

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

Superintendent's Office	
Robert Shaner	248-726-3100
Assistant Superintendent Instruction	
Debi Fragomeni	248-726-3106
Assistant Superintendent Business Affairs	
Daniel Romzek	248-726-3108
Executive Director of Elementary Education	
Michael Behrmann	248-726-3130
Executive Director of Secondary Education	
Carrie Lawler	248-726-3131
Executive Director of Special Education	
Anne Evans	248-726-3060
Director of Assessment, Grants & Compliance	
Irene Larson	248-726-3155
Director of Facility Operations	
John Stoner	248-726-4611
Director of Educational Technology and Information Services	
Jeff Mozdierz	248-726-3030
Chief Human Resource Officer	
Beth Davis	248-726-3110
Director of Budget & Finance	
Lori Hartnell	248-726-3153
Director of Community Relations & RCS Foundation	
Debbi Hartman	248-726-3127

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



A PARENT'S GUIDE TO EFFECTIVE COMMUNICATIONS WITH OUR SCHOOLS

Rochester
Community
Schools

School and
Parent
Partnership

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.*
 - Executive Director of Elementary or Secondary Education
 - Director of Assessment, Grants & Compliance
 - Director of Educational Technology and Information Services
 - Executive Director of Special Education
- **BUSINESS / OPERATIONS** - *Contact if concerns are associated with operations, finance, food service, human resources, student enrollment and transportation.*
 - Chief Human Resource Officer
 - 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

Administration Center
501 W. University
Rochester, Michigan 48307

School Directory

ELEMENTARY SCHOOLS

Baldwin	Cathy Kochanski, Principal	248-726-3200
Brewster	Teresa DiMaria, Principal	248-726-3300
Brooklands	Teresa Simonetti, Principal	248-726-3400
Delta Kelly	Todd Bidlack, Principal	248-726-3500
Hamlin	Gary van Staveren, Principal	248-726-3600
Hampton	Ryan Starr, Principal	248-726-3700
Hugger	Patrick Bevier, Principal	248-726-3800
Long Meadow	Denise Bereznoff, 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	248-726-4500
	Wendy Darga, Asst. Principal	
	Seth Berg, Asst. Principal	
Reuther	Cheryl Gambaro, Principal	248-726-4700
	Eric Williams, Asst. Principal	
Van Hoosen	Dan Mooney, Interim Principal	248-726-4900
	Lisa Fosnaugh, Asst. Principal	
West	Michael Dillon, Principal	248-726-5000
	Don Maskill, Asst. Principal	

HIGH SCHOOLS

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