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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
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| **Item #2**Minutes | * October 2019 minutes approved
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| **Item #3**New Website | * <http://northareaadvisorycouncil.ch2v.com/>
* Emails collected at the meetings will be added to distribution list
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| **Item #4**Guest | * Mr. Philip Dunn, CIO, BCPS Information & Technology
 | Not able to attend. Will try to reschedulefor 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”
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| **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
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Respectfully Submitted by:

Jeff Bold