

## Problem Solving Process

### *Set The Tone*

- ✓ Clearly identify the problem or issue.
- ✓ Agree to ground rules:
  - (1) Listen without interrupting.
  - (2) Don't blame or use insulting language.
  - (3) Be honest in your discussions.

### *Listen and Define Concerns*

- ✓ What is your concern?
- ✓ Where did you get your information?
- ✓ Is the information accurate?
- ✓ Is this concern covered in any classroom or school guidelines or the Student Code of Conduct?

### *Identify the Solutions*

- ✓ Each person is to suggest at least one solution to the problem.
- ✓ Evaluate each possible solution:
  - (1) Can all parties agree with the solution?
  - (2) Is everyone committed to working on the suggested solution?
  - (3) Will the solution work now and in the future?
  - (4) Is everyone willing to share equal responsibility for making the solution work?
  - (5) Does the solution tell who, when, where and how?
- ✓ Decide which solution is good for all parties involved.

## Departmental Directory

### CENTRAL ADMINISTRATION

<b>Superintendent's Office</b>	
Fred Clarke	248-725-3100
<b>Assistant Superintendent Instruction</b>	
Geraldine K. Roberts-Moore	248-726-3106
<b>Assistant Superintendent Business Affairs</b>	
Dan Romzek	248-726-3108
<b>Interim Director of Curriculum Pre-K through 5</b>	
Deb Walter	248-726-3130
<b>Interim Director of Curriculum 6-12</b>	
Sandra Srabian	248-726-3131
<b>Director of Special Education</b>	
Anne Evans	248-726-3060
<b>Director of Assessment, Grants &amp; Compliance</b>	
Irene Larson	248-726-3155
<b>Director of Facility Operations</b>	
John Stoner	248-726-4611
<b>Director of Technology Services</b>	
Jeff Mozdierz	248-726-3030
<b>Executive Director of Human Resources</b>	
Beth Davis	248-726-3110
<b>Director of Budget &amp; Finance</b>	
Lori Hartnell	248-726-3153
<b>Community Relations &amp; RCS Foundation Manager</b>	
Debbi Hartman	248-726-3127
<b>Transportation Manager</b>	
Colleen Mayes	248-726-5925
<b>Food Service Manager</b>	
Tracy Hizer	248-726-3150
<b>School Age Care Supervisor</b>	
Jennifer Lietz	248-726-3021
<b>Pre-School Supervisor</b>	
Laura Brown	248-726-3020
<b>Student Enrollment Supervisor</b>	
Sandy Baldick	248-726-3019
<b>Enrichment Supervisor</b>	
Pat Calvin	248-726-3126

### BOARD OF EDUCATION

RCS-BoardofEducation@rochester.k12.mi.us  
Individual Board Member telephone numbers are listed on  
the Board of Education website at [www.rochester.k12.mi.us](http://www.rochester.k12.mi.us)

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College Ready. Career Ready.  
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*School and  
Parent  
Partnership*

# **A PARENT'S GUIDE TO EFFECTIVE COMMUNICATIONS WITH OUR SCHOOLS**

**Administration Center**

**501 W. University**

**Rochester, Michigan 48307**

**248.726.3000**

## What To Do First

### When There is a Problem at School

Raise the issue by **writing, telephoning, or setting up an appointment** at your child's school and involving those closest to the source of the problem.

#### *Who To Contact at School*

##### CLASSROOM RULES/PROCEDURES

- Teacher

##### SCHOOL RULES/PROCEDURES

- Assistant Principal, Principal

##### ACADEMIC

- Classroom Teacher, Special Education Teacher, Counselor, Assistant Principal, Principal

##### SOCIAL

- Classroom Teacher, Special Education Teacher, Counselor, Assistant Principal, Principal, Social Worker

##### HEALTH & NUTRITION

- Classroom Teacher, Counselor, Assistant Principal, Principal

##### SPECIAL EDUCATION

- Resource Room Teacher, Counselor, Caseload Teacher, Assistant Principal, Principal, Psychologist, Speech Pathologist, Social Worker

##### TRANSPORTATION

- Assistant Principal, Principal

##### NON-CLASSROOM ISSUES

- Assistant Principal, Principal or Supervisor of Area of Concern

## What To Do Next

We believe most concerns are best resolved at Steps 1 and 2, by contacting the employee or his/her direct supervisor. However, in those instances where a parent does not feel their concerns have been addressed by the building staff or an employee's direct supervisor the District has established the following procedures:

**STEP 3:** Contact the appropriate departmental administrator:

- CURRICULUM & INSTRUCTION - *Contact if concerns are related to classroom instruction, report cards, special education, district curriculum, technology, athletics, school age care, pre-school or after school enrichments.*
  - Interim Director of Curriculum Pre-K-5 or 6-12
  - Director of Assessment, Grants & Compliance
  - Director of Educational Technology and Information Services
  - Director of Special Education
- BUSINESS / OPERATIONS - *Contact if concerns are associated with operations, finance, food service, human resources, student enrollment and transportation.*
  - Executive Director of Human Resources
  - Director of Facility Operations
  - Director of Budget & Finance

#### *If Unresolved*

**STEP 4:** Contact the appropriate Assistant Superintendent.

Assistant Superintendent for Instruction  
Assistant Superintendent Business Affairs

#### *If Unresolved*

**STEP 5:** Contact the Superintendent

#### *If Unresolved*

**STEP 6:** Contact the Board of Education

## School Directory

### ELEMENTARY SCHOOLS

Baldwin	Denise Bereznoff, Principal	248-726-3200
Brewster	Teresa DiMaria, Principal	248-726-3300
Brooklands	Teresa Simonetti, Principal	248-726-3400
Delta Kelly	Sharon Bienkowski, Principal	248-726-3500
Hamlin	Gary Cornish, Principal	248-726-3600
Hampton	Ryan Starr, Principal	248-726-3700
Hugger	Debi Fragomeni, Principal	248-726-3800
Long Meadow	April Wuest, Principal	248-726-3900
McGregor	Sharen Howard, Principal	248-726-4000
Meadow Brook	Maria Etienne, Principal	248-726-4100
Musson	Victoria Righter, Principal	248-726-4200
North Hill	Dave Pontziou, Principal	248-726-4300
University Hills	Amy Grande, Principal	248-726-4400

### MIDDLE SCHOOLS

Hart	Rachel Guinn, Principal Ali Hamka, Asst. Principal	248-726-4500
Reuther	Cheryl Gambaro, Principal Eric Williams, Asst. Principal	248-726-4700
Van Hoosen	Michael Behrmann, Principal Dan Mooney, Asst. Principal	248-726-4900
West	Michael Dillon, Principal Don Maskill, Asst. Principal	248-726-5000

### HIGH SCHOOLS

Adams	Kevin Cumming, Principal Chuck May, Asst. Principal Debra Cooper, Asst. Principal	248-726-5200
Rochester	Charles Rowland, Principal Neil DeLuca, Asst. Principal Elisabeth Newman, Asst. Principal	248-726-5400
Stoney Creek	Larry Goralski, Principal Amanda McKay, Asst. Principal John Kelley, Asst. Principal	248-726-5700
ACE	Susan Demeniuk, Principal	248-726-5900
RACE	Bert Quinn, Supervisor	248-726-5950