



FAQ - Remote Learning

General Questions

- If you need assistance with questions that are not addressed elsewhere in this document, please contact the following campuses:
 - Longwood main office (773-238-5330) from 7:30 a.m.-4:30 p.m.
 - Loomis main office (773-429-8955) from 8:00 a.m.-4:00 p.m.
 - Lloyd Bond main office (773-468-1300) from 8:00 a.m.-4:00 p.m.

Device Access

- What can I do if I do not have access to a computing device for my child at home?
 - Please email operations@cicsloomislongwood.org or sign up [here](#) if your child needs a device at home and to arrange for a pickup time. (NOTE: Device quantities are limited so please pick up a device only if you do not currently have an operational device so that we can continue to have enough on hand for all of our students.)
- Can I get a school-issued device for each CICS student in my family?
 - Yes. We want each student to have full access to remote learning at home so you can arrange to pick up a device for each of your CICS students if you have not already done so.
- We had a personal device but it is no longer working. Who can I contact to get a school-issued device?
 - Please call the CICS Tech Support Line at 872-258-0100. They can help with the problem on your personal device. If not, please email operations@cicsloomislongwood.org to arrange for a school-issued student device replacement.
- Can my child(ren) access the learning platforms on tablets and cell phones? Can they use a Mac computer?
 - Tablets (e.g., iPads) can be used to access learning platforms. While this is also possible on cell phones, this is not ideal since the size of the screen limits a student's interaction with their teacher and classmates. If your student is using a cell phone, please email operations@cicsloomislongwood.org to arrange for a student device.

Tech Support

- Who do I contact for a technology-related problem or issue (e.g., password resets, trouble accessing a learning platform, damaged or non-functioning hardware)?

- Please call the CICS Tech Support Line at 872-258-0100.
- How do I log into Google Classroom or who do I contact for log-on issues?
 - For difficulty logging on or password resets, please contact the CICS Tech Support Line at 872-258-0100 or call the student’s teacher directly for classroom-specific codes.
- What if a school-issued device stops working? How can I get support?
 - Please call the CICS Tech Support Line at 872-258-0100.
- What if I do not have internet access?
 - You may be eligible for free high-speed internet through the City of Chicago and CPS’ Chicago Connected program. To determine eligibility and next steps, please contact the CPS Parent Tech Support helpdesk at (773) 417-1060 from 7:30 a.m.–4:30 p.m. Monday–Friday or visit this [link](#).

If ineligible for Chicago Concerned, check out this [list](#) of additional low-cost options available.

Supporting Students’ Work

- What are the expectations for attendance and work completion for my child?
 - This may vary by school/grade level, but students are expected to attend sessions daily, Monday through Friday, for each class unless it is a digital learning day. On digital learning days, students will receive expectations from their teachers that may include timed reading or virtual assignments.
- How do I communicate with my child(ren)’s teacher(s)?
 - For all schools/grade levels, teachers can be reached via Email and Google Voice. Some grade levels use Class Dojo or Dean's List.
- How can I view my child’s grades during online learning?
 - Parents and guardians can login to the parent portal at: <https://ps.chicagointl.org/public/> to view grades for their child(ren) during online learning. Parents and guardians also have the ability to “opt-in” to receive real-time alerts when a new grade has been added or modified. Please visit the following [link](#) to view where to opt-in.
- How can I check my students’ progress in this online setting?
 - If you need to check on your child’s progress during remote learning, you can contact your student’s teacher directly or the CICS Data team at data@chicagointl.org.
- How will my school address the social and emotional needs of my child’s IEP?
 - Related services outlined in student IEP documents are being implemented remotely by the school social workers, speech pathologists, occupational therapists, nurses, and

psychologists (for re-evaluation or initial evaluation), paraprofessionals, and diverse learning teachers.

Parents/guardians will be contacted by service providers to obtain consent for virtual service provision and to schedule meeting times once consent has been provided. If parents are reluctant to allow this to take place remotely, we will identify other means of support, as in-person service is not allowable at this time. Parents with any concern regarding related service provision and schedule should contact the Director of Student Services, [Ms. Chrystal Fields](#). Diverse learners who do not have explicit social-emotional supports outlined in the IEP at present will be supported through the Multi-Tiered Systems of Support (MTSS) program.

For non-diverse learner students, MTSS supports students with needs ranging from academics, grief/loss, anger management, conflict resolution, communication and social engagement. Mentoring programs are being offered as well (Becoming a Man, Males to Men), all of which are aimed to increase student connectedness to the learning community and supports outside of the home. Students may receive individualized supports based on their needs and/or parent and student wishes. All staff members can request additional support. Parents can also reach out to [Ms. Chrystal Fields](#), Director of Student Services or [Mr. Carl Reed](#), MTSS Coordinator.

- My family is struggling with remote learning. How can we receive additional support?
 - Families are strongly encouraged to develop collaborative relationships with teachers and staff across academies. In the event you are having difficulties with remote learning, please reach out to your student's teacher(s) who can work with you to better understand your needs and to develop a plan to support learning and growth. A remote learning needs survey ([link here](#)) has been developed to capture information from parents, students, and teachers given our current realities that all are experiencing with COVID-19.

Student Record and Enrollment Questions

- Who do I contact if I have a question on student records?
 - If you have any questions on student records, please submit them to the CICS Data team at data@chicagointl.org.
- Who can I contact if I have a student enrollment or transfer question?
 - If you have a question on student enrollment or transfers, please email it to apply@chicagointl.org or call 312-877-0541.