



COMMUNICATION GUIDELINES

FOR PARENTS AND GUARDIANS

**Tips to Ensure Effective
Communication in U-46**

March 2024 Update

Educational Services Center

355 E. Chicago Street, Elgin 60120

Phone: (847)-888-5000

Website: U-46.org

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Message From **Dr. Suzanne Johnson** SUPERINTENDENT

Dear U-46 Parents and Guardians,

We are dedicated in School District U-46 to providing you with transparent information about your child's education in a timely manner.

We want you to feel comfortable addressing your questions in our district. We encourage our parents and guardians to take an active role and have engaging conversations with your child's teachers and school staff throughout the school year.

This guidebook serves as a resource for you to get answers to your questions. We recommend contacting your child's school first. Our School & Community Relations office can also provide additional assistance at 847-888-5000, ext. 5003.

Sincerely,

Dr. Suzanne Johnson
Superintendent



Communicating with U-46 is Easy

With direct and respectful communication, most issues are resolved at the school level. Please present your questions or concerns in this order.

FOR PARENTS AND GUARDIANS IN U-46 ELEMENTARY SCHOOLS

- 1 Your child's teacher
- 2 Principal or Assistant Principal
- 3 Executive Director for Elementary School Network
See page 7
- 4 Assistant Superintendent of Schools
- 5 Superintendent or Designee
- 6 Board of Education

FOR PARENTS AND GUARDIANS IN U-46 MIDDLE SCHOOLS

- 1 Your child's teacher
- 2 Principal or Assistant Principal
- 3 Executive Director for Middle School Network
See page 7
- 4 Assistant Superintendent of Schools
- 5 Superintendent or Designee
- 6 Board of Education

FOR PARENTS AND GUARDIANS IN U-46 HIGH SCHOOLS

- 1 Your child's teacher
- 2 Counselor (Instruction) or Dean of Students (Behavior)
- 3 Principal or Assistant Principal
- 4 Executive Director for High School Network
See page 7
- 5 Assistant Superintendent of Schools
- 6 Superintendent or Designee
- 7 Board of Education

Contact information for U-46 Board of Education members and administration is available at u-46.org/contact

Communicating with U-46 is Easy



YOUR CHILD'S **TEACHER**

If you have a question or concern related to your child's learning, contact the teacher directly, using any of these methods:

- **Call** the school and leave a message with the school secretary asking the teacher to call you.
- **Email** the teacher directly.
- **Send a letter** to the teacher requesting a phone call or appointment.

If you haven't heard from the teacher in a reasonable amount of time, or if, after discussion, the issue has not been resolved, it may be appropriate to take the **next step**.



YOUR CHILD'S **TEACHER'S SUPERVISOR**

If your question or concern has not been addressed by the teacher, you might consult with the teacher's supervisor.

At the elementary and middle school level, this would be the school principal. At the high school level, U-46 has Assistant Principals, which are administrators supervising one or more departments and teachers.

- The principal's secretary can help refer you to the best person to address your concerns.
- If your child is in middle or high school, you may be advised to talk to their school counselor.



YOUR **SCHOOL PRINCIPAL**

Before contacting the school principal, make sure you can clearly describe the situation causing your concern

- What are the details? (Who, What, Where, When?)
- How has your child been affected by this issue?
- With whom have you communicated about this? When?
- What outcome or solution are you seeking?

To contact the principal, call the school and request a time to have a phone conversation or meet in person. If you prefer expressing your concern in writing, you can email the principal or send a Let's Talk available at u-46.org/letstalk.

If, after meeting with the principal, you are dissatisfied or the situation has not been resolved, contact the district administrator who oversees the building or area of concern.



DISTRICT ADMINISTRATORS

The executive directors supervise principals at U-46 elementary, middle, and high schools, and they are overseen by the assistant superintendent of schools. To help resolve your situation, it is important for you to know the names of all the staff members with whom you have spoken and the dates of your conversations.

After hearing your concerns and speaking with the school principal, the executive directors or assistant superintendent of schools will:

- Support the decision made by the principal or suggest an alternative to address the concern.
- Arrange for a phone conversation or schedule a meeting with you.
- Send you an email or letter explaining the next steps.

If, after meeting with the executive director or assistant superintendent of schools, your concerns have not been addressed, then contact the superintendent.



SUPERINTENDENT

U-46 Superintendent Dr. Suzanne Johnson supervises staff at all U-46 elementary, middle, and high schools. Only after you have completed all the previous steps should you **contact the superintendent's office**.

- You can contact Dr. Johnson by email or phone.
- The superintendent may arrange for a phone conversation or meeting.
- The superintendent may email you or send you a letter explaining the next steps.

If, after a conversation with the superintendent, you are still dissatisfied with the response or your concern has not been resolved, then contact the Board of Education.

Participating in Board of Education Meetings

Board of Education members may be contacted (*individually or as a group*) by sending an email, writing a letter, or attending a school board meeting. The board members' names, contact information, and meeting schedule are listed on the U-46 website at u-46.org/schoolboard. The Board of Education typically meets **twice a month**, with the exception of July and December.

School board members are elected officials and volunteers. Board members are *not* involved in the day-to-day operations of the school district. The board hires the superintendent, who is responsible for operating the school district and supervising all other employees.

Each Board of Education meeting has an agenda for public comment. To participate:

1. Fill out a **"Request to Speak"** card.
2. **Wait** for your name to be called.
3. Limit your **comments to three minutes or less**.
4. Keep your **comments in good taste** and demonstrate **consideration** for others.

Public speakers should *not* expect a verbal response from board members or a discussion during the meeting. If you request a response, you may receive a written response by mail or a follow-up phone call.



What is a reasonable amount of time?

While many principals and teachers make a commitment to respond to calls within 48 hours, there are many circumstances influencing what a reasonable amount of time might be. Depending on the nature, the concern, or the question, the time it will take for full resolution will vary. If the concern/issue is an emergency, parents should expect a response as soon as possible. If the concern is not an emergency, parents should expect a phone call or email within 48 hours to acknowledge the school/district is aware of the call and is working to resolve the issue. A response is not the same as a resolution of the problem, which might take longer, but the parents/callers know they are being heard.

Who to contact for school-related issues

Note: All schools are equipped with voicemail and email for parents who wish to contact a school or leave a message for staff after hours.

If your area of question or concerns is not listed below or if you need support, please use our online customer service tool, Let's Talk, at u-46.org/letstalk.

AREA OF QUESTIONS OR CONCERNS	FIRST CONTACT	SECOND CONTACT	THIRD CONTACT
504 Plan	Your child's teacher	Your school principal / administrator	Specialized Student Services Department 847-888-5000, ext 5065
Bus Services	Transportation Department Dispatcher and Manager 847-888-5000, ext. 5095	Routing and Facility Administrator 847-888-5000, ext. 7020	Director of Transportation 847-888-5000, ext. 7315
English Language Learners	Your child's teacher	Your school principal / administrator	Multicultural and Multilingual Education Department 847-888-5000, ext. 5331
Gifted Education	Your child's teacher	Your school principal / administrator	Gifted Coordinator 847-888-5000, ext. 5356
School Safety	Your school principal / administrator	Your school's Executive Director	Director of School Safety 847-888-5000, ext. 5778
Special Education	Your child's teacher	Your school principal / administrator	Specialized Student Services Department 847-888-5000, ext. 5065
Student Discipline	Your child's teacher	Your school principal / administrator	Coordinator of Culture and Climate 847-888-5000, ext. 5357
Student/Staff Issues	Your child's teacher	Your school principal / administrator	Executive Director See page 7

Our Team of Executive Directors

NETWORK

EXECUTIVE DIRECTOR:

SCHOOLS:

High School Network

Dr. Arthur Fessler
Interim

- Bartlett HS
- Central School Program
- Dream Academy
- Elgin HS

- Larkin HS
- South Elgin HS
- Streamwood HS

Middle School Network

Julie Shumaker

- Abbot MS
- Canton MS
- Eastview MS
- Ellis MS

- Kenyon Woods MS
- Kimball MS
- Larsen MS
- Teff MS

Bartlett Network

Dr. Kyle Bunker

- Centennial
- Horizon
- Laurel Hill
- More at Four

- Ontarioville
- Prairieview
- Spring Trail
- Sycamore Trails

Elgin Network

Yvette Gonzalez-Collins

- Channing
- Coleman
- Huff
- Lincoln

- Lords Park
- McKinley
- O'Neal
- Timer Trails

Larkin Network

Sarah Rabe

- Century Oaks
- Creekside
- Harriet Gifford
- Highland
- Hillcrest

- Hillcrest
- Illinois Park
- Independence
- Lowrie
- Washington

South Elgin Network

Mary Sturgill

- Bartlett
- Clinton
- Fox Meadow
- Libtery

- Nature Ridge
- Otter Creek
- Wayne
- Willard

Streamwood Network

Teresa Winters

- Glenbrook
- Hanover Countryside
- Heritage
- Hilltop

- Oakhill
- Parkwood
- Ridge Circle
- Sunnydale

**Administrative Assistant for the
Middle and High School Executive Directors**
847-888-5000, ext. 5449

**Administrative Assistant for the
Elementary Executive Directors**
847-888-5000, ext. 5445

ELEMENTARY SCHOOL | ESCUELA ELEMENTAL

School/Escuela	Address/Dirección	Phone/Teléfono
Bartlett Elementary	111 E. North Ave., Bartlett 60103	630-213-5545
Centennial Elementary	234 E. Stearns Rd., Bartlett 60103	630-213-5632
Century Oaks Elementary	1235 Braeburn Dr., Elgin 60123	847-888-5181
Channing Memorial Elementary	63 S. Channing St., Elgin 60120	847-888-5185
Clinton Elementary	770 E. Mill St., South Elgin 60177	847-888-7045
Coleman Elementary	1220 Dundee Ave., Elgin 60120	847-888-5190
Creeside Elementary	655 N. Airlite St., Elgin 60123	847-289-6270
Fox Meadow Elementary	1275 Jenna Dr., South Elgin 60177	847-888-7182
Glenbrook Elementary	315 Garden Circle, Streamwood 60107	630-213-5555
Hanover Countryside Elementary	6 S. Bartlett Rd., Streamwood 60107	630-213-5560
Harriet Gifford Elementary	240 S. Clifton Ave., Elgin 60123	847-888-5195
Heritage Elementary	507 Arnold Ave., Streamwood 60107	630-213-5565
Highland Elementary	190 N. Melrose Ave., Elgin 60123	847-888-5280
Hillcrest Elementary	80 N. Airlite St., Elgin 60123	847-888-5282
Hilltop Elementary	1855 Rohrssen Rd., Elgin 60120	847-289-6655
Horizon Elementary	1701 Greenbrook Blvd., Hanover Park 60133	630-213-5570
Huff Elementary	801 Hastings St., Elgin 60120	847-888-5285
Illinois Park- Early Learning	1350 Wing St., Elgin 60123	847-289-6041
Independence- Early Learning	200 Taylor Ave., Bartlett 60103	630-213-5629
Laurel Hill Elementary	1750 Laurel Ave., Hanover Park 60133	630-213-5580
Liberty Elementary	1375 W. Bartlett Rd., Bartlett 60103	630-540-7680
Lincoln Elementary	1650 Maureen Dr., Hoffman Estates 60192	847-289-6639
Lords Park Elementary	323 Waverly Dr., Elgin 60120	847-888-5360
Lowrie Elementary	264 Oak St., Elgin 60123	847-888-5260
McKinley Elementary	258 Lovell St., Elgin 60120	847-888-5262
More at Four	799 S. McLean Blvd., Elgin 60123	847-888-5000
Nature Ridge Elementary	1899 Westridge Blvd., Bartlett 60103	630-372-4647
Oakhill Elementary	502 S. Oltendorf Rd., Streamwood 60107	630-213-5585
Ontarioville Elementary	2100 Elm Ave., Hanover Park 60133	630-213-5590
Otter Creek Elementary	2701 Hopps Rd., Elgin 60124	847-888-6995
Parkwood Elementary	2150 Laurel Ave., Hanover Park 60133	630-213-5595
Prairieview Elementary	285 Mayflower Ln., Bartlett 60103	630-213-5603
Ridge Circle Elementary	420 Ridge Circle, Streamwood 60107	630-213-5600
Ronald D. O'Neal Elementary	510 Franklin Blvd., Elgin 60120	847-888-5266
Spring Trail Elementary	1384 Spring Valley Dr., Carol Stream 60188	630-213-6230
Sunnydale Elementary	716 Sunnydale Blvd., Streamwood 60107	630-213-5610
Sycamore Trails Elementary	1025 Sycamore Ln., Bartlett 60103	630-213-5641
Timber Trails Elementary	1675 McDonough Rd., Hoffman Estates 60192	847-289-6640
Washington Elementary	819 W. Chicago St., Elgin 60123	847-888-5270
Wayne Elementary	5N443 School St., Wayne 60184	630-736-7100
Willard Elementary	370 W. Spring St., South Elgin 60177	847-888-5275

MIDDLE SCHOOL | ESCUELA INTERMEDIA

School/Escuela	Address/Dirección	Phone/Teléfono
Abbott Middle	949 Van St., Elgin 60123	847-888-5160
Canton Middle	1100 Sunset Circle, Streamwood 60107	630-213-5525
Eastview Middle	321 N. Oak St., Bartlett 60103	630-213-5550
Ellis Middle	225 S. Liberty St., Elgin 60120	847-888-5151
Kenyon Woods Middle	1515 Raymond St., South Elgin 60177	847-289-6685
Kimball Middle	451 N. McLean Blvd., Elgin 60123	847-888-5290
Larsen Middle	665 Dundee Ave., Elgin 60120	847-888-5250
Tefft Middle	1100 Shirley Ave., Streamwood 60107	630-213-5535

HIGH SCHOOL | ESCUELA SECUNDARIA

School/Escuela	Address/Dirección	Phone/Teléfono
Bartlett High	701 W. Schick Rd., Bartlett 60103	630-372-4700
Central School Programs <i>Center House, SWEPE</i>	355 E. Chicago St., Elgin 60120	847-888-5000, ext. 5343, 4247
DREAM Academy	355 E. Chicago St., Elgin 60120	847-888-5319
Elgin High	1200 Maroon Dr., Elgin 60120	847-888-5100
Larkin High	1475 Larkin Ave., Elgin 60123	847-888-5200
South Elgin High	760 E. Main St., South Elgin 60177	847-289-3760
Streamwood High	701 W. Schaumburg Rd., Streamwood 60107	630-213-5500