



# School

## Administrative Professional Certification Series (SAPC)

Presented by: the Michigan Institute for Educational Management in cooperation with Oakland Schools

- **At:** Oakland Schools, 2111 Pontiac Lake Rd., Waterford, MI 48328
- **Time:** 9:00 am-12:15 pm & 1:00 – 4:15 pm  
Registration begins at 8:30 am  
Lunch is provided for all-day participants
- **Cost:** \$70 MIEM members\*/\$100 nonmembers (per class)

*\*Your district must have paid the 2008-09 MIEM membership dues to receive the member rate. Please go to [www.gomiem.org](http://www.gomiem.org) to see if your district is a member.*

### Target Audience:

- Building Secretaries
- Central Office Administrative Assistants
- Support Staff professionals for:  
special education  
transportation  
facilities  
food service  
purchasing  
other school support services

Visit the MIEM Web site for more information on SAPC certification and the benefits for you and your district. Register online: [www.gomiem.org](http://www.gomiem.org)

**10/17/08 • 9:00 am-12:15 pm**

**The Business of Schools: What They Do and How They Do It—Required for SAPC certification**

### Room 235

Learn how schools are financed (The basic definitions and the Legislative process); The legal framework for schools; School Board and administrative functions; Business Office functions (business and finance, transportation, food services, and facilities); basic budget processes; and the political environment.

*Presenter: Michigan School Business Officials*

**10/17/08 • 1:00-4:15 pm**

**Data and Record Keeping—Required for SAPC certification**

### Room 235

Requirements for payroll/personnel records, automated file maintenance, and records retention (Bulletin #522, digital imaging, microfilm, e-mail, etc.). Privacy issues related to payroll and the rules for accessing personnel records. Different systems in place that track students and personnel including SRSD, MEIS, REP, and special education.

*Presenters: Lori Hartnell, Director of Budget and Finance, Rochester Community Schools and Caryn Wojcik, MILS, CA, Government Records Archivist, State of Michigan*

**11/24/08 • 9:00 am-12:15 pm**

**School Law for the Building Level Secretary—Required for SAPC certification**

### Room 160

Learn about the legal requirements of administering medicine to students, parental rights and the rights of non-custodial parents, FERPA and the confidentiality of student records, student enrollment and residency issues, FOIA, and record keeping procedures.

*Presenter: Meg Hackett, Attorney, Thrun Law Firm, P.C.*

**11/24/08 • 1:00-4:15 pm**

**Crisis Management/Safety Issues—Required for SAPC certification**

### Room 160

Participants will learn techniques and apply them through role play when identifying and addressing safety/security concerns of both students and

staff, including: promoting and maintaining a positive school climate; how to respond in an emergency; collaborating with law enforcement, first-responders and local agencies; non-violent intervention strategies/conflict resolution/mediation; dealing with aggressive students; managing stress in a dangerous situation.

*Presenter: Thomas Mynsberge, Critical Incident Management*

**1/12/09 • 9:00 am-12:15 pm**

**Building and Maintaining Relationships—Required for SAPC certification**

### Room 250

Participants will learn strategies and skills for building healthy relationships with peers, supervisors, parents, and community, including: Getting organized, Tools for handling differences in communication styles, How to give and receive feedback, Characteristics of the various generations at work and the implications for the workplace, How to constructively address controversial issues, and How to be an effective gatekeeper.

*Presenter: Teresa Pruden, Executive Administrator, Saginaw ISD*

**1/12/09 • 1:00-4:15 pm**

**Business Communications—Required for SAPC certification**

### Room 250

Learn practical techniques for effective job-related communications, including: grammar and business writing techniques you will apply to your own communication samples. (e-mail, memo, and letter applications; e-mail etiquette; how to get your point across clearly and concisely; editing and proofreading tips.) In the area of verbal communication, techniques to assist you as the front-line interface with customers; learn how to deal with the unhappy customer; learn how to develop desk references that guide you through particular situations; and the importance of body language in face-to-face communication.

*Presenters: Gail M. Braverman, Consultant and Dan Pappas, Executive Director, Michigan Institute for Educational Management and Associate Executive Director, Michigan Association for School Administrators*

**9 SAPC Required offered!**

**2/11/09 • 9:00 am-12:15 pm**  
**Customer Service—Required for SAPC certification**

**Room 160**

How to understand customers' expectations; How to deal with many different customers from challenging parents to complaining students; How to improve communication with customers with effective questioning, listening, and responding skills; How to resolve customer problems and complaints; How to present yourself and your organization in a professional manner; The importance of customer service in a schools-of-choice environment; and the effective use of voicemail.

*Presenter: Shelley Yorke Rose, Director, Communication Services, Oakland Schools*

**2/11/09 • 1:00-4:15 pm**  
**Time Management—Required for SAPC certification**

**Room 160**

This session will help participants effectively handle the numerous tasks they must perform in a well-run office. Participants will learn: Principles of time management - How to deal with multiple projects and deadlines; Setting priorities; How to work with multiple bosses; Using multiple calendars; How technology can help you manage your time. Plus, What you can do to create a more productive work environment - The importance of attitude; When - and how - to ask for help; How to reduce stress levels in the workplace; The importance of creating and utilizing a network of peers.

*Presenter: Rob Pocock, Marketing, Communications, Priority Health*

**3/11/09 • 9:00 am-12:15 pm**  
**School Law for the Secretary – Central Office—Required for SAPC certification**

**Room 160**

Learn about the legal requirements of school districts in regard to the Open Meetings Act, FOIA, the filing, writing and releasing of school board minutes and other election documents; and tips for developing an agenda and review sample policies that deal with these issues.

*Presenter: Raymond Davis, Attorney, Thrun Law Firm, P.C.*

**3/11/09 • 1:00-4:15 pm**  
**Practical & Legal Aspects of Working with the Board and Superintendent—SAPC elective**

**Room 160**

This session will deal with the specific legal and practical aspects of school board meetings as well as board member relations. Other topics covered will be board policy, the Freedom of Information Act, FERPA and records management. Whether you are new to the superintendent's office or have several years of experience, this session should be very helpful.

*Presenters: Raymond Davis, Attorney, Thrun Law Firm, P.C. and Teresa Pruden, Executive Administrator, Saginaw ISD*

**More elective classes to follow April 20 & May 13, 2009! Stay tuned for topics and registration information.**

Date	Class	Time	Cost	Amount
10/17/08	The Business of Schools	9:00 am-12:15 pm	\$70 members/\$100 nonmembers	
10/17/08	Data and Recordkeeping	1:00 pm-4:15 pm	\$70 members/\$100 nonmembers	
11/24/08	School Law for the Building Level Secretary	9:00 am-12:15 pm	\$70 members/\$100 nonmembers	
11/24/08	Crisis Management/Safety Issues	1:00 pm-4:15 pm	\$70 members/\$100 nonmembers	
1/12/09	Building and Maintaining Relationships	9:00 am-12:15 pm	\$70 members/\$100 nonmembers	
1/12/09	Business Communications	1:00 pm-4:15 pm	\$70 members/\$100 nonmembers	
2/11/09	Customer Service	9:00 am-12:15 pm	\$70 members/\$100 nonmembers	
2/11/09	Time Management	1:00 pm-4:15 pm	\$70 members/\$100 nonmembers	
3/11/09	School Law for the Central Office Secretary	9:00 am-12:15 pm	\$70 members/\$100 nonmembers	
3/11/09	Practical & Legal Aspects of Working with the Board and Superintendent	1:00 pm-4:15 pm	\$70 members/\$100 nonmembers	
Please print the info below.			Total:	

**Registration Info – Register online at: [www.gomiem.org](http://www.gomiem.org)**

Full name: \_\_\_\_\_  
 Name for badge: \_\_\_\_\_  
 Title/Position: \_\_\_\_\_  
 District/Firm: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Phone # \_\_\_\_\_ Fax # \_\_\_\_\_  
 E-mail (required) \_\_\_\_\_

Vegetarian meals

**Mail your completed registration form with a check to:**  
 MIEM, 1001 Centennial Way, Ste. 300  
 Lansing, Michigan 48917

**Fax with purchase order or credit card number to:**  
 517.327.0771

**Questions:** 517.327.2589 or e-mail Danielle:  
[danielle@gomiem.org](mailto:danielle@gomiem.org)

**.3 SB-CEUs** available per class pending approval.

**Weather Policy:** In event of bad weather, please check [www.gomiem.org](http://www.gomiem.org) for delays and program updates.

**NEW Payment Policy:** Payment must be made by the day of the event or a \$25 late fee is assessed. All unpaid balances will be issued an invoice after the event that includes the \$25 late fee. **NOTE:** Purchase orders are not payment.

**NEW Cancellation Policy:**

A \$25 service fee will be retained for cancellations. Cancellations will not be accepted on or after the program date and no refunds will be issued within two weeks of the event. Substitutions may be allowed until the start time of the program without penalty.

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Check enclosed payable to MIEM for \$ \_\_\_\_\_

Charge my:     Visa     Master Card

Cardholder's Name: \_\_\_\_\_

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Please sign as it appears on your credit card.