

ARIZONA CULTURAL ACADEMY & COLLEGE PREP

7810 S. 42nd Place, Phoenix, AZ 85042 - Tel: 602-454-1222 - Fax: 602-453-3222---www.azacademy.org

Guide to Solving Problems and Getting Answers Fast at ACA

ACA has procedures in place to efficiently address questions and suggestions from parents and community members. This guide helps identify the staff best equipped to answer concerns. Please feel free to contact us with any questions about the school or your child's progress.

Our goal is to resolve issues at the lowest level possible, only elevating concerns when necessary.

K-12 Curriculum Questions

- Step 1: Classroom teacher; if not resolved...
- Step 2: Department Leads and Instructional Coaches; if not resolved...
- Step 3: Vice Principal of Academics; if not resolved...
- Step 4: School Principal or call the principal's assistant; if not resolved...
- Step 5: Contact the school's board of directors

Medical Questions and Concerns

- Step 1: School Nurse; if not resolved...
- Step 2: Vice Principal of Operations; if not resolved...
- Step 3: Principal via email or call the principal's assistant; if not resolved...

Students Services

- After-School Activities (Clubs, etc.)
- PikMyKid
- Uniform
- Attendance
- Chromebooks
- Gifted and Special Education inquiries
- Transportation.

K-12 Student Behavior

- Step 1: Classroom teacher; if not resolved...
- Step 2: Vice Principal of Climate & Culture; if not resolved...
- Step 3: School Principal via email or call the principal's assistant; if not resolved...
- Step 4: Contact the school's board of directors

Budget and Finance Questions

- Step 1: School accountant; if not resolved...
- Step 2: Vice Principal of Operations; if not resolved...
- Step 3: School Principal via email or call the principal's assistant; if not resolved...

Athletics

- Step 1: Coach; if not resolved...
- Step 2: Athletic Director; if not resolved...
- Step 3: Vice Principal of Climate & Culture; if not resolved...
- Step 4: School Principal via email or call the principal's assistant.

Facility Usage

- Step 1: Facility Director; if not resolved...
- Step 2: Vice Principal of Operations; if not resolved...

- Step 3: School Principal via email or call the principal's assistant.

Early Childhood

- Step 1: Classroom teacher via Lillio, in person, or via email; if not resolved...
- Step 2: Early Childhood Coordinator; if not resolved...
- Step 3: Early Childhood Director; if not resolved...
- Step 4: Vice Principal of Operations; if not resolved...
- Step 5: School Principal via email or call the principal's assistant.; if not resolved....
- Step 6: Contact the school's board of directors.

The question is not in any of the other categories.

- Step 1: Classroom teacher via email; if not resolved...
- Step 2: Registrar's Office; if not resolved...
- Step 3: Vice Principals
- Step 4: School Principal via email or call the principal's assistant; if not resolved....
- Step 5: Human Resources; if not resolved....
- Step 6: Contact the school's board of directors

How to Contact Us

Position	Name	Phone Ext.	Email
The school's board of directors	Board members	N/A	aca.board@azacademy.org
Principal	Interim Principal	N/A	aca.principal@azacademy.org
Vice Principal- Climate & Culture	Lama Zaino	105	lama.zaino@azacademy.org
Vice Principal- Academics	Lynda Dekkiche	111	lynda.dekkiche@azacademy.org
Vice Principal- Operations/Early Childhood Director	Julia Hammond	110	julia.hammond@azacademy.org
Early Childhood Coordinator	Abir Hassn	109	abir.hassn@azacademy.org
Registrar Office	Doaa Ismail	102	aca.registrar@azacademy.org
School Nurse	Khadija Maouche	104	aca.nurse@azacademy.org
Principal Assistant	Alaa Alian	107	alaa.alian@azacademy.org
Facility Director	Sekar Cortes	113	sekar.cortes@azacademy.org
Campus Receptionist	Safa Elhassan	114	safa.elhassan@azacademy.org
Students Services	Afshan Sheikh	115	afshan.sheikh@azacademy.org