

# Etowah County Schools

*Parent Guide for Reopening Schools  
2020-21*

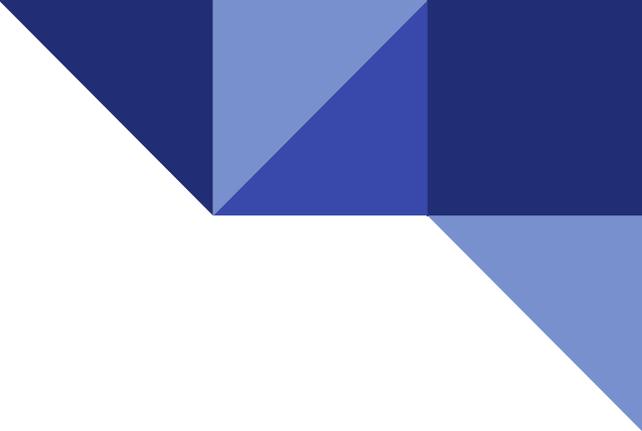


# Reopening Guide For Parents

2020-2021

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# Introduction:

## ETOWAH COUNTY REOPENING INSTRUCTIONAL PLAN

- This document is intended to provide initial guidance and information regarding the reopening of our schools and will be updated as needed.
- The purpose of this instructional plan is to provide a guaranteed and viable curriculum for all students in the Etowah County School System. This plan will allow students to participate in a traditional school setting or virtual academy.
- The health and welfare of our students and staff is a top priority. Although we know the instruction will look different, we will work with families and will be flexible as we face challenges together.

## **LETTER FROM DR. COSBY**

**Our upcoming school year is scheduled to begin on August 11th, 2020 and it is my hope that this document will provide guidance as well as answer some of your questions. This school year will have many challenges for everyone as we transition to a new “normal”. When school was dismissed on March 16 it was difficult to foresee all that was to come. Parents and educators united throughout our system to transition into a new way of learning and it is my belief that we can do this again as we begin school.**

**This document is ever evolving and will change many times as new guidance and insights are gained. It is my desire to have a safe school environment as well as providing your child the education that they deserve. Your children are the most valuable asset of the Etowah County Schools.**

**Please know that this plan is not all inclusive or final but is only an avenue for your child to have a successful school year. Although this will be a challenging year, I fully believe that it will be productive and I look forward to working with you and your students.**

**Sincerely,**

**Alan Cosby  
Superintendent**

## Important Dates

- **July 23, 2020**
  - School Instructional Options Survey Due
  - Virtual Applications are also due for those choosing the Etowah County Virtual Academy option
- **August 6-7 & 10, 2020**
  - Teacher Inservice Days
- **August 11, 2020**
  - First Day of School for ALL Students - Both Traditional and Virtual
- **August 28, 2020**
  - Deadline for Etowah County Virtual Academy students to transition back to traditional instruction

# INSTRUCTION OPTIONS:

Parents/Students will have two options for education for the 2020-2021 school year:

## Option 1: Traditional Learning

- Parents/Students who select the traditional learning option will return to school (discussed in detailed later) and will receive instruction from classroom teachers.
- Students who enroll in traditional learning will remain in traditional learning for the remainder of the 2020-2021 school year unless an exception is granted due to extenuating circumstances.
- Due to COVID-19 pandemic, traditional learning students may be required to transition to remote learning which is a separate program from virtual academy. Remote instruction will be provided by the traditional classroom teacher via online platforms.
- Students who are new to the system will enroll through ECS online registration. Information is available on the website.

## Option 2: Virtual Learning:

- Parents/Students who select this option will apply via the
  - [ECVA Application](#)
  - [Academia Virtual del Condado de](#)
- Students enrolled for Etowah County Schools Virtual Academy are assigned coursework that comes completely from a digital platform (Pre-K-12 School PLP, 9th-12th Access) and is facilitated by virtual academy instructors.
- Students enrolled in Etowah County Virtual Academy will not attend the school in an on-campus manner.
- ECVA application is due by July 23, 2020. If the application is not completed for your child by Thursday, July 23, 2020 then your child will be enrolled as a traditional student with Etowah County Schools.
- Due to the COVID-19 pandemic and the challenging nature of the program, a trial period will be offered to first-time ECVA students. Any newly enrolled ECVA will have until August 28, 2020 to decide if ECVA is right for them or if they should return to Traditional Instruction. After that date students enrolled in ECVA, will be required to complete the current nine weeks before returning to traditional instruction.

# INSTRUCTION OPTIONS:

## Access to Instructional Tools

### Traditional Learning

- Students in grades 3rd-12th in Traditional Learning will receive a Chromebook upon meeting all requirements and completion of the Chromebook Usage Agreement.
- Students will use the Chromebook to participate in learning at school and in the event of a transition to remote learning to access the online platform.
- Students must abide by all policies and procedures when utilizing the Chromebook.
- The One-to-One Device policy and procedures may be viewed [here](#). Please be mindful this is a working document.

### Virtual Learning:

- All students accepted in the Etowah County Schools Virtual Academy will receive a Chromebook upon meeting all requirements and completion of the Chromebook Usage Agreement.
- Students will use the Chromebook to access the online instructional program.
- Students must abide by all policies and procedures when utilizing the Chromebook.
- Please be mindful this is a working document.

## *School Options for 2020-21 School Year*

### *Students will choose Traditional or Virtual*

- **Traditional Learning** takes place in the classroom and may involve combination of paper and digital tools.
- **Remote Learning**, provided by the classroom teacher, will be used **in the event of campus closure**. Students who are in traditional classrooms will transition to digital learning.
- **Virtual Academy**: Students enrolled at ECVA are assigned coursework that comes completely from a digital platform (SchoolsPLP, Access, etc) and is facilitated by virtual academy instructors. Students enrolled in ECVA will not attend the school in an on-campus manner. Students may apply for ECVA. ECVA deadline to apply is July 23, 2020.

# Instructional & Technology Services:

## Planning for Traditional Learning:

Effective Remote Learning in the event of a campus closure.

- Students in 3rd -12th grade will be assigned a device for the school year. The devices will be utilized for traditional classroom instruction but will also provide a tool by which students can continue learning in the event of a transition to remote learning. Students in Pre-K - 2nd grade will be assigned a device if available.
- Teachers will be responsible for continuing standards-based, quality instruction for their students through the online platform if classes transition to remote learning.
- The lessons are expected to be a continuance of traditional instruction and should be planned with the same rigor as all other lessons.
- Grades will be taken for assignments given during remote learning.
- Each K-12th grade teacher will conduct an online meeting (online class with assignment) per week per class and create and assign an additional three online lessons per class per week during remote learning. In other words, students will have four lessons in each subject that they are taking each week. One of those lessons will be conducted through an online meeting to provide more direct instruction. Additional small group and individual online meetings can be scheduled as necessary. (See Remote Learning Framework.)
- Middle and Secondary grades online meetings should be conducted at 9:00 AM and 10:00 AM respectively each day. Elementary grade online meetings should be scheduled by the teacher and shared with students during the normal school hours.

# Instruction & Technology Services:

## Planning for Traditional Learning:

### Effective remote learning in the event of campus closure

- As teachers plan for each week, consideration should be given to how the content can be transitioned to remote learning. Consider which texts can be sent home, which paper resources are available to support the standards, and how to communicate with families who do not have internet access.
- Additional specific guidance will be provided by each individual school.

# Instructional & Technology Services:

## Planning for Traditional Learning: Remote Learning Framework

<b>Grade</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>Pre-K</b>	<b>Reading 20 minutes</b>	<b>Math 20 minutes</b>	<b>Science 20 minutes</b>	<b>Social Studies 20 minutes</b>	<b>Small Group Individual, electives</b>
<b>K</b>	<b>Reading 20 minutes</b>	<b>Math 20 minutes</b>	<b>Science 20 minutes</b>	<b>Social Studies 20 minutes</b>	<b>Small Group Individual, electives</b>
<b>1st - 2nd</b>	<b>Reading 30 minutes</b>	<b>Math 30 minutes</b>	<b>Science 30 minutes</b>	<b>Social Studies 30 minutes</b>	<b>Small Group Individual, electives</b>
<b>3rd - 6th Elementary</b>	<b>Reading 40 minutes</b>	<b>Math 40 minutes</b>	<b>Science 40 minutes</b>	<b>Social Studies 40 minutes</b>	<b>Small Group Individual, electives</b>
<b>Middle and Secondary 9:00 AM 10:00 AM</b>	<b>1st Period 2nd Period 40 minutes</b>	<b>3rd Period 4th Period 40 minutes</b>	<b>5th Period 6th Period 40 minutes</b>	<b>7th Period Support Services 40 minutes</b>	<b>Small Group or Individual</b>

# Instruction & Technology Services:

## Social Emotional Learning (SEL)

### Both Parent and Student Resources:

[Stay Safe and Speak Up! Student Services Trainings and Resources](#)

### Parent Resources:

Visit <https://consciousdiscipline.com/> for the following resources:

- COVID-19 [Conscious Discipline: Five Helpful Resources for Families](#)
- COVID-19 [Articles for Families and Educators](#)

Visit <https://resilienceguide.org/> for the following resource:

- [Parent guide to Resilience](#)

Visit <https://ecboe.org/> for the following resource:

- Please visit our website for our [Etowah County Community Resource Guide](#)
- Please contact our school social worker if you are in need of assistance:  
[cindy\\_kirkland@ecboe.org](mailto:cindy_kirkland@ecboe.org) [hope\\_whitaker@ecboe.org](mailto:hope_whitaker@ecboe.org) [lottie\\_hawkins@ecboe.org](mailto:lottie_hawkins@ecboe.org)

### Teacher Resources:

Visit <http://whytry.com>

<https://consciousdiscipline.com>

- **For additional resources or assistance please contact your school administrator or counselor.**

# SCHOOL PROCEDURES:

Each school should have a plan for the following topics: However, ECS guidelines are as follows:

- **Middle and High School Transitions-** The local school will develop a transition plan based on their number of students and facility layout that ensures minimal contact with students from other classrooms.
- **Elementary Transitions-** The local school will develop a transition plan based on their number of students and facility layout that ensures minimal contact with students from other classrooms.
- **Breakfast and Lunchroom-** Please see CNP specific information. Procedures will be determined by the school principal.
- **Assemblies-** No large group assemblies at this time.
- **Morning Arrivals-** Procedures will be determined by the school principal. No congregating in groups.
- **Elementary Snack-** Procedures will be determined by the school principal.
- **Middle and High School Break-** Procedures will be determined by the school principal. No congregating in groups.

*\* Social distancing school procedures should be determined in conjunction with ALSDE and ADPH*

# SCHOOL PROCEDURES

Each school should have a plan for the following topics. However, ECS guidelines are as follows:

- **Facial Coverings** - Per current health order (Item 13c), Teachers should wear facial coverings when they are within six feet of students. Facial coverings for students are highly recommended and suggested.
- **PE - Outdoor spaces** should be used when possible. Students should be encouraged to social distance. Handheld equipment and frequently touched surfaces should be sanitized between classes.
- **Transportation-** See Transportation for specific information.
- **Water fountains-** Water Fountains will be disabled. Students will be allowed to bring personal, individual water bottle.
- **Restroom Sanitation-** Restrooms will be sanitized multiple times daily as practical and feasible as possible. Soap and/or sanitizer will be available in the bathroom and throughout the school buildings.
- **Lockers** - Minimize the number of students accessing the lockers as much as possible.
- **Library** - Library procedures will be determined by local schools.

*\* Social distancing school procedures should be determined in conjunction with ALSDE and ADPH*

# CLASSROOM PROCEDURES:

Classroom sanitation and cleaning will be a joint effort by the school custodial staff, classroom teachers and other school personnel.

- The Etowah County Board of Education will provide sanitation equipment, material, sanitizer, soap, etc... to ensure proper sanitation of each local school.
- The local school custodial staff will work to sanitize classrooms and common spaces daily.
- Classroom teachers will be provided sanitizing liquid to spot clean as needed and to sanitize desks, counters, etc.

*\* Social distancing school procedures should be determined in conjunction with ALSDE and ADPH*

# CLASSROOM PROCEDURES:

Each School should have a plan for the following topics. However, ECS guidance is as follows:

- **Classroom Seating-** Student desks should be spaced apart as much as is feasibly possible and placed in forward-facing rows. Flexible seating should be removed.
- **Social distancing recommendations should be considered throughout the day.**
- **Classroom teachers will educate students on best practices for self-care for themselves as well as others (hand-washing, limit sharing of personal items, sneezing in elbow, etc...).**When feasible, desks and table surfaces should be cleaned during transition times.
- **All efforts should be given to not send students to the nurses office for well visits and/or minor needs.**
- **Additional Classroom procedures will be provided at each local school campus.**

*\* Social distancing school procedures should be determined in conjunction with ALSDE and ADPH*

# Safety and Wellness Measures:

## Parent and Home Prevention: First Screening

- If a child has a pre-existing condition, parents are advised to speak with their child's primary care physician about returning to school.
- Parents will be encouraged to take students' temperatures and assess students before sending to school. Students who have a temperature of 100.4 or higher and/or are exhibiting symptoms should stay at home.
- Parents will be encouraged to give appropriate contact information and make plans to ensure someone could check student out if needed.
- Parents should discourage students from taking non-essential items to school. Items taken to school should be sanitized as feasibly possible.

# Safety and Wellness - Students

**In the event a student notifies the teacher that they or someone in their home has tested positive:**

- **The teacher should notify school administrators.**
- **If the student was recently in attendance at the school, the custodian should be notified so that the area can be sanitized properly.**
- **The Alabama Department of Public Health to notify individuals of possible exposure to COVID-19.**
- **Be mindful of student privacy and share information with only “Need to Know” personnel.**

**In the event a student notifies the teacher that they or someone in their home has tested positive for COVID-19:**

- **The teacher should notify school administrators.**
- **If the student was recently in attendance at the school, the custodian should be notified so that the area can be sanitized properly.**
- **The Alabama Department of Public Health to notify individuals of possible exposure to COVID-19.**

# Extra-Curricular Activities:

Additional Guidance may be forthcoming.

- Students are encouraged to self-report to administrators, sponsors, or coaches if they have been exposed to someone who has tested positive for COVID-19. The student will then need to abide by applicable protocols. Mainly, students in this category will need to be quarantined for an extended period of time. Parents and students should understand that no student who misses any school-related activities will be punished
- All athletic teams, band, cheer, academic clubs will follow guidance as applicable during meetings, practices, transportation, competition and other organized activities provided by the AHSAA, ADPH, ALSDE and the Etowah County Board of Education.
- Only Essential Personnel should be directly involved on sidelines or club-based practices, competitions, etc.
- Currently, it is anticipated that national guidelines will be provided for the football season. Information will be shared as it is received
- Extended Day Services will be provided and will follow the guidelines of the health and safety procedures of the traditional school setting.

# Transportation:

**Objective: To safely and timely transport students to school in a manner that adheres to ADPH guidance and current best practices**

- **The local school district has provided sanitizing equipment to each local school and will ensure that each bus is thoroughly sanitized by assigned personnel after each trip by an assigned employee.**
- **Students are encouraged to wear a mask. Parents may provide a mask for their students to wear at their discretion. If a student has symptoms during the route, the driver will provide a disposable mask, isolate and report to the school nurse upon arrival to the school.**
- **The use of masks will be governed by Alabama Health Order as directed by Governor Kay Ivey. (As of 6/26/2020, the current health order requires the use of a mask or other facial covering by a state employee within 6 feet of a person of a different household.)**

# Transportation:

**Objective: To safely and timely transport students to school in a manner that adheres to ADPH guidance and current best practices.**

- **Each bus driver will be provided with sanitizer for spot cleaning and sanitizing as necessary.**
- **Follow personnel guidelines.**
- **Students from the household will be seated together.**
- **Each driver will develop a seat template showing students where to sit. Each bus will have a designated area for students who become sick enroute.**

# Child Nutrition Program (CNP):

- Meals will be served in the cafeteria, classroom, or a combination of both; occupancy in the cafeteria will be limited to 50% or less with as much distance as possible maintained between students.
- Outside visitors and/or family guests will not be allowed to dine in the school cafeteria or bring food to the school building.
- Students will not self-serve meals. No a la carte items will be available at school start; this includes ALL items, including beverages for students bringing meals from home.
- Students who bring food from home will need to pack items that do not require heating or reheating.
- Snack and food items will be limited to the student bringing items; no items brought from home may be shared with other students or groups.
- Water will be available for students.
- MySchoolBucks is the preferred method for deposits. There is a fee associated with each MSB transaction. If cash or checks are sent from home, parents will place them in a sealed envelope with the student and teacher name on the envelope.
- PIN pads will not be used in meal transactions.
- Local school CNP staff will adhere to current USDA and ADPH guidelines and practices.

# Special Programs:

- **Students with special health considerations should be in communication with the local school's educational support committee (IEP, 504, I-ELP, etc...)to support their student learning assignments.**
- **Develop a daily/weekly schedule that will facilitate social distancing, as much as possible, while continuing to meet the needs of the students as are identified in each IEP, 504, I-ELP, etc...**
- **Special populations will adhere to all general education guidance and protocol.**
- **Administrators, teachers, staff, and related service providers will adhere to all guidance provided from program supervisor**
- **Students with IEP, 504 and I-ELP's who wish to enroll in virtual school will need to request and participate in the appropriate committee meeting to consider the appropriateness of the program for student success.**

# Special Programs:

- The student's IEP, 504, and I-ELP teams will determine the most appropriate mode of instruction delivery for that individual student.
- The teams can reconvene at the request of any member to discuss progress and appropriateness of the selected program and delivery mode.
- Related services will be provided through traditional face or face, telehealth, or direct services from contract personnel.
- The IEP team will determine appropriate programming for students working towards the Alternate Achievement Standards who choose to attend the Etowah County Virtual Academy.
- The IEP, 504, and I-ELP teams will meet virtually if possible. Face to face meetings will be conducting utilizing ADPH and ALSDE guidelines (face coverings encouraged, social distancing, etc.).

# FAQs:

## **Q: What is the difference between traditional learning, remote learning, and virtual academy?**

- Traditional learning takes place in the classroom and may involve a combination of paper and digital tools.
- Remote Learning, provided by the classroom teacher, will be used in the event of school closure. Students who are in traditional classrooms will transition to digital learning on the Google platform.
- Virtual Academy: Students enrolled at ECVA are assigned coursework that comes completely from a digital platform (SchoolsPLP or Access) and is facilitated by virtual academy instructors. Students enrolled in ECVA will not attend the school in an on-campus manner. Students may apply for ECVA. EVA deadline to apply is July 23, 2020.

## **Q: Will I be asked to teach both a traditional class and virtually simultaneously?**

- No, teachers will deliver instruction traditionally. In the event of school closure, teachers and students will transition to remote learning. Etowah County Virtual Academy teachers will be responsible for all students enrolled at ECVA.

# FAQs:

## **Q: How will instruction be provided for students with extended absences due to a positive COVID-19 test or mandatory quarantine?**

- Teachers will provide assignments to students who are absent for an extended number of days through online platforms or paper resources. Parents of students who are absent more than 14 consecutive days should collaborate with school administrators to develop a plan for instruction.

## **Q: Will teachers and students be responsible for grades in the event of school closure?**

- Grades will continue in the event of a school closure. Graded assignments should focus on formative assessment assignments and not summative assessments or tests. Formative assessment assignments may include but should not be limited to practice questions, writing assignments, daily grades, informal quizzes, or review questions. Students should receive feedback on all work completed in the event of the school closure. The feedback can be made through online options, emails, or phone conferences. The Etowah County BOE will work to increase available wifi hotspots within our school communities to serve students who have limited or are without internet access. Students who have limited or are without access to internet will be provided a grace period determined by the duration of remote learning to make up missed assignments.

# FAQs:

## **Q: If the school transitions to remote learning, can teachers still come to the school to work?**

- It is our hope that teachers will be able to use classroom resources to teach, but health orders and the spread of COVID-19 will determine access to the school. In the event that we transition to remote learning, further information will be shared.

## **Q: How does COVID-19 impact school supply lists?**

- Teachers should be mindful of the hardships that families may have encountered over the past few months when requesting supplies. Teachers should not request cleaning supplies as they can be difficult to obtain, and the district will provide them.

## **Q: Will teachers be responsible for cleaning or sanitizing classrooms?**

- Custodial staff will provide enhanced cleaning of classrooms. Teachers should support the cleanliness of the school for the safety and health of all staff and students. Follow principal's directions for specific instructions. Cleaning supplies will be provided.

# FAQs:

## **Q: Do employees have to wear a facial coverings?**

- Teachers will be expected to wear facial coverings when working with students within six feet. (As of 6/26/2020, the current health order (Item 13c) requires the use of a mask or other facial covering by a education employee within 6 feet of a person of a different household.)

## **Q: Do Students have to wear a facial covering?**

- Students are highly recommended to wear facial coverings.

## **Q: How will I be expected to identify and address learning gaps created by the March-May 2020 school closure?**

- Teachers are expected to provide formative assessments during the first few week of school to all students. Teachers will collaborate with fellow teachers, instructional coaches, and administrators to plan for addressing the gaps in learning.

# FAQs:

**Q: Will I be expected to rearrange the desks in my room to maintain a six foot distance between all students?**

- Teachers should maximize the distance between desks as much as possible. Unnecessary furniture should be removed from rooms in an effort to create more space between desks. Classrooms that utilize tables for student and group seating will need to evaluate their ability to distance students with the tables and discuss, in collaboration with their school administrator, about the feasibility and availability of desks, dividers, etc... and/or their ability to use tables. Administrators should work with teachers to remove flexible seating options that do not allow for social distancing.

**Q: Will the Extended Day Program be available for students after school?**

Extended Day Services will be provided and will follow the guidelines of the health and safety procedures of the traditional school setting.

# FAQs:

## **Q: Will visitors be allowed on campus for events, eat lunch with students, walk students to class, etc...?**

- Visitor access will be extremely limited at this time. This means that visitors will not be allowed to eat lunch with their children in the cafeteria or visit for other non-essential activities. While we strongly desire parent and community engagement, we will work to collaborate and engage our community and family partners in new and innovative ways.

## **Q. Will schools have orientation?**

- Any orientations should follow social distancing guidelines. Schools are encouraged to plan virtual orientations when practical and feasible. .

# FAQs:

## **Q: Which ALSDE requirements will we be held responsible for during the 2020-2021 school year?**

- All expectations of the Alabama Literacy Act should be met. Currently, all state testing, including ACAP and ACT, are planned for the 2020-2021 school year. The RTI process will be more vital than ever as students return to school after months of school closure. Other yearly processes such as teacher evaluation are expected to continue as normal.

## **Q. Will there be a school closure for the 2020-2021 school year?**

- Under current guidance we do not expect a school closure. In the event of widespread COVID-19 cases within our local communities or county, we will possibly transition to our remote learning plan.

## **Q. What will determine if a transition to remote learning is necessary?**

- Currently, decisions will be made regarding the transition from traditional learning to remote learning as a local decision based on consultation and guidance from ADPH, ALSDE, and CDC.

# FAQs:

## **Q: Will classes be allowed to take field trips?**

- Currently, classes will not be allowed to take off-campus field trips. Updated guidance will be provided once field trips are deemed allowable.

## **Q. My classroom uses mostly hands-on materials and equipment. How should I adjust my activities to ensure proper learning takes place while ensuring student safety?**

- We have always and will continue to encourage students to actively participate in their learning. However in the current pandemic climate, due diligence must be made to ensure items are sanitized before used or passed among and between students.

## **Q: How can I utilize small group instruction while maintaining social distancing and ensuring student safety?**

- As educators, we know and understand best practices and the value that small group instruction brings to our students. We encourage the use of small group learning, but in a way that socially distances students to the best of our ability in a safe manner. We encourage faculty to work with their school administrators and instructional coaches to consider how they can conduct small group instruction in a safe manner.

# FAQs:

**Q: Can I have classroom visitors such as medical professionals, local leaders, policemen, firemen, etc.. visit my classroom?**

- Although we certainly welcome the expertise and knowledge these professionals possess and the value they bring to our community and classroom. We encourage our faculty and staff to include them in classroom and lessons through innovative digital ways while we are under the current pandemic and while there is a need to minimize outside guests in our classrooms.

**Q. With the minimization of library book checkouts and the support of online literary options through a virtual online library, how will librarians/media specialist support the classroom teachers?**

- Each school's media specialist/librarian will work closely with the school administrator to develop a schedule whereby he or she can support the literary engagement of students and classroom teachers while providing and incorporating engaging literature into the classrooms.

# FAQs:

## Technical Support

- If your problem is associated with an assignment or a program, communicate with your classroom teacher first.
- If you have a problem with an ECBOE issued Chromebook, students and families can contact the technology help desk <https://tools.ecboe.org/supportform>.
- The helpdesk is open Monday through Friday from 8:00-4:00. A technician will assist you in troubleshooting the issue ASAP.
- Please note the IT Help Desk can also assist with the following:
  - Assisting with usernames and passwords
  - Directing the user to the correct URLs for program
  - Walking the user through troubleshooting tips.
  - Chromebook issues.
- The IT Help Desk cannot assist with the following:
  - Hardware issues with personal devices
  - Printers
- If a device repair is needed, it will be dropped off at the local school. Once repaired, you will pick it up at the local school.

# FAQs:

**School Help Desk: If you have an issue other than a technical issue, please use the email below to email your student's school.**

Carlisle Elementary	<a href="mailto:ces_help@ecboe.org">ces_help@ecboe.org</a>
Duck Springs Elementary	<a href="mailto:dses_help@ecboe.org">dses_help@ecboe.org</a>
Gaston Elementary	<a href="mailto:gases_help@ecboe.org">gases_help@ecboe.org</a>
Glencoe Elementary	<a href="mailto:ges_help@ecboe.org">ges_help@ecboe.org</a>
Highland Elementary	<a href="mailto:highland_help@ecboe.org">highland_help@ecboe.org</a>
Hokes Bluff Elementary	<a href="mailto:hbes_help@ecboe.org">hbes_help@ecboe.org</a>
Ivalee Elementary	<a href="mailto:ies_help@ecboe.org">ies_help@ecboe.org</a>
John S. Jones Elementary	<a href="mailto:jsj_help@ecboe.org">jsj_help@ecboe.org</a>
Southside Elementary	<a href="mailto:sses_help@ecboe.org">sses_help@ecboe.org</a>
West End Elementary	<a href="mailto:wees_help@ecboe.org">wees_help@ecboe.org</a>
Whitesboro Elementary	<a href="mailto:wes_help@ecboe.org">wes_help@ecboe.org</a>

# FAQs:

**School Help Desk: If you have an issue other than a technical issue, please use the email below to email your student's school.**

Glencoe Middle	<a href="mailto:gms_help@ecboe.org">gms_help@ecboe.org</a>
Hokes Bluff Middle	<a href="mailto:hbms_help@ecboe.org">hbms_help@ecboe.org</a>
Rainbow Middle	<a href="mailto:rms_help@ecboe.org">rms_help@ecboe.org</a>
Sardis Middle	<a href="mailto:sms_help@ecboe.org">sms_help@ecboe.org</a>
Gaston High	<a href="mailto:gashs_help@ecboe.org">gashs_help@ecboe.org</a>
Glencoe High	<a href="mailto:ghs_help@ecboe.org">ghs_help@ecboe.org</a>
Hokes Bluff High	<a href="mailto:hbhs_help@ecboe.org">hbhs_help@ecboe.org</a>
Sardis High	<a href="mailto:shs_help@ecboe.org">shs_help@ecboe.org</a>
Southside High	<a href="mailto:sshs_help@ecboe.org">sshs_help@ecboe.org</a>
West End High	<a href="mailto:wehs_help@ecboe.org">wehs_help@ecboe.org</a>
Career Technical Center	<a href="mailto:ecctc_help@ecboe.org">ecctc_help@ecboe.org</a>
Refocus Center	<a href="mailto:refocus_help@ecboe.org">refocus_help@ecboe.org</a>