacting them and researching application and assignment. We will provide an update when completed.
2. Revisit program design with Dual Language Schools to review design implications that require students to have Spanish skills if entering Dual Language Schools beginning in the 2<sup>nd</sup> grade.
3. Meet with Dual Language Principals to better understand each school;
4. Devise an outreach plan with Dual Language School Principals to attract Monolingual families
5. Provide specific training for the Student Welcome Center Staff on Dual Language Schools
6. Student Welcome Center Staff will visit Dual Language Schools
7. Revitalize Brochures and media regarding our Dual Language Schools
8. Enrollment system update that does not require families to come to the Student Welcome Center to register



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We plan to provide an update to district leadership by November 2<sup>nd</sup>, 2017