

VAN ISD CHAIN OF COMMAND

Van 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 that are 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 school principal would be the appropriate person to contact initially** 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 campus Athletic Coordinator would be the next point of contact, followed by the campus principal and the District's Athletic Director, Jared Moffatt, 903-963-1591.
-  **The Director of Transportation (Rick Jones, 903-963-3127)** should be contacted for questions about District transportation services.
-  **The Director of Food Service (Penny Dutton, 903-963-5256)** should be contacted for any questions related to our school lunch program or other food service matters.
-  **School Resource Officer (Donnie Payne, 903-963-3752)** should be contacted to report any criminal activity on Van ISD premises.
-  **The Deputy Director of Curriculum and Instruction (Donna Wallace, 903-963-8328)** should be contacted when parents have questions about instructional practices, curriculum, STAAR, or TEKS that cannot be resolved at the campus level.

-  **The Deputy Director of Federal Programs (Rexanne Thomas, 903-963-8134)** should be contacted for questions pertaining to all special education services and Federal programs (Bilingual/ESL, Gifted/Talented, §504).

-  **The Deputy Director of Business, Personnel and Operations (Danny Morrow, 903-963-8328)** should be the initial point of contact with questions related to District finances, purchasing practices, other matters related to budget, general operations, personnel matters, employment opportunities, buildings and grounds, and facility rentals.

-  **Instructional Technology Specialists (Glenn Hervieux, 903-963-8623)** can respond to questions or inquiries related to the District's instructional technology program.

-  **The Director of Education Foundation/Communication Specialist (Lynsey Admire, 903-963-8328)** should be contacted for media and press information or general information about the school district and any matters pertaining to the Van ISD Education Foundation.

-  **The Office of the Superintendent (Don Dunn, 903-963-8328)** should be contacted initially 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, or other matters related to District operations which are not identified within the general role descriptions delineated above.