

Taking care of
Yourself
Taking care of
Others

Creating Lasting Change in Your School District

MIEM



M I C H I G A N

INSTITUTE

FOR EDUCATIONAL MANAGEMENT

26th Annual Support Staff Conference for Administrative Professionals

November 15-16, 2012 • Amway Grand Plaza Hotel, Grand Rapids

MIEM



SAPC

Earn credit towards MIEM's
School Administrative
Professional Certification
Program



School Insurance Specialists

Apply for the Crystal
Award sponsored in part
by SET SEG

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Crystal Award Sponsored in Part by:



School Insurance Specialists

Conference At-A-Glance

Thursday, November 15, 2012

7:15 a.m.-5:00 p.m. Registration

7:15-11:30 a.m. Exhibits

Session 1 Breakouts

8:15-11:15 a.m.

1. Business Communications
2. School Law for the Building Level Secretary

9:00-11:00 a.m. 3. Building & Maintaining Relationships

9:30-11:00 a.m. 4. Beyond Powerpoint: Presentations with New Devices and Software
Session limited to 25 in the computer lab provided by Sebi Computer Products, Inc.

10:30-11:30 a.m. 5. SAPC Information Session

Opening General Session

11:30 a.m.-12:15 p.m. Lunch & Welcome

12:15-12:30 p.m. 11th Annual Crystal Awards
Sponsored in part by SET SEG

12:30-1:15 p.m. Opening Keynote
Chris Johnson, On Target Living
Your Greatest ROI Your Health! Time to take care of YOURSELF

1:30-4:30 p.m. Session II Breakouts

6. Data and Record Keeping
7. Diversity & Culture in the Workplace

1:30-2:45 p.m. Session III Breakouts

8. Press Releases With Pizzazz!
9. 101 Things a Building-Level Secretary Must Do . . . Before Lunch!
10. PowerSchool Basics for the District Level User
11. The Science of Customer Service!
12. Understanding Excel Formulas & Functions

Session limited to 25 in the computer lab provided by Sebi Computer Products, Inc.

2:45-3:15 Break

3:15-4:30 p.m. Session IV Breakouts

13. School Budgets
14. Time-saving Excel Tips & Tricks
Session limited to 25 in the computer lab provided by Sebi Computer Products, Inc.
15. Ethics, Integrity and Lies—Oh My!
16. Being the Best Zookeeper

Thursday, November 15, 2012 (Continued)

4:30-6:00 p.m. Reception

Sponsored in part by MESSA

Choose from three fun events:

6:00-8:00 p.m. Mall Trip

7:00-8:00 p.m.

- Yoga
- Zumba

Friday, November 16, 2012

7:15-8:15 a.m. Breakfast & Networking

8:30-11:30 a.m. Session V Breakouts

17. School Law for the Central Office Secretary
18. The Business of Schools: What They Do and How They Do It
19. Time Management & Productivity
20. Crisis Management/Safety Issues

8:30-9:45 a.m. Session VI Breakouts

21. The Happiness Factor
22. I Just Got a New Boss After the Old Boss and This One is Completely Different: How Do I Tell Him He Will Have to Change Too?
23. AESOP Sub Calling System
24. Basic First Aid, CPR and AED in the School Setting
25. Our Invisible Students: Homeless Students & Youth
26. Google Drive, Dropbox, Outlook Tips & Tricks
Session limited to 25 in the computer lab provided by Sebi Computer Products, Inc.

9:45-10:15 a.m. Break

10:15-11:30 a.m. Session VII Breakouts

27. Response to Bullying
28. Paperless Meetings: Going Green to Save Green
29. Retirement Planning in Uncertain Times
30. I'm a Caregiver . . . I Do, I Say NO, Mean It and Not Feel Guilty
31. Board Minutes – Am I Doing it Correctly?

11:45 a.m.-12:30 p.m. Lunch

12:30-12:45 p.m. SAPC Achievement Recognition

12:45-1:30 p.m. Keynote Address: Lasting Change
Dan Pappas, Executive Director, MIEM

1:30 p.m. Drawings & Adjournment

General Conference Information

School Administrative Professional Certification (SAPC)

MIEM's School Administrative Professional Certification Program provides information and training for school secretaries and administrative support personnel. By participating, you will:

- Expand your knowledge, skills, and confidence as an administrative professional.
- Receive on-going training and support from experienced instructors and MIEM staff.
- Become part of a statewide network of school administrative professionals who are interested in professional advancement.

Earn credit toward SAPC certification by attending this conference! For SAPC details go to www.gomiem.org.

SAPC Questions? Contact Courtney Byam at cbyam@msbo.org or 517.327.5937.

All clinic sessions titles are noted as "R" or "E". This denotes that the clinic session is either required or is an elective for SAPC certification.

Special note: In order to receive elective credit for the opening/closing speakers, you must attend both. Attending both=one elective class.



MIEM Crystal Award 2012

Nominate yourself or another school administrative support staff person for MIEM's 2012 Crystal Award. Applications are due October 15. The Crystal Award is sponsored in part by SET SEG.

Wanted:

Scarves, hats, and gloves to help keep someone warm. Look in your closet for some extras, any age or gender will be gratefully appreciated! Donations will be given to In The Image. Your name will be entered in a special drawing for something special to warm your kind heart!

By popular demand, MIEM continues

- Discount pricing!
- Thursday morning classes at no additional fee!

Hotel Registration Information

The Amway Grand Plaza Hotel is located in downtown Grand Rapids, Pearl at Monroe, via 196, Exit 77C (Ottawa Ave.); via 131, Exit 85-B (Pearl Street) or check with www.amway-grand.com for driving directions. Follow signs to DeVos Place Convention Center, which is adjacent to the Amway Grand Plaza.

Register early to take advantage of these special conference rates per room for overnights plus current 6% sales & 8% lodging tax:

- \$131 single/double
- \$141 triple
- \$151 quad

Reservations received by the hotel after October 22, 2012 will be accepted on a space available basis at conference rate and may be subject to regular hotel rates. Hotel registration is made directly with the Amway Grand Plaza Hotel at 1-800-253-3590. Identify MIEM as the group you are with so you will receive the special rates.

Parking & Current Rates for Registered Amway Grand Plaza Hotel Guests

(NOTE: Parking rates are subject to change. Self-parking at \$16.00 per day for registered guests is available in the Hotel's Pearl Street parking ramp connected to the hotel by a skywalk. Valet parking is available at \$25.00 per day with unlimited in and out service. The entrance is located off Pearl Street. For other parking alternatives check, <http://downtowngr.org/map.php>, however, this is the best price close to the hotel.

For information about events happening in and around the Grand Rapids area during the time of the conference check www.visitgrandrapids.org.

7:15 a.m.-5:00 p.m.

Registration

7:15-11:30 a.m.

Exhibits

Session I Breakouts

8:15-11:15 a.m.

1. Business Communications—R

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. Verbal Communication: As the front-line interface with customers; how to deal with the unhappy customer; developing desk references that guide you through particular situations; and the importance of body language in face-to-face communication.

Gail Braverman, Consultant

2. School Law for the Building Level Secretary—R

Increase your understanding of school law issues that affect your responsibilities on a daily basis. This session begins with a general overview. You will learn about the legal requirements of administering medicine to children; releasing students to non-custodial parents or third parties; student discipline; photo/videotape policies; military recruiters; tracking student grades, schedules, and absences and how to handle questions about school records and student files.

Meg Hackett & Brandon Walker, Thrun Law Firm

9:00-11:00 a.m.

3. Building & Maintaining Relationships—R

In this session, 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; and how to constructively address controversial issues and how to be an effective gatekeeper.

Teresa Pruden, Saginaw ISD

9:30-11:00 a.m.

4. Beyond Powerpoint: Presentations with New Devices and Software—E

Session limited to 25 in the computer lab provided by Sebi Computer Products, Inc.

Microsoft Powerpoint, the longtime default for slideshows, has many new competitors in the presentation market. On the software side,

cloud based services like Prezi offer exciting new ways to engage an audience. In the hardware market, iPads, smart phones, and tablets have drastically changed the way a presentation works; from writing the slides, to hooking up the projector, to standing in front of the audience. This workshop will discuss software and hardware using hands-on preparation in the computer lab.

Jeremy Harder, Technology & Design Coordinator, MASA

10:30-11:30 a.m.

5. SAPC Information Session

Learn about MIEM's School Administrative Professional Certification Program with the certification coordinator.

Courtney Byam, Certification Coordinator, MIEM

Opening General Session

11:30 a.m.-12:15 p.m.

Lunch & Welcome

12:15-12:30 p.m.

11th Annual Crystal Awards



12:30-1:15 p.m.

Opening Keynote

Chris Johnson, On Target Living



Your Greatest ROI Your Health! Time to take care of YOURSELF—E

Today, more than ever, the key to sustainable success in life is learning how to build, protect, and manage your own energy! Energy is the commodity that can be limitless and is essential for optimal performance. Many people perform at high levels from time to time, but what would happen if you felt strong and alive with great

energy on a consistent basis? Learn how you can increase your range— how to get that juice back in your life. Improve your health, your energy and bring more vitality into your life. The keys are in YOU! The time is NOW, join Chris Johnson as he motivates, educates and engages you to make those small steps towards success.

Session II Breakouts

1:30-4:30 p.m.

6. Data and Record Keeping–R

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.

Maggie Bacon, Executive Director, MPAAA

7. Diversity & Culture in the Workplace–E

In this interactive session we explore the challenges and opportunities presented by diversity. Culture is often at the root of communication challenges, however becoming more aware of cultural differences and similarities can help us communicate with others more effectively. Participants will acquire new skills, tools, and perspectives.

Karen Cross, MASB

Session III Breakouts

1:30-2:45 p.m.

8. Press Releases With Pizzazz!–E

How do the experts do it? Discover the top 10 secrets of the PR pros. Learn how to tell your district's story in releases that headline tomorrow's news.

Gail Braverman, Consultant

9. 101 Things a Building-Level Secretary Must Do... Before Lunch!–E

A round-table discussion designed to promote collaboration and networking between building-level support staff. Your facilitator, an experienced building-level secretary, will lead group discussions on the topics YOU want to discuss. What procedures do you use to identify visitors? How do you diffuse an upset parent when your principal is away? What tips do you have to make Open Houses, Parent Information Nights, and Parent/Teacher Conferences run smoothly? How do you plan fire/tornado drills and what is your emergency procedures plan? And, most importantly, when do you find time to eat your lunch?! Bring your questions, bring your "no fail, works-for-me" solutions and join your colleagues for a fun and informative discussion on the 101 Things a Building Level Secretary Must Do... Before Lunch!

Terri Paksi, East Grand Rapids Public Schools

10. PowerSchool Basics for the District Level User–E

This course is designed for the newbie District Level PowerSchool User. Participants will develop an understanding on how to customize personal settings and navigate the basic features and pages of PowerSchool as it relates to District Level Inquiry. Other

topics include syntax usage for student and data searches, basic exports and built in PowerSchool Report features that are useful for District Level Users. Additionally, the session will provide a Question and Answer segment for participants.

Roberta Farina, Supervisor of Pupil Accounting, Warren Woods Public Schools

11. The Science of Customer Service!–E

Did you know that the ability to provide good customer service is linked to you? Your mood, your energy and your overall emotional wellbeing are directly connected to your capacity to serve others. How well you service parents, teachers and staff is important now more than ever, as schools have become more business orientated. Customer service is being incorporated into school improvement plans all over the country. In this 1-hour workshop you will discover relaxation techniques, how to use feng shui to create an optimal work space, how to handle complaints with finesse, and tips to help maximize internal and external customer service.

Verna Felder, Director of Media/Community Relations, Detroit Service Learning Academy

12. Understanding Excel Formulas & Functions–E

Session limited to 25 in the computer lab provided by Sebi Computer Products, Inc.

This session will help you unlock the mysteries of Excel formulas; and you'll learn popular functions every Excel user should know. If you use Excel, this is a must-attend session. (appropriate for all levels of Excel users)

Robert A. Parker, Computer Training Specialists, LLC

2:45-3:15

Break

Session IV Breakouts

3:15-4:30 p.m.

13. School Budgets–E

Join MSBO's Executive Director as he reviews what a school budget looks like and what it means for you and your school district.

Dave Martell, Executive Director, MSBO

14. Time-saving Excel Tips & Tricks–E

Session limited to 25 in the computer lab provided by Sebi Computer Products, Inc.

This session is packed with time-saving tips to help you become a more efficient Excel user. You'll learn about popular shortcuts, how to save "utilities" time, how to make a chart in just two steps, and much more!

Robert A. Parker, Computer Training Specialists, LLC

Thursday, November 15, 2012

15. Ethics, Integrity and Lies—Oh My!—E

Most decisions are black and white when it comes to ethics . . . or are they? This session will offer an intriguing look at the types of situations that come up in the workplace all the time—but can be treated differently depending on a number of circumstances. Facilitator, Chris Scharrer frequently leads discussions on ethics for numerous school and governmental associations as well as leadership groups and has learned the answers are not always as clear as you might think! What would you do?

Chris Scharrer, New Paradigm Solutions, LLC

16. Being the Best Zookeeper—E

Put me in the Zoo please. I'm begging you. Feeling like a zookeeper surrounded by a bunch of wild animals? Worried about the locks on the cages and whether they are strong enough to keep the beasts inside? Time to put the budgets, numbers and politics away for just a little bit and take a field trip. In this session, we will take a walk through our zoo and explore how each of the animals in our kingdom can be appreciated for their contributions. They need you, now more than ever, to nurture and create thriving environments and get them off the endangered species list they are creating in their own mind. Intrigued? Join us! Free zoo passes for all who attend (no kidding).

Michelle Kershner, Director & Karin Wysocki, Owner/President, GRBS, Inc.

4:30-6:00 p.m.

Reception

Sponsored in part by MESSA

Choose from three fun events:

6:00-8:00 p.m.

Mall Trip

Want to release some stress and go shopping? Take our shuttle to and from the mall. There will be only one drop off at 6:00 p.m. and one pick up at 8:00 p.m.

7:00-8:00 p.m.

Yoga

Come and experience Yoga with West Michigan's own Michele Fife of Seva Yoga and WOTV 4 Women. Whether you are new to the practice or an experienced Yogi you will enjoy this fun and informative session. Come prepared to play and move.

Michele Fife, Seva Yoga and WOTV 4 Women

7:00-8:00 p.m.

Zumba

You won't know you are working out but will enjoy the benefits of it with these fun & effective dance moves disguised as exercise.

Leah Carpenter, Zumba Instructor

Friday, November 16, 2012

7:15-8:15 a.m.

Breakfast & Networking

Session V Breakouts

8:30-11:30 a.m.

17. School Law for the Central Office Secretary—R

Increase your understanding of school law issues that affect your responsibilities on a daily basis. This session begins with a general overview. You will 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 elections documents and tips for developing an agenda and review sample policies that deal with these issues.

Jennifer Johnson, Thrun Law Firm

18. The Business of Schools: What They Do and How They Do It—R

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 and the political environment.

Dave Martell, Executive Director, MSBO

19. Time Management & Productivity—R

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; and the

importance of creating and utilizing a network of peers.

John Helmsoldt, Grand Rapids Public Schools

20. Crisis Management/Safety Issues–R

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; and managing stress in a dangerous situation.

Larry Johnson, Grand Rapids Public Schools

Session VI Breakouts

8:30-9:45 a.m.

21. The Happiness Factor–E

How happy are you? How happy do you want to be? How happy should you be? This fast paced session will share research, tips, techniques and exercises for leading a happy life. Warning: you should only attend this session if you want to leave with a spring in your step and smile on your face. You choose whether or not you want to try this at home!

Chris Scharrer, New Paradigm Solutions, LLC

22. I Just Got a New Boss After the Old Boss and This One is Completely Different: How Do I Tell Him He Will Have to Change Too?–E

Two things we know about education: Leadership will change and Administrative Assistants don't. In this session we will explore the fine art that administrative assistants have been practicing for years - "how to train the new boss." We will look at the tools every Administrative Assistant needs to employ in order to "teach the new Big Dog, the old dog tricks." Not every new leader comes equipped with the way you run the office and how you do your magic. In this session we will explore your creative options in how to change the way things get done for the new leader. Who says, "You can't always do it this way?"

David Hulings, Motivational Transition Coach

23. AESOP Sub Calling System–E

More than 3000 school districts across Michigan, across the US, and around the world are using AESOP for their sub-calling system, and more are signing on every day. If you are one of those districts now is the time to master this important online program. This round-table discussion will offer you the chance to find answers to questions that you don't have time to find during your busy school day.

Jody Frank, AESOP Super Navigator for Shiawassee RESD

24. Basic First Aid, CPR and AED in the School Setting–E

This session will cover First Aid techniques used in caring for the average student population. It will also review basic CPR and AED usage in the school setting. Emergency Action Plan development will also be covered.

Heidi Wilker, Belding Area Schools

25. Our Invisible Students: Homeless Students & Youth–E

An overview of McKinney-Vento Homeless Education Programs in Michigan. The presenter will share some surprising statistics on Michigan's homeless students and describe the network of educational programs that serve them, including the community collaborations which make these programs successful. Participants will learn the definitions of homelessness as well as the impact of homelessness on the education of children and youth and the "educational rights" of these invisible students. This session will help you address the needs of homeless children and youth.

Pam Kies-Lowe, MDE

26. Google Drive, Dropbox, Outlook Tips & Tricks–E

Session limited to 25 in the computer lab provided by Sehi Computer Products, Inc.

Thanks to the huge increase in mobile computing, the ability to access documents and email from any location has become essential for today's professionals. Google Drive (formerly Google Docs), Dropbox and Outlook can make life easier for you. This presentation will cover tips and tricks that will help make you more productive. A special focus will be placed on ways to integrate desktop PCs and mobile devices using these three software services.

Jeremy Harder, Technology & Design Coordinator & Kristin Margelot, Executive Assistant, MASA

9:45-10:15 a.m.

Break

Session VII Breakouts

10:15-11:30 a.m.

27. Response to Bullying–E

Schools around the country are struggling with how to deal with bullying. The Dearborn Public Schools Community has developed a comprehensive program to respond to bullying behavior. They inservice all staff who have contact with students; teach their students about bullying and bullying prevention through their K-12 curriculum. They also provide information to parents and involve the community, track incidents and measure results. They will share their successful program and resources.

Gail Shenkman, Associate Superintendent, Dearborn Public Schools

28. Paperless Meetings: Going Green to Save Green–E

In today's market, going "green" isn't only a hot initiative because it benefits our environment; it also conserves our time and funds. With paperless meetings, you can not only reduce paper consumption, but also organize meetings and distribute materials in a more efficient manner. You will learn to build agendas, store and link materials, and make quick changes behind the scenes. Accessing agendas on mobile devices such as the iPad and iPhone will also be demonstrated. Save trees, time, and money with this valuable tool!

Kristin Margelot, Executive Assistant, MASA

29. Retirement Planning in Uncertain Times–E

While we can never predict what life will bring, it is possible to plan and prepare for retirement in these uncertain times. Understanding retirement strategies such as debt management, long term investing and post-retirement income options are vital for a secure retirement. Learn how to navigate choppy waters and sail into the sunset.

Bruce Reaume, Regional Manager, MEA Financial Services

30. I'm a Caregiver...I Do, I Say NO, Mean It and Not Feel Guilty–E

Most administrative assistants come equipped with a pre-programmed, default internal file that repeats and repeats, "Help them," "Help them," "Help them." But, how do you say "no" appropriately and bow out without feeling guilty and without thinking you failed in your job? Why when you don't like a job do you feel bad when someone takes it off your plate? This session is designed for the Caregiver. We will explore the root cause of the Caregiver world; understand the strengths and strategies over the shadowy parts. You will leave with a real sense of understanding and some unique tools to protect yourself from yourself and from those who can't wait to abuse your giving tendencies.

David Hulings, Motivational Transition Coach

31. Board Minutes–Am I Doing it Correctly?–E

Join Brad Banasik as he covers board minutes in regards to format and content in compliance with the Open Meetings Act and Robert's Rules of Order.

Brad Banasik, Legal Council and Director of Labor Relations, MASB

11:30-11:45 a.m.

Break

11:45 a.m.-12:30 p.m.

Lunch

12:30-12:45 p.m.

SAPC Achievement Recognition

12:45-1:30 p.m.

Keynote Address



Dan Pappas, Executive Director, MIEM
Lasting Change–E

There are things in our lives and environment that we'd like to change, but often we don't achieve the lasting change we'd like. We give in, we put off, we deny. Learn how to overcome the obstacles and make changes that endure-whether in our personal

lives or in our schools and districts. You can succeed with the right tools, attitude and actions. During this presentation you will gain insight on how to make desired changes that endure.

1:30 p.m.

Prize Drawings & Adjournment

26th Annual Support Staff Conference for Administrative Professionals

Please duplicate for each participant

Register online: www.gomiem.org

Full Name: _____

First Name for Badge: _____

Position: _____

District: _____

Mailing Address: _____

City/State/Zip: _____

Ph #: _____ Fax #: _____

E-mail (required): _____

Session Selection

Thursday Nov. 15 Session I (Times vary)

- 1. Business Communications 8:15-11:15 a.m.
- 2. School Law for the Building Level Secretary 8:15-11:15 a.m.
- 3. Building & Maintaining Relationships 9:00-11:00 a.m.
- 4. Beyond Powerpoint: Presentations with new devices and software 9:30-11:00 a.m.

Thursday, Nov 15, Session II—1:30-4:30 pm

Choose one 3-hour session or two shorter sessions at the same time.

6. ____ 7. ____

Thursday, Nov. 15, Session III—1:30-2:45 pm

8. ____ 9. ____ 10. ____ 11. ____ 12. ____

Thursday, Nov. 15, Session IV—3:15-4:30 pm

13. ____ 14. ____ 15. ____ 16. ____

Friday, Nov. 16, Session V—8:30-11:30 am

17. ____ 18. ____ 19. ____ 20. ____

Friday, Nov. 16, Session VI—8:30-9:45 am

21. ____ 22. ____ 23. ____ 24. ____ 25. ____ 26. ____

Friday, Nov. 16, Session VII—10:15-11:30 am

27. ____ 28. ____ 29. ____ 30. ____ 31. ____

Make checks payable to MIEM and send with registration:

MIEM: 1001 Centennial Way, Suite 300 • Lansing, MI 48917
or fax your registration to Danielle Bach at 517.327.0771 with credit card information.

Registration questions: Contact: miem@gomiem.org or 517.327.2589.

Special Requests:

- Vegetarian meals
- Special provisions (*dietary, interpreter, wheelchair, etc.*)

- I would like to be a moderator. MIEM will confirm with a call or e-mail.

One-day Conference Registration: (Select One)

- Nov. 15
- Nov. 16
- \$140* (\$130** early discount pricing) MIEM member*
- \$175 nonmember

Full Conference Registration—Nov. 15-16, 2012

- \$195* MIEM member (\$170** early discount pricing*) for MIEM member *
- \$235 MIEM nonmember

**Your district must have paid the 2012-13 MIEM membership dues to receive the lower registration fee. Please go to www.gomiem.org to see if your district is a MIEM member.*

***Cost is \$170 for full conference/\$130 for one-day for MIEM members registering on or before October 31, 2012.*

Payment Information:

- My check payable to MIEM is enclosed.
- Please charge my: VISA MasterCard

Print name of cardholder: _____

Card#: _____

Expiration Date: _____

Signature: _____

(as it appears on card)

MIEM's Policies:

Weather Policy: In the event of bad weather, please check www.gomiem.org for delays and program updates.

Payment Policy: Payment must be made by the day of the event or a \$25 late fee is assessed. You can bring payment with you on the day of the event to avoid the late fee. All unpaid balances will be issued an invoice after the event which will include the \$25 late fee.

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.



2012 MIEM Crystal Award Program for School Administrative Professionals

The MIEM Crystal Award recognizes and celebrates the outstanding performance, achievements, and contributions of individuals who work in support staff positions within Michigan school districts.

Crystal Award Categories:

Customer Service Award

Recognizes outstanding service to internal and external customers, including: students, teachers, administrators, parents, other groups or individuals.

Student Services Award

Recognizes outstanding assistance to students through mentoring, leadership, student organizations, or advisement that extends beyond the bounds of normal job responsibilities.

Best Practices Award

Recognizes initiated and successfully established new methods, practices, or plans which have saved the school district money, time, or staff. This may include innovative and efficient solutions to problems.

Criteria:

- A significant contribution must be identified.
- The nominee must currently be in a support staff position as a building secretary, central office administrative assistant & support office professional for: special education, transportation, facilities, food service, purchasing & other school support services.
- The recipient must be present at the MIEM Support Staff Conference for Administrative Professionals to receive the award.

Guidelines:

- Nomination may be submitted by others (supervisor, administrator, peers) or self-nomination is allowable.
- Nominations may be submitted by fax, e-mail or mail. E-mail your nominations to Nancy Hawkins, MIEM Marketing Director at nhawkins@msbo.org.
- Nominations must be submitted or postmarked by **October 15, 2012**.
- Nominees will be judged by a diverse committee of professionals.
- One submission per category.

Crystal Award recipients receive:

- Personalized Crystal Award
- Recognition at the annual MIEM Support Staff Conference for Administrative Professionals on November 15-16, 2012.
- Recognition in the MIEM communications materials.
- MIEM will encourage local recognition in the media and at the recipient's school board meeting.
- \$100 Gift Card

Application process:

Three Steps to the MIEM Crystal Award:

1. Complete the nomination form. (Choose a category: Customer Service, Student Services, or Best Practices. The answer sheet for the three questions should be attached to the form. A maximum of five pages of supplemental materials will be accepted.)
2. The answer sheet (supplemental materials) **should not** have any information pertaining to the name of the nominee or school district. Refer to the nominee simply as "my nominee" on your answer sheet. Failure to do so could result in disqualification of your nominee.
3. Return completed nomination form and supplemental materials to Nancy Hawkins, MIEM Marketing Director by e-mail (nhawkins@msbo.org), fax or mail.

Winners will be notified by phone no later than October 29.

Crystal Award presentation:

The recipient's superintendent (or a representative of the superintendent) is encouraged to attend the MIEM Crystal Award presentation at the luncheon on Thursday, November 15, 2012 as a part of MIEM's 26th Annual Support Staff Conference for Administrative Professionals at the Amway Grand Plaza Hotel in Grand Rapids.

SET SEG is the sponsor of the Crystal Award



School Insurance Specialists



MIEM Crystal Award Nomination Form

REMINDER: The answer sheet (and supplemental materials) SHOULD NOT have any information pertaining to the name of the nominee or school district. Refer to the nominee simply as "my nominee." Failure to do so could result in disqualification of your nominee.

1. Choose a category:

Customer Service Student Services Best Practices

2. Answer the following questions on a separate sheet of paper and attach it to the nomination form.

- ✓ Describe the accomplishment which indicates why your nominee deserves to receive the MIEM Crystal Award.
- ✓ How did the staff, students, or other school district "customers" benefit from the accomplishment?
- ✓ How has the nominee's accomplishment supported the vision, mission, or goals of the district?

3. Fill out the information below.

Nominator Name _____ Position/Title _____

School District _____

School Address _____

City/State/Zip _____

Phone _____ Fax _____

Email _____

4. If nominating a person other than yourself, please fill out section below.

Name of person nominated _____ Position/Title _____

School District _____

School Address _____

City/State/Zip _____

Phone _____ Fax _____

Email _____



Nomination Submission:

Nominations must be submitted or postmarked by **October 15, 2012**.

Mail nominations to: MIEM Crystal Award, 1001 Centennial Way, Ste. 300, Lansing, MI 48917

Fax nominations to: 517.327.0771.

E-mail nominations to: Nancy Hawkins, MIEM Marketing Director at nhawkins@msbo.org.