



Who Should I Call?

The older our children get, the more complicated the organizations they are involved in become. For many families, the middle school years begin what can be a confusing and frustrating time of having a question or a specific concern but not knowing who to contact. At Jackson Middle School, our goal is to never be a part of that frustration. This help sheet is aimed at getting you to the right person in the shortest amount of time.

Start with the Main Office

Phone: 503.916.5680 **Email: jacksonpps@pps.net**

8:30am to 5:00pm / Mon - Fri

Our job is your student! Anytime you need help, we are one phone call away. We are happy to answer questions or help you find the right person who can. Call the main office, and we will connect you with the staff member who can help you the best (or their voicemail). All staff emails can also be found on the school website at jacksonpps.net.

I'm worried about my student's academic progress.

Contact the teacher for the content area that you are concerned most about. If you're worried about math, contact the math teacher. If you happen to be concerned about multiple content areas, any teacher can assist in scheduling a team meeting with you and multiple teachers. Counselors and principals are happy to and often attend these meetings.

I'm worried about my student's social and emotional well-being.

Contact our counseling office. Kate Knochel, Tara De Leon, and Jennifer Andres are all here to help students socially and emotionally with their transition through middle school.

My student tells me they or someone they know is being bullied.

Bullying or any act that was physically or emotionally harmful needs to be reported as soon as possible. School adults, parents, and upstanding peers cannot help and react when they don't know what has happened. Report any harmful behavior to either a school counselor, climate specialist or the school principal/assistant principal.

I would like to know more about a special program.

Many of Jackson's special programs have a coordinator who can help you best.

Talented and Gifted (TAG) - Virginia Hayter / vhayter@pps.net

AVID - Jennifer Jangula / jjangula@pps.net

Artful Learning - Bethany Nelson / bnelson@pps.net

Special Education - Natalie Leslie / nleslie@pps.net

English Language Learners - Virginia Hayter / vhayter@pps.net

And Kevin Crotchett (kevinc@pps.net) or Greg Crabtree (gcrabtree@pps.net)

I have called/mailed but have not received a callback.

At Jackson, we believe that any email or phone call should be returned within two days, 48 hours. We also acknowledge there are weeks when things are busy and we fall short of that expectation. If you have emailed or phoned and have not received a reply within a reasonable period of time, we ask that you resend/call again to help bump your message to the top of the list. Should you continue to have problems getting in touch, please feel free to reach out to the main office and to Kevin Crotchett, principal (kevinc@pps.net), as needed.

I have a concern about a student who is not my child.

We encourage you to reach out to the other student's parent if it is appropriate. When that is not possible, we may be able to help, depending on the situation. Please remember that we take every student's right to privacy very seriously. [FERPA](#) laws prevent us from disclosing information about other students. We also believe it takes a village and are happy to hear your concern. Contact a counselor, principal, or climate Specialist to discuss as needed.

I would like to discuss or file a formal concern/complaint.

We encourage our parents and our students to openly discuss concerns and complaints directly with the party most responsible. At times, concerns can grow and a third party is needed. The principal is here to help students, parents, and staff. If you would like to further discuss an ongoing concern or even file a formal written complaint, please contact Kevin Crotchett, Principal, in the main office or by email at kevinc@pps.net.

We Are Here To Help! 503.916.5680

Administration:

Kevin Crotchett, Principal
kevinc@pps.net

Greg Crabtree, Asst Principal
gcrabtree@pps.net

Office Staff

Sarah Fitch
sfitch@pps.net

Jennifer Leveille
jleveille@pps.net

Counseling Staff:

Kate Knochel
kknochel@pps.net

Tara De Leon
tdeleon@pps.net

Jen Andres
jandres@pps.net

Climate/School Support:

Bethany Nelson
bnelson1@pps.net

All Staff and Teachers:

Contact information online at <http://jacksonpps.net>