



# Board Meeting H I G H L I G H T S

Board meeting held on February 23, 2009 at Lanier High School  
1514 W. Durango Blvd. • San Antonio, TX 78207

## Update on District Initiative to improve customer service

The new customer service initiative, launched in January 2008, was presented to the Board of Trustees. This initiative is part of the District's efforts to improve the level of service that employees provide to our students, parents and community members. Ruben Fernandez, Director of Community and Business Partnerships, aspects of the plan that have been established and are on-going which include:

- a telephone etiquette committee has been developed to ensure patrons are treated courteously when they call
- a standard administrative procedure directing customer service is being created
- a secret shopper program conducts random checks of every campus and department
- District personnel conduct site visits to evaluate on-site customer service
- customer service has conducted training of over 700 plus employees

## All-State Musicians recognized at Board of Trustees Meeting

Seven high school music students were selected for membership into the Texas Music Educators Association's All-State performing group. The following students were recognized at the Monday board meeting: Anthony Gonzalez, Jefferson HS; Emilio Garcia, Ryan Buell, Tyler Valadez of Highlands HS; and Isai Perez, Manual Martinez, John Mireles of Fox Tech HS.

## Board approves Read Across America resolution

In honor of the upcoming March birthday of the late Dr. Seuss, the Board approved a resolution in recognition of "Read Across America Literacy Day" which will occur on February 27<sup>th</sup>. District schools will celebrate reading with various activities throughout the day.

## Four Trustees up for re-election

The Board approved the "Election Order" for the Trustee election in Single Member Districts #1, #3, #4, and #7 for May 9, 2009 four-years. The election will be conducted as a joint election with the City of San Antonio and other entities. Early voting begins April 27<sup>th</sup> through May 5<sup>th</sup>.

## Fox Tech Adequate Yearly Progress (AYP) Restructuring Plan presented to Board

The Board of Trustees reviewed the proposed Fox Tech HS restructuring plan. Presented by Fox Tech Principal John Montelongo the plan is required to be filed with the TEA in mid-March, in response to the school's fifth year of not meeting Adequate Yearly Progress - academic performance measures under the federal No Child Left Behind act. The plan, recommends that the campus be reconstituted and that all staff of the campus be required to re-apply.

## 2009-10 Instructional Calendar Approved

The Board is required to approve the instructional calendar for each school year. The method for creating the calendar included a survey which allowed employees to provide input on the priority of calendar dates such as: holidays, staff development days and an extended Thanksgiving vacation. From the 1207 surveys that were completed by District employees, 3 calendars were created. 47.9% of the 7,581 employees voted on three calendars. The chosen calendar, which has school beginning on August 24th, 2009 and ending on June 4<sup>th</sup>, 2010, includes 187 total teacher workdays, 177 student days and 10 staff development days.

## The Board approved the purchase of the following items and materials

- The Board renewed the purchase of teaching materials and supplies in support of individual campuses District-wide on an “as needed” basis.
- Market research data collections services in support of research methods and evaluations through February, 2011
- Plato Learning Program, a web-based library of high school courses, to help with dropout intervention and credit recovery for all high school students
- Voice-Over Internet Protocol (VOIP) telephone equipment and maintenance services.

**For more information, please visit [www.saisd.net](http://www.saisd.net)**

### **Board of Education**

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