



COLUMBUS CITY SCHOOLS DEPARTMENT OF ENGAGEMENT DISTRICT UPDATE TO OUR COMMUNITY PARTNERS

Update for September 4, 2020

PURPOSE: To provide an update on COVID-19 response efforts in Columbus City Schools related to our Community Partners and learn about additional supports within our community.

Email the CCS Department of Engagement at Engage@columbus.k12.oh.us.

WITH FIRST WEEK OF THE NEW SCHOOL YEAR IN THE BOOKS, FAMILIES SETTLE INTO VIRTUAL LEARNING ENVIRONMENT:

So how did the first week go? Columbus City Schools welcomed its 50,000 students to the new 2020-2021 school year on Tuesday, with the majority of students successful logging on to our completely virtual start of classes.

For some families, this first week required a bit of adjustment at home. And for others, the technology didn't operate as smoothly as hoped. Below are answers to some of the most frequently asked questions by parents and families during these first few days.

FAQ: HOW DO I GET MY CHILD'S CHROMEBOOK TO WORK?

While many families have personal computers or laptops at home, Columbus City Schools is committed to making sure every student has access to a Chromebook if needed. But we know that not every family member may be knowledgeable about how these laptops work.

If you need help with using a Chromebook, controlling the settings, or accessing wi-fi, our Technology team has several easy-to-read guides and videos at www.ccsokh.us/Page/8354.

TIP: PLUG IN YOUR CHROMEBOOK EVERY NIGHT

Make sure you charge your Chromebook each night. Although Chromebooks are very efficient and require less power than a standard laptop, they likely will need charged daily. It's a good idea to charge the Chromebook overnight and you should get a day's worth of instruction on a single charge. You can always check the battery's charge in the bottom right corner in the clock area by clicking the battery icon.

STILL NEED A CHROMEBOOK OR BETTER WI-FI ACCESS?

If your family (or the families you serve) have not been to their child's school and are in need of a Chromebook, please contact your child's principal. This includes families whose children are enrolled in the new K-12 Digital Academy (contact the principal at your child's home school). Principals are also collecting names of families who need wi-fi hotspots to better connect Chromebooks to the internet.

Find your principal's contact information on the individual school's website. Links to all of our school websites can be found at www.ccsokh.us/domain/173.

FAQ: WHAT IS MY CHILD'S STUDENT LOGIN AND PASSWORD?

When you power on the Chromebook and connect to Wi-Fi, you're required to sign in using your student's login and password. These are a combination of your student's District-issued ID number/email and your student's birthdate.

The login is StudentID#@columbus.k12.oh.us (for example, 123456@columbus.k12.oh.us). The password is your student's birthdate by month, day, and year (for example: 02-15-2008). Make sure that the month and day are both 2 digits (using a zero if necessary) and that you separate the numbers by dashes (not underscores).

FAQ: WHERE DO I FIND THE TEACHER'S GOOGLE CLASSROOM?

Columbus City Schools uses Clever - an online one-stop-spot where students can link to all of the online educational tools they need, including access to their teachers' Google Classroom, Zoom link (if they are using Zoom), and daily assignments.

Think of it as a virtual backpack. Instead of having to search all over the internet or remember a lot of links, Clever is the one place where students can access the resources they need.

Most of our students have used Clever before. Clever uses a single-sign-on with the student's same login and password (remember, it's a combination of District-issued ID number, email, and birthdate). To log in to Clever, go to clever.com/in/columbuscity.

FAQ: HOW DO I LOG INTO THE PARENT PORTAL?

The Columbus City Schools Parent Portal is a valuable tool to stay engaged in your child's education and to securely access essential information, such as grades, course schedules, upcoming tests, and missed assignments. During our virtual start to the new school year, the Parent Portal will also be an important tool for families to stay connected with their child's teachers and to input daily attendance.

SPECIAL ENGAGEMENT SESSION ON PARENT PORTAL

We know accessing the Parent Portal for the first time - or remembering how to navigate through it - can be a challenge. Watch our Virtual Family Engagement Session on how to access and use the Parent Portal by visiting https://youtu.be/D3WL_ig0cYI.

OTHER WAYS TO ACCESS THE PARENT PORTAL

If a parent/guardian still does not have access to their Parent Portal Account in Infinite Campus, they can obtain access by sending a picture ID, along with the child's name and date of birth, to parentportalaccess@columbus.k12.oh.us.

If you do not remember the email that was used when the account was set up, an email with the parent/guardian ID, student's name and date of birth should be sent to parentportalaccess@columbus.k12.oh.us to have this information reset.

FAQ: HOW DO I ENTER ATTENDANCE ON PARENT PORTAL

During this virtual start to the new school year, Columbus City Schools is asking parents and students to verify their attendance using Infinite Campus. It's recommended that the parent/guardian check-in their scholar each day for attendance in the Parent Portal, but students can check themselves in through the Student Portal as well.

To do this, parents simply log into the Parent Portal and open the "Today" tab. In the middle of the screen is a section called "Check-Ins." Note that you're only able to check-in on the actual date of attendance.

All of the student's scheduled classes that require attendance to be taken will show under the "Check-Ins" heading. The system will ask if your student is participating today. Click the "Yes, [Student First Name] is Here" button.

For elementary students, a message will flash in the upper right corner that says, "Check-In Saved." The main screen will then indicate that there are no further Check-Ins available. The Check-In option has now disappeared until the next attendance day. If your student checks themselves in, you will not see the Check-In option.

For middle and high school students, they must be checked in to each course. After you check them in to the first course you will get the "Check-In saved" message. After they are checked in, you can check the student in to another course, or if you hit the "Back" button and return to the "Today" page you will notice the course has disappeared off of the list under "Check-Ins." Continue this process until all of the courses have had the student checked in.

If you have more than one student in CCS schools, you will have to select the student you are checking in from the drop-down menu in the upper right of your screen.

To help you through this unique process, we've created an easy-to-follow step-by-step video. To watch the video, go to <https://bit.ly/CCSVirtualAttendance>.

FAQ: WHERE DO I GO TO GET BREAKFAST AND LUNCH?

Every Wednesday (and only on Wednesdays), Columbus City Schools offers 44 Fuel Up Food Sites at schools across the city, where families can grab-and-go 5-day meal packs for each child under the age of 18 to cover breakfast and lunch for a week.

CCS families have been assigned a location to pick up their students' meals based on their address in Infinite Campus (not necessarily the same school in which they attend). However, families may choose to visit a different Fuel Up Food Site - perhaps one closer to work or where children will be staying during the day. Simply share the reason for the change with the cafeteria staff at the food site you choose to visit. The student(s) do not need to be present for family members to pick up food.

A map of the Fuel Up Food Site locations can be found at www.ccsch.us/Page/8603.

CCS FUEL UP FOOD ACCESS SITES

<u>Region 1</u>	<u>Region 2</u>	<u>Region 3</u>
West High School Wedgewood Middle School Starling K-8 Avondale Elementary Burroughs Elementary Highland Elementary Sullivant Elementary West Broad Elementary West Mound Elementary	Independence High School Johnson Park Middle School Sherwood Middle School Easthaven Elementary Leawood Elementary Woodcrest Elementary	South High School Buckeye Middle School Cedarwood Elementary East Columbus Elementary Lincoln Park Elementary Livingston Elementary Trevitt Elementary Watkins Elementary
<u>Region 4</u>	<u>Region 5</u>	<u>Region 6</u>
Centennial High School Columbus Global Academy Como Elementary Cranbrook Elementary Indianola K-8 Salem Elementary Weinland Park Elementary	Beechcroft High School Medina Middle School Mifflin Middle School Woodward Park Middle School Woodward Park @ Walden Devonshire Elementary Innis Elementary Northtowne Elementary	Eastmoor Academy Linden McKinley STEM Academy Berwick K-8 Linden Park ECE South Mifflin Elementary Windsor Stem Elementary

The 5-day meal packs will be shelf stable - items such as apple sauce, cereal, fruit cups, cheese sticks, raisins, juice box, veggie cups, and granola that do not require refrigeration - to assure food safety. If desired, students will have the option of taking a 5-day box of milk (which would require refrigeration).

To make it easier for families to come to the schools, the pick-ups will take place every Wednesday from 11:00 a.m. to 1:00 p.m. and from 5:00 p.m. to 7:00 p.m.

This Fuel Up Food Service is open to ALL families in our Columbus community (not just families registered in CCS). Let's make sure every child in our city has access to healthy food, so please share this information.

FAQ: WHAT ARE LEARNING EXTENSION CENTERS AND HOW DO I FIND ONE CLOSE TO MY HOME?

Columbus City Schools is partnering with several community organizations on the creation of "Learning Extension Centers" - safe, adult-supervised spaces where students can feel supported while learning virtually and parents can feel comforted knowing that their child is in a secure, welcoming environment during the day. At these Learning Extension Centers, students have access to the internet, learning devices, and school supplies to assist them in remote learning (if they need more than the Chromebook the District is supplying).

Staff at the centers will be able to assist students in accessing our CCS Remote Learning platforms. And in many LEC locations, students will be able to get meals and “after-school” type activities.

Our partners at Columbus Recreation and Parks will host Active Learning Points at many community centers, where students can bring their computer – or access a computer if needed – to complete and get assistance with schoolwork. The department also will have Physical Activity Sites where kids can participate in structured activities to help them stay active.

Learning Extension Centers are not run by Columbus City Schools, but we are working to connect families and schools with LEC’s closest to them. We are also providing training to LEC staff so they know how to help students (and parents) on getting online and into our Remote Learning platforms. We are also helping LECs with information about the State’s new Temporary Pandemic School Age Child Care license, which many of the sites will need to ensure they are safely caring for students during the day.

A current list of Learning Extension Centers is available at www.ccssoh.us/reopening. Just click on the “Learning Extension Centers” tab and you’ll be able to search for LEC’s by region. Families are also encouraged to ask their student’s principal about centers in their neighborhoods.

FAQ: WHAT NUMBER DO I CALL IF I STILL HAVE QUESTIONS?

We’ve created a special section on the Columbus City Schools website with links to lots of information Visit www.ccssoh.us/reopening. Below are several numbers to keep handy:

- **Technology Help Desk: 614-365-8425**
Call this number if you have questions about technology - such as trouble with a student’s Chromebook, accessing Clever, or logging into an email account.
- **Health Services: 614-365-8524**
Call this number if you have question about COVID-19, need information from a school nurse, or are unsure about vaccination information.
- **Translation Services: 614-365-8802**
Call if you need help accessing information in another language. Below are specific numbers to our District top-five non-English languages:
 - Spanish: 614-365-5118
 - Somali: 614-365-8972
 - Nepali: 614-365-3105
 - French: 614-365-5327
 - Arabic: 614-365-6920
- **Customer Relations: 614-365-8888**
Call this number if you have not been able to connect with your school principal or main office or need assistance connecting with other departments across the District.

TIPS AND STRATEGIES FROM OUR FAMILY AMBASSADORS:

Every school in our District is in the process of hiring a Family Ambassador, a liaison between school and home who can advise families on connecting with school and community-based resources. They are the family advocate in each building. As this first week of the new school year comes to a close, six of our Family Ambassadors (who've been working with families for several years) have some tips, tools, and strategies to improve the virtual learning experience at home:

Ronnette Porch, Family Ambassador at Hilltonia Middle School: Routines are important. Start the day in the same way you might have if students were heading out to school. Breakfast at the same time each morning. Scheduled breaks during the day and especially right after school. And parents should try to schedule breaks for themselves, taking time in the day (even if it's at the end of the day when students have gone to bed) to pause and decompress from the stress of these virtual days.

Beth Maston, Family Ambassador at Northland High School: One way to put your students in the learning mindset is to make sure they are dressed and awake when it's time to learn. Even though they are learning from home, they should treat the day as if they were going to be in school. They should be aware of background noises and distractions, sit up straight when the camera is on and engage with their teachers... just like they would in the classroom.

Lucetta Holbert, Family Ambassador at Berwick K-8 School: Help your young student create a daily schedule with the times and order of classes. Include when school starts and when school ends. Then, post this schedule in the area you've created for them to learn in. You might even set a countdown clock to help student begin to understand time management (and show them that time really does fly).

Carissa Izzo, Family Ambassador at Gables Elementary School: Parents should ask their students to show them all of the tools found in Clever. Adults might be amazed at all of the different learning apps that can be accessed in this one online location. Ask your student what each app is for and how they might use it each day. Also ask them to show you how they find their daily assignments (and to show you if they have any due).

Amanda McClafferty, Family Ambassador at Ecole Kenwood French Immersion: Every parent/guardian needs to make sure they have their home addresses and contact information up-to-date in the Parent Portal. That's especially important as the federal government plans for another Pandemic-Electronic Benefit Transfer (P-EBT) program for the fall semester. You've got until September 13 (this Sunday) to update your information before it is sent to the Ohio Department of Job and Family Services, which manages the program. All Columbus City Schools K-12 students are eligible for these funds as long as they've participated in remote learning with the District for at least five consecutive days before September 30.



Vanessa Savage, Family Ambassador at Wedgewood Middle School: Treat each day as a new day, no matter how stressful the day before was. And it's good to be proactive - when possible - and have a plan for you and your student each day. One great idea to help you student stay focused on their work (and not allow distractions around the house to interfere) is to use a large tri-fold display board. Set it up at the table or desk your student is using. It serves as a reminder to everyone in the house that learning is going on.

RISE UP! SHARE YOUR TIPS FOR A SUCCESSFUL SCHOOL YEAR:

In Columbus City Schools, we are not letting the COVID-19 crisis hold us down or hold our students back. We are ready to RISE UP and help all of our students LIVE UP to great expectations... which is why we need all of our community to continue providing support.

Share your stories about the first week of classes or a tip you think other families might appreciate. Go on your Facebook, Twitter, or Instagram and add the hashtag #RiseUpCCS.

SHARE YOUR PARTNERSHIP IN ACTION UPDATES:

Please share this Community Update with the families and stakeholders you serve.

During this historic school year, it's important we communicate as much as possible to as many people as possible - in as many languages as possible - about the steps being taken in Columbus City Schools to support our students and engage our families.

Please share your updates with us at Engage@columbus.k12.oh.us.