

South Sutter & Ocean Grove Charter Schools

Where do I go for help?

Contact List

I NEED HELP WITH....	WHO CAN HELP?	HOW DO I CONTACT THEM?	CC ADVISOR?	WHERE IS IT IN THE HANDBOOK?
AESS. Questions on contracts entered/not entered.	Student Records Clerk THERESA CAIKOSKI	sa@ieminc.org	YES	http://www.ieminc.org/handbook/aess/index.htm
APPLICATIONS. Questions about whether the office has received a student's application, etc.	School Secretaries	sssecretary@ieminc.org or ogsecretary@ieminc.org	No	http://www.ieminc.org/handbook/studentenrollment/index.htm
ASSESSMENT PROBLEMS. Student cannot make test. Proctoring questions.	Assessment Facilitator FINA HUSTRULID	assessmentclerk@ieminc.org	YES	http://www.ieminc.org/Assessment/indexss.htm
Cal Grant GPA Verification.	Guidance Counselor Brandy Anderson	guidance@ieminc.org	No	http://www.ieminc.org/Guidance/fafsaandcalgrantIEM.htm
CHANGE OF DROP/TRANSFER DATE.	Student Records Clerk THERESA CAIKOSKI	sa@ieminc.org	YES	http://www.ieminc.org/handbook/transfersdrops/indexiema.htm?name=es&parent=910
CHANGE OF START DATE (to a LATER date).	Student Records Clerk THERESA CAIKOSKI	sa@ieminc.org	YES	http://www.ieminc.org/handbook/attendance/firstdayatt.htm
CITRIX. Locked out; general tech questions	IEM Tech Support	800-403-3204, or email support@iemsupport.com	YES	http://www.iemsupport.com/
COMMUNITY COLLEGE ISSUES. Guidance counselor signatures needed, concurrent enrollment forms, academic enrichment forms.	Guidance Counselor Brandy Anderson	Fax or mail form to school office for Brandon to sign 530-295-3583.	No	http://www.ieminc.org/handbook/cccollege/comcollege.htm
CONTRACT PROGRAMS. Deleting a student from a CP class (Not an HQT!)	Contract Programs DEBI MANN	cp@ieminc.org	YES	http://www.ieminc.org/handbook/contractprograms/index.htm?name=es&parent=46
ES CHANGE OF ADDRESS.	Personnel and Benefits CARY SHARP	personnel@ieminc.org	NO	http://www.ieminc.org/handbook/esjob/Perclarif.htm
FUNDING. Student has incorrect instructional funding posted to parent account.	Your ES Advisor	Your Advisors email	YES	http://www.ieminc.org/handbook/instrfunds/index.htm?name=es&parent=28
LISTSERVES. Signing up parents; Signing up myself. Parent & All-ES listserves.	School Secretaries	sssecretary@ieminc.org or ogsecretary@ieminc.org	NO	http://www.ieminc.org/handbook/computerrel/eslistserves.htm?name=es&parent=50
NCLB CERTIFICATIONS. ES Questions on getting certified for NCLB, where to send paperwork.	Training Clerk LINETTE HARRIS	iemtraining2@ieminc.org	YES	http://www.cde.ca.gov/nclb/sr/tq/index.asp
PARENT SUPPORT. Unenrolled parent questions; how to get an application, application status, etc.	School Secretaries	sssecretary@ieminc.org or ogsecretary@ieminc.org	No	http://www.ieminc.org/handbook/studentenrollment/waitingproogss.htm
PAYCHECK INCORRECT.	ES Support Director JANET MARSH	essupport@ieminc.org	No	http://www.ieminc.org/handbook/esjob/calcespay.htm
PROSPECTIVE STUDENTS. Any problems, issues with prospective students assigned to you.	Student Assignments CINDY ANDERSON	stuassign1@ieminc.org	YES	http://www.ieminc.org/handbook/studentenrollment/inistuasspol.htm
PURCHASE ORDER NOT APPROVED. You disagree and want to challenge the educational decision to not approve an item.	Ed Services Coordinator NANCY MACK	edpo@ieminc.org	YES	http://www.ieminc.org/handbook/purchase/index.htm?name=es&parent=31
PURCHASE ORDERS. Problems, irregularities with POs that have been processed; cancel a PO, etc.	PO Inquiries	Use form in Webfiles	YES	http://www.ieminc.org/handbook/purchase/index.htm?name=es&parent=31
REPORT CARD/TRANSCRIPT CHANGES. Fix grades or credits once RC has been clicked "done".	Your ES Advisor	Use Webfiles report card delete process	No	http://www.ieminc.org/handbook/reportcardtrans/indexssog.htm?name=es&parent=33
SPECIAL ED. Any questions.	Special Ed Director JILL BROGAN	jbrogan@ieminc.org	YES	http://www.ieminc.org/handbook/specialaled/index.htm?name=es&parent=910
STUDENT ADDRESS CHANGE, IMMUNIZATIONS, CUME FILE, VERIFICATIONS OF ENROLLMENT STUDENT AGREEMENT ISSUES.	Student Records clerk PAULA DOVEY	stuchange@ieminc.org	NO	http://www.ieminc.org/handbook/recordkeep/genreckeep.htm
Changing a student's grade, problems with courses listed, etc.	Student Records Clerk THERESA CAIKOSKI	sa@ieminc.org	YES	http://www.ieminc.org/handbook/studentenrollment/stuagree.htm
SUMMER SCHOOL. Any questions about summer school processes.	Summer School Coordinator ROLFF CHRISTENSEN	rolff@ieminc.org		http://www.ieminc.org/handbook/schoolsch/gss/sspol.htm
TRAINING QUIZZES. Corrections, etc.	Your ES Advisor	Your Advisors email	Yes	http://www.ieminc.org/handbook/training/training%20dir/overviewiem.htm
TRANSCRIPTS. Family wants an official transcript. Checking to see if transcript is in the office. Questions about how a course was counted by another school on an official transcript. Check to see if Algebra 1 was taken at another school in 7th/8th grade.	Transcript Clerk KAREN CREASON (For transcript requests, family completes form and mails to IEM directly.	Parent/Adult Students only may request official transcripts using the form on the website. ES may email transcript@ieminc.org	No	http://www.ieminc.org/handbook/caregie/transcripts.htm
VENDOR RELATIONS QUESTION. Specific questions about why a vendor was denied; why it is taking long to get approved, etc.	Vendor Relations clerk DEBI MANN	Vendor Relations ES Webfiles	NO	http://www.ieminc.org/handbook/curriculum/vendor/iemindex.htm
VERIFICATION OF ENROLLMENT. Student needs verification of enrollment/attendance for welfare, court, etc.	Student Records clerk PAULA DOVEY	stuchange@ieminc.org	NO	See December 2007 agenda under section 3 a. Also: http://www.ieminc.org/handbook/recordkeep/cwreqforverif.htm
WORK PERMITS. My student needs a work permit.	Guidance Counselor Brandy Anderson	guidance@ieminc.org	NO	http://www.ieminc.org/handbook/workexp/index.htm
WRITE REFLECTIONS. Trouble with program.	Curriculum & Guidance coordinator SHELLEY ROSS	Password info is on your Notice screen in FRED. Email Shelley at curriculum@ieminc.org	NO	http://www.writereflections4u.com/