

Guidelines for Effective Parent-School Communication

The following guidelines have been established to provide the most effective parent-school communication. Parents should follow this Chain of Command when addressing concerns. Please allow a 24-hour time frame for the contacted person to acknowledge the inquiry.

1st Contact The Classroom Teacher

The first person parents should contact about their concern is the staff member closest to the situation, which is usually the classroom teacher. Most concerns can be solved with this first contact. The parent should write a note or call the school to set up an appointment with the teacher.

2nd Contact The Site Administrator

If the parent and staff member closest to the situation are unable to resolve the issue, the matter should be discussed at the next level. A site administrator, which can be a dean, assistant principal, or principal, will address the concern. The site administrator will clarify the problem and work to resolve the matter as quickly as possible.

3rd Contact The Ombudsman

The Ombudsman functions as a source for parent and public complaints and questions related to the Clark County School District. This position provides direct services to the parents/ community, which includes information, confidential consultation, and assistance in the resolution of concerns and critical situations.

If the parent, teacher, and site administrator are unable to resolve the issue, the parent may contact the Ombudsman at the Area Service Center. The Ombudsman will investigate the matter and work with the parent to resolve the issue.

4th Contact The Associate Superintendent

If the parent and the Ombudsman are unable to resolve the issue, the parent may contact the Associate Superintendent to discuss the concern. The Associate Superintendent will investigate the matter and respond to the parent.

Chain of Command

Question/Concern	1st Contact	2nd Contact	3rd Contact	4th Contact
Academics (instruction grading, testing, assignments, report cards, homework, make-up work)	Teacher	Site Administrator	Ombudsman	Associate Supt.
Attendance (absence and tardy)				
Classroom Procedures				
Student Behavior / Discipline				
Athletics	Coach	Athletic Administrator	Site Administrator	Ombudsman
Cafeteria	Food Service Manager at School	Site Administrator	Ombudsman	Associate Supt.
CCSD Policies and Regulations	Ombudsman	Associate Supt.		
Facilities	Site Administrator	Ombudsman	Associate Supt.	
Health Office	Nurse's Office	Site Administrator	Ombudsman	Associate Supt.
Registration (enrollment, transcripts)	Clerk/Registrar	Site Administrator	Ombudsman	Associate Supt.
Scheduling (Secondary Schools)	Guidance Counselor Office	Site Administrator	Ombudsman	Associate Supt.
Special Education	Special Education and Classroom Teacher	Site Administrator	Ombudsman	Associate Supt.
Transportation (need transportation)	Transportation Dept.			
Zone Variance	Site Administrator	Ombudsman	Associate Supt.	

Opportunities for Parent-Input and Feedback

Feedback from parents to principals is encouraged. Parents should contact their child's school regarding how parents may become more involved and provide feedback (eg. PTA, PTO, Empowerment meetings).

A Parent Advisory Committee (PAC) Meeting schedule is currently being aligned with Trustees, Area Service Centers, and Performance Zones.

Public Concern Forms are available at all CCSD schools, the Greer Education Center located at 2832 East Flamingo Ave., and the Sahara Administrative Offices located at 5100 West Sahara Ave. It is strongly suggested that parents notify and attempt to resolve the issue with school or Area personnel before taking this step. Public Concern forms may be filed at any time; however, as issues and questions are usually resolved and answered at the level at which they occur, it is strongly recommended that parents utilize the opportunity provided to discuss situations first with school personnel.

The Annual Districtwide Survey is completed in March and April by parents of students in CCSD. Feedback from parents is important, and topics include academics, school climate, accessibility of school and district staff, character traits, skills students learn at school, and a variety of other school related topics. For more information, go to <http://ccsd.net/parentsurvey> or call 799-1187.

Electronic Information:

Helpful information regarding the Clark County School District and its schools can be found at www.ccsd.net. The available links provide detailed information on all aspects of CCSD. Many links include options to email questions and concerns to district personnel. Parents are also encouraged to call their school to inquire about access to the **ParentLink** for up-to-date information on their child's progress (grades, attendance, and behavior).

Important Addresses and Phone Numbers:

Area Service Center 1

Performance Zones 1, 2, 3, 4, and Prime 6 Schools

5420 Goldfield St., North Las Vegas, NV 89031
phone: 799-1719

Area Service Center 2

Performance Zones 5, 6, 7, 8, and 9

2298 Vegas Valley Dr., Las Vegas, NV 89169
phone: 799-1222

Area Service Center 3

Performance Zones 10, 11, 12, and 13

4760 W. Desert Inn Rd., Las Vegas, NV 89102
phone: 799-2640

CCSD Switchboard

phone: 799-5000

School Board of Trustees

phone: 799-1072

CCSD Transportation

phone: 799-8110

Instruction Unit

phone: 799-5475