

Customer Service in Schools Summit

Welcome

February 24 - 25, 2022 | Dallas, Texas

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



Important Information

Registration

Summit registration will be located on the second floor.

Thursday	February 24	7:30 a.m. - 3:45p.m. (CST)
Friday	February 25	7:30 a.m. - 3:45 p.m. (CST)

Attendees will need to check in both days to scan in and pick up a door prize ticket.

A map of the Conference Center is located on the back page.

Name Badges

Name badges are required for admission to all summit events.

Summit Evaluations

Please help us improve our summit by submitting evaluations. Speaker evaluations are available at each session. Look for the QR codes on your table.

Certificates

Certificates will be available to download and print when you have completed the overall evaluation online at the end of day 2.

Cell Phones/Smart Devices

As a courtesy to all participants, please put your cell phone/smart devices on vibrate or turn them off during sessions. *RECORDING OF ANY SESSIONS OR PRESENTATIONS IS NOT ALLOWED.*

Parking

Parking is complimentary.

Points of Interest

Frontiers of Flight Museum - Experience the stories of aviation and space flight at Texas' premier Aviation and Space Museum! Open Mon - Sat 10-5, Sun 1-5

The Dallas World Aquarium - The Dallas World Aquarium has been accredited by the Association of Zoos and Aquariums (AZA) since 1997 and a member of the World Association of Zoos and Aquariums (WAZA) since 2000. Open Mon - Fri 9:30 am - 5:00 pm, Sat - 8:30 am - 5:30 pm

Ripley's Believe It or Not! Step into the Palace and marvel at hundreds of rare and unusual artifacts, come face-to-face with your favorite characters and celebrities, and even experience the thrill of riding the moving theater at Ripley's Believe It or Not! Grand Prairie. Open Mon - Fri: 11:00 am - 5:00 pm

The Grassy Knoll - The Museum's collections include more than 90,000 items related to the assassination of President Kennedy and its local and global aftermath, the legacy of the Kennedy presidency, and the turbulent culture of the 1960s. Open Wed - Sun: 10:00 am - 5:00 pm

Area Restaurants

Terry Black's Barbecue (469) 399-0081
3025 Main

Blues Burgers (214) 750-9100
1820 W Mockingbird Ln #44

Kay's Restaurant & Bar (214) 350-8070
8010 N Stemmons Fwy

Borjas Cocina Mexicana (469) 466-8079
8014 Harry Hines Blvd a1

Social Pie (469) 930-4483
5855 Maple Ave

Tei-An (214) 220-2828
1722 Routh St #110



Customer Service in Schools Summit At A Glance

7:30 A.M. 8:30 A.M.	THURSDAY, FEBRUARY 24 - (Breakfast Provided)		
THURS. 8:30 A.M. 11:00 A.M.	<p align="center">Keynote Address <i>Culture, Climate and Customer Service</i> Windsor Ballroom Principal Baruti Kafele</p>		
11:00 A.M. 12:30 P.M.	Lunch Provided		
	Windsor 1	Windsor 2	Windsor 3
THURS. 12:30 P.M. 2:00 P.M.	<p align="center"><i>It Literally Takes a Village... Community Partnerships Built on Trust</i></p> <p align="center">Deidre Parish, PhD, EdD Matthew Chavez Darrouzett ISD</p>	<p align="center"><i>Welcome, Honor & Connect #GISDfamily</i></p> <p align="center">Jonathan Armstrong Ramona Aguilar Garland ISD</p>	<p align="center"><i>Best Practices in Building Relationships and Cultivating a Customer-Friendly Campus Environment</i></p> <p align="center">Tranita Carroll Nichole Bowman Ysabel Luna Spring ISD</p>
THURS. 2:00 P.M. 2:15 P.M.	Break (refreshments provided)		
THURS. 2:15 P.M. 3:45 P.M.	<p align="center"><i>It Literally Takes a Village... Community Partnerships Built on Trust</i></p> <p align="center">Deidre Parish, PhD, EdD Matthew Chavez Darrouzett ISD</p>	<p align="center"><i>Welcome, Honor & Connect #GISDfamily</i></p> <p align="center">Jonathan Armstrong Ramona Aguilar Garland ISD</p>	<p align="center"><i>Best Practices in Building Relationships and Cultivating a Customer-Friendly Campus Environment</i></p> <p align="center">Tranita Carroll Nichole Bowman Ysabel Luna Spring ISD</p>
7:30 A.M. 8:30 A.M.	FRIDAY, FEBRUARY 25 - (Breakfast Provided)		
FRI. 8:30 A.M. 11:15 A.M.	<p align="center">Keynote Address <i>Transforming Customer Service on Your Campus</i> Windsor Ballroom Kelly Middleton</p>		
11:15 A.M. 12:30 P.M.	Lunch Provided		
FRI. 12:30 P.M. 2:00 P.M.	<p align="center"><i>Texas-Sized Customer Service</i> Windsor Ballroom Jeff Nash</p>		
FRI. 2:00 P.M. 2:15 P.M.	Break (refreshments provided)		
FRI. 2:15 P.M. 3:45 P.M.	<p align="center"><i>Texas-Sized Customer Service (continued)</i> Windsor Ballroom Jeff Nash</p>		

TEXAS MODEL SCHOOLS SESSION DESCRIPTIONS

Darrouzett ISD, Windsor 1

It Literally Takes a Village....Community Partnerships Built on Trust

Deidre Parish, PhD, EdD, Matthew Chavez

A key principle in customer service is building and maintaining trust. What does it mean to have trust with the community? What does it mean to have the community trust you? Please join us as we share our efforts for gaining and nurturing the trust of our Darrouzett ISD community. Our district is a small, rural district in a remote corner of the Texas Panhandle with limited funds. Partnerships in our district are essential as resources in our area are very limited. We will share how partnerships have helped build and sustain the trust that helps us attract and serve our students and how partnerships become the resources our students and their families need to be successful.

Garland ISD, Windsor 2

Welcome, Honor & Connect #GISDfamily

Jonathan Armstrong, Ramona Aguilar

How can we make all families feel welcome? How do we honor them? How can we connect with them? Join us as we reflect on these questions, explore best practices, and share welcoming strategies. Participants will leave the session with tools and resources for initiating and sustaining welcoming strategies to build partnerships.

Spring ISD, Windsor 3

Best Practices in Building Relationships and Cultivating a Customer-Friendly Campus Environment

Tranita Carroll, Nichole Bowman, and Ysabel Luna

This session is designed to share best practices on how to increase parent and family engagement at the campus and district levels. Participants will learn the value of creating a welcoming environment and exhibiting superior customer service skills in an effort to truly build a positive relationship with parents, community members, and other external partners. Participants will also learn the most useful strategies and initiatives to increase family engagement and community volunteerism. Participants will walk away with a plethora of strategies they can use immediately! Attendees will receive a booklet filled with strategies, ideas, resources, sample forms, and other items they can duplicate and utilize at their schools or at the district level.

