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|  | **BROWARD COUNTY**  **North Area Advisory Council Steering General Meeting** |  |
|  | **LOCATION:** Monarch High School |  |
| **Meeting Date:** 11/21/2019 | |  |
| **Committee Members:** See attendance sheet  **Guest:** Scott Jarvis, Carolyn Krohn | |  |
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| **Item** | **Discussion** | **Action & Follow-up** |
| **Item #1**  Welcome | * Meeting called to order 6:38 PM |  |
| **Item #2**  Minutes | * October 2019 minutes approved |  |
| **Item #3**  New Website | * <http://northareaadvisorycouncil.ch2v.com/> * Emails collected at the meetings will be added to distribution list |  |
| **Item #4** Guest | * Mr. Philip Dunn, CIO, BCPS Information & Technology | Not able to attend. Will try to reschedule  for a future NAAC Meeting. |
| **Item #5**  Speaker | * Scott Jarvis, Office of Service Quality * Oversees 74 schools in North Area * County schools are divided into cadres * BCPS is focused this year on “Customer Service” * Expecting employees to provide the best service possible * Getting responses quickly to all communication * Subcommittee has been created to create best practices * Gathering customer service ideas & trainings from many businesses like Publix, Whole Foods, Walgreens, etc * School Choice – Asking for a school outside of boundary * School Choice runs from Dec 2 through end of February * Apply online at BrowardSchools.com, keyword “choice” |  |
| **Item #6**  Speaker | * Carolyn Krohn, DAC Chair   + New strategic plan – provide the best service possible   + DAC had 10 motions presented to the school board last year   + Trying to improve the attendance at all area meetings   + Trying to improve all school websites to clearly show all academic and attendance policies plus additional info   + Elections – 7 open spots for DAC – All filled!!! |  |
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| **Item #7**  Adjourned | * Meeting adjourned at 8:14 PM * Next meeting January 23, 2020, 10:00 AM at Coconut Creek High |  |

Respectfully Submitted by:

Jeff Bold