

Assistant Superintendent of Business Operations

100 Day Plan

Focus Area	Action Items	Updates
Governance & Board Relations	<p>Goal: To improve governance and board relations within Memphis Shelby County Schools, enhancing collaboration and communication for better decision-making and overall organizational effectiveness.</p> <p>Outcome: A more transparent, efficient, and productive governance structure that fosters positive board relations and aligns board and district leadership in achieving educational goals for students.</p> <p>Action Items:</p> <ul style="list-style-type: none"> • Conduct a comprehensive review of current governance practices and board relations within the district, identifying strengths, areas for improvement, and opportunities for enhancing collaboration. • Develop a communication plan that ensures timely and transparent information sharing between the district leadership, school board members, staff, and other stakeholders to promote a culture of openness and trust. • Establish regular meetings and updates between the Assistant Superintendent of Business and the school board to provide progress reports, discuss key operational issues, and address any concerns or questions from board members. • Implement check in sessions or workshops for school board members and district leadership to enhance their understanding of governance best practices, roles and responsibilities, and effective communication strategies, fostering a shared vision and mutual respect for collective decision-making. 	<p>August 30</p> <p>August 30</p> <p>August 2024 – June 2025</p> <p>August 2024 – June 2025</p>
Community Relations	<p>Goal: To strengthen community relations for Memphis Shelby County Schools, fostering positive partnerships and engagement with the local community to support the district's educational mission and overall success.</p>	

Assistant Superintendent of Business Operations

100 Day Plan

	<p>Outcome: Increased community trust and support for the district, leading to improved collaboration, resource sharing, and positive relationships that benefit students, families, and the community at large.</p> <p>Action Items:</p> <ul style="list-style-type: none"> • Establish a Community Engagement Task Force composed of key stakeholders, including parents, community leaders, local businesses, and nonprofit organizations, to collaborate on ways to enhance communication and partnership opportunities between the district and the community. • Develop and implement a comprehensive community outreach and communication strategy that includes regular town hall meetings, community forums, newsletters, social media campaigns, and other channels to keep the community informed about district initiatives, achievements, and challenges. • Create opportunities for community involvement in decision-making processes, such as soliciting feedback on operational priorities and policies, to ensure that community voices are heard and considered in shaping the district's direction. • Collaborate with local businesses and organizations to establish mutually beneficial partnerships that support student learning, career readiness, and community development initiatives, such as mentorship programs, internships, job shadowing opportunities, and sponsorship of educational events and activities. 	<p>August 2024 – June 2025</p> <p>August 2024 – June 2025</p> <p>August 2024 – June 2025</p> <p>August 2024 – June 2025</p>
<p>Staff Relations & Capacity</p>	<p>Goal: To enhance staff relations and capacity within Memphis Shelby County Schools, fostering a positive work environment, professional growth opportunities, and effective teamwork among district employees.</p> <p>Outcome: Increased employee morale, motivation, and productivity, leading to a stronger sense of community, collaboration, and commitment among staff members to</p>	

Assistant Superintendent of Business Operations

100 Day Plan

	<p>support the district's mission and deliver high-quality educational services to students.</p> <p>Action Items:</p> <ul style="list-style-type: none"> • Implement a staff well-being and professional development program that includes regular training sessions, workshops, and mentorship opportunities to support continuous learning, skill development, and career advancement for district employees. • Establish open communication channels, such as staff meetings, feedback mechanisms, and suggestion boxes, to encourage input, feedback, and dialogue among employees, fostering a culture of transparency, trust, and mutual respect within the organization. • Recognize and celebrate staff achievements, milestones, and contributions Talent Management through employee recognition programs, awards, and events to show appreciation for their hard work, dedication, and positive impact on students and the community. • Conduct regular performance evaluations, goal-setting sessions, and career planning discussions with staff members to provide feedback, guidance, and support in achieving individual and organizational objectives, aligning professional goals with district priorities and initiatives. 	<p>August 30</p> <p>August 2024 – June 2025</p> <p>August 2024 – June 2025</p> <p>August 2024 – June 2025</p>
<p>Operations and Finance</p>	<p>Goal: To streamline operations and enhance financial efficiency for transportation services, nutrition services, information technology, Talent Management, and safety and security within Memphis Shelby County Schools, ensuring optimal resource allocation and service delivery for the district.</p>	

Assistant Superintendent of Business Operations

100 Day Plan

Outcome: Improved operational processes, cost effectiveness, and service quality in transportation, nutrition, IT, Talent Management, and safety and security functions, leading to enhanced organizational effectiveness, employee satisfaction, and student well-being across the district.

Action Items:

- Conduct a comprehensive operational and financial review of transportation, nutrition, IT, Talent Management, and safety and security departments to identify cost-saving opportunities, streamline processes, and enhance service delivery while maintaining quality standards and compliance with regulatory requirements.
- Develop a multi-year strategic plan for operational and financial optimization, setting clear goals, performance indicators, and action steps for each department to align with district priorities, improve efficiency, and achieve sustainable cost reductions.
- Implement technology investments and upgrades to enhance operational efficiency, data management, communication systems, and cybersecurity measures in IT infrastructure, ensuring reliability, scalability, and data security for district-wide operations.
- Standardize procurement processes, vendor management practices, and contract negotiations for transportation, nutrition, IT, and safety and security services to maximize cost savings, quality assurance, and regulatory compliance while promoting transparency and accountability in financial transactions.
- Enhance professional development and training programs for Talent Management staff, safety officers, IT personnel, and food service employees to build skills, knowledge, and competencies that align with best practices,

August 30

September 30

September 30

August 30

August 30

July 30

Completed

Assistant Superintendent of Business Operations

100 Day Plan

	<p>industry standards, and district objectives, fostering a culture of continuous improvement and employee engagement.</p> <ul style="list-style-type: none"> • Establish cross-functional task forces or working groups to facilitate collaboration, knowledge sharing, and problem-solving among transportation, nutrition, IT, Talent Management, and safety and security teams, promoting a culture of teamwork, innovation, and mutual support in addressing complex operational challenges and achieving common goals. • Conduct regular safety audits, risk assessments, and emergency preparedness drills in collaboration with safety and security personnel, transportation supervisors, and IT experts to identify vulnerabilities, mitigate risks, and improve response protocols in crisis situations, ensuring the well-being and safety of students, staff, and visitors. • Monitor and evaluate key performance metrics, financial indicators, and operational benchmarks for transportation routing, meal planning, IT service levels, Talent Management, and safety metrics to track progress, identify areas for improvement, and make data-driven decisions that optimize resources, foster innovation, and drive continuous improvement in service delivery and organizational effectiveness. 	<p>August 2024- June 2025</p> <p>August 2024- June 2025</p>
<p>Student Achievement</p>	<p>Goal: To support student achievement by optimizing transportation services, nutrition services, information technology, human resources, and safety and security functions within Memphis Shelby County Schools, enhancing the learning environment and overall educational experience for students.</p> <p>Outcome: Improved student outcomes, well-being, and academic success through efficient and effective management of transportation, nutrition, IT, HR, and safety and security services, creating a safe, supportive, and conducive environment for learning and growth.</p>	<p>September 30</p>

Assistant Superintendent of Business Operations

100 Day Plan

Action Items:

- Implement student-centered transportation services that prioritize safety, reliability, and efficiency, ensuring timely and secure transportation for students to and from school, extracurricular activities, and educational events.
- Enhance nutrition services by providing healthy, balanced meals and snacks that meet nutritional guidelines and cater to diverse student needs, supporting student health, focus, and overall well-being for optimal learning outcomes.
- Strengthen human resources practices by recruiting, retaining, and developing high-quality educators and staff members who are dedicated to student success, professional growth, and creating a positive and inclusive school culture that fosters academic excellence.
- Improve safety and security measures by implementing proactive safety protocols, crisis response plans, and emergency preparedness training for staff, students, and families, creating a secure and supportive environment that promotes student success and well-being.
- Collaborate with stakeholders, including parents, community partners, and educational organizations, to integrate community resources, expertise, and support services into student learning experiences, promoting holistic development, academic achievement, and positive outcomes for all students in Memphis Shelby County Schools.

August 1

Completed
August 1

Completed

August 1

Completed

September 30