

WILLS POINT ISD CHAIN OF COMMAND

Wills Point ISD believes in open and direct communication with parents. Parents are encouraged to address their questions or concerns with the person or office most directly involved in the matter's resolution. The customary "chain of command" should be followed when needing to address a matter (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. In general, parental and community inquiries should generally be directed as follows:

- **The 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** 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.
- **The 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 (Greg Cranfill, 903-873-5100 ext 1)**.
- **The Transportation Director** should be contacted for questions about District transportation services (**Brian Stokes, 903-873-5100 ext 8**).
- **The Director of Food Service** should be contacted for any questions related to the District's school lunch program or other food service matters (**Susan Pace 903-873-4541**).
- **The Director of Special Education/504** should be contacted with questions pertaining to special education and 504 services (**Kendrea Entrop, 903-873-5100 ext 6**).
- **The Executive Director of Education Foundation/Communication Specialist** should be contacted for media and press information or general information about the school district and any matters pertaining to the Wills Point Education Foundation(**Melanie Mullin, 903-873-3161 ext 7**).

- **The Assistant Superintendent of Instruction and Accountability** should be contacted when parents have questions about instructional practices, curriculum, STAAR, or TEKS that cannot be resolved at the campus level (**Barbie McMath, 903-873-3161**).
- **The Assistant Superintendent of Operations and Student Services** should be contact with general questions about district operations in relation to student services, building and grounds, and facility rentals. If a parent has questions or concerns that cannot be answered or resolved at the campus level, the Assistant Superintendent of Operations and Student Services would be the next level of contact (**Jeff Russell, 903-873-3161**).
- **The Office of the Superintendent** should be contacted 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 (**Scott Caloss, 903-873-3161**).