

Parent/Guardian and Community Communication Flowchart

Purpose: The Donna ISD administration understands that there are times when a parent, resident, taxpayer, or employee may have a question, concern, complaint, suggestion, or request and is uncertain as to the proper procedure to follow in contacting the school district. Many parental questions are easily and completely addressed by communicating directly with the educational professional most closely involved. Effective communication is the key in solving any problem

Goal: Our goal is to provide our parents and community with great service. Towards that end we have created the following series of flowcharts to identify how to get questions answered, how to resolve problems, and how to navigate the “system”. Following these steps will help answer the question or resolve the problem in the shortest amount of time possible.

Assurance: At times, I have heard that parents or community members do not want to speak directly with the teacher or the coach or the person responsible for a program because of a fear that their child will be retaliated against. I have great confidence that our teachers, administrators, coaches, and program leaders would not retaliate against a student.

We respectfully ask that you **follow the steps as outlined below**. You need not contact every person listed on a particular diagram. It is our wish that the issue is resolved very early in the step-by-step process outlined below.

Donna Independent School District Communication Flowchart

Campus Concerns

STEP 1

Contact Classroom Teacher or
call the School office
** See campus staff directory*



STEP 2

Contact Campus Administration/
Principal
** See campus staff directory*



Elementary Concerns

STEP 3

Secondary Concerns

Contact Assistant
Superintendent of Elementary
Leadership:
Rebecca Castañeda
(956) 464-1600 ext. 1266

Contact Assistant
Superintendent of Secondary
Leadership:
Dr. Debra Campbell
(956) 464-1600 ext. 1069

District Concerns

Transportation, Facilities, Grounds



STEP 1

Contact Director of
Transportation:
Arturo Castillo
(956) 464-1870

STEP 1

Contact Director of
Maintenance:
Javier Garza (COO)
(956) 464-1620



STEP 2

Contact Chief Operations
Officer:
Javier Garza
(956) 464-1620



STEP 3

Contact Assistant
Superintendent
for Business & Finance:
Mr. Alfonso Perez
(956) 464-1620 ext. 1134