2,975 Total Dialogues  16 Dialogues Currently Open  1 Unresolved Critical Dialogues  10 Past Due Dialogues

1,454 Dialogues Received

### District Overview

#### Cx Score

8.6  

Great service
Keep sending feedback forms.

#### Dialogue Age

3.9  

Opportunity to improve
Monitor interest areas in comparison report.

#### Positive Experiences

197  

- 78

### Negative Experiences

27  

- 7

#### Past Due

10  

- Overdue dialogues are piling up
- Customers are waiting for a response.

#### Unresolved Critical Dialogues

1  

- Take action
- Critical dialogues need attention.
Fairbanks North Star Borough School District

LET'S TALK! DISTRICT OVERVIEW

Jul 01, 2020 - May 17, 2021

Community Voice
8,868 Unique Words

Top 10 Words

<table>
<thead>
<tr>
<th>Word</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>thank</td>
<td>456</td>
</tr>
<tr>
<td>please</td>
<td>326</td>
</tr>
<tr>
<td>year</td>
<td>311</td>
</tr>
<tr>
<td>need</td>
<td>286</td>
</tr>
<tr>
<td>get</td>
<td>282</td>
</tr>
<tr>
<td>know</td>
<td>262</td>
</tr>
<tr>
<td>district</td>
<td>258</td>
</tr>
<tr>
<td>like</td>
<td>255</td>
</tr>
<tr>
<td>students</td>
<td>231</td>
</tr>
<tr>
<td>time</td>
<td>226</td>
</tr>
</tbody>
</table>

Top Critical Words

<table>
<thead>
<tr>
<th>Word</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concern</td>
<td>19</td>
</tr>
<tr>
<td>Safety</td>
<td>12</td>
</tr>
<tr>
<td>Concerned</td>
<td>10</td>
</tr>
<tr>
<td>Disappointed</td>
<td>8</td>
</tr>
<tr>
<td>Police</td>
<td>7</td>
</tr>
<tr>
<td>Ridiculous</td>
<td>7</td>
</tr>
<tr>
<td>Victim</td>
<td>6</td>
</tr>
<tr>
<td>Problem</td>
<td>6</td>
</tr>
<tr>
<td>Assault</td>
<td>6</td>
</tr>
<tr>
<td>Frustrated</td>
<td>6</td>
</tr>
</tbody>
</table>
Dialogue Metrics
1,454 Dialogue(s)

Customer Type
- Student: 8%
- Employee: 11%
- Parent/Guardian: 63%
- Community Member: 22%

Dialogue Type
- Question: 70%
- Comment: 10%
- Suggestion: 4%
- Concern: 14%
- Compliment: 1%
- Unknown: < 1%

Entry Point
- Landing Page: 53%
- Tab: 47%
- Direct Form: 0%
- Email: < 1%
- Social Media: 0%
- Recorder: < 1%
- Customer App: 0%
- Phone: 0%
- Text Message: 0%

Customer Frequency
- 1251 Customers
- 1 Dialogue: 89%
- 2 Dialogues: 8%
- 3 Dialogues: 2%
- 4 Dialogues: 0%
- 5+ Dialogues: 1%