



Frequently Asked Questions (FAQs) from DPSCD Parents



Detroit Public Schools Community District

September 2018

FREQUENTLY ASKED QUESTIONS (FAQs)

General

1.1 What is the phone number to the Parent/Resolution Hotline?

The number is (313) 240-4DPS or (313) 240-4377.

1.2 What are the hours for the Parent/Resolution Hotline?

The parent hotline is open Monday – Friday, 7:00 a.m. to 5:00 p.m.

1.3 How do I request translation services?

Please contact the Translation Coordinator at (313) 576-0106 or visit the [Interpretation and Translation Services page](#)

1.4 Is there a school directory that lists contact information for my child's school?

For a complete listing of all DPSCD schools, please utilize our website at <http://detroitk12.org/schools/all-schools/>
If you do not have access to the internet, please call the Parent/Resolution Hotline at (313) 240-4DPS or (313) 240-4377, Monday – Friday, 7:00 a.m. to 5:00 p.m.

1.5 Where can I locate the District's calendar? When is the District calendar made available for the next school year?

The academic, assessment, District events, and report-card marking calendars are all available on our website at <http://detroitk12.org/calendars/> You may download or subscribe to family-friendly versions of the calendars.

1.6 Where can I locate Board of Education office numbers, meeting dates, meeting minutes and policy documents?

The Board of Education webpage is located at <http://detroitk12.org/board/> and includes office numbers and meeting dates.
[BoardDocs](#) is the District's cloud based, board management system that provides access to all board agendas. It is home to a searchable online index of agendas, board packets, minutes and policies.

1.7 How can I reach members of the Board of Education?

You may email board members directly by visiting the [Board of Education Members](#) page. Board member email addresses are available on BoardDocs at <https://www.boarddocs.com/mi/detroit/Board.nsf/Public>.

FREQUENTLY ASKED QUESTIONS (FAQs)

Enrollment

2.0 Where can I locate the enrollment process for District schools?

Discover what educational opportunities DPSCD has in store for your child by exploring our web site - <http://detroitk12.org/enroll/how-to-enroll/>

The website is designed to answer all enrollment concerns for:

Elementary/ Middle Schools	Career/ Technical Education
High Schools	Montessori
Application Schools	Non-Residents
Examination Schools	Bilingual / English Learners
Early Childhood	Homeless
Adult Education	Special Needs
IMPACT Program (Second Chance)	Alternative Programs

Explore specialty schools such as:

Fine and Performing Arts	Aviation
Single Gender Education	S.T.E.M. (Science, Technology, Engineering, Math)
College Partners	Foreign Language Immersion
Montessori	Science and Medicine

2.1 How do I find out what schools are in my area or boundary?

Visit our website at http://detroitk12.org/schools/boundary_search/ and enter your street address.

You may also search school via the map tool at:
<http://detroitk12.org/schools/map/>

2.2 Can students from outside of the city enroll in DPSCD schools?

Detroit Public Schools Community District is a School of Choice District and may enroll out-of-district students through September 7, 2018.

2.3 Who do I contact if my neighborhood school is denying enrollment?

Please contact the Office of Enrollment at (313) 873-6345.

2.4 Where can I obtain information about the application process for the Examination High Schools?

Go to: <http://detroitk12.org/enroll/how-to-enroll/>.

2.5 Who do I call, if I want to transfer my child from one DPSCD to another DPSCD school?

(Not applicable to examination or application schools)

Contact the school that you would like to transfer to, and they should be able to assist with the transfer. If you encounter any difficulties, please contact the Office of Enrollment, (313) 873-6345.

2.6 We are currently homeless. How do I enroll my student into a DPSCD school?

You may enroll at the school of your choice, though exceptions may apply for examination high schools. To obtain services as well as additional information, please contact George Eason, Program Director, McKinley-Veto Homeless Division in the Office of Clinical Prevention and Intervention Services at (313)748-6388.

FREQUENTLY ASKED QUESTIONS (FAQs)

Academics, Curriculum & Instruction

3.1 Who do I contact if I have a concern regarding my child's grades?

Your child's teacher is the first point of contact to discuss grades, attendance, classroom performance, and related issues. Teachers can be reached by phone, email, or via the Parent Connect portal. Additionally, teachers are available for one-on-one sessions during designated Parent-Teacher Conference periods. Please contact your school's office to obtain contact information or to sign up for Parent Connect.

3.2 Who do I contact if I want to dispute my child's grades on the report card?

The teacher is the most knowledgeable about the academic performance of your child. If you are unable to resolve the grade issue with the teacher, please request a review of the grades by scheduling an appointment with your principal and/or his administrative designee.

3.3 Where do I find information about the adopted core programs in the District?

Adopted core programs are available for each curriculum department at <http://detroitk12.org/academics>

3.4 I have a question about accessing or understanding my student's performance data. Who do I contact?

To understand your student's performance data, please contact your child's teacher. If for any reason your child's teacher is unable to address your concern, please contact the principal.

3.5 I think there might be an issue or error with student's performance data. Who do I contact?

For information on student performance data, please contact Beth Gonzalez, Assistant Superintendent of Curriculum & Instruction at (313) 873-3485.

3.6 How do I log-in to my student's i-Ready account?

Access i-Ready via the Clever shortcut on your desktop or through Google Chrome, go to clever.com/in/DPSCD

Click on the "Log in with Active Directory" option

For students,

- o Enter their Active Directory username which is their studentID@thedps.org
- o Enter their Active Directory Password

Student Password:

This is comprised of the following:

First letter of their first name in upper case

First letter of their last name in lower case

- 2 digit of their birth month
 - 2 digit of their birth year
- 01(male) or 02 (female)

Example:

Jane Doe whose birthday is May 13, 2004

Password is **Jd050402**

FREQUENTLY ASKED QUESTIONS (FAQs)

Research, Evaluation & Assessment

4.1 I have a question about the District assessment calendar. Who do I contact?

For more information, please contact Mark Paik, Executive Director of Data, Assessment and Accountability at (313) 873-7441

4.2 I am trying to find performance or other data about a school or the District. Who do I contact?

For more information, please contact the Office of Research, Evaluation and Analytics at (313)873-7440.

Technology

5.1 Who do I call, if I need to access my child's on-line profile?

Parent Connect

Open the URL: <https://sis.detroitk12.org/production/ParentPortal>

Enter PIN and Password, click Logon

Note: If you have not been issued a Personal Identification Number (PIN) or Password, please contact your school or district personnel for the required login information.

PIN: This number is a unique number assigned to each contact randomly by the computer. Your personal identification number or PIN *cannot* be changed.

If you need additional assistance, please contact school personnel.

FREQUENTLY ASKED QUESTIONS (FAQs)

Office of Exceptional Student Education (ESE)

6.1 Are transportation services available for students with disabilities? What are the pick-up and drop-off locations?

Transportation for students with an Individualized Education Plan (IEP) is available through the ESE department is based on need related to the student's disability as outlined in the IEP. If you have questions regarding transportation, please contact your exceptional student education teacher or building principal. Should you require additional assistance, please contact your specific Cohort Supervisor as outlined on the website. For information on transportation, please contact the office of Exceptional Student Education at 313-873-7481.

6.2 My child has an Individual Education Plan (IEP), but there are no programs and services in line with the plan?

The first line of communication is always your case manager. If you require additional support, please reach out to your building principal.

If you require an additional layer of support, please contact the Lohren Nzoma, Senior Executive Director for Exceptional Student Education at (313) 873-7481.

6.3 How is the Deaf and Hard of Hearing program serviced? What is the staffing model, curriculum and supports system in this program?

Please contact Ms. Celeste Johnson (celeste.johnson@detroitk12.org), DHH Supervisor. Should you require an additional Layer of support, please reach Tyra Butler (Tyra.Butler@detroitk12.org), the Cohort 2 Supervisor/ Liaison. For information, beyond the Cohort Supervisor, please contact Lohren Nzoma, Senior Executive Director of Exceptional Student Education at 313-873-7481.

6.4 Who do I contact if my child has an IEP but has not been enrolled in school?

For the beginning of the 2018-2019 academic year, please begin with your neighborhood school for all students eligible with a specific learning disability or speech and language impairment as a primary disability. If your child is eligible under another area for an Individualized Education Plan, please call Ms. Debbie Ake at Fredrick Douglass Academy, South Wing, Rm 168. (3001 W. Warren, Detroit, MI 48202) Phone: 313-748-6499.

6.5 Where can I access resources for my special needs students?

Please contact school leadership.

DPSCD Exceptional Student Education website

http://detroitk12.org/admin/academic_affairs/special_education/

Michigan Department of Education -Office of Special Education
<https://www.michigan.gov/mde/0,4615,7-140-6598---,00.html>

Michigan Alliance for Families
<http://www.michiganallianceforfamilies.org/>

6.8 I am having issues with the placement process. How do I provide feedback on my concerns?

Please address concerns to Lohren Nzoma, Senior Executive Director at 313-873-7481.

6.9 How often are speech services available?

Speech services occur as a part of a student’s Individualized Education Plan (IEP). Your child’s IEP will detail the amount of time provided under the Programs and Services section. Please begin with your student’s ESE teacher.

6.10 What supports are in place for students with behavioral issues?

Detroit Public Schools Community District (DPSCD) operates under the Positive Behavior Intervention System (PBIS) at all grade levels across the District and within the school building. Within the classroom you should see a layer of Tiered Interventions. An additional layer of support is available on an individualized basis in accordance with the needs outlined by the IEP team. This may include services from the ESE School Social Worker, Behavior Specialist and other support staff. Please consult with your ESE teacher, principal and or ESE Cohort Supervisor.

Cohort	First Name	Last name	Phone Number	Email Address
2	Tyra	Butler	(313) 414-4299	tyra.butler@detroitk12.org
1	Richard	Gregory	(313) 263-2895	richard.gregory@detroitk12.org
3	Roslyn	Hester	(313) 263-2878	roslyn.hester@detroitk12.org
5	Marlene	Hunter-Armstrong	(313) 263-2890	marlene.hunter-armstrong
4	Laronda	Thomas	(313) 263-2808	Laronda.thomas@detroitk12.org

6.11 How often are ancillary services provided? (Social work, speech, physical therapy)

This is individualized and based upon student need as outlined in the Individualized Education Plan (IEP).

6.12 It has been over 30 days since my child’s last IEP meeting, who do I contact to find out the status?

IEP teams are required by law to convene on an annual basis (once per year). However, should any IEP team member believe there is reason to meet, they may call another IEP

team meeting at any time. Please contact your student's ESE teacher or building principal.

FREQUENTLY ASKED QUESTIONS (FAQs)

Complaints / Climate/Culture / Customer Service

7.1 As a parent, who do I call if I feel that I was treated unfairly at a school building?

Contact Sharlonda Buckman, Assistant Superintendent for the Office of Family and Community Engagement at (313)873-7490 or email at sharlonda.buckman@detroitk12.org

7.2 What do I do if I feel my child is getting bullied?

Please contact the school principal immediately. If the school principal is unavailable or additional assistance is needed, please contact the principal leader. To identify the principal leader for your school, please view the school cohort list on the website at http://detroitk12.org/admin/academic_affairs/docs/2017-2018_School_Organizational_Cohorts.pdf If additional assistance is necessary, you should reach out to Dwight Jones, Executive Director of School Culture and Climate at (313) 578-7235 dwight.jones@detroitk12.org

7.3 How do I report unsafe building conditions?

If you feel there are unsafe conditions that we should be aware of, please contact the school principal or the principal leader. To identify the principal leader for your school, view the school cohort list on the website at http://detroitk12.org/admin/academic_affairs/docs/2017-2018_School_Organizational_Cohorts.pdf

7.4 Who do I call if I feel my child was unfairly disciplined?

Contact the school principal or the principal leader. To identify the principal leader for your school, view the school cohort list on the website at http://detroitk12.org/admin/academic_affairs/docs/2017-2018_School_Organizational_Cohorts.pdf

7.5 How can I provide customer service feedback on my experience with staff?

We strive to provide high levels of customer service to all of our stakeholders. If you have customer relation concerns, please contact the school principal. If the school principal is unable to assist, please contact the principal leader. The school cohort list is available on our website at http://detroitk12.org/admin/academic_affairs/docs/2017-2018_School_Organizational_Cohorts.pdf

7.6 If my child is hurt at school, what protocol is followed?

Report incident to school principal as soon as possible. Incident/injury forms will be issued for completion and incident that led to student's injury will be

investigated. If incident that led to injury is not investigated expeditiously or thoroughly contact school's principal leader for further resolution.
The school cohort list is available on our website at: <http://detroitk12.org/admin/>

7.7 I feel that my student's teacher is not responsive to my concerns. Who do I contact?

Contact the school principal. If the school principal is unable to assist, please contact the principal leader. The school cohort list is available on our website at http://detroitk12.org/admin/academic_affairs/docs/2017-2018_School_Organizational_Cohorts.pdf

7.8 I believe that a school or District policy needs review or revision. Who do I contact?

Contact the Superintendent's Office at (313) 873-7922. You may also contact the Board Secretary's Office at (313) 873-7860.

7.10 Who do I call, if I would like to donate to a school?

If there is a desire to donate directly to a school, please contact the school's principal. Depending on the type and amount of the donation, a release of items may need to be completed as well. If you are unable to reach your school principal, please contact the principal leader. The school cohort list is available on our website at http://detroitk12.org/admin/academic_affairs/docs/2017-2018_School_Organizational_Cohorts.pdf.

7.11 Who do I call, if I want to participate in a parent focus group?

For contact Sharlonda Buckman, Senior Executive Director for the Office of Family and Community Engagement at (313)873-7490

FREQUENTLY ASKED QUESTIONS (FAQs)

School Safety

8.1 Who do I call if I want to appeal my child's suspension?

Under the newly adopted Student Code of Conduct, you may appeal a suspension by visiting the District website <http://detroitk12.org>, type Student Code of Conduct in the search bar located in the upper left-hand corner of the home page. Information referencing a parent's right to appeal is located on page 9 of the revised Code of Conduct. You may also contact David Hopkins, Director of the Student Code of Conduct Office at (313) 748-6350

8.2 How do I contact Public Safety? Where is the office located?

The DPSCD Police Department is located at 8500 Cameron, Detroit, MI 48211
Main number: (313) 748-6020 / Emergency (313) 748-6000

8.3 Who do I contact if my child has been arrested or detained?

Contact the DPSCD Police Department at (313) 748-6020 where assistance will be provided.

8.4 Who do I contact if my child has been assaulted?

If the assault occurred on school grounds during school hours, contact your school principal immediately. The principal will launch an extensive investigation and also notify the DPSCD Police Department, who will conduct an independent investigation of the incident. If the assault was committed after school hours, you may contact DPSCD Police directly at (313) 748-6020.

8.5 How do I obtain a copy of a police report filed with the District?

Contact the Office of Public Safety at (313) 748-6020.

8.6 How do I report a crime that I witnesses that occurred on school grounds?

Contact the Office of Public Safety immediately at (313) 748-6000. Also, notify the school principal immediately as a "lock down" protocol or other safety measures may have to be followed as a safety precaution

FREQUENTLY ASKED QUESTIONS (FAQs)

Building Concerns (Facilities)

9.1 I am concerned about building conditions. Who should I contact?

Contact Felicia Venable, Senior Executive Director for the Office of Operations - at (313) 873-6532 or email at felicia.venable@detroitk12.org

9.2 How do I report a pest sighting?

The District uses an Integrated Pest Management (IPM) approach to pests in schools. This means that schools are to log their concerns or sightings of pests in the IPM logbook maintained in the main office. The licensed and contracted pest control contractor inspects schools once and some time twice per month and addresses those concerns. The application of a pest control chemical is last option for addressing pests in schools. Instead, the contributing factors are to be addressed as a first option for ridding a building of pests.

9.3 I have concerns about the condition of the student parking lot. Who should I contact?

The District has a Department of Grounds and Maintenance to address concerns regarding parking lots. You can contact Mr. George Vary, Director of Grounds and Maintenance via email at george.vary@detroitk12.org

9.4 I want to perform repairs at the school. Who do I contact?

The District welcomes volunteers. Anyone interested in volunteering should complete a volunteer application and follow the guidelines for the application process. Depending on the project, volunteers can coordinate a project by contacting the school administrators. If the work involves renovation, construction, or painting, prior approval must be granted by DPSCD Operations. Please contact Felicia Venable, Senior Executive Director for the Office of Operations at (313)873-6532.

9.5 How often are safety drills to be performed in my child's school?

Schools are required to conduct five fire drills, two take care (tornado) drills and three lockdown drills annually. A schedule of these drills is due to the Wayne County Office of Homeland Security on or before September 15th each year. The schedule for these drills is also available of the homepage of your child's school at www.detroitk12.org.

FREQUENTLY ASKED QUESTIONS (FAQs)

Transportation

10.1 Who do I speak with regarding student transportation?

You can contact Aaron Walter, Executive Director for the Office of Student Transportation at (313) 216-5844. You may also contact the Transportation Call Center at 313-945-8600.

10.2 I lost my child's bus route information. Who do I call to receive a copy?

Please contact the Student Transportation Call Center at 313-945-8600 for this information.

10.3 How can I get a bus pass for my student?

High School students and some middle school students are eligible for a bus pass. Students must live between .75 to 1 ½ miles respectively away from their neighborhood school which is the school assigned by the District. Schools are given bus pass allocations at the beginning of the semester. Please see the main office at your school for a pass, if eligible.

10.4 My family has moved. How do I update my address for student transportation?

To update your mailing address, please contact the main office of the school at which your child attends.

10.5 What is the District's policy on student transportation?

Guidelines for student transportation may be found on the website at <http://detroitk12.org/admin/operations/transportation/>. You may also contact the Office of Transportation at (313) 945-8600.

10.6 Who do I call, if I have concern regarding a bus corner stop?

Contact Aaron Walter, Executive Director for the Office of Transportation at (313)216-5844.

FREQUENTLY ASKED QUESTIONS (FAQs)

School Nutrition

11.1 Does DPSCD serve meals for vegetarians?

Yes, vegetarian options are offered daily at each school. If your child has food allergies, these are to be documented by your family physician and shared with the school administration and the onsite school nutrition team.

11.2 How can my school have a salad bar?

Beginning Fall 2018, every school will have an option for a salad. Vegetable options will either be served at a salad bar depending on space or a pre-made salad will be made available for consumption.

11.3 How many schools have gardens and where are they?

The District has nearly 60 school gardens. To learn where these gardens are located please visit our website at

<http://detroitk12.org/admin/operations/foodservice/>

11.4 How can I obtain the Food Service Menu for my child's school?

Please visit the Office of School Nutrition Website at

<http://detroitk12.org/admin/operations/foodservice/menus/>

FREQUENTLY ASKED QUESTIONS (FAQs)

Athletics/Health/Physical Education

12.1 I have questions regarding the 9-12 athletic program. How do I locate information on the program?

For information regarding the athletic program, visit the website at www.detroitk12.org/sports. If you have additional questions, you may contact Alvin Wood, Director for Athletics at (313) 313-870-3782

12.2 I have questions regarding the K-8 athletic program. How do I locate information on the program?

Please visit the website at www.detroitk12.org/sports. If you have additional questions, please contact Maria Adams Lawton, Director for K-8 Athletics at (313)873-8585

Fine Arts Program

13.1 Where can I rent or purchase an instrument for my child and what should I expect to pay for rental fees or to purchase?

Instruments can be rented or purchased from local instrument music dealers. The average rental fee is approximately \$33.00 - \$40.00 per three-month period depending on the type of instrument rented. The purchase price of an instrument will vary depending on the brand name and category of instrument (beginner, intermediate or advanced/professional model instrument). Beginner instruments usually start at \$300.00, intermediate level \$650.00 and advanced/professional models \$1,800.00.

13.2 My child's instrument is in need of repair. What should I do?

First, ask your child's teacher to check the instrument out to try to determine the problem as it may be something as simple as repositioning a spring or key. If the repair is one that should be performed by a professional repair person, take the instrument to an instrument repair vendor. An approved instrument repair vendor list is below:

2018-2019

Approved Instrument Repair Vendors

Hewitt's Music, Inc. (Band and Strings)
23330 Farmington Road
Farmington, MI 48336
248-957-9090
Contact: Skip or Phil Hewitt

skip@hewittsmusic.com

Shar Music (Strings)
2465 S. Industrial
Ann Arbor, MI 48104
Contact: Adam Cogan

Rental Operations Manager
Shar Products Company
866-742-7261
adac@sharmusic.com

Jorgi Margariti (Strings)
22501 Avalon St.
St. Clair Shores, MI 48080
586-441-3054
Contact: Jorgji Margariti
Jorgji123@gmail.com

Detroit Saxophone Center (Band)
21301 Gratiot Ave,
Eastpointe, MI 48021
586-777-7541
Contact: Richard Pioch, Billy Furman
piotechsax@yahoo.com

13.3 Are there any weekend or after school community art/music programs where I can enroll my child and what is the cost?

Yes, there are weekend and after school music and art programs where you can enroll your child:

Wayne State University Weekend School of Music

Website: <http://www.weekendschoolofmusic.com/>

MSU Community Music School

Website: www.cms.msu.edu/detroit

Call: (313) 578-9716 (Jill Woodward)

Email: cmsd@msu.edu

3408 Woodward, Detroit, MI 48201

Detroit Symphony Orchestra Civic Music Programs

Caen Thomason-Redus, Senior Director of Community and Learning

Call: (313)-576-5596

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Carr Center

Oliver Ragsdale

Call 313-965-8430
Email: academy@thecarrcenter.org



The Museum of Contemporary Art Detroit

Call: 313-832-6622
4454 Woodward Ave, Detroit, MI 48201

Please contact the organization of your choice for special pricing information for DPSCD students.

13.4 What summer music/art programs are available for my child to participate in and are there scholarships available?

Wayne State University Weekend School of Music

Website: <http://www.weekendschoolofmusic.com/>

MSU Community Music School

Website: www.cms.msu.edu/detroit
Call (313) 578-9716 (Jill Woodward)
Email: cmsd@msu.edu
3408 Woodward, Detroit, MI 48201

Detroit Symphony Orchestra Civic Music Programs

Caen Thomason-Redus Senior Director of Community and Learning
Call: (313) 576-5596

Carr Center: Oliver Ragsdale

Call 313-965-8430
Email: academy@thecarrcenter.org

The Museum of Contemporary Art Detroit

Call: 313-832-6622
4454 Woodward Ave, Detroit, MI 48201

Blue Lake Fine Arts Camp

Call: 231.894.1966
300 E. Crystal Lake Rd, Twin Lake, MI 49457 800-221-3796

13.5 Can my child use his/her assigned school instrument to participate in a summer music program?

Yes, your child will need to get an Application for Loan of Musical Instrument from their teacher, complete and return to the teacher.

13.6 I would like to donate instrument/s to DPSCD. Who do I contact?

Contact: The Department of Development and Partnerships
Detroit Public Schools Community District
Mrs. Toria Ward-Gilkey
(O) 313-873-8593
(C) 313-460-3852
3011 W. Grand Blvd. Fisher Bldg. 9th Fl
Detroit, MI 48202