

Institute Overview

***Thursday, June 4, 2009***

7:00 a.m. - 8:00 a.m.	Registration
7:30 a.m.	Breakfast
8:00 a.m.-9:15 a.m.	General Session I
	Keynote Address~ <b>Mr. Brian Grubb</b> Corporate Director of Learning & Content Delivery Ritz-Carlton Leadership Center
9:30 a.m. - 10:20 a.m.	Concurrent A Sessions
10:30 a.m. - 11:20 a.m.	Concurrent B Sessions
11:30 a.m. - 12:20 p.m.	Concurrent C Sessions
12:30p.m. - 1:20 p.m.	LUNCH
1:30 p.m. - 2:20 p.m.	Concurrent A Sessions
2:30 p.m. - 3:20 p.m.	Concurrent B Sessions
3:30 p.m. - 4:20 p.m.	Concurrent C Sessions

***Friday, June 5, 2009***

7:00 a.m. - 8:00 a.m.	Registration
7:30 a.m.	Breakfast
8:00 a.m. - 9:15 a.m.	General Session I
	Keynote Address~ <b>Dr. Terry Holliday</b> Superintendent, Iredell-Statesville Schools, NC Winner: <i>2008 Malcolm Baldrige Recipient in Education</i>
9:30 a.m. - 10:20 a.m.	Concurrent D Sessions
10:30 a.m. - 11:20 a.m.	Concurrent E Sessions
11:30 a.m. - 12:20 p.m.	Concurrent F Sessions
12:30p.m. - 1:20 p.m.	LUNCH
1:30 p.m. - 2:20 p.m.	Concurrent D Sessions
2:30 p.m. - 3:20 p.m.	Concurrent E Sessions
3:30 p.m. - 4:20 p.m.	Concurrent F Sessions

## Thursday, June 4, 2009

Thursday Morning:

### **Legendary Service: The Ritz-Carlton Key to Total Quality Management**

**3-Hour Headliner Session: 9:30 am – 12:20 pm**

Brian Grubb, *Corporate Director of Learning & Content Delivery, Ritz-Carlton Leadership Center*

Participants will learn the concepts of Total Quality Management to enhance organization effectiveness as related to the development of problem solving, root cause analysis, strategic planning, tracing and measurement tools, and basic statistical analysis.

Shelby Room – Holiday Inn University of Memphis

Thursday Morning **A** Concurrent Sessions 9:30 a.m.-10:20 a.m.

#### **A1**

### **Corporate Sustainability Green Planning in a School Setting**

This seminar helps schools learn how to develop a corporate sustainability plan for their school and participate in sustainability and green business practices.

MSQPC The Quality Center – Dr. Donald Fisher

Hotel Training Room 432 - – Holiday Inn University of Memphis

#### **A2**

### **Turning the Tide - How the Media Can Work for Your School Rather than Against It**

This session will tell you why the media always seems to be interested in highlighting that one fight at your school instead of the 500 student achievements you've had. We'll cover crisis communications, basic media do's and don'ts, interview tactics of the media, winning in an on-camera interview, how to handle a media ambush, and how to turn a bad situation into a good one.

Communications – Heather Danielson

Overton Room – Holiday Inn University of Memphis

#### **A3**

### **Sound Fiscal Management Supports Student Achievement**

This session will cover sound resource management in a large urban school district by focused attention to Site-Based budgets, NCLB (Title I) funding, optional school funding, and student activities funds.

Internal Audits - Melvin Burgess

Room 123 – Fogelman Executive Center

#### **A4**

### **School Theft, Vandalism, and Other Liabilities**

This session will provide an overview of the theft, vandalism, and liability policies in accordance with a school district's Strategic Goal for Safety and Discipline. The presentation will focus on the statistical data and means of preventing losses at school sites and provide practical steps for administrators to address losses and damage.

Risk Management - Anthony Krone, Gerald Darling, Carolyn Jackson, and Joyce Davis-Woods  
Room 215 – Fogelman Executive Center

**A5**

**Baldrige Award-Winning Fiscal Services**

Participants will learn award-winning fiscal strategies that led to six consecutive years of “clean” audits with zero findings from the winning team at the Iredell-Statesville School District in North Carolina. (2008 Baldrige Award Recipient in Education)

Statesville Schools – Dr. Terry Holliday

Room 217 – Fogelman Executive Center

**A6**

**Baldrige Award-Winning Human Resources**

Participants will learn award-winning human resource strategies that led to attendance percentages in the Top 5 NC districts, highly qualified staff percentage above 96%, and 12% of the teaching force certified as National Board Teachers. The winning team at the Iredell-Statesville School District in North Carolina will lead this session.

Statesville Schools – Brenda Clark

Room 218 – Fogelman Executive Center

**A7**

**Know the Law! Reasonable Accommodations and Sexual Harassment**

The first part of this presentation will address the new ADA Laws as well as outline the procedures for employees requesting accommodations. The last part of this session will show participants how to integrate a district Student Code of Conduct along with district policy concerning sexual harassment.

EEOC – Mark Bishop and Andrea Scales

Coordinated School Health – Dr. Nieika Parks

Room 315 – Fogelman Executive Center

**A8**

**The Rewards of Technology Expansion in Large Urban Districts**

This session will demonstrate a state-of-the-art phone system, email system, and internal employee web site system. There will also be an overview of an expanded student technology support program to support large urban districts.

Information Technology – Curtis Timmons, Eric Saunders, and Melissa Baker

Room 323 – Fogelman Executive Center

**A9**

**School Choice Options To Support All Students**

This session will cover topics related to school choice, open enrollment, student information and student enrollment and records in a large urban district.

School Choice and Student Accounting – William White

Room 325 – Fogelman Executive Center

**All A Concurrent Sessions will run again in the afternoon 1:30 p.m.-2:20 p.m.**

Thursday Morning **B** Concurrent Sessions 10:30 a.m.-11:20 a.m.

**B1**

**Project Management Review**

This session will provide an overview of project management and how project management tools can be used to manage operational projects in schools. The five phases of projects initiating, planning, executing, monitoring, controlling, and closing will also be discussed.

Buckman Laboratory Inc. – Andrew Mohler

Hotel Training Room 432 - – Holiday Inn University of Memphis

**B2**

**Child Safety 101: Recognizing and Responding to Child Abuse**

This session will help administrators identify and help abused and neglected children. School staff is often the most responsible people in the lives of children. Administrators will learn signs to look for, how to deal with abused children on an ongoing basis, and how to report abuse. This may be the opportunity to save a life.

Memphis Child Advocacy Center – Keita Cooley, Education Specialist; Felicia Gladue, Education Outreach Coordinator

Overton Room – Holiday Inn University of Memphis

**B3**

**Staffing Challenges, Procedures and Services That Provide Maximum Support to Student Achievement**

This session will demonstrate innovative procedures for staffing and effectively providing employee services in a centralized service center.

Human Resources – Stacey Davis and Pat Mosby

Room 123 – Fogelman Executive Center

**B4**

**Innovative Techniques for Keeping Schools Safe and Parents Informed**

This presentation will assist school sites with tracking and reporting students and effectively communicating with parents through the use of innovative technology. Two technology-based tools, PlascoTrac/Parentlink, will be demonstrated.

Information Technology/Student Support Services – Robert Williams, Brenda Harper, and Reginald Harris

Room 215 – Fogelman Executive Center

**B5**

**Baldrige Award-Winning Technology Services**

Participants will learn award-winning instructional technology service strategies from the winning team at the Brevard Public Schools District in Florida. (Baldrige Award Recipient in Education)

Brevard Public Schools – Stephen Muzzy

Room 217 – Fogelman Executive Center

## **B6**

### **Baldrige Award-Winning Material Management Services**

Participants will learn award-winning material management strategies from the winning team at the Montgomery County Public Schools in Maryland. (2008 Baldrige Award Recipient in Education)

Montgomery County Public Schools (MCPS) – Giles Benson  
Room 218 – Fogelman Executive Center

## **B7**

### **Supporting School Success with Sound Fiscal Services**

This session will provide an overview of the Budget process, Accounts Payable Procedures and Payroll Operations in a large urban school district.

Finance - Pamela Anstey, Nancey Richie, and Cammille Noah-Hubbard  
Room 315 – Fogelman Executive Center

## **B8**

### **Creating Safe School Environments in Safe Districts**

This session will cover an innovative safety and security initiative useful in all large school districts.

Security – Sam Moses  
Room 323 – Fogelman Executive Center

## **B9**

### **Emergency Management: Are You Ready?**

This session will show participants how to develop school-based and family emergency plans. Practical tips demonstrate instructions on building a school or home emergency kit.

Emergency Management – Linda Delaney  
Room 325 – Fogelman Executive Center

<b>All B Concurrent Sessions will run again in the afternoon 2:30 p.m.-3:20 p.m.</b>
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Thursday Morning C Concurrent Sessions 11:30 a.m.-12:20 p.m.

## **C1**

### **K12 Facilities Planning**

This session provides an overview in capital planning and proper school designs from an architect's prospective.

Wenger Corp – Warren Givens  
Hotel Training Room 432 - – Holiday Inn University of Memphis

## **C2**

### **A Manager's Guide**

This session will provide an overview on progressive discipline aligned to employee performance, with the emphasis on documenting behavioral and performance issues. The presentation will also focus on how to conduct a thorough and non-biased investigation.

Labor Relations - Chantay Branch and Virgie Chaffen

Room 123 – Fogelman Executive Center

**C3**

**How to Enhance Your District Athletic Program**

This session will cover policies and procedures to add accountability to the district athletic program that assures alignment with professional associations (MIAA, the Memphis Interscholastic Athletic Association) and district Athletics operations.

Athletics – Smokey Gaines and Robert Cole

Room 215 – Fogelman Executive Center

**C4**

**Engaging All Students in Nutrition Service Programs**

This session will demonstrate a new healthy choice menu selection program, as well as sound operational policies and procedures for Nutrition Services in a large urban district.

Central Nutrition Center – Dr. Vista Suarez

Room 217 – Fogelman Executive Center

**C5**

**How Facilities Maintenance Supports Public Education**

This session is an overview of how facilities management provides support for public education. This session will provide a summary of best practices used by Memphis City Schools as it relates to a large urban school district and the challenges of providing a clean and safe school environment in a diverse operation.

Facilities Maintenance – Brian Shipp

Room 218 – Fogelman Executive Center

**C6**

**Make Purchasing Easier with E-Procurement**

Participants will experience E-Procurement, an innovative purchasing program, as well as procurement policies to maximize performance and minimize errors in a large district purchasing process.

Procurement Services - Jackie Saunders, Renna' Green, Gwen Johnson, Ireti Horhn, Victoria Locklyn, and Sharrion Smith

Room 315 – Fogelman Executive Center

**C7**

**Your Local Police Department and Your School District: A Collaboration for All**

This session will present the Memphis Police Department's Officer in the School program, as well as other forms of collaboration that support safe school environments.

Memphis Police Department – Lieutenant John Mitchell

Room 323 – Fogelman Executive Center

**C8**

**Creating Effective Pupil Service Centers**

This session will present the range of operations at the Pupil Services Center, including identification badges and new guidelines for Suspension & Expulsions.

Pupil Services – Clark White and James MacFarlane  
Room 325 – Fogelman Executive Center

**All C Concurrent Sessions will run again in the afternoon 3:30 p.m.-4:20 p.m.**

Thursday Afternoon:

**Legendary Service: The Ritz-Carlton Key to Total Quality Management  
3-Hour Headliner Session: 1:30 pm – 4:20 pm**

Brian Grubb, *Corporate Director of Learning & Content Delivery, Ritz-Carlton Leadership Center*

Participants will learn the concepts of Total Quality Management to enhance organization effectiveness as related to the development of problem solving, root cause analysis, strategic planning, tracing and measurement tools, and basic statistical analysis.

Shelby Room – Holiday Inn University of Memphis

**Friday, June 5, 2009**

Friday Morning D Concurrent Sessions 9:30 a.m.-10:20 a.m.

**D1**

**The Development and Implementation of Charter Schools**

This presentation will present an overview of the procedures for planning and development, as well as implementation and evaluation of a successful charter school.

Circles of Success - Sherry Cartron-Cooper and Kia Young

Overton Room – Holiday Inn University of Memphis

**D2**

**Federal Funds and NCLB Guidelines**

This session provide necessary guidance for allowable expenditures of federal funds.

Additionally, we will review compliance regulations with regard to NCLB guidelines involving areas such as School Choice, SES, Homeless students, ESL, etc. Finally, we will provide hands-on tools, related to federal programs, for administrators to use during the school year.

Federal Programs, Grants, and Compliance – Aubrey Bond

Room 123 – Fogelman Executive Center

**D3**

**Know the Law! Reasonable Accommodations and Sexual Harassment**

The first part of this presentation will address the new ADA Laws as well as outline the procedures for employees requesting accommodations. The last part of this session will show participants how to integrate a district Student Code of Conduct along with district policy concerning sexual harassment.

EEOC – Mark Bishop and Andrea Scales

Coordinated School Health – Dr. Nieika Parks

Room 215 – Fogelman Executive Center

**D4**

### **Baldrige Award-Winning Fiscal Services**

Participants will learn award-winning fiscal strategies that led to six consecutive years of “clean” audits with zero findings from the winning team at the Iredell-Statesville School District in North Carolina. (2008 Baldrige Award Recipient in Education)

Statesville Schools – Dr. Terry Holliday  
Room 217 – Fogelman Executive Center

### **D5**

#### **Baldrige Award-Winning Food Services**

Participants will learn award-winning food service strategies from the winning team at the Iredell-Statesville School District in North Carolina. (2008 Baldrige Award Recipient in Education)

Statesville Schools – Brenda Clark  
Room 218 – Fogelman Executive Center

### **D6**

#### **School Law**

This session provides specialized legal information regarding the representation of school districts helping to improve the education of children. The intention is to provide information on legal services that school leaders need to do their jobs.

School Law – Dr. John Malone  
Room 315 - Fogelman Executive Center

### **D7**

#### **The Rewards of Technology Expansion in Large Urban Districts**

This session will demonstrate a state-of-the-art phone system, email system, and internal employee web site system. There will also be an overview of an expanded student technology support program to support large urban districts.

Information Technology – Curtis Timmons, Eric Saunders, and Melissa Baker  
Room 323 – Fogelman Executive Center

### **D8**

#### **Sound Fiscal Management Supports Student Achievement**

This session will cover sound resource management in a large urban school district by focused attention to Site-Based budgets, NCLB (Title I) funding, optional school funding, and student activities funds.

Internal Audits - Melvin Burgess  
Room 315 – Fogelman Executive Center

<b>All D Concurrent Sessions will run again in the afternoon 1:30 p.m.-2:20 p.m.</b>
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Friday Morning E Concurrent Sessions 10:30 a.m.-11:20 a.m.

### **E1**

**Child Safety 101: Recognizing and Responding to Child Abuse**

This session will help administrators identify and help abused and neglected children. School staff is often the most responsible people in the lives of children. Administrators will learn signs to look for, how to deal with abused children on an ongoing basis, and how to report abuse. This may be the opportunity to save a life.

Memphis Child Advocacy Center – Keita Cooley, Education Specialist; Felicia Gladue, Education Outreach Coordinator

Overton Room – Holiday Inn University of Memphis

## **E2**

### **Staffing Challenges, Procedures and Services That Provide Maximum Support to Student Achievement**

This session will demonstrate innovative procedures for staffing and effectively providing employee services in a centralized service center.

Human Resources – Stacey Davis and Pat Mosby

Room 123 – Fogelman Executive Center

## **E3**

### **Is Discrimination In Your Workplace?**

This session will cover the basic principles such as where discrimination might occur in employment decision-making and the fundamentals of Equal Employment Opportunity.

The Law Firm of Weintraub and Stock

Room 315 – Fogelman Executive Center

## **E4**

### **Baldrige Award-Winning Technology Services**

Participants will learn award-winning instructional technology service strategies from the winning team at the Brevard Public Schools District in Florida. (Baldrige Award Recipient in Education)

Brevard Public Schools – Stephen Muzzy

Room 217 – Fogelman Executive Center

## **E5**

### **Baldrige Award-Winning Maintenance Services**

Participants will learn award-winning maintenance strategies from the winning team at the Montgomery County Public Schools in Maryland. (Baldrige Award Recipient in Education)

Montgomery County Public Schools (MCPS) – Giles Benson

Room 218 – Fogelman Executive Center

## **E6**

### **How District Policies Support Student Achievement**

This session will provide an overview of new policies that have been adopted by the MCS Board of Commissioners and an update on recent changes to current policies. In this session, participants will also be provided with legislative information requiring the development or revision of certain district policies.

Policy, Legislation, and Constituent Services – Natalie McKinney, Maria Stewart, Venita Walker, and Alishia Green

Room 215 – Fogelman Executive Center

**E7**

**Creating Safe School Environments in Safe Districts**

This session will cover an innovative safety and security initiative useful in all large school districts.

Security – Sam Moses

Room 323 – Fogelman Executive Center

**E8**

**Supporting School Success with Sound Fiscal Services**

This session will provide an overview of the Budget process, Accounts Payable Procedures and Payroll Operations in a large urban school district.

Finance - Pamela Anstey, Nancey Richie, and Cammille Noah-Hubbard

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**All E Concurrent Sessions will run again in the afternoon 2:30 p.m.-3:20 p.m.**

Thursday Morning F Concurrent Sessions 11:30 a.m.-12:20 p.m.

**F1**

**A Manager's Guide**

This session will provide an overview on progressive discipline aligned to employee performance, with the emphasis on documenting behavioral and performance issues. The presentation will also focus on how to conduct a thorough and non-biased investigation.

Labor Relations - Chantay Branch and Virgie Chaffen

Room 123 – Fogelman Executive Center

**F2**

**Emergency Management: Are You Ready?**

This session will show participants how to develop school-based and family emergency plans. Practical tips demonstrate instructions on building a school or home emergency kit.

Emergency Management – Linda Delaney

Room 215 – Fogelman Executive Center

**F3**

**Contracting Services: The Legal Tie That Binds**

This session will cover the range of questions and answers concerning contractual services between schools, districts and outside vendors, as well as the policies and procedures that support legal relationships.

Contracting Services – Sybille Noble

Room 217 – Fogelman Executive Center

**F4**

**Turning the Tide - How the Media Can Work for Your School Rather than Against It**

This session will tell you why the media always seems to be interested in highlighting that one fight at your school instead of the 500 student achievements you've had. We'll cover crisis communications, basic media do's and don'ts, interview tactics of the media, winning in an on-camera interview, how to handle a media ambush, and how to turn a bad situation into a good one.

Communications – Heather Danielson  
Room 218 – Fogelman Executive Center

## **F5**

### **Everything You Ever Wanted to Know About Student Records**

This session will take a closer look at how student records are defined. The following topics will be discussed, What Documents Are Considered Part of the Student's File?, Recent Cases, How Directory Information Differs From an Education Record, Handling Specific Types of Records – *Teacher Records; Medical Records; Counselor Records*; Assessment and Testing – What is Essential, Maintaining the Students File, and Retention and Destruction of Records.

The Law Firm of Weintraub and Stock  
Room 315 – Fogelman Executive Center

## **F6**

### **Your Local Police Department and Your School District: A Collaboration for All**

This session will present the Memphis Police Department's Officer in the School program, as well as other forms of collaboration that support safe school environments.

Memphis Police Department – Lieutenant John Mitchell  
Room 323 – Fogelman Executive Center

## **F7**

### **Make Purchasing Easier with E-Procurement**

Participants will experience E-Procurement, an innovative purchasing program, as well as procurement policies to maximize performance and minimize errors in a large district purchasing process.

Procurement Services - Jackie Saunders, Renna' Green, Gwen Johnson, Ireti Horhn, Victoria Locklyn, and Sharrion Smith  
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## **F8**

### **Project Management Review**

This session will provide an overview of project management and how project management tools can be used to manage operational projects in schools. The five phases of projects initiating, planning, executing, monitoring, controlling, and closing will also be discussed.

Buckman Laboratory Inc. – Andrew Mohler  
Hotel Training Room 432 - – Holiday Inn University of Memphis

<b>All F Concurrent Sessions will run again in the afternoon 3:30 p.m.-4:20 p.m.</b>
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# 2009 Operations Institute

Thursday - June 4, 2009

Holiday Inn University of Memphis and Fogelman Executive Conference Center

7:00am-8:00am	Registration/Continental Breakfast									
8:00am-9:15am	<p>Welcome</p> <p>MCS Superintendent Dr. Kriner Cash or Designee</p> <p>Student Entertainment</p> <p>Introduction of Keynote Speaker</p> <p>Keynote Speaker: Mr. Brian Grubb – Ritz Carlton</p>									
9:30-10:20am	Ritz Carlton "Legendary Service"  Shelby	Sustainability Planning <i>Hotel Rm 432</i>	Turning the Tide How the Media Can Work for Your School  <i>Overton</i>	Sound Fiscal Management Supports Student Achievement <i>Rm 123</i>	School Theft, Vandalism and other Liabilities <i>Rm 215</i>	Baldrige Award- Winning Fiscal Session <i>Rm 217</i>	Baldrige Award- Winning HR Session <i>Rm 218</i>	Know the Law: ADA, Sexual Harassment <i>Rm 315</i>	The Rewards of Technology Expansion in Urban Districts <i>Rm 323</i>	School Choice Options To Support All Students <i>Rm 325</i>
10:30-11:20am		Project Management Review <i>Hotel Rm 432</i>	Child Safety 101: Responding to Child Abuse  <i>Overton</i>	Staffing Services That Provide Maximum Support to Student Achievement <i>Rm 123</i>	Innovative Techniques for Keeping Schools Safe and Parents Informed <i>Rm 215</i>	Baldrige Award- Winning Technology Session <i>Rm 217</i>	Baldrige Award Winning Material Management Session <i>Rm 218</i>	Supporting School Success with Sound Fiscal Services <i>Rm 315</i>	Creating Safe School Environments in Safe Districts <i>Rm 323</i>	Emergency Management: Are You Ready? <i>Rm 325</i>
11:30am-12:20pm		K12 Facilities Planning <i>Hotel Rm 432</i>		A Manager's Guide to Progressive Discipline <i>Rm 123</i>	How to enhance Your District Athletics Program <i>Rm 215</i>	Engaging All Students in Nutrition Programs <i>Rm 217</i>	How Facilities Maintenance Supports Public Education <i>Rm 218</i>	Making Purchasing Easier with E- Procurement <i>Rm 315</i>	A Collaboration: Your Local Police Dept. and Your School District <i>Rm 323</i>	Creating Effective Pupil Service Centers <i>Rm 325</i>
12:30pm-1:20pm	Lunch Break – Grand Ballroom									
1:30pm-2:20pm	Ritz Carlton "Legendary Service"  Shelby	Sustainability Planning <i>Hotel Rm 432</i>	Turning the Tide How the Media Can Work for Your School  <i>Overton</i>	Sound Fiscal Management Supports Student achievement <i>Rm 123</i>	School Theft, Vandalism and other Liabilities <i>Rm 215</i>	Baldrige Award- Winning Fiscal Session <i>Rm 217</i>	Baldrige Award- Winning HR Session <i>Rm 218</i>	Know the Law: ADA, Sexual Harassment <i>Rm 315</i>	The Rewards of Technology Expansion in Urban Districts <i>Rm 323</i>	School Choice Options To Support All Students <i>Rm 325</i>
2:30pm-3:20pm		Project Management Review <i>Hotel Rm 432</i>	Child Safety 101: Responding to Child Abuse  <i>Overton</i>	Staffing Services That Provide Maximum Support to Student Achievement <i>Rm 123</i>	Innovative Techniques for Keeping Schools Safe and Parents Informed <i>Rm 215</i>	Baldrige Award- Winning Technology Session <i>Rm 217</i>	Baldrige Award Winning Material Management Session <i>Rm 218</i>	Supporting School Success with Sound Fiscal Services <i>Rm 315</i>	Creating Safe School Environments in Safe Districts <i>Rm 323</i>	Emergency Management: Are You Ready? <i>Rm 325</i>
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Sessions include Question/Answer Period

**Rooms are in the Holiday Inn University of Memphis**

Grand Ballroom, Shelby, Tennessee, Audubon, Lamar, Overton, Hotel School Rm 432

**Rooms in the Fogelman Executive Conference Center**

Rm 123, Rm 215, Rm 217, Rm 218, Rm 315, Rm 323, Rm 325

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9:30-10:20am	The Development and Implementation of Charter Schools <i>Overton</i>	Federal Programs, Grants, and Compliance <i>Rm 123</i>	Know the Law: ADA, Sexual Harassment <i>Rm 215</i>	Baldrige Award-Winning Fiscal Session <i>Rm 217</i>	Baldrige Award Winning Food Services Session <i>Rm 218</i>	School Law <i>Rm 315</i>	The Rewards of Technology Expansion in Large Urban District <i>Rm 323</i>	Sound Fiscal Management Supports Student Achievement <i>Rm 325</i>
10:30-11:20am	Child Safety 101: Responding to Child Abuse <i>Overton</i>	Staffing Services That Provide Maximum Support to Student Achievement <i>Rm 123</i>	How District Policies Support Student Achievement <i>Rm 215</i>	Baldrige Award-Winning Technology Session <i>Rm 217</i>	Baldrige Award-Winning Maintenance Session <i>Rm 218</i>	Is Discrimination In Your Workplace? <i>Rm 315</i>	Creating Safe School Environments in Safe Districts <i>Rm 323</i>	Supporting School Success with Sound Fiscal Services <i>Rm 325</i>
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Holiday Inn University of Memphis and Fogelman Executive Conference Center

7:00am-8:00am	Registration/Continental Breakfast									
8:00am-9:15am	<p>Welcome  MCS Superintendent Dr. Kriner Cash or Designee  Student Entertainment  Introduction of Keynote Speaker  Keynote Speaker: Mr. Brian Grubb – Ritz Carlton</p>									
9:30-10:20am	Ritz Carlton Shelby	The Quality Center <i>Hotel Rm 432</i>	Communications <i>Overton</i>	Internal Audits <i>Rm 123</i>	Risk Management <i>Rm 215</i>	Baldrige Fiscal Session <i>Rm 217</i>	Baldrige HR Session <i>Rm 218</i>	EEOC <i>Rm 315</i>	I.T. <i>Rm 323</i>	School Choice <i>Rm 325</i>
10:30-11:20am		Buckman Laboratory Inc <i>Hotel Rm 432</i>	Memphis Child Advocacy Center <i>Overton</i>	HR <i>Rm 123</i>	Safe and Drug Free Schools <i>Rm 215</i>	Baldrige Technology Session <i>Rm 217</i>	Baldrige Material Management Session <i>Rm 218</i>	Fiscal Services <i>Rm 315</i>	Security Services <i>Rm 323</i>	Emergency Management <i>Rm 325</i>
11:30am-12:20pm		Wenger Corp <i>Hotel Rm 432</i>		Labor Relations <i>Rm 123</i>	Athletics <i>Rm 215</i>	CNC <i>Rm 217</i>	Facilities Maintenance <i>Rm 218</i>	Procurement <i>Rm 315</i>	MPD <i>Rm 323</i>	Pupil Services <i>Rm 325</i>
12:30pm-1:20pm	Lunch Break – Grand Ballroom									
1:30pm-2:20pm	Ritz Carlton Shelby	The Quality Center <i>Hotel Rm 432</i>	Communications <i>Overton</i>	Internal Audits <i>Rm 123</i>	Risk Management <i>Rm 215</i>	Baldrige Fiscal Session <i>Rm 217</i>	Baldrige HR Session <i>Rm 218</i>	EEOC <i>Rm 315</i>	I.T. <i>Rm 323</i>	School Choice <i>Rm 325</i>
2:30pm-3:20pm		Buckman Laboratory Inc <i>Hotel Rm 432</i>	Memphis Child Advocacy Center <i>Overton</i>	HR <i>Rm 123</i>	Safe and Drug Free Schools <i>Rm 215</i>	Baldrige Technology Session <i>Rm 217</i>	Baldrige Material Management Session <i>Rm 218</i>	Fiscal Services <i>Rm 315</i>	Security Services <i>Rm 323</i>	Emergency Management <i>Rm 325</i>
3:30pm - 4:20pm		Wenger Corp <i>Hotel Rm 432</i>		Labor Relations <i>Rm 123</i>	Athletics <i>Rm 215</i>	CNC <i>Rm 217</i>	Facilities Maintenance <i>Rm 218</i>	Procurement <i>Rm 315</i>	MPD <i>Rm 323</i>	Pupil Services <i>Rm 325</i>
Sessions include Question/Answer Period										

**Rooms are in the Holiday Inn University of Memphis**

Grand Ballroom, Shelby, Tennessee, Audubon, Lamar, Overton, Hotel School Rm 432

**Rooms in the Fogelman Executive Conference Center**

Rm 123, Rm 215, Rm 217, Rm 218, Rm 315, Rm 323, Rm 325

# 2009 Operations Institute

Friday - June 5, 2009

Holiday Inn University of Memphis and Fogelman Executive Conference Center

7:00am-8:00am	Registration/Continental Breakfast							
8:00am-9:15am	<p>Welcome</p> <p>MCS Superintendent Dr. Kriner Cash or Designee</p> <p>Introduction of Keynote Speaker</p> <p>Keynote Speaker: Dr. Terry Holiday, Statesville, NC - Baldrige Award Winner</p>							
9:30-10:20am	Charter Schools <i>Overton</i>	Federal Programs, Grants, and Compliance <i>Rm 123</i>	EEOC <i>Rm 215</i>	Baldrige Fiscal Session <i>Rm 217</i>	Baldrige Food Services Session <i>Rm 218</i>	Dr Malone School Law <i>Rm 315</i>	I.T. <i>Rm 323</i>	Internal Audits <i>Rm 325</i>
10:30-11:20am	Memphis Child Advocacy Center <i>Overton</i>	HR <i>Rm 123</i>	Policy, Legislation, and Constituent Services <i>Rm 215</i>	Baldrige Technology Session <i>Rm 217</i>	Baldrige Maintenance Session <i>Rm 218</i>	The Law Firm of Weintraub and Stock <i>Discrimination</i> <i>Rm 315</i>	Security Services <i>Rm 323</i>	Fiscal Services <i>Rm 325</i>
11:30am-12:20pm	Buckman Laboratory Inc <i>Overton</i>	Labor Relations <i>Rm 123</i>	Emergency Management <i>Rm 215</i>	Contracting <i>Rm 217</i>	Communications <i>Rm 218</i>	The Law Firm of Weintraub and Stock <i>Student Records</i> <i>Rm 315</i>	MPD <i>Rm 323</i>	Procurement <i>Rm 325</i>
12:30pm-1:20pm	Lunch Break – Fogelman Center Lobby							
1:30pm-2:20pm	Charter Schools <i>Overton</i>	Federal Programs, Grants, and Compliance <i>Rm 123</i>	Charter Schools <i>Rm 215</i>	Baldrige Fiscal Session <i>Rm 217</i>	Baldrige Food Services Session <i>Rm 218</i>	EEOC <i>Rm 315</i>	I.T. <i>Rm 323</i>	Internal Audits <i>Rm 325</i>
2:30pm-3:20pm	Memphis Child Advocacy Center <i>Overton</i>	HR <i>Rm 123</i>	Policy, Legislation, and Constituent Services <i>Rm 215</i>	Baldrige Technology Session <i>Rm 217</i>	Baldrige Maintenance Session <i>Rm 218</i>	The Law Firm of Weintraub and Stock <i>Discrimination</i> <i>Rm 315</i>	Security Services <i>Rm 323</i>	Fiscal Services <i>Rm 325</i>
3:30pm - 4:20pm	Buckman Laboratory Inc <i>Overton</i>	Labor Relations <i>Rm 123</i>	Emergency Management <i>Rm 215</i>	Contracting <i>Rm 217</i>	Communications <i>Rm 218</i>	The Law Firm of Weintraub and Stock <i>Student Records</i> <i>Rm 315</i>	MPD <i>Rm 323</i>	Procurement <i>Rm 325</i>
Sessions include Question/Answer Period								

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**Rooms in the Fogelman Executive Conference Center**

Rm 123, Rm 215, Rm 217, Rm 218, Rm 315, Rm 323, Rm 325