

## **CUSTOMER FEEDBACK PROCEDURE (COM-P001)**

Clarksville-Montgomery County School System

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### **1.0 SCOPE:**

- 1.1 This procedure applies to the process of obtaining feedback from all internal and external customers of the Clarksville-Montgomery County School System regarding levels of satisfaction.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

### **2.0 RESPONSIBILITY:**

- 2.1 Chief Communications Officer

### **3.0 APPROVAL AUTHORITY:**

- 3.1 Director of Schools

### **4.0 DEFINITIONS:**

- 4.1 Customer: Department Head or individual within a department who wants to conduct a survey.
- 4.2 PRM: Process Management System
- 4.3 MRT: Management Review Team
- 4.5 CMCSS: Clarksville-Montgomery County School System

### **5.0 PROCEDURE:**

- 5.1 CMCSS solicits feedback and conducts a district wide survey of the system bi-annually with various departmental and community surveys as a measurement of the performance of the PRM.
  - 5.1.1 Departmental surveys are conducted upon request.
  - 5.1.2 Along with surveys, feedback is obtained through focus groups, stakeholder engagements, a mid-year review and annual review.
- 5.2 Appropriate data collection methods are selected as follows:
  - 5.2.1 Community customer surveys are conducted by using scan sheets, general questionnaires, touch pads, CMCSS web survey, and other appropriate methods.
  - 5.2.2 School system customer surveys are conducted by using scan sheets, general questionnaires, touch pads, CMCSS web survey, and other appropriate methods.
- 5.3 Data relating to the customers perception is reviewed and monitored during MRT meetings. CMCSS uses this method to assure customer requirements are identified.
- 5.4 Data from customer surveys is analyzed.
- 5.5 Issues and/or concerns are realized based on the survey analysis.

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Clarksville-Montgomery County School System

- 5.6 Concerns or issues that are found as a result of a requested survey are communicated to the appropriate department or school administrator.
- 5.7 Results from the district survey are communicated to the School Board.
- 5.8 These issues and/or concerns may be integrated into the Strategic Goals & Leadership Based Outcomes.
- 5.8 Corrective and/or preventive action plans are implemented.

### 6.0 ASSOCIATED DOCUMENTS:

- 6.1 MRT Minutes
- 6.2 Board Meeting Minutes

### 7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Web Survey	Web Site	6 months	Delete	Electronic Back up
	Communications Office (hard copy)	3 years	Discard as Desired	Secured Building
Customer Survey Reports	Web Site	6 months	Delete	Electronic Back up
	Communications Office (hard copy)	3 years	Discard as Desired	Secured Building

### 8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
1/13/03		Initial Release
2/03/03	A	Clarify 5.3
3/17/03	B	Define CMCSS in 4.0, add comma in 5.2.2, change feedback to survey in 5.4, 5.5 & 5.6, remove Quality Action Plan in 6.0, revise flowchart
11/04/04	C	Change PMS to PRM in 4.3 and 5.1
4/21/09	D	Change title of procedure, rewrite 4.1, clarify 5.1, add 5.1.1 & 5.1.2, remove 5.4 & add new 5.6, renumber, update flowchart.

### 9.0 FLOWCHART:

- 9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

**\*\*\* End of procedure \*\*\***

