

# Community Guide to Communicating Questions & Concerns

## Elementary Schools

In District 200, we value a collaborative relationship with our school community. We strive to respond to community members' concerns and/or questions as quickly and effectively as possible. It is our hope that this document is an efficient tool that provides a guide for reporting concerns or communicating with school staff members.

When questions or concerns arise, it's not always easy to know who to reach out to. We strongly encourage families to start at the "first contact" to reach a resolution. If you are not able to reach a resolution at that level, you may need to move to the next level. For example, if you have a question about academics and are not able to resolve that

with your student's teacher, your next contact would be the principal.

We recognize that each situation is different. Please visit the staff directory on the District website for contact information - [www.cusd200.org/aboutus](http://www.cusd200.org/aboutus).

Question(s) or Concern(s)	First Contact	Second Contact	Third Contact	Fourth Contact	Fifth Contact
Activities & Clubs	Teacher or Volunteer Sponsor	Principal/Assistant Principal	Dr. Chris Silagi, Assistant Superintendent for Student Services		
Budget, Finance, Taxes	Jordan Thorse, Comptroller/Treasurer	Dr. Brian O'Keeffe, Assistant Superintendent for Business Services			
Cafeteria, Food Service	School Secretary	Assistant Principal/Principal	Lisa Maher, Director of Business Services	Dr. Brian O'Keeffe, Assistant Superintendent for Business Services	
Curriculum	Teacher	Principal/Assistant Principal	Dr. Danielle Moran, Director for Elementary Instruction	Melissa Murphy, Assistant Superintendent for Educational Services	
District Policies, Legislative Questions	Alyssa Barry, Director of Community Engagement & Communications	Matt Biscan, Assistant Superintendent for Administrative Services			
Facilities, Cleaning	Principal/Assistant Principal	Kevin Weisenberger, Director of Facilities	Dr. Brian O'Keeffe, Assistant Superintendent for Business Services		
Freedom of Information (FOIA)	Matt Biscan, Assistant Superintendent for Administrative Services				
General Questions or Who do I go to for?	School Secretary or District Reception	Principal/Assistant Principal	Alyssa Barry, Director of Community Engagement & Communications		

Health Services	School Nurse	Principal/Assistant Principal	Deanna Warchol, Health Services Division Chair	Dr. Chris Silagi, Assistant Superintendent for Student Services	
Library Learning Center (LLC)	School LLC Director	Principal/Assistant Principal	Melissa Murphy, Assistant Superintendent for Educational Services		
Mental Health/Student Services	School Social Worker	Traci Burnham, Social Work Department Chair	Principal/Assistant Principal	Dr. Chris Silagi, Assistant Superintendent for Student Services	
Mental Health/Student Services	School Psychologist	Dr. John Di Sanza, School Psychology Department Chair	Principal/Assistant Principal	Dr. Chris Silagi, Assistant Superintendent for Student Services	
Multilingual Learners	Teacher	Principal/Assistant Principal	Dr. Limaris Pueyo, Director for Multilingual Learners & Equity	Melissa Murphy, Assistant Superintendent for Educational Services	
PACE (Program of Accelerated Curriculum & Enrichment)	Teacher	Principal/Assistant Principal	Dr. Chris Silagi, Assistant Superintendent for Student Services		
ParentVue/Student Vue Support	Submit a Department of Technology help desk ticket	Jason Spencer, Executive Director for Innovation & Technology			
Records	School Secretary	Tracy Macconachie, Administrative Assistant, Student Services Director, Special Education	Dr. Chris Silagi, Assistant Superintendent for Student Services		
Registration, Fees	School Secretary	Michelle Harvey, Assistant Treasurer	Jordan Thorse, Comptroller	Dr. Brian O'Keeffe, Assistant Superintendent for Business Services	
Residency	School Secretary	Elisa Boyd, Administrative Assistant to Dr. Brian O'Keeffe	Dr. Brian O'Keeffe, Assistant Superintendent for Business Services		
Safety	Principal/Assistant Principal Safety Tip Line (outside of school hours)	Matt Biscan, Assistant Superintendent for Administrative Services			

Special Education (IEP and 504)	Teacher/IEP Team	Principal/Assistant Principal	<p>Special Education Director:</p> <p>Emily Stewart <i>Resource Programming (Bower, Hawthorne, Johnson, Lincoln, Lowell, Madison, Sandburg, Wiesbrook, Whittier)</i></p> <p>Sarah Williams <i>SAIL programming (Hawthorne, Lowell, Whittier), Washington, Sandburg, Longfellow)</i></p> <p>Leslie Springer <i>SKILLS Programming (Emerson), Out of District Programming, Home Hospital Programming</i></p> <p>Valerie DiFresco <i>Essentials Programming (Bower)</i></p>	Alexis Hanson, Executive Director for Special Education	
Student (Yours or Another)	Teacher	School Social Worker School Psychologist	Principal/Assistant Principal	Dr. Chris Silagi, Assistant Superintendent for Student Services	
Staff Member (any)	Staff Member	Principal/Assistant Principal	Dr. Chris Silagi, Assistant Superintendent for Student Services	Kristy Kuntz, Director of Human Resources	Matt Biscan, Assistant Superintendent for Administrative Services
Testing	Teacher	Principal/Assistant Principal	Dr. Julie Oziemkowski, Director of School Improvement	Melissa Murphy, Assistant Superintendent for Educational Services	
Technology	District 200 Technology Help Desk (ticket)	David Maksymiw, Help Desk Manager	Jason Spencer, Executive Director for Innovation & Technology		
Technology (Chromebook Issues or Repair)	Library Learning Center (LLC) Director	David Maksymiw, Help Desk Manager	Jason Spencer, Executive Director for Innovation & Technology		
Transportation/Buses	School Secretary	Principal/Assistant Principal	Lisa Maher, Director of Business Services	Dr. Brian O'Keeffe, Assistant Superintendent for Business Services	

For any issues not resolved after following this communications guide, community members are welcome to contact the Superintendent of Schools, Dr. Jeff Schuler at [jeff.schuler@cusd200.org](mailto:jeff.schuler@cusd200.org).