



What do I do if ...

What do I do if I have concerns, questions or issues about my student's marks, assessment, assignments or course work?

Speaking directly with your student's teacher is always the best first approach. The teacher works directly with students and is best able to discuss the details of class learning activities, forms of assessment, practices and policies.

Contact can be made via email (available on course outline or school website), voice mail or a telephone call to the school. Drop-in visits and unscheduled appointments are not possible due to the nature of teacher work, school safety and security, as well as administration's practices regarding the importance of structured meeting times.

What do I do if I have a question about my student's lates or absences?

You can view your child's attendance in PowerSchool. Please contact your child's Assistant Principal if you have concerns about their attendance or lates.

What do I do if I have concerns, questions or issues about my child's school team/extra-curricular, decisions, actions, playing time?

Speaking directly first with your student's coach/teacher is the best course of action. The coach works directly with students and is best able to discuss the details of any concerns, questions or issues you may have. If concerns remain after speaking with the coach, then contact with the athletic directors/learning leader is your next step.

Contact can be made via email (available on course outline or school website), voice mail or a telephone call to the school. Also access the contact us page found on the Crescent Heights High School [website](#). Drop-in visits and unscheduled appointments are not possible due to the nature of teacher work, school safety and security, as well as administration's practices regarding the importance of structured meeting times.

What if I am dissatisfied with my interactions(s) with a staff member?

Please contact the learning leader of the specific department. For support staff members (those who are not teachers) please visit the [contact us](https://crescentheights.cbe.ab.ca/contact) page.
<https://crescentheights.cbe.ab.ca/contact>

Should the concern involve a learning leader, please contact your student's assistant principal. <https://crescentheights.cbe.ab.ca/staff>

If I have a concern /question about post-secondary, summer school, online courses, scholarships, bursaries or other educational matters, who at Crescent Heights do I contact?

Guidance counsellors provide excellent assistance, information, and direction for students and family for all such matters. Please contact our Guidance office at (403) 276-5521, ext. 2168 to be put in contact with the appropriate counsellor.

If I have questions about fees, including how to pay or paying in installments, who do I talk to?

Our business office personnel are best able to help you. Please call (403) 276-5521, ext. 2104 for your direct source of information regarding fees and money matters.

If my student is experiencing significant personal, social, emotional or family issues, who should I speak to at Crescent Heights? Should I even contact the school?

Our focus is on supporting academic success and well-being for all of our students. Partnering together to support your student will increase success.

Please contact the guidance counsellor and/or assistant principal.
<https://crescentheights.cbe.ab.ca/guidance>

*Issues related to bullying, drugs/alcohol, or other matters impacting safety and security should include the Assistant Principal and our School Resource Officer (SRO).

Crescent Heights High School Support for Parent(s)/Guardian(s)

Speaking directly to those most closely involved is more effective, efficient and timely.
Contact with parents, students, community members is welcome.

Please refer to the chart below for the appropriate support for parents.

Concern	1 st Contact	2 nd Contact	3 rd Contact	4 th Contact
Attendance Lates	PowerSchool Parent Portal	Main Office	Teacher	Administration
Classroom Focus: Assignments Marks Assessment Interactions Daily Events	Teacher	Learning Leader	Guidance Counsellor or Assistant Principal	Principal
Course or Subject Focus	Teacher	Learning Leader	Assistant Principal	Principal
Athletics	Coach/Teacher	Athletic Director/Learning Leader	Principal	
Financial Focus: Fees Receipts Refunds	Business Office	Principal		
Programming Registration Course Selection	Guidance	Assistant Principal	Principal	
Scholarships Bursaries Post-Secondary	Guidance Counsellors			
Family/Personal Matters Impacting Learning	Guidance Counsellors	Assistant Principals or School Resource Officer	Principal	
Work Experience Registered Apprenticeship	Work Experience Coordinator	Guidance		
School Philosophy Organization	Principal			
Bullying, Drugs, Alcohol or Other Matters Impacting Safety and Security	Assistant Principal and School Resource Officer (SRO) Constable Taylor	Principal		

Main Office: 403-276-5521, ext. 0

Attendance Line: 403-276-5521, ext. 1

Website: <https://crescentheights.cbe.ab.ca/>

My CBE: <https://www.cbe.ab.ca/mycbe>

