



## Core Curriculum

### The Business of Schools: What They Do and How They Do It (3 hours)

In this session, participants will learn:

- How schools are financed
  - Basic definitions
  - 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
- The political environment

### School Law for the Secretary (3 hours)

Increase your understanding of school law issues that affect your responsibilities on a daily basis. This session begins with a general overview. You will then select a track for either a central office or building level secretary that provides more comprehensive information relevant to your specific position. In these tracks you will learn:

- Central Office Secretary
  - 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 documents, elections
  - Tips for developing an agenda and review sample policies that deal with these issues
- Building Level Secretary
  - About the legal requirements of administering discipline to children
  - Releasing students to non-custodial parents or third parties
  - Student discipline
  - Photo/videotape policies
  - Military recruiters
  - Tracking student grades, schedules and absences
  - How to handle questions about school records and student files

### Customer Service (3 hours)

This session will provide a foundation for quality

### Time Management and Productivity (3 hours)

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
- 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

### Business Communications (3 hours)

Learn practical techniques for effective job-related communications, including:

- 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
- Telephone techniques
  - As the front-line interface with customers
  - How to deal with the unhappy customer
  - Developing desk references that guide you through particular situations
- The importance of body language

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Michigan Association of School Administrators  
and the  
Michigan School Business Officials.



**Crisis Management/Safety Issues (3 hours)**

customer service. Participants will learn:

- 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
- Effective use of voicemail

### **Data and Record Keeping (3 hours)**

Participants will be provided an overview of:

- Requirements for payroll/personnel records, automated file maintenance, and related retention procedures
- Privacy issues related to payroll and the rules in accessing personnel records
- Different systems in place that track students including SRSD, MEIS, REP and special education.
- The importance of each system and how these systems are used within the school district

### **The Leader In You (3 hours)**

For today's administrative professional, the pressures to take on increased responsibilities are greater than ever, and often require the use of leadership skills. In this session you will learn:

- About various leadership styles
- Characteristics of your own leadership style
- How to observe and understand individual differences in people
- How to set the tone for a productive workplace
- The importance of being a good role model
- Decision-making skills
- How to look at your work and life goals and find ways to maintain your balance
- The importance of ethics
- How to be recognized as both a do-er and a thinker

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

### **Marketing Your School (3 hours)**

Participants will learn:

- The importance of being an ambassador for your school district on or off the job
- The importance of keeping the community up-to-date with the school districts goals and challenges
- Techniques and factors that are considered by public relations specialists when marketing a school district to their community
- The various forms of communication (i.e., website, newsletter, video) that can be used to deliver information to the school community
- Appropriate and practical ways to use the different avenues of communication

### **Building and Maintaining Relationships (3 hours)**

In this session participants will learn strategies and skills for building healthy relationships with peers, supervisors, parents and community, including:

- 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
- How to be an effective gatekeeper

## **Elective Curriculum**

### **Grant Writing (3 hours)**

This session will cover the basics of grant seeking and

grant writing, including information on sources of funds.

Participants will learn:

- Practical tips on writing good proposals, including format, submission guidelines and process
- Grant seeking process and timelines
- How to apply research skills to identify suitable grant sources
- Valuable web sites, organizations, and resources for identifying available grant dollars

### **Website Design and Development (3 hours)**

Participants will learn:

- Website layout and design basics
- The best fonts to use and which ones to avoid
- How to use graphics and photos effectively to enhance your message
- Authoring Software, Image Software and other web technologies
- Graphics, forms on the website
- Frames vs. no frames

### **Accounting Manual/Chart of Accounts (3 hours)**

Participants will learn:

- What every school employee with payroll/personnel responsibilities should know about the 1022 Accounting Manual, such as how to account for payroll division of state and federal programs and compensated absences and averages and how to monitor the budget

### **Desktop Publications (3 hours)**

Participants will learn:

- Publication layout and design basics
- The best fonts to use and which ones to avoid
- How to use graphics and photos effectively to enhance your message
- How to print and distribute your publication; working with vendors
- Pros & cons and effective uses of pdf files

### **Year-end Payroll and Tax Returns (6 hours)**

Participants will learn:

- About 941s, W-2s and tax deposit requirements
- Business expense accounting, retirement incentives and others paperwork related to payroll
- How to track sick time
- How the payroll function relates to EFT, garnishments and vendors
- The difference between salary and hourly employees

### **So You Are the Special Education Secretary (3 hours)**

Participants will learn:

- How special education records are kept
- The importance of the communication between parents and school personnel
- Types of special education qualification
- Terminology used in the special education field and what it means
- Process for determining that a student should be classified as special needs
- What rights do students having regarding MEAP testing

### **Bookkeeping and Cash Management**

This class is currently under development

### **Technology Topics**

This class is currently under development

**Core Curriculum: 30 hours**

**Elective Curriculum: 9 hours**

**Total class time: 39 hours**

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