

OPENING THE LINES FOR PARENT COMMUNICATION

Parents/Guardians, your commitment to your children's education drives the success that our schools are working hard to achieve. Your help is needed for us to maximize learning opportunities for all of our students. Please consider the following guidelines to assist you when you have questions, concerns, or ideas that require the attention of school district personnel:

Classroom Issue, Question or Idea? Contact the teacher. Arrange a conference to discuss concerns or to obtain information. If the situation is not resolved, contact the principal.

School Issue, Question or Idea? Contact the school and request to speak with the responsible administrator. If the situation is not resolved at this level and you have not yet spoken with the principal, please contact him/her. Issues or questions that are not resolved at the school level may be addressed to the appropriate region office. Please contact our region office at 799-2629.

Region or District Issue, Question or Idea? Contact the region office at 799-2629 or the Deputy Superintendent of Instruction at 799-5475.

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 you avail yourselves of the opportunity provided to discuss situations first with school personnel. Public Concern forms are available at all CCSD schools, the Greer Education Center located at 2832 E. Flamingo, the Region Office located at 4760 West Desert Inn Rd. (next to Cashman Middle School), the Sahara Administrative Offices located at 5100 W. Sahara Avenue or by calling 799-5438.

It is important to work together to support the education of our children. In the spirit of working together, the Clark County School District is committed to acknowledging your inquiries within a 24-hour time frame in terms of initially informing you that the appropriate office is in receipt of the information provided. There may be times in which other classroom, school or district responsibilities may prohibit the individual you wish to speak to from being available immediately to address your concerns or questions; however, your concern will be fully communicated and addressed in a timely manner. Additionally, there may be times in which your inquiry will be re-directed to a more appropriate individual to address given the nature of the concern and/or steps that have not yet been taken to resolve the matter. We are committed to strengthening the lines of communication. As the school year unfolds, we want to ensure that you receive the assistance you need through the various contact options available to you.

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The commitment of parents/guardians to the education of their children is critical to every success as schools work diligently to meet the diverse learning needs of the Clark County School District student population. Parents often desire contact with various offices or personnel to express views, concerns, and questions; this process can seem difficult. To assist parents in this regard, some simple tips and guidelines have been developed. **If the concern is a:**

Classroom Issue.....

Contact the teacher and allow 24 hours for a return call.

School Issue.....

Secondary parents should contact the school administrator responsible for your area of concern. This may be a dean of students or assistant principal. Elementary parents should contact the main office and either the assistant principal or principal will respond. Please remember that a school administrator's day is unpredictable and allow him/her to respond to your call within 24 hours.

Region Issue.....

Contact the Region office responsible for your area of concern:

- East Region: 855-7770**
- Northeast Region: 799-1719**
- Northwest Region: 799-6620**
- Southeast Region: 799-0880**
- Southwest Region: 799-2640**
- Superintendent's Schools: 799-1222**
- Education Services Division: 855-9765**

District Issue.....

Contact the office of the Deputy Superintendent of Instruction at 799-5475.

Parent Advisory Committee Meetings:

Each Clark County school schedules regular parent advisory meetings. These are productive forums in which parents can express views and learn of various opportunities to participate in the educational process of their children. Please call the office manager of your school for dates, times, and locations. In addition, each Region extends an invitation to attend the Region PAC meetings. Please contact your Region office for details regarding dates, times and locations for these meetings..

Electronic Communication:

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 either the InTouch or EduLink database for up-to-date information on their child's progress (grades, attendance, behavior).

Public Concern Forms:

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/guardians notify and attempt to resolve the issue with school or Region personnel before taking this step. Often, a solution is readily obtained at these levels to the satisfaction of those involved.

Clark County School District Communication Guide

