

SAVE THE DATE!
November 6-8, 2011
Indianapolis, IN



2011 National Quality Education Conference

Inspiring Quality Education Worldwide: A Systems Perspective

Register before the end of the school year and receive early-bird prices!

<http://nqec.asq.org>

Conference proudly sponsored and supported by:



2011 NQEC Conference Schedule Overview

(Subject to change)

Saturday, November 5

11:00 a.m. – 4:00 p.m.

Registration Open

Noon – 4:00 p.m.

Preconference Workshops

Sunday, November 6

7:30 a.m. – 4:00 p.m.

Registration, Bookstore, and Exhibits Open

8:30 a.m. – 10:00 a.m.

Welcome, Announcements

Introduction—Education Team Excellence Recognition Award

Keynote Speakers, Jay Marino, Superintendent, Dunlap Community Unit School District 323 and Jan Polderman, Director of Magistrum, Dutch Center for Educational Leadership, Netherlands

10:00 a.m. – 10:30 a.m.

Refreshment Break With Exhibitors

Author Signing With Jay Marino

10:30 a.m. – 11:45 a.m.

Concurrent Sessions

Education Team Excellence Recognition Award Presentations

11:45 a.m. – 1:00 p.m.

Networking Lunch

1:00 p.m. – 2:15 p.m.

Concurrent Sessions

Education Team Excellence Recognition Award Presentations

2:15 p.m. – 2:45 p.m.

Refreshment Break With Exhibitors

2:45 p.m. – 4:00 p.m.

Concurrent Sessions

Education Team Excellence Recognition Award Presentations

Monday, November 7

7:30 a.m. – 3:30 p.m.

Registration, Bookstore Open

8:00 a.m. – 3:30 p.m.

Exhibits Open

8:30 a.m. – 9:30 a.m.

Welcome, Announcements

Keynote Speaker, Michael Perich, Consultant, Systemwide Continuous Improvement, Montgomery County Public Schools

9:30 a.m. – 10:00 a.m.

Refreshment Break With Exhibitors

10:00 a.m. – 11:15 a.m.

Concurrent Sessions

Education Team Excellence Recognition Award Presentations

11:15 a.m. – 12:30 p.m.

Networking Lunch

12:30 p.m. – 1:45 p.m.

Concurrent Sessions

Education Team Excellence Recognition Award Presentations

1:45 p.m. – 2:15 p.m.

Refreshment Break With Exhibitors

2:15 p.m. – 3:30 p.m.

Concurrent Sessions

Education Team Excellence Recognition Award Presentations

Tuesday, November 8

8:00 a.m. – 9:00 a.m.

Invitation to NQEC 2012

Announcement of Education Team Excellence Recognition Award Recipients

8:00 a.m. – 10:00 a.m.

Registration and Bookstore Open

9:00 a.m. – 9:30 a.m.

Refreshment Break

9:30 a.m. – 10:45 a.m.

Concurrent Sessions

Conference proudly sponsored
and supported by:



Register today at <http://nqec.asq.org/>.

NQEC is the leading conference focused on the use of quality tools and concepts to improve U.S. K-12 schools. It is an outstanding event for educators, school leaders, and administrators seeking awareness, commitment, refinement, and measurable progress in applying continuous improvement tools. NQEC is also a great event to network with educators from across the country and around the world.



2011 National Quality Education Conference
Inspiring Quality Education Worldwide: A Systems Perspective

FOCUS AREAS

Instructional Improvement and the Ability to Facilitate Deployment Using a Quality Model

The existence of a great plan is essential but inadequate without an efficient and effective deployment plan. Learn how deployment is done the quality way to enhance communication and buy-in, and smooth the implementation of an aligned instructional approach on all fronts. What are the pitfalls to watch out for? Who should be involved? How should participation be embedded in deployment? What action steps are needed to ensure smooth deployment? Find out these answers and more in sessions focused on improving instruction and easing deployment—keys to achieving innovative and enhanced learning for all.

Education Reform Based on Systems and Process Management

School systems across the world are approaching the education system as just that—a system—and achieving lasting results in student growth and increased stakeholder satisfaction. With much advancement in system and performance management worldwide over the past decade, the education community is incorporating its findings and realizing results. Best practices in stakeholder involvement, systemic alignment, plan development and deployment, identification of key processes, tracking performance, and building a cultural foundation for a

highly functioning education system are just a few aspects highlighted. Systems thinking such as that used with the Malcolm Baldrige National Quality Award process improves education innovation and overall institutional effectiveness for student success. In addition, schools of education can help to effect education reform with a leadership curriculum that includes ideas from the Baldrige process and plan-do-study-act quality improvement ideas.

Moving Beyond Data Analysis to Data Interpretation and Use in Daily Instruction

Are educators still drowning in data? While data collection may become easier with new technologies and databases, interpretation and application of these data in daily instruction may still remain challenging. Are educators collecting the right data and does interpretation lead to the formulation of viable educational options, such as the design of individualized or customized instruction, the creation of predictors of learning difficulties, and the implementation of new instructional systems that advance student learning outcomes?

Closing the Gap: Underrepresented Populations

Educators applying quality principles and tools systemically with students from underrepresented populations close the gap in student achievement. Focusing on student growth models and individualized plans,

aligning to the district's overall instructional process, and applying quality tools, techniques, and approaches to educating students of color, low-income and first-generation students, and adults play a major role in the advancement of learning. This track also includes the importance and successes of these individuals entering the fields of science, technology, engineering, and math.

Quality Teachers and the Role They Play in Student Achievement

Quality teachers and the role they play in student achievement, as well as improving teacher quality and enhancing student achievement, are essential goals for educators, administrators, and parents. Improvement is imperative. Some tactics and approaches, highly publicized and increasingly controversial, can distract us, however, from meeting these goals.

What are the best practices and most innovative approaches serving practitioners today—and as a result, serving students? Quality includes supporting people in their endeavors to achieve, improve, and deliver. Effective hands-on approaches that support practitioners and enhance participation and performance reflect best practices that emerge out of continuous process improvement. Engagement with professional learning communities and their collaborative, team-oriented style often serves as a viable catalyst that leads in this direction.

2011 NQEC Keynote Speakers



JAY MARINO

Superintendent, Dunlap Community Unit School District 323, Peoria, IL

Jay Marino is the superintendent of schools in Dunlap Community Unit School District 323 in Peoria, IL. He received his bachelor's degree in elementary education from the University of Northern Iowa, master's degree in educational administration from Arizona State University, and educational specialist and doctorate degrees from Western Illinois University. Marino also serves as an international consultant assisting American and European school organizations in their continuous improvement efforts.

He has served regionally as the chair of the Iowa Quality Center's Advisory Council and nationally as the chair of the ASQ K-12 Educational Advisory Committee. He is currently the K-12 systems chair for ASQ's Education Division. Marino has been actively involved in state quality award programs as an applicant and an examiner and has assisted in obtaining state quality award recognition for school districts in which he has worked in both Iowa and Illinois.

Marino has served as an editor and author for several publications including *Quality Across the Curriculum: Integrating Quality Tools and PDSA With Standards* (Quality Press 2004). He was the lead content expert and authored ASQ's ImpaQT Training™ for the School two-day training for teachers and administrators and was the first moderator of the ASQ Quality in Education blog, which is designed to promote continuous improvement in education.



JAN POLDERMAN

Director of Magistrum, Dutch Center for Educational Leadership, Netherlands

Jan Polderman is the director of Magistrum at the Dutch Center for Educational Leadership in the Netherlands. The center is owned by seven universities that cooperate in the field of leadership in education. The center provides surveys, development, education, and support.

Prior to this role, Polderman worked as a director of quality and innovation for a consulting firm, project manager and consultant for national innovation projects, and trainer and consultant for schools, school boards, and police academies. He wrote publications about managing educational special needs and quality in organizations and was a lead auditor for quality systems. He started his career as a schoolteacher in elementary schools.



MICHAEL PERICH

Consultant, Systemwide Continuous Improvement, Montgomery County Public Schools, Rockville, MD

Michael Perich has held various leadership positions including 15 years as an elementary and secondary school principal. During his tenure in Montgomery County Public Schools, he led the implementation of the Malcolm Baldrige Education Criteria for Performance Excellence, developed a Baldrige-guided school improvement planning process, established three Baldrige Quality Academies, directed the preparation and development of the 2010 application for the Malcolm Baldrige National Quality Award, and led the development of a process management and improvement initiative resulting in the formalization of key processes throughout the district.



Register today at <http://nqec.asq.org/>.

WORKSHOPS: Saturday, November 5

Success Through a Systems Model: A Tool for Every Category

Cindy McClung, School District of Lee County, Fort Myers, FL;
Bob Hoglund, Bob Hoglund Inc., Tempe, AZ;
Don Bryant, Fort Meyers Middle Academy, Fort Myers, FL

Overview of the Baldrige Framework for Continuous Improvement for K-12 Educators

Rebecca Martin, Cedar Rapids Community Schools, Cedar Rapids, IA; **Jay Marino**, Dunlap Community Unit School District 323, Peoria, IL

Connecting the Dots: A Roadmap for Aligning School Districts to Continuous Improvement School Districts

Perry Soldwedel, Soldwedel Consulting LLC, Chicago, IL;
Mark Van Clay, Mark Van Clay Consulting LLC, Lake Forest, IL

Data in the Classroom

Lee Jenkins, From LtoJ Consulting Group Inc., Scottsdale, AZ

Don't Tell Us We're a Failing School...Creating Change That Really Matters

Judith Touloumis and Antoinette Hallam, Carlos Ray Elementary, Albuquerque, NM

Walking the CI Journey

Mark Oesterle, Diamond Canyon Elementary, Anthem, AZ;
Terri Iles, Jim Shipley and Associates, North Redington Beach, FL

Using a Data-driven Framework and the Principles of UDL to Incorporate iPad Technology Into Daily Instruction for Students With Special Needs

Autumn Kelley, Specialized Educational Services Inc. (SESI), Yardley, PA

EDUCATION REFORM BASED ON SYSTEMS AND PROCESS MANAGEMENT

Process Management and Improvement: The Forgotten Component of Organizations' Accountability Systems

Michael Perich, Consultant, Systemwide Continuous Improvement, Montgomery County Public Schools, Rockville, MD

Using Lean to Save Jobs, Reduce Costs, and Improve Performance in Education

David Smith, Evansville Vanderburgh School Corporation, Evansville, IN; **Betty Ziskovsky**, Lean Education Enterprises Inc., Shoreview, MN

Continuous Improvement in School Climate Through a Data-driven Discipline Program

Laura Walker, Metropolis Elementary; **Jason Hayes**, Massac County High School, Metropolis, IL

A Systemic Approach to Strategic Alignment

Brandy Macchia and Arlene Kane, Tropic Isles Elementary, Lee County Schools, Fort Myers, FL

Quality Process + Quality Culture = Quality System

Frank Sever, Pat Wagar, and Sue Groszek, Mayfield City Schools, Mayfield Heights, OH

Using the Malcolm Baldrige National Quality Award Process to Reform Districts and Schools to Meet Increasing Accountability Requirements

Jim Shipley, Jim Shipley & Associates, North Redington Beach, FL

What You Don't See CAN Hurt You: The Staggering Cost of Waste Hidden in School Processes

Betty Ziskovsky and Joe Ziskovsky, Lean Education Enterprises Inc., Shoreview, MN

CONCURRENT SESSIONS

INSTRUCTIONAL IMPROVEMENT AND THE ABILITY TO FACILITATE DEPLOYMENT USING A QUALITY MODEL

Effective Formative Assessment: Common Instructional Checks

Mark Keen, Dave Mundy, and Joe Montalone, Westfield Washington Schools, Westfield, IN

Implementing Continuous Improvement in the Netherlands

Rien Spies, Dutch Center for Educational Leadership, Netherlands;
Jay Marino, Dunlap Community Unit School District 323, Peoria, IL

This Is the School That Quality Built

Lee Jenkins, From LtoJ Consulting Group Inc., Scottsdale, AZ

Classroom Learning System Walkthroughs: Supporting Implementation of "A" Systems

Marilyn Wescott, Jim Shipley & Associates, North Redington Beach, FL

Team Recognition for Excellence in Education

Ken Leeth, Elkhart Products Corporation, Elkhart, IN;
Ken Getkin, Home Depot Office Solutions, Moon Township, PA

Begin With the End in Mind

Karen Chambers, Sue Cleveland Elementary, Piedmont, SC;
Stephanie Reese, Ellen Woodside Elementary, Pelzer, SC

Process Improvement in the Classroom: Strategic Planning to Assure Student Mastery

Betty Ziskovsky and Joe Ziskovsky, Lean Education Enterprises Inc., Shoreview, MN

Six Sigma and Baldrige: Building Blocks to a Continuous Improvement System in Higher Education

Patricia Schmillen, Illinois Central College, East Peoria, IL

Leading Your School to a Quality Future

Michele Brinn and Tami Miller, Carolina First Center for Excellence, Greenville, SC

Mapping Instructional Support Processes: Using ADDIE, SIPOC, DEEP Analysis, and Flow Tools to Direct the Flow of Instructional Improvement

Shelby Danks, Hurst-Euleless-Bedford ISD, Bedford, TX

Measuring Your Mission: Dashboards and Scorecards

JoAnn Sternke and Mark Hansen, Pewaukee School District, Pewaukee, WI

Doing More With Less

Tammy Hebert and Janet Daigle, Calcasieu Parish School System, Lake Charles, LA

Developing Organizational Excellence: The Only Goal Worth Pursuing

Robert Ewy, JJ and Associates, Metairie, LA; **Dave Mundy, Mark Keen, and Cindy Kever**, Westfield Washington Schools, Westfield, IN

MOVING BEYOND DATA ANALYSIS TO DATA INTERPRETATION AND USE IN DAILY INSTRUCTION

Got the Data! Need the Decisions

Becky Martin, Ann Buckley, and Stephanie Stulken, Cedar Rapids Community Schools, Cedar Rapids, IA

The Power of Minding the Gap

Sharon Boutwell and Freda Corbell, Katy ISD, Katy, TX

Closing the Achievement Gap Using a School-wide Systems Approach

Jennifer Cole, Tamra Gedde, Moise Trujillo, and Rosalba Mendoza, Mesa Middle School, Roswell, NM

Measuring Proficiency and Growth to Inform Instructional and Curricular Improvement

William Herman and Bill Breisch, Monona Grove School District, Monona, WI

Data Informed Lesson Design With Quality Tools

Becky Martin, Ann Buckley, Stephanie Stulken, and Amy Russell, Cedar Rapids Community Schools, Cedar Rapids, IA

CLOSING THE GAP: UNDERREPRESENTED POPULATIONS

High School Math: It IS About Numbers!

Christi Brown, Sherry Byrd, and Sharon LaTouf, Tucumari High School, Tucumari, NM; **Alicia Hatch**, Jim Shipley and Associates, North Redington Beach, FL

Increasing Special Education Achievement Through Progress Monitoring and Data Teams

Amber Del Gaiso and Lainie Sgouros, Special School District, Town and Country, MO

Empowerment Through Engagement: Implementing Student-led IEPs

Mandy Ellis, Brooke Mair, and Sarah Urbanc, Dunlap Community Unit School District 323, Peoria, IL

QUALITY TEACHERS AND THE ROLE THEY PLAY IN STUDENT ACHIEVEMENT

Improved Student Learning Through Instructional Coaching

Amy Russell, Stephanie Stulken, and Ann Buckley, Cedar Rapids Community Schools, Cedar Rapids, IA

Continuous Improvement at Work in a Quality High School

John Barrington, Desiree Masters, and Pat Gornik, Dunlap Community Unit School District 323, Peoria, IL

The Essential Facts System™: Engaging Students for Improving Long-term Learning

Michele Brinn and Tami Miller, Carolina First Center for Excellence, Greenville, SC

Asking vs. Telling Increases Student Achievement and Responsibility

Bob Hogleund, Bob Hogleund Inc., Tempe, AZ;
Cindy McClung, School District of Lee County, Fort Myers, FL

2011 Education Team Excellence Recognition Process

SHARE YOUR TEAM'S BEST PRACTICES IN INNOVATION IN EDUCATION

LIVE PRESENTATIONS at ASQ's National Quality Education Conference

November 6–8, 2011 • Indianapolis, IN • <http://nqec.asq.org>

YOU HAVE MADE THE IMPROVEMENT IN YOUR SCHOOLS.

Why not show the world? Finalists in other years have showcased their achievements in using PDSA and other tools to meet AYP in math; closing the achievement gap between schools within the district; and lowering employee healthcare costs by operating a highly efficient medical center within the school district's operational structure.

DEMONSTRATE YOUR SCHOOL'S DEDICATION TO EXCELLENCE!

Teamwork is essential in education. Teachers, administrators, staff, and parents work together to give students every possible opportunity to learn. The Education Team Excellence Recognition Process showcases what teams accomplish in our schools.

Team finalists will be selected from a preliminary round to participate in the LIVE presentations at NQEC in Indianapolis, IN, November 6–8, 2011.

Why Teams Participate in the Education Team Excellence Recognition Process

SEE HOW YOUR SCHOOL MEASURES UP

By aligning your process to ASQ's best practices, you will see how your team's practices and results measure up to the Education Team Excellence

New this year!

Mentors are available for each applicant team.

ASQ gratefully acknowledges the following volunteer mentors: Jeanne Baxter, Kenneth Getkin, Theron Post, Rhonda Rabbitt, and Betty Ziskovsky.

Recognition criteria. You can also use this experience and feedback to help in other quality initiatives like pursuing the Malcolm Baldrige National Quality Award.

SHARE AND COMPARE

Showcase your best practices and target your current efforts to make strides in student achievement in your district. The ETER is also an opportunity to capture national recognition for your school's improvement efforts. Past recipients have received local and national press coverage for their good work.

RECEIVE A QUALITY FEEDBACK REPORT

The quality feedback report is based on proven criteria that are specific, timely, and applicable to inspire your professional work and your students' learning. This report will help you



2010 Distinction Level Award Recipient



2010 Team Finalist Recipient

identify strengths and areas for continued improvement within your project scope. Because it is aligned to best practices you will also get a benchmark to compare with other schools involved in the ETER.

RECEIVE NATIONAL RECOGNITION

ASQ is The Global Voice of Quality™.

Through advancing learning, promoting quality improvement, and uniting professionals from all backgrounds, ASQ is the worldwide authority on quality and continuous improvement.

NQEC TEAM EXCELLENCE AWARD PRESENTATIONS

TIMELINE:

- **June 15, 2011:** Complete ETER team entry form and upload the PPT file, team photo, and company logo.
- **September 15, 2011:** Teams receive a feedback report and are notified of selection for final round at NQEC in Indianapolis, IN.
- **June/July 2011:** Preliminary round of judging.
- **November 6–8, 2011:** **FINAL ROUND:** Live presentations at NQEC in Indianapolis, IN.

Join these leading schools and showcase your successful projects in the Education Team Excellence Recognition Process! Current participants are:

Asa Clark Middle School/Pewaukee School District, WI
Evansville-Vanderburgh School Corporation, IN
Honeoye Falls-Lima Central School District, NY
Mayfield City Schools, Mayfield Heights, OH
Specialized Educational Services (SES), MD
Westfield Washington Schools, Westfield, IN

Registration Form

19th National Quality Education Conference
 November 6–8, 2011 • Indianapolis, IN • <http://nqec.asq.org>

FOUR EASY WAYS TO REGISTER!

- Mail:** The completed registration form to:
 ASQ Customer Care
 P.O. Box 3005, Milwaukee, WI 53201-3005.
- Call:** ASQ at 800-248-1946 or 414-272-8575
 and have credit card information ready.
- Fax:** The completed registration form with
 credit card or purchase order information to
 ASQ Customer Care at 414-272-1734.
- Web:** Complete the online registration form at
<http://nqec.asq.org>.

EDKAE91

Please print clearly or type the following information:

Are you an ASQ Full or K-12 member? Yes No
 Member or customer number (if applicable): _____

First name for badge: _____ City, State/Province: _____
 Mr./Ms./Mrs./Dr. _____ Zip/Postal Code: _____
 Organization/School: _____ Country: _____
 Title: _____ Phone: _____
 Address: _____ Fax: _____
 Apt./Ste. _____ Email: _____

Saturday, November 5, 2011 • Noon – 4:00 p.m.

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Workshop 1
<i>Success Through a Systems Model:
 A Tool for Every Category</i>
Fee: \$159
WKSP1 | <input type="checkbox"/> Workshop 2
<i>Overview of the Baldrige Framework for
 Continuous Improvement for
 K-12 Educators</i>
Fee: \$159
WKSP2 | <input type="checkbox"/> Workshop 3
<i>Connecting the Dots: A Roadmap for
 Aligning School Districts to Continuous
 Improvement School Districts</i>
Fee: \$159
WKSP3 | <input type="checkbox"/> Workshop 4
<i>Data in the Classroom</i>
Fee: \$159
WKSP4 |
|---|--|---|---|

CONFERENCE REGISTRATION

	Member	Nonmember	One-day	<input type="checkbox"/> Sunday
Early-bird Rate: Ends October 7, 2011	<input type="checkbox"/> \$445	<input type="checkbox"/> \$545	<input type="checkbox"/> \$259	<input type="checkbox"/> Monday
General Rate: Begins October 8, 2011	<input type="checkbox"/> \$495	<input type="checkbox"/> \$595		<input type="checkbox"/> Tuesday

GROUP DISCOUNT

Groups of five or more will receive the discounted rate. All registrants must be from the same organization and all registrations must be received at the same time to qualify for this discount.

- Groups (5-19) \$399 each
 Groups (19+) \$369 each

Registration includes two lunches, all concurrent sessions, and conference materials. Workshops are available at an extra fee.

WORKSHOP AMOUNT DUE \$ _____
REGISTRATION AMOUNT DUE \$ _____
TOTAL AMOUNT DUE \$ _____

PAYMENT INFORMATION

Registration must be accompanied by payment in full for all selected activities. Funds payable in U.S. dollars, drawn on a U.S. financial institution. Purchase orders must be sent along with completed online registration via mail to the attention of ASQ Customer Care, PO Box 3005, Milwaukee, WI 53201-3005; via fax to 414-272-1734, Attn: ASQ Customer Care; or via email to help@asq.org with "NQEC Purchase Order" in the subject line. All phone registrations or faxes must include the number of a major credit card that will be charged for the registration fees (MC/VISA/AMEX accepted). Do not follow up phone, fax, or online registrations with a mail-in registration. All registrations (whether phoned, faxed, mailed, or completed online) will be confirmed by mail with a receipt and confirmation letter within two weeks of receipt.

I would like to receive information from conference sponsors and exhibitors via email. Yes SVY1

I would like to receive the free *Education Brief* e-newsletter. Yes SVY2

Please indicate whether you work in:

Elementary education SVY3 Secondary education SVY4 Higher education SVY5

MasterCard Visa American Express

Purchase order no. _____
(please attach documentation)

Card number _____ Expiration date _____

Name on card _____
(please print)

Signature _____

If you have a disability and/or special needs, please let us know so that we may help facilitate your attendance at the conference. Check this box and attach information regarding your needs.

If you have any questions or concerns, please call ASQ Customer Care at 800-248-1946.

Register today at <http://nqec.asq.org/>.

Hotel and Transportation Information 2011 National Quality Education Conference November 6–8, 2011 Hyatt Regency Indianapolis, Indianapolis, IN

Hotel

Hyatt Regency Indianapolis
One South Capitol Avenue
Indianapolis, IN 46204
General Phone: 317-632-1234
Reservations: 888-421-1442 (Passkey Reservations System)
Monday – Friday, 9:00 a.m. – 8:00 p.m., EST
Fax: 317-616-6299
Website: www.indianapolis.hyatt.com
Reservation Link: <https://resweb.passkey.com/go/ASQU>

Room Rates

\$125 single/double occupancy; \$145 triple/quad occupancy; plus applicable taxes (currently 17%, subject to change). All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card. When phoning in your reservation, please refer to the NQEC Group Rate when making reservations. **Note: Do not call the hotel to make reservations; reservations are being taken by the Passkey Reservations System, either via the reservation link or the number listed above.**

Hotel Location

Located in the heart of downtown Indianapolis, the Hyatt Regency Indianapolis is easily accessible to the Indiana Convention Center, Circle Centre Mall, and Lucas Oil Stadium via a convenient skywalk with a wide range of entertainment and dining options.

Cancellation

Notification of cancellation of individual reservations must be received 48 hours prior to the day of arrival to avoid cancellation charges of one night plus taxes.

Hotel Purchase Orders

Purchase orders must be sent to the attention of the Credit Manager at the Hyatt Regency Indianapolis at the above address or faxed to 317-616-6039. All requests must be received a minimum of six weeks (**September 22, 2011**) prior to arrival and all charges must be identified and totaled (i.e., room and tax; room, tax, and incidentals, etc.). All purchase orders must be paid 30 days prior to the arrival date.

To make purchase order reservations, call the hotel directly at 317-616-6104 and ask for Adrienne Redmond, reservations coordinator, or email adrienne.redmond@hyatt.com and get a confirmation number. **Note: When making purchase order reservations, please make sure to ask for Adrienne Redmond directly; do not call the Passkey Reservations System.**

Include your confirmation number with the purchase order and send it to the Credit Manager at the hotel. Attendees who do not wish to use a credit card to guarantee their reservation must inform reservations that they will be settling charges with a purchase order. Reservations will be held without a credit card guarantee but will be released if purchase orders are not received 30 days prior to the arrival date. Please contact Marjorie Maupuy at ASQ at 800-248-1946 x7272 or mmaupuy@asq.org with any questions.

Cut-off Date

Reservations must be made by Thursday, October 13, 2011. Attendees are encouraged to make hotel reservations early.

Check In/Out

Check In: 3:00 p.m.
Check Out: Noon (no late checkouts can be provided)

Airport Information

Indianapolis International Airport (IND)

Website

www.indianapolisairport.com

Location from hotel

Approximately 11 miles.

Airlines

Air Canada, Air Tran, American/American Eagle, Continental, Delta, Frontier, Southwest, United, and US Airways

Shuttle Information

The Ground Transportation Center is located on Level 1 of the Parking Garage for all transportation needs. Taxi: \$35.00; IndyGo Green Line Downtown/Airport Express (www.indygo.net): \$7.00 one-way (prices subject to change).

The 2011 National Quality Education Conference is your best opportunity to learn from educators around the globe.

Keynote Speakers



JAY MARINO
Superintendent, Dunlap Community Unit School District 323, Peoria, IL



JAN POLDERMAN
Director of Magistrum, Dutch Center for Educational Leadership, Netherlands



MICHAEL PERICH
Consultant, Systemwide Continuous Improvement, Montgomery County Public Schools, Rockville, MD

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2011 NQEC Focus Areas:

- Instructional Improvement and the Ability to Facilitate Deployment Using a Quality Model
- Education Reform Based on Systems and Process Management
- Moving Beyond Data Analysis to Data Interpretation and Use in Daily Instruction
- Closing the Gap: Underrepresented Populations
- Quality Teachers and the Role They Play in Student Achievement



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Join ASQ's K-12 professional learning community of educators.

ASQ's K-12 membership is tailored to the professional learning needs of educators. All of the benefits of K-12 membership center on positive learning outcomes for students.

K-12 Member Benefits – Join as a school or as a district!

- One complimentary or one 50% discount on registration to NQEC.
- Free library of ASQ Quality Press books.
- Journal and publication subscriptions.
- Education e-newsletter.
- Discounts on all ASQ products and services.

For a full list of benefits, visit www.asq.org/k12membership.



The Global Voice of Quality™