

OBJECTIVE

The objective of these procedures is to facilitate the required tracking under Texas Education Code section 11.1512. School districts must track requests for district records made by individual board members.

GENERAL
INFORMATION

The Board has established guidelines and procedures in order to reply in an efficient and timely manner to all requests received from Trustees. All requests for information from Trustees are processed through the executive assistant to the Superintendent; however, the request may be worked by any department or school. All requests should be resolved using the procedures outlined in this regulation. [See Exhibits A, B and C]

DEFINITION

For the purposes of this regulation, a request is any verbal or written communication received from a Trustee that requires action, such as requesting information or resolution of an issue. Requests may be initiated as the result of questions or concerns from parents, students, employees, and community members and may include complaints expressing a grievance or dissatisfaction with the District, its services, practices, programs, or employees.

If a board member, acting on his or her official capacity, requests specific records maintained by the District from the Superintendent, the Superintendent will respond by informing the board member that the request is subject to being tracked under Section 11.512 and providing the member the appropriate form for a board member's request for records.

Tracking is not required by Section 11.512 when a request for records comes from the Board or a Board committee, as opposed to from an individual board member.

Tracking is not required by Section 11.512 when a board member, acting on his or her official capacity, asks a question or seeks clarification about an item of school business from the Superintendent or designee ("Superintendent"), and the Superintendent responds with an answer or by providing District records, including confidential records, to the board member or the entire board.

Communications from federal, state, and/or local entities containing personal information regarding an employee or student that does not require action (i.e., notification only) should not be considered a request. These communications should be routed to the appropriate administrator under separate cover.

PROCEDURES

Trustees should submit all requests to the executive assistant. Requests may include verbal requests, e-mails, and written correspondence, including correspondence from a parent, student, employee, or community member that requires action. The procedures for responding to requests from Trustees are as follows:

DOCUMENTING AND
DISTRIBUTING
REQUESTS

1. The executive assistant maintains a tracking system to document and to monitor returned responses. (See Exhibit C) The entry is routed to the appropriate department. An alert is generated and sent via e-mail to the department secretary for follow-up. The assistant superintendent/director is ultimately responsible for the resolution of each request assigned to his or her department/division.

SUPPORTING
DOCUMENTS

2. Original correspondence, when available, (i.e., letter, e-mail, fax) are sent electronically as attachments to each request in the system. Original correspondence will be provided to the assigned assistant superintendent/director.

RESPONDING TO
REQUESTS

3. It is expected that each request be responded to within ten working days from the date the request is logged, unless additional time is requested in writing and approved by the superintendent.

PREPARATION OF
REQUEST
RESPONSE

4. The executive assistant will respond to the request according to the action requested. The assistant superintendent/director will note response in the Action Taken field and upload supporting documents, if any, to close out the request.

5. After the Board Member Request for Information Form has been completed, an electronic copy of the response is e-mailed to the executive assistant, who will then forward the response directly to a Trustee, if applicable. Additionally, the executive assistant will copy all Trustees if a response to a particular request is applicable to the Trustees in general, or if the request is a request for data or other general District information.

PENDING AND
OUTSTANDING
REQUESTS

6. The executive assistant will follow up on all pending requests older than ten days. A request will be made to close the requests or to submit the status of outstanding request(s) in the system.

STATUS REPORT

7. Each Friday, the executive assistant will provide a Weekly Status Report of pending and resolved Board requests in the Friday Board Packet.

MAINTENANCE
RESPONSIBILITY

8. The first Monday of the month, the executive assistant will provide a summary report to the superintendent with the number of requests for the month along with the average response time requests are being closed out.
9. The executive assistant from the Superintendent's office is responsible for maintenance of this regulation.

Approved:
Jose Espinoza, Ed. D., Superintendent
May 7, 2014

Board Committee Review: May 12, 2014