



## What do I do if ...

### **What do I do if I have concerns, questions or issues about my child's marks, assessment, assignments or course work?**

Speaking directly with your child's teacher is always the best first approach. The teacher works directly with students and is best able to discuss the details of class learning activities, forms of assessment, practices and policies.

Contact can be made via email (available on course outline or school website), voice mail or a telephone call to the school. Drop-in visits and unscheduled appointments are not possible due to the nature of teacher work, school safety and security, as well as administration's practices regarding the importance of structured meeting times.

### **What do I do if I have a question about my child's lates or absences?**

MyCBE is an environment that all parents can register for and use to track their child's attendance and marks. The environment is live and parents can register using the link found on the Calgary Board of Education webpage. If you have trouble, please contact the main office.

<https://www.cbe.ab.ca/mycbe>

### **What do I do if I have concerns, questions or issues about my child's school team/extra-curricular, decisions, actions, playing time?**

Speaking directly first with your child's coach/teacher is the best course of action. The coach works directly with students and is best able to discuss the details of any concerns, questions or issues you may have. If concerns remain after speaking with the coach, then contact with the athletic directors/learning leader is your next step.

Contact can be made via email (available on course outline or school website), voice mail or a telephone call to the school. Also access the contact us page found on the Crescent Heights High School site <http://schools.cbe.ab.ca/b815/departments.html> . Drop-in visits and unscheduled appointments are not possible due to the nature of teacher work, school safety and security, as well as administration's practices regarding the importance of structured meeting times.

### **What if I am dissatisfied with my interactions(s) with a staff member?**

Please contact the learning leader of the specific department. For support staff members (those who are not teachers) please visit the contact us page <http://schools.cbe.ab.ca/b815/departments.html>

Should the concern involve a learning leader, please contact your child's assistant principal.

Surnames:

|        |                        |                                                                 |         |
|--------|------------------------|-----------------------------------------------------------------|---------|
| A to G | Ms. J. Edmondson-Neily | e: <a href="mailto:jneily@cbe.ab.ca">jneily@cbe.ab.ca</a>       | p: 2107 |
| H to O | Mr. Kitchen            | e: <a href="mailto:tckitchen@cbe.ab.ca">tckitchen@cbe.ab.ca</a> | p:2108  |
| P to Z | Ms. Lailey             | e: <a href="mailto:llailey@cbe.ab.ca">llailey@cbe.ab.ca</a>     | p:2109  |

### **If I have a concern /question about post-secondary, summer school, online courses, scholarships, bursaries or other educational matters, who at Crescent Heights do I contact?**

Guidance counsellors provide excellent assistance, information, and direction for students and family for all such matters. Please contact Ms. McSweeney at (403) 276-5521, ext. 2168 to be put in contact with the appropriate counsellor.

### **If I have questions about fees, including how to pay or paying in installments, who do I talk to?**

Our business office personnel are best able to help you. Please call (403) 276-5521, ext. 2104 for your direct source of information regarding fees and money matters.

### **If my child is experiencing significant personal, social, emotional or family issues, who should I speak to at Crescent Heights? Should I even contact the school?**

Absolutely! Such issues have important impact on the well-being of students and their families. While our focus will be on supporting academic success and well-being at Crescent Heights, such information is essential to provide wrap-around support for your child.

Please contact the guidance counsellor and/or assistant principal.

Surnames:

|        |                               |
|--------|-------------------------------|
| A to G | Mr. Dancey/Ms.Edmondson-Neily |
| H to O | Ms. Moar/Mr. Kitchen          |
| P to Z | Ms. Barnes/Ms. Lailey         |

\*Issues related to bullying, drugs/alcohol, or other matters impacting safety and security should include the assistant principal and our School Resource Officer (SRO), Constable Taylor.

**What types of concerns/questions and issues should I contact the principal about? Why should I contact others instead of the principal?**

If discussions have occurred with those most closely involved (teachers, learning leaders, counsellors, assistant principals), and concerns still remain, then contacting the principal is appropriate. The idea of “starting at the top” may work well in companies, groups or organizations with a different, smaller, or more compacted structure. The daily work of a high school principal involves both instructional leadership and managerial tasks. While interactions with students are ongoing, they may lack the consistency and proximity of teachers, learning leaders, counsellors and even assistant principals.



## Crescent Heights High School Support for Parents

Speaking directly to those most closely involved is more effective, efficient and timely. Contact with parents, students, community members is welcome.

Please refer to the chart below for the appropriate support for parents.

| Concern                                                                                       | 1 <sup>st</sup> Contact                                                   | 2 <sup>nd</sup> Contact                         | 3 <sup>rd</sup> Contact                    | 4 <sup>th</sup> Contact |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------|--------------------------------------------|-------------------------|
| <b>Attendance Lates</b>                                                                       | MyCBE                                                                     | Main Office                                     | Teacher                                    | Administration          |
| <b>Classroom Focus:</b><br>Assignments<br>Marks<br>Assessment<br>Interactions<br>Daily Events | Teacher                                                                   | Learning Leader                                 | Guidance Counsellor or Assistant Principal | Principal               |
| <b>Course or Subject Focus</b>                                                                | Teacher                                                                   | Learning Leader                                 | Assistant Principal                        | Principal               |
| <b>Athletics</b>                                                                              | Coach/Teacher                                                             | Athletic Director/Learning Leader               | Principal                                  |                         |
| <b>Financial Focus:</b><br>Fees<br>Receipts<br>Refunds                                        | Business Office                                                           | Principal                                       |                                            |                         |
| <b>Programming Registration Course Selection</b>                                              | Guidance                                                                  | Assistant Principal                             | Principal                                  |                         |
| <b>Scholarships Bursaries Post-Secondary</b>                                                  | Guidance Counsellors                                                      |                                                 |                                            |                         |
| <b>Family/personal matters impacting learning</b>                                             | Guidance Counsellors                                                      | Assistant Principals or School Resource Officer | Principal                                  |                         |
| <b>Work Experience Registered Apprenticeship</b>                                              | Work Experience Coordinator                                               | Guidance                                        |                                            |                         |
| <b>School Philosophy Organization</b>                                                         | Principal                                                                 |                                                 |                                            |                         |
| <b>Bullying, drugs, alcohol or other matters impacting safety and security</b>                | Assistant principal and School Resource Officer (SRO)<br>Constable Taylor | Principal                                       |                                            |                         |

**Main Office:** 403-276-5521, ext. 0

**Attendance Line:** 403-276-5521, ext. 1

**Website:** <http://school.cbe.ab.ca/school/crescentheights/Pages/default.aspx>

**MyCBE:** <https://www.cbe.ab.ca/mycbe>

