



Willingboro Public Schools

Where Excellence is the Expectation

Parental Communication Protocols

This document is designed to offer you the most effective path to resolving any issue you may encounter with your child's educational experience. Please follow these important steps in our staff hierarchy to ensure your concern is handled in an efficient manner. We value continued collaboration at every level.

On matters involving curriculum and instruction and grades at your child's school:

1. Classroom Teacher
2. Case Manager if your child has an IEP
3. Supervisor of the Content Area
4. Assistant Principal (if your child's school has one)/ Principal
5. Assistant Superintendent of Curriculum and Instruction
6. Superintendent

On matters involving student discipline or behavioral concerns at your child's school:

1. Classroom Teacher
2. Case Manager if your child has an IEP
3. Climate and Culture Specialist/Guidance Counselor
4. Assistant Principal (if your child's school has one)/ Principal
5. Assistant Superintendent of Operations
6. Superintendent

On matters involving student social or emotional concerns:

1. Climate and Culture Specialist/Guidance Counselor/ Teacher/ or Case Manager if your child has an IEP
2. Supervisor of Guidance/ Supervisor or Director of Special Services
3. Assistant Principal (if your child's school has one)/ Principal
4. Assistant Superintendent of Operations
5. Superintendent

On matters involving IEP and Special Education services:

1. Case Manager/ Teacher
2. Supervisor of Special Education
3. Director of Special Services
4. Assistant Principal (if your child's school has one)/ Principal
5. Superintendent

On matters involving Course Placement, including Honors, at the High School or Middle School:

1. Classroom Teacher
2. School Counselor
3. Assistant Principal (if your child's school has one)/ Principal
4. Assistant Superintendent of Operations
5. Superintendent

On matters involving facilities and grounds:

1. Assistant Principal (if your child's school has one)/ Principal
2. Facilities Manager (Buildings and Grounds)
3. Business Administrator
4. Superintendent

On matters involving school security:

1. Assistant Principal (if your child's school has one)/ Principal
2. Business Administrator
3. Superintendent

On matters involving athletics or co-curricular activities:

1. Coach/Advisor
2. Athletic Director
3. Assistant Principal (if your child's school has one)/ Principal
4. Assistant Superintendent of Curriculum
5. Superintendent

On matters involving Parent Portal access:

1. Student Information Systems: genesissupport@wboe.net
2. Computer Facilitator: khorton@wboe.net

On matters involving technology concerns:

1. Supervisor of Instructional Technology: pcrisostomo@wboe.net