

SUPERINTENDENT'S LISTENING AND LEARNING TOUR

Central Office Staff | Tuesday, October 12, 2021, 1:00 to 2:00 PM

Participants: Approximately 170

Languages: English

Below is a summary of the feedback from this listening session. It may not reflect the views of all participants and stakeholders district-wide.

What is going well?

- **Central office's support of school leaders and teachers, grounded in a "students first" philosophy (especially during the pandemic)**
- **Relationships and collaboration between central office departments, also grounded in "students first" philosophy**
- Translations and bilingual supports
- Professional development and knowledge of best practices (especially compared to other districts)

What needs improvement?

- **Tensions between the central office and schools, which came to a head during the strike and has persisted since then**
- **Retention of central office staff due to poor morale, below-market compensation, and reductions in flexibility for remote working (especially for Department of Technology Services team members)**
- Insufficient number of high quality, comprehensive schools in every neighborhood
- Central office staff wants to help in schools, but it doesn't always seem feasible

Advice for Dr. Marrero

- **Provide more opportunities to engage with central office staff in smaller settings to learn about what is going well and what are the areas of concern**
- **Figure out a way to make all of our schools amazing, so that all families will have the opportunity to get a top-quality education**

Notes: The comments with the most mentions or agreement during the meeting are listed in bold at the top of each column.