Thanks MASA!

by Greg Vandal MASA President and Superintendent, Sauk Rapids-Rice Schools

Who looks forward to summer most, the kids or the educators? I'd bet this is a real toss-up. No matter how much I enjoy my work, it seems impossible not to be drawn to the warmth and sunshine that June, July, and August promise. Perhaps my toughest day as an administrator each year is the one on which our school buses pull away for the last time. I have always tried to be at the final boarding point on that last day in order to thank the drivers and to wave to the children as they roll off into summer. One part of me still longs for the time of my youth when, as these kids get to do, I could ride away to great adventures. Yet another part feels a sense of loss; I draw energy from these youngsters all year long, and they will be gone for many days to come. It usually takes until the middle of June before I emerge from the end-of-the-year doldrums.

This past year's pace has been particularly memorable, and June will bring another kind of transition. At about the same time I assumed the presidency for the MASA a year ago, Sauk Rapids-Rice passed a major building

proposal. Between planning for a 50 million dollar high school along with another 10 million in remodeling and attending to the responsibilities of MASA leadership, I have found myself squeezed more than usual to fit the regular, full time job in between. Thankfully, I have a great school board and a wonderful administrative team here in Sauk Rapids. As well, I have grown to rely on a tremendous staff at MASA. I imagine my year will end as it usually does, with some wistful anticipation of new adventures to come and some very real regrets for things lost that I have grown to enjoy.

It has been my great pleasure to serve the MASA as president this past year. On July 1, the role moves to the capable hands of Jerry Jensen of Lake City. I spent a year in training while Ed Anderson of Aitkin ably led our group. For the next twelve months, I will serve the Board of Directors and the Executive Committee as past-president. All told, this experience will have encompassed three years of my professional - and often, my personal - life. For me, the time has been well spent.

I clearly remember what I said standing before spring conference

attendees in 1998 as I ran for this position. I promised that I would help develop a clear, vibrant message for schools and work to effectively communicate this across the state. I pledged to try to break down the



Greg Vandal

walls of isolation for school administrators. I offered the challenge that we must all help grow the base of prospective administrators by identifying tomorrow's leaders and by building collaboratives between school districts, institutions of higher education, and professional organizations. I committed to a greater engagement of the membership in purposeful participation in the MASA.

Certainly, none of these initiatives will ever be complete, but our Association has **Thanks** ...

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DIRECTOR'S MOTES

MASA Organizational Goals for 2001-2002

by Charlie Kyte MASA Executive Director



Charlie Kyte

Each year an organization has goals that operate at several different levels. This past year MASA concentrated on revitalizing its voice as a spokesorganization for public education.

By all measures, the

association was successful in that arena. President Greg Vandal is an articulate spokesperson for educational leaders. We worked to bring many of the education influence groups (AMSD, SEE, RAMS, MREA) together to work with us. We reached out to form stronger ties with MSBA, Education Minnesota, and several other associations. We worked to strengthen the relationship between the Minnesota Administrators of Special Education (MASE) and MASA.

Voices of MASA have been heard on state and regional media. We were a recognized voice in shaping legislation for education. We will continue to grow the voice of school leaders through the MASA association in years to come.

As Executive Director of MASA, I will concentrate on at least three additional areas in this coming year. They include building a strong program of professional development for educational leaders, fully implementing the Minnesota Administrator's Leadership Forum which is being funded by the grants from the Gates and Blandin Foundations and developing services for members and their school districts.

Professional Development

Opportunities:

The Executive Development Committee this past year has developed a template of training opportunities that they feel are needed by members of MASA. In addition, the Board of Directors has identified a number of specific development needs for new members, early career members, experienced veterans and those that are contemplating retirement. MASA will work with other associations to develop a full range of professional development opportunities. We will experiment with regional professional development in conjunction with several service cooperatives and in joint efforts with other associations and we will provide several state level opportunities as well.

MASA will significantly strengthen training opportunities

that are directed primarily to persons new to the profession and to persons coming into the profession in Minnesota from outof-state.

Minnesota Administrator's Leadership Forum: The Bill and Melinda Gates Foundation and the Blandin Foundation have teamed up to provide a significant level of funding to MASA, MASSP, and MESPA to develop the leadership capability of the members of our organizations. We are working in conjunction with the Department of Children, Families & Learning. A small group of principals, superintendents and other administrators are designing this project. Over a period of three vears, 1600 administrators will Goals ...

Continued Page 4

Have you renewed your membership?

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LEADERSHIP TIEVUS

Ending One Year—Getting Ready for the Next

by Jerry K. Jensen MASA President-Elect and Superintendent, Lake City Schools

I hope this newsletter finds you taking time to rejuvenate by enjoying your favorite summer recreational activities. Taking time to recharge is important, but we all know how busy schedules become in the summer months.

This is the time of year I find myself winding down from the hectic pace necessary to successfully close out a school year. At the same time, summer projects are in full swing, and preparations for the next school year are well under way. This summer's preparations are unique for me since they include getting ready to assume the role of MASA President. I am honored and thankful to have been given this

opportunity. I look forward to an exciting and enjoyable year.

It is appropriate to first express appreciation to those who made the past year a huge success for MASA! President Greg Vandal and Executive Director Charlie Kyte did a great job of leading us through monumental leaps forward in a number of areas. The Board of Directors and supporting committees also provided key leadership throughout the year. But most of all, the active participation of so many members had the biggest impact on the organization. Thanks to all of you, my focus as president will be to build on the existing momentum.

My goals for the upcoming year cover a broad range. First, we must evaluate the events of this past year to determine new areas of need and strategies to build on our many successes. We have made great strides in becoming a prominent voice for

education in the state, and we will strive to strengthen that position in the future.

In addition to the continuation and enhancement of current initiatives, I hope to focus attention on other issues as well. I believe our regional governance system



Jerry Jensen

needs to be evaluated and modified to improve the communication stream with the members. The regional system has the potential to be a powerful instrument for dissemination of information, acquisition of feedback, and local networking. It does not seem to be working effectively in all areas of

Ready ...

Continued Page 8



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The Results are In—Congratulations to Elected Leaders!

Congratulations to the following candidates who have been elected to MASA leadership positions:



Ken Dragseth

2001-02
President-Elect
Kenneth Dragseth,
Superintendent for
the Edina Schools,
has been elected
MASA PresidentElect. He begins his
three-year term on
July 1 as PresidentElect, then continues
as President for

2002-2003 and Past President for 2003-2004.

"It is an honor to be elected," says Ken. "I am grateful for the opportunity to represent MASA's members, and I look forward to the prospect of serving my colleagues. I pledge to do my best to promote the collective voice of Minnesota's educational leaders and maintain the legacy of MASA's quality leadership. My commitment to my peers parallels my promise to the children we serve: to

promote and support all of Minnesota's schools and the community of leaders who sustain them. Thank you for your support."

Component Group Presidents-Elect

Superintendent Component Group President-Elect:

Kay Worner, Superintendent, Sartell–St. Stephen Schools

Special Education Administrator Component Group President-Elect:

Lorie Schulstad-Werk, Director of Special Services, North St. Paul-Maplewood-Oakdale Schools

Central Office Administrator Component Group President-Elect:

Dan Walker,

Assistant Superintendent St. Louis Park Schools

Service Provider Instructor/ Administrator Component Group President-Elect:

Rob Cavanna, Executive Director, Resource Training & Solutions

Board of Directors

2001-04 Superintendent Component Group Representative

James Redfield, Superintendent,

Lester Prairie Schools

Wendy Shannon,

Superintendent, Byron Schools

Kelly Smith,

Superintendent, West Central Area Schools

Beverly Stofferahn,

Superintendent, Chaska Schools

Region 8 Representative

Randy Bruer, Superintendent, Fisher Schools

MASA appreciates these leaders for their commitment to MASA and Minnesota education and offers them congratulations as they begin their terms of service.

Goals ... Continued from Page 2

have an opportunity to go through this leadership training. The training will have an emphasis both on the utilization of technology to drive decision making, and the enhancement of community level leadership for school leaders.

The Minnesota Administrator's Leadership Forum will be led by Director Kristine Bryan, who served formally as an assistant principal in the Edina Public Schools. She will have responsibility for developing the five-day leadership training

packages, building a state-wide administrators communication intranet and establishing a state-wide system of mentors. These mentors will help school administrators become more skilled in understanding and utilizing technology.

In May, an initial brochure and application form were sent out to all MASA members seeking their participation in the first round of training. 200 persons are being selected as part of the first year group. Each selected participant will receive a personal digital

assistant, which is a hand held computer/communication device as a personal incentive to utilize available technologies.

Providing Services to Members and to School Districts
As an association, MASA seeks to provide a range of services to its members and to school districts.
MASA is in discussions with a number of firms that provide unique and helpful services that can enhance educational programs and enhance the lives of individual members. •

Markyourcalendarforthe 2001 MASA Fall Conference:



Ourleadership Community

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September 30 - October 2 Madden's on Gull Lake Brainerd, MN

Makeplans now to join your colleagues for the 2001 MASA Fall Conference at Madden's. Conference highlights will include compelling speakers on cutting edge topics. And of course, you will find powerful small group sessions, the Sunday golf tournament, the awards event, and much more! Watch your mail . . . registration materials will be mailed August 1. For more information, please call the MASA office at 651/645-6272.

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NEWS FROM the field

Leadership Forum Offers Development for System Change

by Diane Cirksena, Minnesota Department of Children, Families and Learning; and Kris Bryan, Minnesota Administrator's Leadership Forum



Beginning in August and continuing for three years, Minnesota school administrators will have the chance to experience an exciting leadership training opportunity. The Minnesota Administrators Leadership

Forum will give two levels of support for school administrators. Every practicing administrator will have free access to a web portal maintained by the three associations (MESPA, MASA, and MASSP) as well as onsite technical assistance in technology and standards from

regional mentors. For selected applicants, a residential training will be provided.

Residential training through the Forum will focus on the following outcomes:

Forum participants will

ARTICULATE

Define and develop a vision of data driven leadership Identify and adopt characteristics of data driven leadership

SELF ASSESS

Determine role in data driven leadership

APPLY

Develop and implement a plan to use hardware, software and web based tools to evaluate district and building plans for learning and technology

Use and model data driven decision-making using hardware, software and web-based tools

The Forum is managed by an Alliance composed of MASA Director Charles Kyte, MASSP Director Robert Schmidt, MESPA Director Elmer Koch and DCFL representatives Mary Lillesve and Diane Cirksena. The Alliance provides leadership and gives direction to Forum Director,

Kristine Bryan. Since the beginning of the competitive grant writing process, a great deal of excitement has been generated by the ideas that underpin the Forum. A Steering Committee composed of members with widely diverse backgrounds and experience has guided the development of the Forum philosophy. The Alliance has structured the logistics, solidified the philosophy and worked to staff the program. A representative team of administrators and technology experts has come together to develop the curriculum and to put substance to the Forum outcomes.

The goals of the grant include the training of 1600 Minnesota administrators over the three years. Through the support of our private sector colleagues we hope to see the creation of follow up intensive residential training. Participation in the Forum's residential training becomes a prerequisite for such a program.

Forum training participants will receive the incentive of a "PDA" (personal digital assistant). They will use this handheld computer during the training as a planning and practice tool.

Forum ... Continued Page 16



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Dennis Rettke (1998-01)

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Dan Walker (1999-02)

Retiree Representative

Ken LaCroix (1999-02)

Leaders Forum is your newsletter and we encourage your input! If you have ideas or an article to share, please contact Mia Urick, MASA's Director of Communications and Professional Development (contact information listed above).

Profile: Kris Bryan

Kris Bryan is an energetic educator. And that is a very good thing, because starting this summer, she is going to be responsible for a very ambitious initiative. Kris is the new Executive Director of the Minnesota Administrator's Leadership Forum. The Forum, which is outlined on the preceding page, will provide a specialized internet portal for educational leaders, as well as training in its use. In addition, 1600 educational leaders will participate in a residential training opportunity over the next three years. That's a lot of activity to direct, but Kris is up to the task.

Kris has been an Assistant Principal in Northfield and Edina. In Farmington, she taught English, writing, and humanities for grades 7-12, and directed staff development, title one, and gifted and talented programs. As a consultant, Kris' work areas have included curriculum, learning outcomes, graduation standards, team building, the effective use of paraprofessionals, effective instruction, parent education, and classroom management. Kris also taught English, writing, and humanities in Lake Forest, Illinois, and Apple Valley, Minnesota. In

the private sector, she worked in marketing for three years.

Kris holds a doctorate in Educational Policy and Administration and a bachelor's degree in English and



Kris Bryan

Art History from the University of Minnesota, and a master's degree in English and Education from the University of Wisconsin at River Falls.

Besides her busy professional life, Kris enjoys Arabian horses and dressage, opera, theater, literature, travel, cooking, and water sports. She will be newly married when she begins her work with the Forum in July.

The Minnesota Administrator's Leadership Forum is a joint effort of MASA, the Minnesota Association of Secondary School Principals, the Minnesota Elementary School Principals' Association, and the Minnesota Department of Children, Families, and Learning. Kris' office will be at the MASA building on Como Avenue in St. Paul. •

Thanks ... continued from Page 1

made great progress on each in the last couple of years. Based on many conversations with Jerry Jensen, I expect that he'll blend much of what has begun to happen with his own vision for MASA's future during his term in office. MASA's voice has been resonant in recent times, and Jerry's message will be vibrant and clear!

In these closing weeks of my presidency, I wish to extend a thanks to the Association's membership for giving me the opportunity to serve. It has been a great privilege to be a spokesperson for school administrators. I have felt a keen responsibility representing MASA's outstanding educational leaders. I have learned so much about Minnesota's schools and her administrators over this time. While no real convincing was necessary, I know now more than ever before that the state's children are in capable and caring hands; we all serve them well. Best wishes to Jerry and to the MASA for continued good things to come! •

Balancing the MASA Budget

by Charlie Kyte **MASA Executive Director**

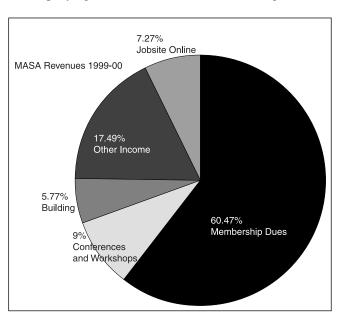
MASA, like all other organizations, must keep budgets balanced. With the fiscal year just ending, MASA will show a very slight positive balance of revenues over expenditures for the year.

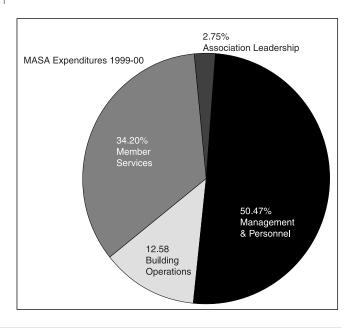
As an organization, we show revenues of approximately \$800,000 a year and expenditures that are nearly the same.

Accompanying this article are two charts showing where

the revenue of the organization comes from and where the expenditures are made. A goal of the organization is to become less reliant over time on membership dues as a revenue source. We should be dependent upon membership dues for no more than 50% of the organization's finances.

MASA is financially sound as a non-profit organization. It does need to be vigilant each year so that expenditures and revenues stay in line. •





Ready ... Continued from Page 3

the state, and I will work to improve that structure.

I sense some of our groups still feel disconnected from the organization, and one of my goals is to develop strategies that engage the entire membership through a variety of opportunities and activities. MASA's strength hinges on all members feeling connected and energized by their involvement.

One key component of meaningful member involvement is an effective professional development program. The newly developed Administrator Academy is poised to usher in a new era in training for administrators. Not all members will have the opportunity to participate in the first round, but hopefully over time, ample opportunity will exist for

interested individuals. Other meaningful professional development opportunities must also be provided. As we continue our emphasis on recruiting and retaining qualified administrators, a strong mentorship program is needed to assist new members in those critical first years. I will work to develop such a program this year.

As we strengthen our organization and its presence at the state level, we must be mindful of our role in the bigger picture. One dimension of MASA leadership that should be strengthened is our presence and impact at the national level. We must be aware of national trends and

involved in efforts to influence national policy. AASA led the fight for increased federal funding of special education, serving as a prime example of the importance of our involvement on the national scene.

Combine these new initiatives with efforts to build on the positive changes we have enjoyed over the past year, and there is ample work for the membership and leadership of MASA. Again, I appreciate the opportunity to serve as your President, and I pledge to give my utmost to continue the forward movement of our organization. •

LEADER'S perspective

The Challenge - To Be A Positive, Empowering Leader

by Charlie Kyte **MASA Executive Director**

Leadership is almost easy when everything is going well. The challenge is to remain a positive, empowering and uplifting leader when a system and your people are under stress.

System stress is both internal and external. Internally, many of the members of MASA are experiencing a need to downsize their workforces due to financial constraints and declining enrollment. Internally, difficult processes of negotiating contracts with bargaining groups are beginning with a scarcity of resources to make equitable and acceptable settlements.

Externally, the attacks on public education continue. The destructive new voice has been

added by our governor, first speaking at the state level and more recently in regional settings. He has described all of those working in education - board members, superintendents, teachers unions, and educators - as somehow being less than worthy.

In addition to the internal and external stresses on our systems, we recognize that we are in a time of change. We see both the opportunities and challenges of electronic learning, the degree of choice students and parents are experiencing, and the shortage of teachers and support staffs that are needed to drive our systems in the future.

But what is leadership all about? It includes accepting challenges and utilizing them as opportunities for system change. It is using your individual positive leadership

abilities to help lift those that work with you and for you. A significant challenge is to fight against the natural tendencies to



Charlie Kyte

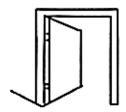
pull within yourself when feeling attacked. Rather, this is a time when leaders must go out among the troops and pick them up with positive words, statements of hope for the future, and by articulating greater visions for our institutions.

Yes, positive leadership is needed now more than ever. It is important not to move more toward the role of manager, but rather to express leadership. To do so requires articulating vision, interacting with all stakeholders and showing people that there Positive Leader ...

Continued Page 16

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MASA, along with MSBA and Education Minnesota, has developed a service to help school districts administer their employees' tax-sheltered investments. This plan will assist your district to be in full compliance with IRS regulations.





Tracking Your Graduates

Have you ever wondered what happens to your students after they leave your district? MASA has developed a relationship with LifeTrack, Inc. to provide your district with a tracking service of graduates. This service provides a process of exit and follow-up interviews to assist classes with class reunions and to build databases to help set up charitable foundations for your district.

Security Audits of Schools

Every school district should be concerned about the security of their school buildings and the procedures by which they provide a safe environment for students and employees. B. Prepared, Inc. will provide your district practical and affordable security audits.





MASA Jobsite and Applicant Site Online

MASA offers districts the opportunity to post positions on MASA's website. This is a high-traffic site where applicants will search for openings and also where applicants will post their credentials. Districts can also search for those applicants

For more information on these and other services to you, please contact Mary Law at the MASA office. She can be reached at 651-645-6272 or by email at mrlaw@mnasa.org.

Services to MASA Members



The Audio Journal -

Audio tapes and/or discs that bring you interviews with the top leaders and speakers in the education arena. Members earn 2 continuing education units for each month of participation.



Tax Sheltered 401(a) Plan for Severance Pay - BENCOR, in association with the Valic Company and MASA, has developed an IRS approved 401(a) plan which will allow administrators to place severance income directly into a tax-sheltered investment.



Long-term Care Insurance - Many professionals are looking to long-term care insurance as a way to control of keeping the rising cost of elderly care and to remain financially secure. MASA, along with Legal Systems, Inc., is providing you an option to consider cost-effective insurance for you and your family members.



Pre-Paid Legal Services - Members may purchase, for a monthly fee, a complete program of legal assistance for you and your family. This policy covers everything from housing purchases, to wills, to supplemental legal protection.

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Bright Outlook for Job Site / Applicant Site Use



Jeanna Quinn assists members with Jobsite membership.

by Jeanna Quinn MASA Associate—Office and Data Management

With all of the proposed budget cuts this coming year, there is no doubt that many members are concerned about their current staffing. This has been proven with the number of participants on our applicant site. We now stand at 1268 applicants.

At the same time, we have 513 jobs posted on our Jobsite. Hopefully, the districts that are looking for positions to be occupied will be able to access participants from our Applicant Site.

If your district does not currently belong to the Jobsite, please consider the benefits of this service. Visit the site at www.mnasa.org. As always, feel free to call MASA at 651/645-6272 for more information.

I hope these sites help to fulfill some of the challenges in the year ahead. •

What does a school district do to find great staff?



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The Jobsite's applicant site

streamlines the hiring process for both school districts and applicants. Applicants for licensed positions complete an online screening form that member districts can use to electronically screen applicants according to their own criteria.

For most school districts, the annual subscription cost is less than the cost of advertising just one position in the newspaper. And the jobsite postings and applications are available 24 hours a day, 365 days a year. Rates are determined according to district size.

For more information, contact MASA Voice: 651/645-6272 • Fax: 651/645-

http://www.mnasa.ora • members@mnasa.org

Seeking Administrative Positions in American and International Schools?

by Clark Kirkpatrick CEO, AISH

School administrators seeking positions in American –International schools for fall 2002 need to start preparing now. Applications will start in September, with contracts being awarded before Christmas in many situations.

For administrators seeking principalships and heads of schools the process is a bit different than teachers. There are many different kinds of American-International Schools all over the world. Different sizes, student populations, curricula, governance models, languages of instruction, lots of diversity.

In general, your best bet is to become informed about the three major search firms, which have similar services but slightly different clientele.

International School Service, Search Associates, and European Council of International Schools provide teacher and administrative placement services and do most of the searches for heads of schools.

You may need to register, pay a fee which may or may not reimbursed depending on the situation. These firms do some of the searches for principals. Websites are ISS.edu, search-associates.com and ecis.org

tieonline.com is a very worthwhile newspaper to subscribe with many principalships listed. University of Northern Iowa has a large teacher and principal recruiting fair in late fall. The Department of Defense schools has a completely different recruiting process.

The Academy for International Schools will hold an Institute for Aspiring International School Heads August 1, 2 and 3 in Bloomington, Minnesota.

Contact info@academyish.org or our website at academyish.org for more information. •

Are You Moving?

Now is the time of year when many of our members are on the move! Help us keep track of you (and therefore keep your MASA benefits and services coming to you!). Just give us a call (651/645-6272), fax us a note (651/645-7518), or email us (members@mnasa.org).

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Here are just a few options we offer

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Refreshing Yourself

by Charlie Kyte MASA Executive Director

By any measure this past school year has been a long and demanding one for all of those involved in education. This is especially true for those placed in leadership roles as you have the responsibility to both provide positive leadership and to guide your school districts and school operations through difficult times. It's important as the year comes to a conclusion that you find ways to refresh and renew yourself so that you can continue this work as you move into the future.

best, this creates a difficult environment for school leaders.

Renewal! It's important that each of you undergo some process of renewal. Part of renewal is simply getting away from work and then relaxing. This gives you an opportunity to reflect on both your life and your work. There is a wide variety of renewal activities in which people like to engage. Some will go off to a conference, others sit on their deck, some will garden and others like to fish. A trip to a cabin or a resort up north, golf with friends, a good book or the

at the end of my physical limit after a 75 mile bicycle ride. I'm

Physically,

I am right

the
Canadian
side of the
border.
We will
enjoy the
camaraderie
of our
Canadian
neighbors
and
friends.



Charlie and his trusty Trek 720—taking a short break on a 500-mile tour of the North Country

No matter what your method, be sure to take some time to relax, renew and refresh yourself over the summer months, even as you begin your preparations for a new school year.

The challenges of this past year included an especially difficult and long winter. School leaders were involved in canceling and reorganizing school days because of snowstorms, floods and fog. This was a difficult year as many school districts faced budget shortfalls inherent by low funding levels of the past and an unenlightened approach to the future by state leaders. Just over 3,000 layoffs were created by the uncertainty of the state budgeting process this past year. These layoffs included approximately 2,000 teachers, 1,000 support staff and 140 administrators.

As spring came, it was time for school leaders to begin contemplating the next difficult round of negotiations. They had the job of combining a caring for their staffs that would result in a decent level of remunerations combined with a shortage of funding which would cause very hard nosed negotiations in order to keep school systems solvent. At

theatre make wonderful opportunities for renewal.

Personally, a renewal activity that I have enjoyed is a combination of physical exertion, an abandonment of worry about my job and the company of good friends. I do this each year in June with my bicycle riding companion and friend, Jim Klobuchar, a retired columnist from the Minneapolis Star Tribune. We, along with about 150 others, go on a week-long bicycle trip around Minnesota. We camp in local parks each night as we stop to enjoy the people of the small communities. This year marks my tenth year riding with Jim Klobuchar.

Our ride this year will circle Northern Minnesota. We ride about 75 miles a day, rain or shine, and complete a large loop. We do take a break day mid-week and this year it will be in International Falls. An added feature of this year's ride is that we will ride from International Falls to Baudette on actually kind of beyond my limit if the wind blows at us and I will find myself really exhausted. But with that exhaustion comes a euphoria not unlike "runners high." In the evenings we sit around with friends talking, joking and just enjoying each other.

All spring, I've tried to get out bicycle riding on weekends and occasionally in the evenings. I do this partly for the enjoyment, but partly to get in physical condition to handle the seven day trip. I'm noticing that each year as I get older, the ride is just a bit more challenging. However, there are many people riding that are well into their sixties and even seventies. So I feel I still have a ways to go.

No matter what your method, be sure to take some time to relax, renew and refresh yourself over the summer months, even as you begin your preparations for a new school year. •



Customer Service – Is it Worth It?

by Sharon J. Griffiths, CPS/CEOE

Administrative Assistant to the Superintendent North St. Paul-Maplewood-Oakdale Schools and President Elect, National Association of Educational Office Professionals

My husband and I just recently purchased a new car. That's a fairly common occurrence but it's not one that is taken lightly, because it is costly! We did the usual research on the topic and knew what we wanted and how much we wanted to spend. The first thing we noticed after walking into the dealership was the incredible customer service. There was cake, coffee, hot dogs, soft drinks, balloons, etc. All of it intended to keep us in the dealership. It worked! Not only were there all those refreshments, we were treated so well by the employees that we knew we'd buy our car there.

This sounds so simple, doesn't it? Just a little TLC was the answer! However, a little TLC takes a little work, too! The dealership took the time to plan good customer service activities and trained staff members to make sure those activities were successful.

Is there a difference in purchasing a new car and coming to school every day? Of course, there is. But, there are also a lot of similarities. It's a common occurrence; it should not be taken lightly by parents; it has lifelong impact on our kids; refreshments are served (albeit, probably vegetables and not cake); and there is a lot of TLC.

Planning and training of all staff who provide the TLC is important.
Licensed staff members are required to keep up with training. Food service staff members participate in health-related programs designed to improve the lunch services in school buildings. It's especially important that clerical staff members are offered a training opportunity as well – not only for improving skills, but

also for learning to deal with the students and parents who come into their office each day. The "secretary" is the first person kids and parents meet when they walk in the door. The "secretary" is the

provides staff development opportunities for clerical staff members each year at its conference. This year's conference is being hosted by the Anoka-Hennepin School District on September 28 and

It's especially important that clerical staff members are offered a training opportunity as well – not only for improving skills, but also for learning to deal with the students and parents who come into their office each day.

person who answers the phone when a complaint is filed. The "secretary" is one who provides a lot of TLC.

The Minnesota Association of Educational Office Professionals

29. I can't encourage you enough to use some staff development dollars to send your clerical staff to this conference.

Is customer service worth it? You bet it is! •

Positive Leader ... Continued from Page 9

is a route to success in the future.

Positive leadership isn't something that is just desirable, it is the duty of those who accept the leadership challenge. As an organization, MASA will not only continue to encourage its members to be positive leaders, but will look for ways in which leadership can be enhanced, taught and encouraged.

We too, at MASA, feel and see the challenges to public education. But we will continue to set goals and to move forward both as an association and as a spokesorganization for public education. We'll find ways in which groups of educators can work together so that children will be well served and will have the opportunity to enter into their own positive futures.

We all are allowed to symbolically view water glasses that are filled to the half way mark. Positive leaders see these glasses as half-full, not as being half-empty. •

Forum ... continued from Page 6

Self assessment of the training participants and the schools in which they work will be facilitated by the use of the web based assessment tool TAGLIT (Taking a Good Look at Instructional Technology) and of CLASS (Connecting Learning and Accountability for Students and Schools), the Department's upgrade of the Continuous Improvement website.

Communication between Forum

participants and all administrators in Minnesota will be simplified and enhanced by access to an electronic portal to the world wide web. This intranet will link administrators quickly and easily with each other and with vital sources of information.

Funding for the Forum has been generously provided by the Bill and Melinda Gates foundation and by the Blandin Foundation. •

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LEGISLATIVE update

Full Federal Funding of Special Education May Become Possible

Charlie Kyte, MASA's Executive
Director, has been in frequent
contact with the offices of
Minnesota Senators Wellstone and
Dayton as they work to develop the
new federal policy regarding
education. Both of these senators
have been strong in demanding that
significant new financial resources
of the federal government be
poured into the funding of special
education.

A large budget comprise has been proposed. The representatives of President Bush want a significant level of new federal testing of students. They want the right to divert federal monies to students in schools which are failing, with that money directed towards 'before and after' school remedial courses provided by the private sector. In return, public education supporters have said that this would only be possible if a significant part of monies targeted for tax cuts be diverted to public education.

As a compromise was discussed, Senator Harkin of Iowa was able to craft an amendment in the US Senate which would direct \$450 billion over a period of ten years towards education in return for some of the positions which President Bush was promoting.

\$450 billion over a period of ten years is enough to fully fund the federal commitment to special education nationally and provide enough money to nearly double Title I programs. Is this a good compromise? Is the amount of money great enough to allow a slight opening of the voucher and accountability doors at the federal level? These are issues that are being mulled over by our senators and their staffs.

The compromises and

accommodations are possible in the Senate because it is tied to 50 votes to 50 votes. There is a strong sentiment from senators on both sides of the aisle to be supportive of special education and meet the IDEA mandate for funding of special education that has never been fulfilled by the United States Congress.

The battle of course is somewhat different in the congressional House of Representatives where one party is more firmly in control. In the end it requires the President and both parties of the congress to come to an agreement. It will be interesting to see what ultimately results. It is obvious that President Bush will get at least a part of his program for accountability of public education. Might the states walk away with full funding of special education? We hope so, but we will have to wait to see.

Educators nationally can be proud of the efforts of Senators Harkin, Wellstone and Dayton as they represent the needs of children and the good of public education.

Stay tuned, this story is not over yet. •

MCEA, MASA Partner for Added Opportunity

MASA has entered into an new and exciting relationship with the Minnesota Community Education Association (MCEA) that will assist Community Education Directors in becoming members of both organizations. A number of community education directors have been longstanding members of both MCEA and MASA—and more have expressed an interest in membership in both associations.

In addition, this connection between MCEA and MASA will give Community Education Directors the opportunity to choose affiliation with the MASA Community Education Component Group. If their numbers grow to the required 26, their component group will gain a seat on the MASA Board of Directors, and in turn will have representation on the MASA legislative, membership and executive development committees.

Meet Doug Spray

Doug Spray is the President of MCEA and the Community Education—Recreation Director for the Montevideo Public Schools and the City of Montevideo. With his leadership, MCEA will work with MASA to provide enhanced

membership opportunities for leaders in Community Education.

Doug has held his current position in Montevideo since 1974. He has also had a long



Doug Spray

career coaching varsity football and baseball in Montevideo, including thirty years as a football coach. Previously, Doug taught physical education, social studies, and health, and coached football, basketball, wrestling, and track in Herman, Minnesota.

Doug is a graduate of the University of Minnesota at Morris. He is a recipient of the University of Minnesota Butch Nash Football Coach Award and the Community Involvement Award from the Montevideo Area Chamber of Commerce. He is a graduate of the Blandin Leadership Program. He has served on many boards and committees in his profession, community, and church.

An avid sports enthusiast, Doug enjoys hunting, fishing, golf, baseball and softball. He is an accomplished farmer/gardener. Doug is married and has two sons. •

Calendar 2001-02

June 20 - 21 **Board Meetings**

Madden's on Gull Lake, Brainerd, MN

- · Executive Committee June 20: 9:30 - 11:30 am
- New Officer and **Board Orientation** June 20: 1 - 1:45 pm
- · Board of Directors June 20: 2 - 5:30 pm June 21: 9 am - 12 noon

September 29 - 30 **Board Meetings**

Madden's on Gull Lake, Brainerd, MN

- Executive Committee September 29: 9:30 - 11:30 am
- · Board of Directors September 29: 1 - 5:30 pm September 30: 9 - 11:30 am

September 30 - October 2 MASA Fall Conference

Madden's on Gull Lake. Brainerd, MN

Have calendar info to share? Email Mary Law at mrlaw@mnasa.org. We will post your information to MASA's online calendar.

December 5 **Board Meetings**

MASA Office

- **Executive Committee** 9 - 10:45 am
- Board of Directors 11 am - 4 pm

February 6 **Board Meetings**

MASA Office

- **Executive Committee** 9 - 10:45 am
- · Board of Directors 11 am - 4 pm

February 15 - 17 AASA National Conference on Education

San Diego, California

April 17 **Board Meetings**

Radisson South, Bloomington

- **Executive Committee** 9 - 10:45 am
- Board of Directors 11 am - 4 pm

April 18 - 19 MASA/MASE 2002 Spring Conference Radisson South. Bloomington

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