

Fruitvale ISD Chain of Command

Fruitvale ISD values open and direct communication with parents. Parents are encouraged to address their questions or concerns to the person or office most directly involved in the matter's resolution. When subsequent conversation is required, the customary "chain of command" should be followed (e.g., teacher to dean of student services to superintendent to Board of Trustees). Those involved in addressing matters that are raised are committed to responding in an appropriate and timely manner. Although there may be specific matters which would be addressed in a manner other than is prescribed below, parental and community inquiries should generally be directed as follows:

- A 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 Dean of Student Services 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. Zach Masterson 903-895-4363 or mastersonz@fruitvaleisd.com.
- The school counselors would be the appropriate persons to contact initially when a question or concern exists relative to a student's mental health concerns, student STAAR testing, special education referrals and scheduling. Counselor Amanda Masterson 903-896-4363 or mastersa@fruitvaleisd.com at the junior high/high school campus, and counselor Jill Gowin 903-896-4466 or gowinj@fruitvaleisd.com at the elementary campus.
- The ICIA director/career counselor would be the appropriate person to contact when a question or concern exists relative to a student's career interest, CTE certifications, dual credit, college application and scholarships are concerned. Lyndsay Hayes (903) 896-4363 or hayesl@fruitvaleisd.com at the high school campus.
- A 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 Drew Flowers 903-896-4363 or flowersd@fruitvaleisd.com.

- The Transportation Director (Jimmy Chitty 903-896-1191) should be contacted for questions about District transportation services.
- The Director of Food Service (Lori Knowles 903-896-1191) should be contacted for any questions related to our school lunch program or other food service matters.
- Police Chief- (Robin Fedrick 903-896-4363) The school resource officer is a sworn law enforcement police officer for the state of Texas. The school resource officer would be the appropriate person to contact when a question or concern exist involving any crimes that have occurred, or might occur within the Fruitvale schools or on any of the Fruitvale schools districts property, also to include the Fruitvale ISD buses, as well as their routes. Contact the SRO to investigate crimes that occur in the community that involve any students that attend our schools. The SRO will conduct investigations, issue citations and/or make any arrests that prevent the faculty and students from having a safe learning environment in our schools. The SRO is also a resource for parents, staff, administration, and students in regards to law enforcement and community problems.
- Director of Special Education (Linda Eddy, 903-896-4466) should be contacted concerning special education or child find.
- The Director of Curriculum and Instruction and Federal Programs (Angela Clark, 903-896-4363) should be contacted when parents have questions about instructional practices, curriculum, STAAR, or TEKS that cannot be resolved at the campus level. She should also be contacted for questions pertaining to McKinney Vento services and Federal programs.
- The Business Manager (Wendy Milam, 903-896-1191) should be the initial point of contact with questions related to District finances, purchasing practices, other matters related to budget, general operations, and human resource matters.
- The Instructional Technology Director (Randy Mills, 903-896-4466) can respond to questions or inquiries related to the District's instructional technology program.
- The Office of the Superintendent (Rebecca Bain 903-896-1191) should be contacted initially 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.

It is always in the best interest of the child to resolve the issues at the first level in order to maintain a positive working relationship with the teacher/employee. If each level does not work to resolve the issue, then it is appropriate to move to the next level in the chain of command to resolve the specific issue.