

Appendix A - Glossary:

Culture is a combination of thoughts, feelings, attitudes, beliefs, values, and behavior patterns that are shared by racial, ethnic, religious, or social groups of people. (National Center for Culturally Responsive Educational Systems, NCCRESt)

Cultural awareness is having sensitivity to cultural differences such as language, customs and traditions. (The Equity Project at the Indiana University)

Cultural capital is the cultural fund that an individual draws upon to support all the activities of life. This fund helps to protect and nurture the individual in all settings (Garcia)

Cultural competence is having the knowledge, skills, experience and tools necessary to work effectively across cultures. Gaining cultural competence is a developmental process and includes engaging in conversations about race and equity, reflecting on one's own culture and beliefs and gaining awareness of other cultures. (The Equity Project at the Indiana University)

Cultural Proficiency

Cultural responsiveness is adapting actions or behavior to accommodate other's cultural norm, traditions and beliefs. (The Equity Project at the Indiana University)

Culturally relevant teaching or culturally responsive practice indicates that teaching and learning is revised to build on, address, and respect the cultures of all individuals, enabling students to maintain their own cultural identity while gaining the skills necessary to succeed at school. (The Equity Project at the Indiana University)

Culturally responsive pedagogy and practice facilitates and supports the achievement of all students. In culturally responsive classrooms and schools, effective teaching and learning occur in a culturally-supported, learner-centered context, whereby the strengths students bring to school are identified, nurtured, and utilized to promote student achievement. (National Center for Culturally Responsive Educational Systems NCCRESt)

Customer-friendly service is the encapsulated in the district's commitment to deliver services through our WE CARE customer service model: WILLINGNESS: Willing to take the extra steps or go the extra mile; EMPATHY: Communicating caring and individualized attention; CONSISTENCY: Core services that matter most to schools are delivered in a consistent and dependable manner; APTITUDE: Service providers demonstrate a high level of knowledge and skills; RESPONSIVENESS: Respond to customer requests in a timely manner; EFFECTIVENESS: Products and services are user-friendly, accurate and professional.

Students of color (people **of color**) is a term used, primarily in the United States, to describe all people who are not white. The term is meant to be inclusive among non-white groups, emphasizing common experiences of racism. *People of color* was introduced as a preferable replacement to both *non-white* and *minority*, which are also inclusive, because it frames the subject positively; *non-white* defines people in terms of what they are not (white), and *minority* frequently carries a subordinate connotation. (Routledge)