

Dr. Marta Pérez, Board Member

SUBJECT: FREQUENTLY ASKED QUESTIONS FOR DISTRICT WEBSITE

COMMITTEE: INSTRUCTIONAL EXCELLENCE AND COMMUNITY ENGAGEMENT

LINK TO STRATEGIC FRAMEWORK: STUDENT, PARENT, AND COMMUNITY ENGAGEMENT

Navigating the Miami-Dade County Public Schools website can be daunting for those unfamiliar with the terms commonly used in the public education field. Finding the right department to obtain the necessary information can be a challenge for parents and community members and may at times require making several calls before reaching the appropriate department for assistance. The district's ability to respond to the needs of parents without having to try and contact various numbers, emails and websites for assistance is critically important.

One way of addressing this is by making our website as user-friendly as possible, with the addition of a "Frequently Asked Questions" (FAQ) section in a prominent place in the homepage. There, visitors can access "quick links" and/or answers to commonly asked questions.

This item requests that the Superintendent consider enhancements to the district's website to include a "Frequently Asked Questions" section.

**ACTION PROPOSED BY
DR. MARTA PÉREZ:**

That The School Board of Miami-Dade County, Florida, direct the Superintendent to develop a "Frequently Asked Questions" section for the Miami-Dade County Public Schools website and explore the implementation of other user-friendly improvements.