



# Islamic School of Irving

*Today's Learners Tomorrow's Leaders*



## Islamic School of Irving Parent Communication Protocol How to Effectively Communicate with Islamic School of Irving Officials

The "ISI Communication Process Flowchart" sequence is in place to assist parents on where to begin their communication

Area of concern	First Level	Second Level	Third Level	Fourth Level
Core Instruction/Curriculum	Teacher	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>
Islamic Studies, Quran & Arabic Instruction/Curriculum	Teacher	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	
Athletics	Coach	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>
High Academic Guidance, School Graduation Planning & Concerns	Academic Counselor <a href="mailto:academic.isi@islamicschoolofirving.org">academic.isi@islamicschoolofirving.org</a> 972-812-2230, ext 1201	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>
Testing (STAAR, PSAT, SAT, MAP, AP), AP Course Enrollment	Test Coordinator & AP Coordinator <a href="mailto:Fazlur.abdi@islamicschoolofirving.org">Fazlur.abdi@islamicschoolofirving.org</a> 972-812-2230, ext 1201	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	
Student Tarbiyah Concerns/Guidance	Sh. Hassan & Sr. Massouda	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>
Student Health Related Concerns	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	



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Campus Safety/ COVID-19 Related Protocol	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>		
Classroom Discipline	Teacher	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>
Non – Classroom School Discipline	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	
General Classroom Concerns	Teacher	Principal <a href="mailto:principal@islamicschoolofirving.org">principal@islamicschoolofirving.org</a> 972-812-2230, ext 1200	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>
Registration, Submitting Students Documents, Student Emails, Renweb Access, Virtual Class Links	Registrar <a href="mailto:registrar@islamicschoolofirving.org">registrar@islamicschoolofirving.org</a> 972-812-2230, ext 1102	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	
Finances/ Financial Aid/ Books/ Tuition Payments	Finance Officer <a href="mailto:finance@islamicschoolofirving.org">finance@islamicschoolofirving.org</a> 972-812-2230, ext 1207	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	
Admissions and Enrollment, withdrawal	Admissions' Officer <a href="mailto:admissions@islamicschoolofirving.org">admissions@islamicschoolofirving.org</a> 972-812-2230, ext 1150	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	
Lunches, Attendance, Uniform	Main Office Manager <a href="mailto:office@islamicschoolofirving.org">office@islamicschoolofirving.org</a> 972-812-2230, ext 1100	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	
Request a Conference or Meeting with School Official	Main Office Manager <a href="mailto:office@islamicschoolofirving.org">office@islamicschoolofirving.org</a> 972-812-2230, ext 1100	Head of School <a href="mailto:superintendent@islamicschoolofirving.org">superintendent@islamicschoolofirving.org</a> 972-812-2230, ext 1210	School Advisory Board <a href="mailto:board@islamicschoolofirving.org">board@islamicschoolofirving.org</a>	



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**Most parent and community questions are easily and completely answered by communicating directly with the staff member closest to the situation.** As you move further along the communication protocol chart, the staff is less directly involved and usually needs additional time to research the situation before they can give you an answer.

## **CONTACTING TEACHERS OR STAFF**

**Best mode: email/phone**

**Please note - Classroom questions concerning your child should be addressed with your child's teacher before contacting school administration.**

1. Allow for **two (2) business days for a response.**
2. If email is not possible, parents can either call 972.812.2230 or visit the main office to request a meeting. Phone messages are checked every day.
3. If no response is received from a teacher during that time, please send a second email or phone call to that teacher.
4. Please note that compliments or acknowledgements of positive events can be directed to everyone along the chain. All of us appreciate hearing that there is something good that has happened. We all look forward to a wonderful school year with few complaints!

## **CONTACTING SCHOOL ADMINISTRATION**

**Best mode: email/phone**

1. Parents requesting a meeting with or wanting to contact an administrator should use email.
2. If email is not possible, parents can either call 972.812.2230 or visit the main office to request a meeting.
3. **Parents that have not followed the "Communication Protocol Chart" will be directed to the appropriate level based on the circumstances.**
4. Phone messages are checked regularly. Please allow for two (2) business days for a response.
5. If no response is received from an administrator during that time, please send a second email or phone call before moving to the next level on the flowchart.
6. **Please note - Classroom questions concerning your child should be addressed with your child's teacher before contacting school administration.**