

Central Heights ISD

Chain of Command

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Central Heights ISD values open and direct communication with parents. Parents are encouraged to address their questions or concerns to the person or office most directly involved in the matter's resolution. When subsequent conversation is required, the customary "chain of command" should be followed (e.g. teacher to principal to appropriate central office administrator to Board of Trustees). Those involved in addressing matters raised are committed to responding in an appropriate and timely manner. Although there may be specific matters which would be addressed in a manner other than is prescribed below, parental and community inquiries should generally be directed as follows:

A child's teacher should be the initial point of contact when parents/guardians have a question or concern about specific issues such as student progress, grade level or subject area curriculum, classroom practices or expectations, the instructional program, student assessment, student discipline or other matters related to classroom activities or organization.

The campus principal should be the initial point of contact when a question or concern exists relative to school rules or regulations, student placement practices, student registration, parent participation and involvement, student records, special programs and related student services, building goals, other matters related to school-wide activities or organization or any building-specific issues.

A child's coach should be the initial point of contact when parents/guardians have a question or concern about specific issues such as participation, team rules, schedule conflicts or other matters related directly to the sport or team. If parents have athletic questions or concerns that cannot be answered by a coach, the next point of contact would be the District's Athletic Director, 936-552-3422

District Contacts

Transportation Department (Transportation Director, 936-645-7355) should be contacted for questions about District transportation services.

Food Service Office (Food Service Director, 936-552-3435) should be contacted for any questions related to our school lunch program or other food service matters.

Maintenance Office (Maintenance Director, 936-645-7355) should be contacted for questions about buildings and grounds, operations and facilities.

Director of Special Programs and Compliance (936-552-3403) should be contacted when parents have questions regarding RTI/MTSS, Accountability, Parent and Family Engagement, SCE or Title 1.

Coordinator for Gifted and Talented can be reached at **936-552-3476**

Nacogdoches County Cooperative / SSA (936-564-5511) will answer all questions related to special education services.

Business Manager (936-552-3479) should be the initial point of contact with questions related to District finances, purchasing practices or other matters related to budget, finance or general operations.

Technology Director (936-552-3419) can respond to questions or inquiries related to the District's technology program.

Office of the Superintendent (936-552-3404) should be contacted initially to report any criminal activity within the District or when questions or concerns exist relative to District policies or procedures and their application, general District questions or concerns, Board of Trustee meetings and agendas, media and press information, or other matters related to District operations which are not identified within the general role descriptions delineated above.

The **Central Heights ISD Board of Trustees and Superintendent** are committed to maintaining public trust and the financial integrity of the District. The District prohibits fraud and financial impropriety. Any person who suspects fraud or financial impropriety in the District shall report the suspicions immediately to any supervisor, the Superintendent or designee, the Board President, or local law enforcement.

Central Heights ISD STAFF CHAIN OF COMMAND

Teachers – report to the Principal and handle planning, organizing, and delivering instruction to students on a daily basis. They are responsible for writing lesson plans, classroom discipline management and for keeping individual records of student progress.

Campus Counselors – reports to the Campus Principal and aids students in solving their problems and in making adjustments to various situations they meet. They are also responsible for developing post-secondary readiness in students and promoting social-emotional well-being and positive school culture.

Campus-Assistant Principals- reports to the Campus Principal and assists in matters pertaining to instruction, teaching materials, schedule planning and construction, program design, curriculum, personnel, student discipline, textbooks, and extra-curricular activities.

Athletic Director – reports to the Superintendent and handles athletic scheduling, organizing teams and coaches, and conducting all athletics in Central Heights ISD.

Principal – reports to the Superintendent and handles matters pertaining to instruction, teaching materials, schedule planning and construction, program design, curriculum, personnel, student discipline, textbooks, and extra-curricular activities.

Superintendent – retains the responsibility and authority for all aspects of the Central Heights ISD programs.