

## MINUTES

### Fairfax County School Board Gatehouse Administration Center I

Work Session No. 110/**Governance**

April 28, 2010

#### **110.01 Call to Order and Announcements**

Committee Chairman Center convened the meeting at 8:45 a.m. with the following Board members present:

Brad Center (Lee)  
Ilryong Moon (At Large)

Patricia S. Reed (Providence)  
Kathy L. Smith (Sully)

Also present were Division Superintendent Jack D. Dale; Deputy Superintendent Richard Moniuszko; Executive Assistant and Clerk of the Board Pam Goddard; Deputy Executive Assistant and Deputy Clerk of the Board Yvette Rhodes; Chief of Staff Christine Donohue; Chief Operating Officer Dean Tistadt; Chief Information Officer Maribeth Luftglass; Assistant Superintendent of Special Services Kim Dockery; Assistant Superintendent of Instructional Services Peter Noonan; Assistant Superintendent of Human Resources Kevin North; Luciano Centini, Senior Director, Executive Education, Darden School of Business, University of Virginia; and Eleanor Smalley, Senior Project Director, Darden School of Business, University of Virginia.

#### **DISCUSSION**

##### **110.02 Review of Departmental Operational Expectations (Exhibit A)**

- Discussion of uniform criteria for effective departmental operational expectations with facilitators Lou Centini and Eleanor Smalley;
- agreement that an effective operational expectation would target customer satisfaction, effectiveness, and efficiency of operations; address resource and policy implications; present data that was in context (i.e., trend data); and show compliance with federal and state requirements;
- a subset of the committee would convene to review the Human Resources Operational Expectations as a sample in the context of the uniform criteria that was developed;
- the committee would present reconstructed Human Resources operational expectations to the full Board for approval to proceed with a review of all other operational expectations.

The meeting adjourned at 11:36 a.m.