

## Help Desk for Families

Due to the phased reopening plan that provides Wednesday remote learning opportunities in order for students to continue being educated five days a week, a Help Desk has been created.

### **What is the Help Desk?**

- The Help Desk is an email account that has been created for each grade level/core subject area. The Help Desk will send student/parent questions to one central email account and phone number.

### **Who is at the Help Desk?**

- Managing that account will be:
  - At the High School: This will be *core subject area groups* and will consist of Regular Education Teacher(s), Special Education Teacher, and a Paraprofessional.
- For example:
  - At the elementary: This will be *grade level groups*. Simply contact the correct grade level account.
- For example:
  - If there is a question about a Math class- utilize the math email account address.
  - Please utilize the subject bar in the email to provide the teacher and subject area.
  - \*Subject: Mrs. Meals Math7

### **How do I access the Help Desk?**

An email and phone number will be shared with the students of each grade level as well as who is on that panel. Students/parents will simply send an email or phone call to contact that panel.

### **Who will respond to my questions?**

The simple answer is: Someone on that panel. The goal is to provide the most efficient, accurate, and timely responses as possible. This may mean that a Special Education teacher on the panel receives the question first but, in order to get the most accurate response, will need to review with a Regular Education teacher before responding. In this situation, the Special Education teacher may hand the question over to that teacher. Behind the scenes, there may be some movement in order to ensure the students get the most accurate information possible.

### **What if an email response or phone call isn't enough to answer my question?**

Another natural benefit of having the email contact through the email account panel is that a Google or Zoom invite can be sent directly to the student/parent with a question. Anyone at that panel can send an invite back to the emailer with a question and walk them through issues.

**How quickly can I expect a response?**

The short answer, this depends. You can expect that your question (within business hours) will be received immediately. The nature of the question may dictate how quickly the response is able to be provided. The hope is that a response can be provided within 15 minutes. This may vary depending on the number and intricacy of questions being received at one time.

**What if my child is working on classwork with a child care provider?**

We will be respectful of the situations that families are currently in with regard to the remote learning situation. Knowing that some students may not be able to ask their own questions or know what to ask, we will communicate with child care providers. As we respect the situation, we ask that staff be respected in regard to confidentiality mandates. If there is a confidentiality issue, staff will tailor the response accordingly. Specific student questions may not be answered but general “how to” and “what is expected” questions certainly will be.