

East Allen County Schools Communication's Guide

We welcome and value your input into the operations of the East Allen County School (EACS) District. The EACS school board and administration appreciates effective communication and your requests for improvement within our school system.

If at anytime you would like to communicate your concerns and/or provide feedback please do so by following the procedures outlined in this brochure.

Thank you for your commitment to work with us to help our students succeed academically.

Marilyn Hissong
Superintendent of Schools

Dream It. Do It.

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EAST ALLEN COUNTY SCHOOLS

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Communications Guide for Parents & Patrons

East Allen County Schools Communication Procedures

1. First, meet with building level staff member whom you may have a concern or request. **(Level 1)**
2. If your concern or request is not resolved, complete a communications form provided by the school, and return it to the principal. At that time, request a meeting.
3. If the concern or request is not resolved within 5 business days of the initial meeting, you may file a report with the Assistant Superintendent of School Management or their designee. **(Level 2)**
4. If the concern or request is not resolved within 5 business days after the meeting with the Assistant Superintendent of School Management or their designee, you may ask the Superintendent to review the concern or request by phone or in writing. **(Level 3)**
5. If your concern or request is not resolved within 5 business days after the meeting with the Superintendent, you may appeal to the President of the Board of School Trustees.

Frequently Asked Questions

Q. Why can't I just go directly to the Superintendent?

- A. Effective school governance in a large and complex organization requires delegation of some decision-making authority. The individual most directly connected to the issue may have more facts and may resolve it sooner. By following this chain of command, it allows the Superintendent and school board members to remain focused on managing and governing the entire school district.

Q. I pay taxes... so why can't I always get what I ask for?

- A. Most requests impact others in some way. The staff member must balance competing interest among students, parents, employees and taxpayers.

Q. If I appeal.. Is it likely the decision will not be overruled?

- A. There are specific criteria all reviewers must use when reviewing a decision (see Standards of Review) If any one criterion is not met, the decision could be overruled.

Standards of Review

1. Is the decision legal?
2. Does it comply with the school board policy, administrative regulation, collective bargaining agreements, and other contracts?
3. Is it a decision within the assigned jurisdiction of the job responsibilities of the employee?
4. Is it within the budgeted appropriations for that type of expense?
5. Is there any factual basis or is the decision arbitrary and capricious?
6. Does the decision not in any unreasonable way cause substantial and lasting physical or emotional harm?
7. Can there be error by qualitative data or objective evidence?
8. Does the decision impact negatively upon the work environment?
9. Does the decision hinder or prevent an employee from fulfilling his or her job responsibilities?
10. Does the decision diminish learning opportunities of students?
11. Is the decision consistent with client-centered education? Kids First!
12. Is the decision consistent with the mission and strategic plan?



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Date_____

Name_____

Address_____

Contact Number_____

Email Address_____

Date School Received (for school office use only)_____

Level 1 - School Principal

1. In detail, state the nature of your concern or request:

2. State or attach any evidence or data that would support your concern or request:

3. What remedy or action are you seeking?

4. Principal's Response, Signature and Date:

Level 2 – Assistant Superintendent

5. State the nature of your concern regarding the principal’s response (if applicable):

Level 3 – Superintendent of Schools

6. State the nature of your concern regarding the Assistant Superintendent’s response (if applicable):
