

# South Sutter & Ocean Grove Charter Schools

## Where do I go for help? ES Contact List with related Handbook documents

I NEED HELP WITH....	WHO CAN HELP?	HOW DO I CONTACT THEM?	CC Advisor, Rene, or none?	WHERE IS IT IN THE HANDBOOK?
AESS. Questions on contracts entered/not entered.	Student Records Clerk THERESA CAIKOSKI	<a href="mailto:sa@ieminc.org">sa@ieminc.org</a>	Rene	<a href="http://www.sscs.cc/Handbook/aess">http://www.sscs.cc/Handbook/aess</a>
ASSESSMENT PROBLEMS. Student cannot make test. Other student issues.	Assessment Facilitator FINA HUSTRULID	<a href="mailto:assessmentclerk@ieminc.org">assessmentclerk@ieminc.org</a>	None	<a href="http://www.ieminc.org/Assessment/index.htm">http://www.ieminc.org/Assessment/index.htm</a>
ASSESSMENT PROBLEMS. ES proctoring changes/concerns.	Assessment Coordinator by school:SS: Sara OG: Burke	SS: <a href="mailto:scantron@ieminc.org">scantron@ieminc.org</a> OG: proctor.OGSS@ieminc.org	None	See assessment section of the ES agendas for details for this year.
CHANGE OF DROP/DROP CODE/CHANGE OF A START DATE/UNENROLL Prospective students not enrolling.	Student Records Clerk THERESA CAIKOSKI	<a href="mailto:sa@ieminc.org">sa@ieminc.org</a>	Advisor	<a href="http://www.sscs.cc/Handbook/attendance/firstdayatt.htm">http://www.sscs.cc/Handbook/attendance/firstdayatt.htm</a>
CHANGE OF A TRANSFER DATE	Student Records Clerk CINDY ANDERSON	<a href="mailto:stuassign1@ieminc.org">stuassign1@ieminc.org</a>	Advisor	<a href="http://www.sscs.cc/Handbook/transferdocs/index.htm">http://www.sscs.cc/Handbook/transferdocs/index.htm</a>
CITRIX. Locked out; general tech questions	IEM Tech Support	See webpage for current contact info		<a href="http://www.iemsupport.com/indexSMOGSS.html">http://www.iemsupport.com/indexSMOGSS.html</a>
COMMUNITY COLLEGE ISSUES. Guidance counselor signatures needed, concurrent enrollment forms, academic enrichment forms.	Guidance Counselor TERE ALVES	<a href="mailto:guidance@ieminc.org">guidance@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/college/iemcollege.htm">http://www.sscs.cc/Handbook/college/iemcollege.htm</a>
CONTRACT PROGRAMS. Deleting a student from a CP class.	Contract Programs	<a href="mailto:cp@ieminc.org">cp@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/cprograms/index.htm">http://www.sscs.cc/Handbook/cprograms/index.htm</a>
ES CHANGE OF ADDRESS.	Personnel and Benefits CARY SHARP	<a href="mailto:personnel@ieminc.org">personnel@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/esjob/Perclarif.htm">http://www.sscs.cc/Handbook/esjob/Perclarif.htm</a>
ESEA CERTIFICATIONS. ES Questions on getting certified for NCLB, where to send paperwork.	Training Clerk LINETTE HARRIS	<a href="mailto:iemtraining2@ieminc.org">iemtraining2@ieminc.org</a>	None	<a href="http://www.cde.ca.gov/nclb/sr/tq/index.asp">http://www.cde.ca.gov/nclb/sr/tq/index.asp</a>
LATE NOTICE ISSUES. You believe it is an error and need someone to check on the issue.	Training Clerk RENE KOBAN	<a href="mailto:portfolio@ieminc.org">portfolio@ieminc.org</a>	None	
LISTSERVES. Signing up parents; Signing up myself. Parent & All-ES listserves.	School Secretaries	<a href="mailto:sssecretary@ieminc.org">sssecretary@ieminc.org</a> or <a href="mailto:ogsecretary@ieminc.org">ogsecretary@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/instrfunds/index.htm">http://www.sscs.cc/Handbook/instrfunds/index.htm</a>
PARENT SUPPORT. Parent wants to know status of application.	School Secretaries	<a href="mailto:sssecretary@ieminc.org">sssecretary@ieminc.org</a> or <a href="mailto:ogsecretary@ieminc.org">ogsecretary@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/studentenrollment/waitingproogss.htm">http://www.sscs.cc/Handbook/studentenrollment/waitingproogss.htm</a>
PAYCHECK INCORRECT.	ES Support Director JANET MARSH	<a href="mailto:jmarsh@ieminc.org">jmarsh@ieminc.org</a>	None	
PROSPECTIVE STUDENTS. Any problems, issues with prospective students assigned to you.	Student Records CINDY ANDERSON	<a href="mailto:stuassign1@ieminc.org">stuassign1@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/studentenrollment/inistuasspol.htm">http://www.sscs.cc/Handbook/studentenrollment/inistuasspol.htm</a>
PURCHASE ORDER DENIED. You disagree and want to challenge the decision.	Training Clerk RENE KOBAN	<a href="mailto:portfolio@ieminc.org">portfolio@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/purchase/index.htm">http://www.sscs.cc/Handbook/purchase/index.htm</a>
PURCHASE ORDERS. Problems, irregularities with POs that have been already paid. Questions that cannot be answered with the form in FRED.	Training Clerk RENE KOBAN	<a href="mailto:portfolio@ieminc.org">portfolio@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/purchase/index.htm">http://www.sscs.cc/Handbook/purchase/index.htm</a>
REPORT CARD/TRANSCRIPT CHANGES. Fix grades or credits once RC has been clicked "done".	Advisor	Email your advisor with student number and the changes needed.		<a href="http://www.sscs.cc/Handbook/purchase/index.htm">http://www.sscs.cc/Handbook/purchase/index.htm</a>
ROLLSHEET ISSUES. Any issues with errors, gaps, electronic problems, etc.	Training Clerk RENE KOBAN	<a href="mailto:portfolio@ieminc.org">portfolio@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/attendance/index.htm">http://www.sscs.cc/Handbook/attendance/index.htm</a>

<b>SCANTRON</b> - any problems, students not on your list	Assessment Coordinator by school:SS: Sara OG: Burke	<a href="mailto:SS:scantron@ieminc.org">SS: scantron@ieminc.org</a> <a href="mailto:OG:proctor.06SS@ieminc.org">OG: proctor.06SS@ieminc.org</a>	None	<a href="http://www.ieminc.org/Assessment/index.htm#Scantron">http://www.ieminc.org/Assessment/index.htm#Scantron</a>
<b>SPECIAL ED.</b> Any questions.	Special Ed Coordinator <b>MARIA CARR</b>	<a href="mailto:mcarr@ieminc.org">mcarr@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/special/index.htm">http://www.sscs.cc/Handbook/special/index.htm</a>
<b>STUDENT ADDRESS CHANGE.</b>	Student Records clerk <b>PAULA DOVEY</b>	<a href="mailto:stuchange@ieminc.org">stuchange@ieminc.org</a>		<a href="http://www.sscs.cc/Handbook/recordkeep/genreckeep.htm">http://www.sscs.cc/Handbook/recordkeep/genreckeep.htm</a>
<b>STUDENT AGREEMENT ISSUES.</b> Error corrections.	Student Records Clerk <b>THERESA CAIKOSKI</b>	<a href="mailto:sa@ieminc.org">sa@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/studentenrollment/stuagree.htm">http://www.sscs.cc/Handbook/studentenrollment/stuagree.htm</a>
<b>SUMMER SCHOOL.</b> Any questions about summer school processes.	Summer School Coordinator <b>TERI ALVES</b>	<a href="mailto:guidance@ieminc.org">guidance@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/sumsch/sumschpol.htm">http://www.sscs.cc/Handbook/sumsch/sumschpol.htm</a>
<b>TRAINING QUIZZES.</b> Corrections, questions, information, clarifications needed, etc.	Advisor	Email your advisor	None	<a href="http://www.sscs.cc/Handbook/training/training%20dir/overviewiem.htm">http://www.sscs.cc/Handbook/training/training%20dir/overviewiem.htm</a>
<b>TRANSCRIPTS.</b> Family wants an official transcript. Checking to see if transcript is in the office. Cume files requested? Holding records due to missing materials.	Transcript Clerk <b>Karen Creason</b> (For transcript requests, family contacts office directly.)	family may call office directly at 800-979-4436 or ES may email <a href="mailto:transcript@ieminc.org">transcript@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/carnegie/transcripts.htm">http://www.sscs.cc/Handbook/carnegie/transcripts.htm</a>
<b>TRANSFER REQUESTS.</b> For Es initiated transfers. Parents send in a form from web.				
<b>VENDOR RELATIONS QUESTION.</b>	Vendor Relations clerk <b>DEBI MANN</b>	Vendor Relations FRED form	None	Use Webfiles form in FRED.
<b>VERIFICATION OF ENROLLMENT.</b> Student needs verification for welfare, court, Cal Grant/GPA verification. (Parent should contact the office directly.)	Student Records clerk <b>PAULA DOVEY</b>	<a href="mailto:stuchange@ieminc.org">stuchange@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/recordkeep/reqforverif.htm">http://www.sscs.cc/Handbook/recordkeep/reqforverif.htm</a>
<b>WORK PERMITS.</b> My student needs a work permit.	Guidance Counselor <b>TERI ALVES</b>	<a href="mailto:guidance@ieminc.org">guidance@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/workexp/index.htm">http://www.sscs.cc/Handbook/workexp/index.htm</a>
<b>WRITE REFLECTIONS.</b> Trouble with program.	Training Clerk <b>Kirstine Larsen</b>	<a href="#">Password info is on your Notice screen in FRED.</a> <a href="#">Email Kirstine at</a>	None	<a href="http://www.writereflections4u.com/">http://www.writereflections4u.com/</a>
<b>ES Zip Code Changes/Student Preference Updates</b>	Training Clerk <b>RENE KOBAN</b>	<a href="mailto:portfolio@ieminc.org">portfolio@ieminc.org</a>	None	<a href="http://www.sscs.cc/Handbook/samples/ZipCodechanges.htm">http://www.sscs.cc/Handbook/samples/ZipCodechanges.htm</a>