



Operations Division Report December 2, 2023

This report is meant to highlight several functional areas with updates for the Board of Directors:

As we rapidly approach the conclusion of 2023, our dedication to a shared mission within the Division remains focused on enriching our commitment to our staff, and scholars. The journey we began at the beginning of the school year reflects the collective and tireless efforts of each team member, as we all strive to contribute to the overall success and growth of our scholars.

The comprehensive initiative began with the completion of our initial Growth Plans, a meticulous process that involved self-assessments, collaborative efforts with managers, engaging peer meetings, and the establishment of ambitious goals. This holistic approach aimed to ensure that each member of our team is not only self-aware but also equipped with the necessary tools and strategies to excel in their respective roles.

As we eagerly anticipate the next phase of this developmental journey, scheduled for an update by the end of December, the commitment to our chosen Pathways becomes increasingly significant. The diversity of choices made during the selection of individual Pathways reflects the unique strengths and aspirations of each team member, contributing to our collective efforts.

The next update promises to be a moment of reflection, celebration, and shared insights as we showcase the progress made on our Growth Plans. It will serve as a reflection of the dedication and collaborative spirit that defines our team. I am enthusiastic about the opportunity to share these updates with you, recognizing that it is through transparent communication and mutual support that we can collectively elevate our performance and achieve the aspirations set forth at the beginning of this academic year.

In the spirit of continuous improvement, we look forward to the upcoming update with a sense of pride in our accomplishments thus far and an eagerness to embrace the challenges and opportunities that lie ahead. Together, we remain focused on our commitment to fostering an environment of growth, learning, and success for both our staff and scholars.

Each department within the Division is contributing to the schools success in their own way.

Community Providers Department

- The Community Providers (CP) department is concluding a highly successful first semester, marked by a notable increase in the volume of orders processed in comparison to previous years. This achievement underscores the department's commitment to excellence in supporting both scholars and teachers within the educational institution. One key aspect of the CP department's success lies in its dedication to providing robust support for scholars and teachers. This support is manifested through various initiatives, including the addition of new vendors. By constantly seeking and onboarding new vendors, the department ensures a diverse and comprehensive range of educational resources and materials are available. This strategic approach not only enhances the quality of educational content but also fosters a dynamic and enriched learning environment for both scholars and educators. Efficient order processing is another significant accomplishment of the CP department during the first semester. The department has demonstrated its capability to handle a higher volume of orders, showcasing streamlined and effective processes. In addition to processing orders, the CP department has been actively addressing ordering issues. The commitment to resolving challenges in the ordering process

ensures that scholars and teachers encounter minimal disruptions in accessing the resources they need. This proactive approach not only reflects the department's responsiveness but also contributes to the overall satisfaction of both scholars and teaching staff. Looking ahead, the CP department is poised to continue its support for scholars and teachers in the upcoming semesters. This includes a commitment to ongoing efforts in adding new vendors to expand the available resources, maintaining the momentum in processing orders efficiently, promptly addressing any ordering issues that may arise, and ensuring the invoicing process remains accurate and timely.

IT Department

- It brings me great pleasure to announce the newest addition to our Compass Charter Schools (CCS) family, Dr. Krisha Moeller, who assumed the role of Director of Innovation & Technology (IT) on Tuesday, November 28th. Dr. Moeller brings a wealth of talent and experience to our team, and we are excited to welcome her aboard. Currently, she is in an intensive training phase, acquainting herself with the CCS community, and I am confident that she will emerge as an exceptional leader for the IT department.
- I would like to express my gratitude to Marco Mattaliano and Miguel Aguilar, both of whom demonstrated exceptional dedication during our search for a new IT Director. Their outstanding efforts ensured that our staff and scholars continued to receive excellent care and support during this transitional period. Their commitment has been invaluable, and I am grateful for their exemplary contributions to the CCS community.
- Our Independent Contractor Agreement with David Brash will terminate on December 15, 2023. David has been a great asset to CCS and his contributions over the past 8 years are greatly appreciated, we wish him and his family all the best in their new East Coast adventure!

Finance Department

- The Finance department plays a pivotal role in maintaining the financial health and stability of the organization. One of its key functions is to conduct monthly budget meetings with directors, fostering a collaborative and transparent approach to financial management. These meetings serve as a crucial platform for communication and coordination between the Finance team and various departmental heads. During these monthly sessions, directors receive comprehensive updates on their departmental expenditures, allowing them to gain valuable insights into the financial performance of their respective areas. The meetings provide a detailed breakdown of expenses, highlighting areas of significant spending as well as potential cost-saving opportunities. This real-time financial information empowers directors to make informed decisions and strategic adjustments to ensure the optimal use of resources. The alignment of expenditures with the respective departments is a critical aspect of financial management. It ensures that each department's budget is reflective of its unique operational requirements and strategic objectives. Through these monthly budget meetings, the Finance department collaborates with directors to address any discrepancies, clarify financial priorities, and make necessary adjustments to ensure that the organization's financial resources are allocated optimally. In addition to financial updates and coding accuracy, these meetings foster a culture of financial responsibility and accountability. Directors are encouraged to actively participate in discussions about budgetary matters, share insights, and propose strategies for financial optimization. This collaborative approach strengthens the financial acumen of departmental leaders and promotes a sense of ownership over budgetary decisions.
- From the beginning of the 23-24 school year, the Curriculum Locker has experienced ongoing success, with an impressive tally of over 95 requests as of November. This notable demand underscores the evident and expanding interest in the resources offered. Heading into the next quarter, our focus will be on updating the Curriculum Locker with fresh additions to maintain its status as a dynamic and impactful resource. To keep families well-informed about these new items and important announcements, we will leverage the MMU for proactive communication.

By consistently updating families through this medium, we aim to ensure that they remain abreast of the valuable resources available in our Curriculum Locker, fostering a culture of regular and informed utilization.

Operations Department

- Beginning the 2023-2024 school year, Compass has forged a new partnership in the realm of marketing. Our collaboration with "Enrollment Professor," led by founders Steve and Everett Nutter, has been marked by significant strides in reaching prospective families. The dynamic duo has crafted a fresh set of landing pages tailored to engage potential enrollees. These pages were officially launched on November 1, 2023, resulting in 11 incoming calls and reaching an impressive audience of over 11,000 individuals. Steve, at the helm of our advertising strategy, has strategically placed daily ads on Facebook, Instagram, and Google, with ongoing exploration of potential advertising avenues on YouTube. In our pursuit of efficiency in handling enrollment inquiries, discussions have centered on optimizing our phone lines for a more streamlined response to calls. Steve diligently provides weekly reports, and our collaborative efforts extend to regular Tuesday meetings, ensuring a proactive and responsive approach to our marketing initiatives. The partnership with Enrollment Professor is set to evolve beyond the initial launch phase. Future endeavors include refining advertising strategies, creating impactful marketing materials, enhancing our Virtual Information Sessions, and exploring additional avenues to bolster enrollment. This collaboration reflects our commitment to proactive and innovative marketing practices to further elevate the visibility and appeal of Compass Charter Schools
- On Sunday, October 2, 2023, at the San Diego Family Fun Fest Halloween Spooktacular event, Elizabeth Brenner was joined by Karla Gonzalez, the CCS Scholar Community Advocate and Kimberly Aguilar, the CCS Community Relations Coordinator. The event, which saw a remarkable turnout with 1,765 registered families and an even larger attendance, provided a fantastic opportunity for our team. Our dedicated staff, in the spirit of the occasion, distributed candy, marketing giveaways, and informative fliers while engaging in conversations with numerous families to showcase the array of offerings at Compass Charter Schools. The event also saw the successful collection of interest forms from new families, enhancing our outreach efforts. During this festive occasion, our Karla extended a warm invitation to all McKinney-Vento families from San Diego Charter to partake in the festivities. As part of this community engagement initiative, school backpacks with essential supplies were generously given away. The surplus backpacks found purposeful homes at the Rain Project Family Shelter and Casa Pacifica Centers, reflecting our commitment to supporting the broader community. The event provided an invaluable opportunity to connect with the diverse communities served by Compass, fostering a sense of community involvement and outreach. A particularly engaging highlight was the enthusiastic participation of our Superintendent, who not only dressed up for the occasion but also succeeded in bringing smiles to the faces of the attending children. The San Diego Family Fun Fest proved to be a resounding success, blending community engagement, outreach, and the Halloween season.

Collaborating with this outstanding team of dedicated and skilled professionals continues to be a genuine privilege. We are eagerly looking forward to the chance to continue our active contributions toward the success of CCS scholars in the 2023-2024 school year.

Respectfully Submitted,



Lisa Fishman

Chief Operations Officer