

To: Board of Education

From: Anthony Lewis, Superintendent of Schools

RE: K12 Insight – Let’s Talk! & Engage

Date: October 22, 2018

Background:

K12 Insight provides Software as a Service to serve as a single, centralized, secure cloud-based repository of all incoming questions, comments, concerns, suggestions and compliments by any stakeholder in the District. Software customization is offered for multiple languages. Also includes mobile app and customization of Let’s Talk! platform to automatically assign ownership of all dialogues from multiple channels and issue alerts to administrators. Administrators will be able to access the Let’s Talk! system using a secure login ID and password, allowing them to collaborate with each other and respond to incoming dialogue.

Rationale:

Let’s Talk! will allow the district to receive real time insights to help us provide a better school experience. It would streamline communication by providing a safe way to reach the district 24/7 from any device. It also allows the district to collaborate and work across teams in order to manage potential crises and respond quickly, improving customer service overall.

Recommendation:

The administration recommends that the District purchase K12 Insight- Let’s Talk! & Engage Platform at a cost not to exceed \$35,000 per year for the 2018-2019, 2019-2020 and 2020-2021 school years.

Motion:

“I move the Board of Education approve the purchase of the three-year term agreement with K12 Let’s Talk! & Engage Platform with a total cost up to \$35,000 per year, to be paid from Teaching and Learning and Assessment Budget.”