

# Title I, Part A Parent & Family Engagement Statewide Initiative

## Customer Service in Schools Summit

February 1-2, 2022 San Marcos, TX - South Summit  
February 24-25, 2022 Dallas, TX - North Summit



### DAY 1 MORNING SESSION

#### *Principal Baruti Kafele*

Principal Kafele will provide a morning session focusing on how school culture and climate affects customer service on campuses.

### AFTERNOON SESSION *Model Schools*

Model Schools from around Texas will share their stories and what they have been doing to make their schools more customer service friendly. They will discuss the root of increasing achievement and building culture - RELATIONSHIPS.



### DAY 2 MORNING SESSION

#### *Kelly E. Middleton*

Former Superintendent and Author, Kelly E. Middleton, will share targeted information and strategies to help transform the customer service at every touchpoint of your campus.

### AFTERNOON SESSION *Breakout Sessions*

Using good customer service as a talking point, presenters from around the state will share strategies for building a school culture that involves all stakeholders.

### February 1-2, 2022

Embassy Suites San Marcos Conference Center  
1001 E. McCarty Ln. | San Marcos, TX 78666  
(512) 392-6450

\$112 Single or Double | Registration Link: [Click Here](#)  
Hotel Cancellation Deadline: Friday, January 7, 2022

### February 24-25, 2022

Crowne Plaza - Dallas Market Center  
7050 N. Stemmons Fwy. | Dallas, TX 75247  
(214) 630-8500

\$125 Single or Double | Registration Link: [Click Here](#)  
Hotel Cancellation Deadline: Tuesday, February 1, 2022



## Summit Registration:



\$140 - Same rate for both locations

Online Summit Registration: [www.esc16summit.com](http://www.esc16summit.com)

Cancellation Deadline (With Refund):

South Summit: Thursday, January 27, 2022 - North Summit: Thursday, February 10, 2022

For additional information contact: Shannon Lang via email: [shannon.lang@esc16.net](mailto:shannon.lang@esc16.net)  
by phone: (806) 677-5129 or visit our website at: [www.esc16.net](http://www.esc16.net)