



Alpharetta High School Communication Protocol

Below you will find our communication protocol which is designed to promote **direct, open, and respectful** communication so that problems and concerns can be worked out quickly and effectively between the parties involved. We strongly encourage students and parents to follow this protocol. In turn, our staff members pledge to be sensitive to your concerns, to maintain confidentiality, and to return calls/emails within a day or two.

By working together, we can continue and strengthen our commitment to success for all.

Parent and Student Communication Protocol

STEP 1: Speak Directly to the Teacher

All students are encouraged to express their concerns directly to the teachers. If you as a parent are concerned about an issue involving your child's education, classroom experience, or grade, go right to the source and contact the teacher. Staff emails are found on the AHS website. Teachers will make every effort to get back to you as quickly as possible, but it may take a day or two. Please be patient. If you do not receive a return email or call within 24 hours, try again. After that, proceed to the next step.



STEP 2: If you have not heard back from the teacher in a reasonable amount of time or if you are dissatisfied with the outcome of your teacher conference, contact:

COUNSELOR

If you need an update on your child's progress (academic or behavior) in a particular class, contact the counselor (see Student Support Teams document).

DEPARTMENT HEADS

If your concerns stem from a classroom practice, grade, or particular book or assignment, contact the department head (see reverse for list).



STEP 3: If you are dissatisfied with the response so far, you may contact one of the following administrators who will act as an intermediary between the student/parent and either the teacher, counselor, or department chair.

CONTENT ADMINISTRATOR

If your concerns are regarding grade disputes, curriculum waivers, compliance with waivers, course placement or class leveling, contact the Content Administrator (see reverse for list).

ASSISTANT PRINCIPAL

If your concerns are outside the parameters listed for the Content Administrator or is related to a behavioral concern, contact your student's Assistant Principal (see Student Support Teams document).



STEP 4: Most problems will have been resolved by this point. However, if you still need to speak with someone about your situation, please contact [Carolyn Vezeau](#), Principal's Secretary, to schedule an appointment with Principal, Mr. Mike Scheifflee.



STEP 5: If your problem has not been resolved through the principal's office, contact the appropriate Area Superintendent, then the Superintendent, and then ultimately the Board of Education.

AHS CONTACT INFORMATION

Click on the hyperlinked name below to compose an email. Please remember that staff members have 48 business hours to respond to emails.

Content Area	Department Chair	Content Administrator
Virtual Lab	Errol Dice	Errol Dice
Special Education (IRR)	Danita Chiclana	Tina Johnson
Special Education (ID)	Kaleigh Schlosser	Tina Johnson
TAG/IB	Frank Fortunato	Frank Fortunato
Career Tech	Marshall King	Errol Dice
Science	Penni Johnson	Clair Greenaway
Fine Arts	Kendra Magill	Sharolyn Ketchup
Physical Education	Allen Strohecker	Errol Dice
Math	Tolga Ayan	Tina Johnson
Counseling	Brandi Taylor	Clair Greenaway
World Languages	Taylor Blankstein-Miller	Clair Greenaway
Social Studies	Adam Smiley	Errol Dice
English/Language Arts	Michael Womack	Sharolyn Ketchup
ESOL	Michael Womack	Sharolyn Ketchup

Student Support Teams

The document below lists the Administrator, Counselor, and 504 Caseload Assignments for students, grouped by the student's last name.

[Click HERE to view the 2026-2027 Student Support Teams.](#)