

UPCOMING EVENTS

October 22—26
Fall Week of Prayer

October 25
Principals' Council Zoom
Meeting at 7:00 PM

October 31
Protestant Reformation
Day

Last day for homeschool-
ers to register

November 2-4
Breath of Life Choir Festi-
val
Oakwood University

November 4
Standard Time begins
Fall Back

November 5
Leave Reports due

November 9
2nd Qrt progress reports
go home

November 12
Veteran's Day—No School
Inclement weather make-
up

The teacher must bring to his difficult task the patience, forbearance, and gentleness of Christ. His heart must glow with the same love that led the Lord of life and glory to die for the lost world. Patience and perseverance will not fail of a reward. While his best efforts will sometimes prove unavailing, the faithful teacher will see fruit of his labor. Noble characters and useful lives will richly repay his toil and care (R&H September 22, 1885).



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Banner painted by Harry Anderson

CHRISTIAN-BASED EXCELLENCE IN CUSTOMER SERVICE

BY: KIM M. GAITER, VP FOR EDUCATION

Recently all of the principals received first-class customer service training at the Biltmore Estates in Ashville, NC. Turns out the first impression that we create for our customers can be the deciding factor for whether or not a parent will choose to send their child to our school. How did the customer feel after being in the school building or in your presence? Empty, happy, put-off, affirmed, valued?

Today, I would like to encourage you to put your faith in Christ Jesus into action by how you view customers, how you view your work, and how you apply the Bible to your day to day life at work. "Whatever you do, work at it with all your heart, as working for the Lord, not for human masters," (Colossians 3:23 NIV). We report to Jesus. No matter our role or title. All the work we do should be done willingly, cheerfully, with all of our heart with the goal to glorify and please Jesus.

Good customer service goes well beyond a friendly smile. Excellent customer service is about building long-lasting relationships between the student and their school, parents and the teachers, and the community and the school. Followers of Christ Jesus are called to love everyone. In doing so, we are reminded to be kind. Are you thinking of ways to show kindness to your customers?

Take the time to double check every procedure, every scenario, and every expectation; then take some more time to do it again. Think like a parent. How would you feel if you showed up to an open house and no one was there to greet you? Think like a student: If you walked into a classroom and couldn't tell who the teacher was? Or how you would feel if you did not understand a hastily presented lesson? If you had to sit in the same hard chair most of the day?

Remember the last great customer service experience you had and pass it on daily. "Whatsoever we sow we will reap" is God's promise to each of us. Remember that our #1 customer are the students! Yes, the students. Treat them with the utmost care and respect. They will grow up and they will remember!

Be encouraged today to give your very best to each person you encounter. Be a servant. Love. Encourage. Be of good cheer. Be a light. Show Grace. Show Mercy. Give Love. In Jesus Name:

BE KIND. BE ORGANIZED. GROW EXCELLENCE.



The Office of Education would like to feature a teacher from each region who is exemplifying innovation in their classroom using research-based strategies to Grow Excellence. This month's featured teacher who is growing excellence is Linda Duchaine. Mrs. Duchaine teaches kindergarten-first grade at Greater Fayetteville Adventist Academy in Fayetteville, NC. The strategy she employed is known as "Maximizing Brain-Body Connections."

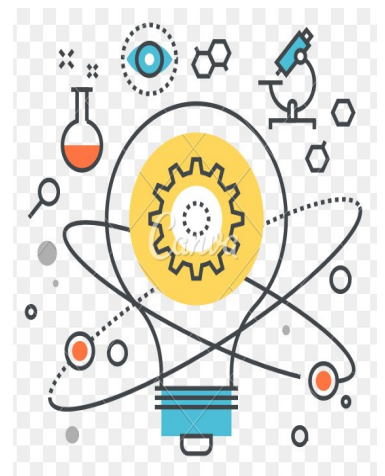
Linda writes,

Our classroom was covered in blood today ... before you start to worry, it was a good thing. :) As part of our human body unit in science, we made blood today. I found this wonderful idea on Pinterest and traced it back to [HERE](#). I have an extremely high ratio of boys in my class (17:6), so I knew this would be a hit. And a HIT it was!!! LOVE these moments!

The past few days we had studied the circulatory system, so today was the day to make blood. I had all my students bring in plastic water bottles. I had a few on hand for those that forgot. We started out by making plasma (water, two drops of yellow food coloring, and a bit of salt to represent the minerals and chemicals. And yes, I did get quite a few comments about it looking like urine in the bottle - I told you, I have a LOT of boys in my class.

We then added our red blood cells. I poured a large amount of Cheerios into a large Ziploc bag and added a whole bottle of red food coloring. I mixed it up until all of the Cheerios were red, then let the students add the Cheerios to their bottles. The students already knew that the red blood cells were the most plentiful type of cell in the blood, and the reason why blood appears the color of red. Like magic, as soon as we added the Cheerios to our bottles, the plasma turned red. We then added some mini marshmallows to represent the white blood cells and purple pompoms to represent the platelets (both less plentiful than the red blood cells). The finished result was gross, but definitely a memorable moment and a useful strategy for helping to cement a concept that my students will remember for a long time.

Great job Mrs. Duchaine and GFRAA grades 1 & 2!

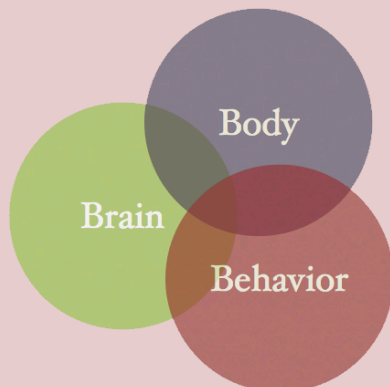


Photographs courtesy of Linda Duchaine

Brain-Body Connection Strategy

Michael Gurain, Kathy Stevens, & Kelly King (2008)

Whether you are teaching kindergarten or twelfth grade students in typical American classrooms do not move. Our brains actually work better when we move, and we release tension which improves our behavioral responses.



Our bodies are not designed to sit for long periods of time, which is what we make our students do, and what they will do if they grow up to have an office job. So often we teach the head and ignore that the head is the control center for a vast and complicated machine known as the body.

So why does this even matter?

- Providing movement opportunities is critical for brain development at all ages.
- Movement increases blood flow and oxygenation, release vital neurotransmitters which cause synapsis and dendrites to fire and create memories for learning.
- In the adolescent brain boy and girls are often clumsy, but in gender-specific ways. They must move.
- Students, but especially boys, must move in order to keep calm and not zone-out.
- Upbeat music helps stimulate movement (choose wisely) and promotes adrenaline. Classical or calming music encourages students to slow down.
- Movement opportunities can be integrated across content areas so that students are learning while moving. This is especially powerful for girls during science and technology.
- Teachers must address classroom management upfront and take into consideration variables when students move. Good planning on the teachers part, and proper preparation with student will ensure that movement activities are orderly, successful, and enjoyable for everyone, including the teacher.

PERSONAL LEAVE DAYS

POLICY 2280

As we approach the holiday season, we would like to remind all SAC educational personnel that, "Personal days may not be taken immediately preceding or following a holiday, or the start or end of the school year."



LEARNING CRITERIA

Richard Jones & Bill Daggett (2012)

There are four dimensions of engagement that can be used to measure progress in increasing your students' engagement during your class periods:

1. **Verbal participation**—learners are eager to share ideas and to ask and answer questions. Learners are confidently sharing ideas and asking and answering questions related to their learning experience.
2. **Body language**—learners exhibit positive body language and make eye contact with others. The learners' body language shows commitment to learning.
3. **Focus**—learners focus on the learning experience. They are committed to high-quality work in the learning experience, and they are able to persevere to completion.
4. **Breadth**—how broadly does the class as a whole engage. Do you have 25%? 50%? 75%? Full levels of engagement are not achieved until all learners are engaged.

Once a month in second grade on up ask your students to rank their engagement on the following rubric.

1. **Low Engagement**—class was boring or timed moved slowly.
2. **Low Moderate Engagement**—class was OK.
3. **Moderate Engagement**—class was good.
4. **High Moderate engagement**—class was very good.
5. **High Engagement**—I wish we had more time today in this class.



Focus on Region 2



Bethany Christian Academy

The students at Bethany Christian Academy in Macon, Georgia are working with the Per-

sonal Ministries Department at Bethany Seventh-day Adventist Church to feed the homeless as well as provide hygiene items for the women in downtown Macon. The students prepare bags filled with food for the homeless every second week of the month. They also write encouraging words and scripture to insert in the bags. The students find joy in preparing the bags, and the Personal Ministries team delivers the bags the second Sabbath of each month. The school is truly blessed to have Home and School Leader, Debora Wright plan this opportunity for the students. (Photograph courtesy of Thomasa Henry)



Emanuel Adventist Junior Academy

Hurricane Michael devastated much of the panhandle of Florida and southwest-

ern Georgia a few weeks ago. The city and surrounding communities of Albany sustained the worst damage in Georgia. While streets were impassible and power outages abounding, principal Coral Lindsay and local board chair, Annette Davis, sprung into action. When power was restored to portions of the city, the students of Emanuel Adventist Junior Academy (EJA) were able to hold school at one of the local libraries. We applaud Mr. Lindsay, the EJA board, and the parents and students for quickly thinking of a way to keep going. When there is a will, there is a way. Please also pray for the school as they hope to return to their building on October 24th. (Photograph courtesy of Coral Lindsay)

New Bethel Adventist Christian Academy

The students have been working hard to accomplish their task. They are nearing the home stretch. Pencils are carefully directed to express the thoughts and conclusions of each child, who has now become weary, when a faint sound is heard. It is the theme song from *Mission Impossible* and it is getting louder and louder.

Students can be seen dashing to different locations of the room grabbing index cards as the music becomes louder and louder. Each child has 10 index cards with an exercise and picture demonstrating the technique. The music is audible now. Each child is manipulating their cards doing burpees, lunges, planking, crunches, mountain climbers, v-ups, side leg raises, butterfly kicks, pushups and more. The music raises the excitement and the children are enjoying their opportunity to activate and ignite both mentally and physically.

As the designated minutes have ended and the music begins to soften. The students return to their seats excited and rejuvenated. Students at New Bethel Adventist Christian Academy, are often heard making comment such as, "I needed that." "I figured out that math problem when I got back to my seat." "I think I finished my work faster today."

Try it! The positive gains of your students may convict you as well. <https://youtu.be/V81c08xyMal>



Southern Region Supported Physical Activity at their Olympics of 2017 (photograph courtesy of Judith Darden)



Ramah Junior Academy

Ramah Junior Academy (RJA) in Savannah, GA is celebrating its 105th anniversary. To God be the glory!

Over the summer the school has seen an explosive growth in enrollement and come into contact with amazing families that share the desire to help develop heart, mind, and hands for the kingdom of God.

The school principal, Kisha McRae-Kennedy has established three new programs:

- Panthersville is a school based “city” offering students the ability to take jobs that help the community to function: a marketplace for them to develop and sell their wares, and an agricultural center that allows students to understand sustainable communities.
- Makerspace and Exploration Station helps students discover learning by building projects from scratch, whether it be robotics, coding, or model rocketry. Students are learning skills that correlate with Panthersville and community innovation and space development.
- Genius Hours helps students work and study independently. Students work on research that is open ended and fascinates them, affording students the opportunity to delve deeper into what they have learned in Makerspace Exploration Station.



A RJA student presenting on Frida Khalo during Hispanic History Month (Photograph courtesy of Kisha McRae-Kennedy)

School Culture:

Customer Service & Engagement

The culture of a school is specifically characterized by their customer service and other observable behaviors and actions, coupled with the visible aspect of “things.” How teachers interact with students, parents, and community members is customer service. What learn, believe, and do defines the culture.

An engaging culture is inviting, exciting, empowering, safe, and comfortable to the customer. A school that lacks these things are viewed as cold, impersonal, unfeeling, overwhelming and even threatening to customers.

Here are some things that directly impact how your customers perceive you and your school:

- ◆ Website.
- ◆ Building appearance (inside and out).
- ◆ Classroom appearance.
- ◆ Teacher beliefs and attitudes about individual student learning
- ◆ Administrative beliefs and attitudes.
- ◆ Administrative actions.
- ◆ Customers are treated with respect.
- ◆ Regular forms, structures, celebrations—a culture of history and ceremony.
- ◆ The Laws of the Grapevine are followed by everyone in the organization.
- ◆ The school promotes parents and community members activism in assessing and defining mastery of standards
- ◆ The school engages student customer activism by helping students engage the community.
- ◆ The school environment and classroom environment is welcoming, rigorous, and relevant.
- ◆ Diversity is valued and encouraged.



INsideCorrections

We have a correction for the September 2018 newsletter. We inadvertently did not provide credit to Pastor Don Kim for taking the photographs of our boat excursion in Chicago. Thank you Pastor Kim for being their to capture our outing, and permitting us to use your photographs in our newsletter.