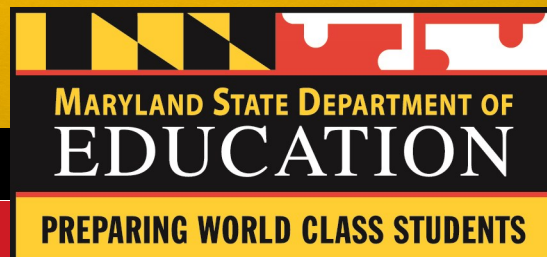


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VOLUME 1
ISSUE 6



A MONTHLY INSIGHT INTO THE HAPPENINGS AT

THE MSDE PULSE

Special points of interest >>>

- AUGUST EMPLOYEE OF THE MONTH
- STATE BOARD UPDATES
- RECOGNIZING ART ADVOCACY: CONGRATULATIONS KEN SKRZESZ
- CLASSIFIEDS

WE WANT YOU!!!!!!

Have an event, suggestion, idea or photo you'd like to see in the next edition of **THE PULSE**? Send us your ideas— We are always looking for new and exciting pieces to add and your idea could be featured! Please note that all information must be submitted no later than the 10th of each month, please plan ahead for any time sensitive materials!

EMPLOYEE OF THE MONTH!

MSDE is proud to announce our August 2017 Employee of the Month:

Glenn Foster!



Glenn Foster , August 2017

Glenn is the Supervisor for Support Services for the MSDE Division of Business Services, Administrative Services and Procurement Branch.

Glenn was nominated by Gayle Secrist, Chief of Staff to the State Superintendent of Schools.

The nomination submitted on Glenn's behalf highlighted the following:

“Glenn demonstrates outstanding customer service, a commitment to producing quality work and a positive attitude daily. He wears many hats, and is always willing to take on any task assigned. Every month he meets challenging deadlines to produce the materials for Board meetings, routinely exceeding expectations. His supervision and allocation of resources are excellent, and his technical knowledge of his operation exceptional. We appreciate his dedication and efforts to support MSDE.

Glenn's efforts support the work of the entire agency. In particular, the reception area is where the public and stakeholders receive their first impression of MSDE. The copy center provides services that also directly impact the effectiveness of MSDE in serving school systems, parents, students and the community. Glenn is a true team player and an exemplary member of the MSDE team!”

Congratulations, Glenn and Thank You for all you do for MSDE!

[CONTACT SAMANTHA FOLEY](#)

[CLICK HERE TO ACCESS OUR EMPLOYEE NOMINATION FORM](#)

State Board Meeting Actions: July 18, 2017



The following actions were taken at the July 18, 2017 meeting of the Maryland State Board of Education:

- Held the annual election of officers and re-elected Andrew R. Smarick President of the State Board and Dr. Chester E. Finn, Jr. as Vice President for a second term.
- Introduced new State Board members Dr. Irene M. Zoppi Rodriguez (in absentia) and Kyle Smith (student representative).
- Approved Baltimore City Public Schools' School Calendar Waiver request to waive the post-Labor Day school start date and June 15 school end date for four schools for the 2017-2018 school year. Schools include: Harford Heights Elementary School; James McHenry Elementary/Middle School, Mary Rodman Elementary School and Commodore John Rodgers Elementary/Middle School.
- Approved proposed revisions to the *Procedures for Removal of Professional Assistants and Special Appointments* policy. This policy was adopted on January 25, 1995, and has had only minor revisions since

that time. The new changes provide more time to conduct a fair and thorough investigation in cases involving misconduct or performance deficiencies, while also preserving the added due process provided to professional assistants.

The following Opinions and Orders were rendered on July 18, 2017:

- Rodney Hudson v. Prince George's County Board of Education – employee termination – Opinion No. 17-26
- R.L. v. Baltimore City Board of School Commissioners – student suspension – Opinion No. 17-27
- Gregory Sutton v. Somerset County Board of Education – employee termination – Order No. OR17-08
- Susan Twigg v. Montgomery County Board of Education – teacher termination – Order No. OR 17-09

Meeting materials, Opinions, and Order can be found at:

<http://marylandpublicschools.org/stateboard/Pages/default.aspx>

The August meeting of the Maryland State Board of Education was held on Tuesday, August 22, 2017, at the Nancy S. Grasmick State Education Building, 200 West Baltimore Street, 7th Floor Board Room, Baltimore, MD, 21201.

Appropriate accommodations for individuals with disabilities will be provided upon request. Eight business days notice prior to the event is required.

Please contact Charlene Necessary at (410) 767-0467 or TTY at (410) 333-6442 so arrangements can be made.



Check This Out >>>

Recognizing Arts Advocacy: *MSDE's Kenneth Skrzysz Receives Alexi Award*

MSDE's Kenneth Skrzysz, Coordinator of Fine Arts, was recently awarded the "Alexi Award" by The Scarborough Foundation! This organization provides scholarships and grants to assist in the educational advancement of students who display extraordinary talents in music, dance, theatre arts and the recording arts and sciences.

The Scarborough Foundation is dedicated to the achievements of Skip Scarborough and the "Alexi Award" was created in 2008 to honor his memory. His middle name was Alexander, thus "Alexi." Skip's lifetime goal was to be a songwriter and record producer. During his very successful career, he produced several gold records, created a catalog of classic songs and won a Grammy as well as received several Grammy nominations. He spent his lifetime creating an incredible musical legacy that we still enjoy to this day.

The Scarborough Foundation's "Alexi Award" has three categories; The Skip Scarborough Lifetime Achievement Award, The Community Service Award and the newly created Performing Arts Advocate of The Year Award!

The award is given to exceptional individuals who have devoted their life's work to their chosen field of art. Needless to say, Ken Skrzysz is indeed an exceptional individual! Because of his tireless advocacy to promote arts education for all Maryland students, The Scarborough Foundation felt he was the best candidate to receive the Foundation's first ever Performing Arts Advocate of The Year Award!

Congratulations Ken!

MSDE CLASSIFIEDS

WHAT'S NEW?

In Case You Missed It: MSDE Employees enjoy the 2017 Solar Eclipse!



SOLAR ECLIPSE 2017 MSDE VIEWING PARTY

Say Hello >>>

Who's new to MSDE? Check back each month for an updated list!

Nicassia Belton, Education Program Specialist II (Division of Career and College Readiness)

Donna Bishop, Administrative Specialist II (Division of Rehabilitation Services)

Robert Eccles, Education Program Specialist II (Division of Educator Effectiveness)

Karen Epe, Teacher APC (Juvenile Services Education)

Devin Gallop, Office Clerk II (Juvenile Services Education)

LaToya Jones, Office Secretary III (Division of Early Childhood Development)

Vianney Leonard, Teacher Conditional (Juvenile Services Education)

Rosellyn Lumapas, Teacher APC +30 (Juvenile Services Education)

Stephanie McClain, Vocational Rehabilitation Spec. II (Division of Rehabilitation Services)

Rhoann Munro, Teacher APC+ (Juvenile Services Education)

Danella Scruggs, Agency Grants Specialist (Division of Early Childhood Development)

David Stein, Teacher Conditional (Juvenile Services Education)

Mary Ann Snyder, Teacher APC (Juvenile Services Education)

Marcia Sprankle, Education Program Manager II (Division of Student, Family, and School Support)

Stephen Sullivan, Teacher APC (Juvenile Services Education)



CUSTOMER SERVICE CORNER

As part of a state-wide initiative to improve customer service, check out our Customer Service Corner for monthly updates, tips, tricks and highlights on responses to our Customer Service Survey!

Tips for Answering the Telephone >>

Proper telephone etiquette is a critical part of delivering exceptional customer service. Follow these useful tips to set a positive tone for the interaction and creating a good first impression:

- Answer calls promptly. As a general rule, telephones should be answered within three rings and not answered by an automated phone system during regular business hours.
- Complete conversations with others before picking up the telephone
- Never eat, drink, or chew gum while on the phone.
- Greet the caller and identify yourself and your Division and/or Branch. This is a courtesy that serves to personalize the customer service experience.
- Ask how you can assist the caller. Example: "Good afternoon; this is Mary Jones in the Office of the Superintendent. How may I help you today?"
- Avoid jargon and acronyms.

Best Wishes! >>>

Sharing staff members that have recently retired! Best Wishes!

Christine Sweigert, Voc. Rehab. Spec. Supvr. (Division of Rehabilitation Services)