



**FOR IMMEDIATE RELEASE
PRESS RELEASE**

**Alamogordo Public Schools Introduces New Customer Service Solution
that Simplifies District Communications**

Friday, February 3, 2023 - Alamogordo, NM – Alamogordo Public School District

Alamogordo Public Schools (APS) announced today it has implemented Let’s Talk. Let’s Talk makes it easy for parents, students, staff, and community members to ask questions, request information, and share feedback.

“Our number one goal is to cultivate a thriving school culture and climate, and that’s only possible by listening to community feedback,” said Dr. Ken Moore, superintendent of Alamogordo Public Schools. “Let’s Talk makes it easier for our stakeholders — including students, families, staff, and community members — to reach out with questions or concerns and provides the district with data needed to make informed decisions.”

Let’s Talk makes it easy for APS to gather and respond to community feedback, decrease response time, and identify problems before they become crises.

Let’s Talk delivers dynamic features including:

- 24/7 accessibility from any device, including smartphones, tablets, and laptops; and supports texting
- Let’s Talk Assistant — the first chatbot built specifically for K-12 school districts — providing always-on customer service to help the community get answers to frequently asked questions 24/7
- Translation tools that can translate dialogues to 13 languages to meet community needs and manage multilingual communications
- Data collection to help education leaders make informed decisions

“Let’s Talk enables our district to accommodate the communication needs and preferences of our community members with a variety of channels and translation tools, and address issues and inequities experienced by students and families,” said superintendent Moore. “No matter how our community contacts us — we are able to provide a timely, accurate response through Let’s Talk within one business day”

“Every voice deserves to be heard and every question deserves to be answered. Let’s Talk makes this all possible,” said Pam Renteria, Deputy Superintendent of Teaching & Learning. “We encourage everyone in our community to use Let’s Talk to share your feedback, questions, and ideas to help us deliver high quality customer experiences and make Alamogordo Public Schools an even better place for our students and families.”

For more information about Let’s Talk, please contact Jessica Lopez at Jessica.lopez@alamogordoschools.org. To submit a Let’s Talk dialogue, simply click the Let’s Talk pop-out tab on our district website or go directly to <https://www.alamogordoschools.org/contact.stml>. Then select a topic to start a conversation. If you can’t access our website, you can still reach out by downloading the Let’s Talk mobile app (ID: AP7343) or texting 575-812-8573.

###