

READY. SET. TEXT!

Austin ISD is here to serve you. We know it's not always easy to find time to reach out and that other unforeseen obstacles can present additional challenges.

That's why we've made it even easier for you to reach out by doing something you already do every day: Texting! Powered by our Let's Talk! customer service solution, our new texting option enables you to reach out anytime, from anywhere—and a timely response is guaranteed.

Here's how it works:



1 **Submit your feedback**

Text your question, comment, concern, suggestion, or compliment to the number below. Be sure to include any essential information, such as your name and the school you or your child attends.



2 **Receive a thank-you message**

You'll get an automatic confirmation from the district letting you know your submission has been received.



3 **The right person is notified and responds**

Your text will be automatically routed to the appropriate person or department in Let's Talk! where team members can then collaborate to compose and send responses.



4 **Receive a text response**

You'll receive a timely response via text message that is complete, accurate, and courteous.



5 **Share feedback on your experience**

After your conversation is finished, you'll have an opportunity to rate your experience. We use that feedback to determine what we're doing well and identify opportunities to continue improving our customer service.



What are you waiting for? Text us today at (512) 886-6434.