

## MCCSC Administration

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Unfairness, misunderstanding, hurt feelings, and conflict are experiences that concern us all.

When children experience difficult situations at school it may cause difficulty not only for the children, but for the parents, and school staff.

This guide is about *how to successfully address concerns at school*. We hope that the information provided here will be useful to our parents in addressing the positive and diffi- cult



*There are no problems we cannot solve together, and very few we can solve by ourselves.”*  
~ Lyndon B. Johnson

A board member may take one or all of the following actions:

- ◆ Informally discuss the issue with the superintendent to consider whether policies should be changed.
- ◆ Request that the board review the specific policies that relate to the situation.
- ◆ Propose new policies for the board’s consideration.



<b>Administrative Service Center</b> Jim Diagostino, Superintendent Stacey Monnett, Asst. Superintendent	317-539-9200
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<b>Cascade Middle School</b>	317-539-9285
<b>Mill Creek East</b>	317-539-9225
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### Mill Creek Community School Corporation



**We  
Work  
Together**

## A Parent’s Guide for Addressing Concerns at

*Mill Creek Community  
School Corporation*

### Our Corporation Schools Include:

Cascade High School  
Cascade Middle School  
Mill Creek East Elementary  
Mill Creek West Elementary

*“Alone we can do so little:  
Together we can do so much.”*  
~ Helen Keller



# 1

Take your concern to the person **closest** to the situation.

No matter where the problem is, take your concern there first. Whether in the classroom, on the bus, on the Practice field, or in the gym, the quickest and easiest solution is usually found with the staff member most directly involved. It is best if you make time to talk with school personnel regularly, before problems are encountered. Know who your children's teachers, bus drivers, and coaches are and how they may be contacted. Tell them when things are going well, and communicate any concerns you have quickly and openly via telephone, personal contact in a conference setting. If you call for an appointment to see your child's teachers, why not let them know in advance the general nature of your concern? This gives them an opportunity to ask other staff members for information that might relate to the situation or concern. If a personal visit is not possible, why not call once to state the concern, and during the conversation, offer to call back at a time when you can both discuss the situation in more detail. The concern you or your child faces may be the result of an oversight or misunderstanding that can be easily corrected once it is brought to the attention of the staff member most directly involved. **Give them a chance to tackle the problem first.**

— Win — Win —

# 2

Present your concern to the next level.

The principal is responsible for supervision of staff within the building. The athletic director supervises all school coaches. Bus drivers report to the transportation director. Each one is an example of the next level of school personnel you should contact if the staff member closest to the situation has been unable to come up with a viable solution.

Their ability to help will be improved if you share the steps you have already taken with the staff member closest to the situation. On most occasions, the more information and input shared by all parties, will point towards a workable solution.

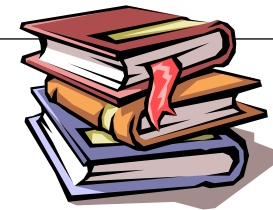
## *Students Are The Priority*

# 3

Talk with the superintendent of schools.

Sometimes all the best intentions are unable to find a solution. When you believe you have worked hard with those closest to the situation and you have taken it through the appropriate levels, but still have not achieved a satisfactory outcome, the superintendent of schools is the next place to go.

Keep in mind that the superintendent's day starts early and often ends late in the evening. Part of the superintendent's job requires attendance at area-wide meetings outside the district. As an outcome, a meeting with the superintendent will probably require some advance planning.



# 4

Contact your school board members.

School board members are elected to represent the interest of all parents and district residents, and you should feel free to tell them your view. School board members do not, however, have direct authority in day-to-day school operations. All authority is the result of official actions by a majority of the board at meetings open to the public. Most solutions will occur in steps one, two, and three.

**The board's primary responsibility is to make policies that guide the school district.** Any change in policy requires a reading at a regular public meeting; a procedure that may take two or more months. Some policy changes may require substantial public input and consultation with the school district's attorney. These requirements often increase the time required for the board to make a response.

So when should a board member be contacted and what can they do?

Contact a board member ...

- to address corporation/school policies.
- when a policy is being enforced but the results are not benefitting our students.
- when you believe a necessary policy is not being enforced.

*Teamwork is a Necessity!*