



# FAMILY RESOURCE GUIDE



A SERVICE GUIDE FOR  
MULTILINGUAL FAMILIES

2020 – 2021 SCHOOL YEAR



Cleveland Metropolitan School District

## Multilingual Multicultural Education Department

*"Supporting English Learners Achieve Academic Excellence."*



---

### A NOTE FROM THE EXECUTIVE DIRECTOR OF THE MULTILINGUAL MULTICULTURAL EDUCATION DEPARTMENT

---

Greetings Multilingual Families of CMSD,

We hope all is well. During this trying time, the Cleveland Metropolitan School District (CMSD) has worked rigorously in putting together a plan of action to address the needs of all of our families during the COVID pandemic.

As you all know, CMSD will be starting the school year remotely as part of the school reopening plan. This means that we have had to adjust, as all of you, to this new way of living and working. We understand that with a change as large as this one, there will be some bumps on the road as we all begin to get accustomed to this new way of living. Also, we recognize that it is difficult to navigate through some services needed and we are here to help. This guide provides the essential information for all of our families to know where those services are at and whom to contact if needed.

As always, do not hesitate to communicate with our department for any items needed. Thank you for all that you do as families and caregivers.

Sincerely,

*Jose O. Gonzalez*

Jose Gonzalez, Ed.S.  
Executive Director of Multilingual Multicultural Education  
Cleveland Metropolitan School District

---

## ENROLLMENT & REGISTRATION

---

The Multilingual Welcome Center is currently functioning on a virtual and/or phone basis since the COVID closures. The following are some procedures for families to follow and get in contact with our Welcome Center:

### ***School Enrollment, Re-Enrollment, and School Transfers:***

For school enrollment, re-enrollment and transfer please contact the Welcome Center office through the following phone numbers:

- Ms. Caraballo @ 216-838-6984
- Mrs. Rivera @ 216-838-0140
- Ms. Nayef@ 216-577-6927 (*Arabic Only*)

### ***Documents Needed for Enrollment:***

- CMSD Registration Form (Attached)
- Proof of Birth (Birth Certificate, Green Card, Passport, I-94 Card)
- Proof of Address (Rent Receipt, Lease, recent utility Bill, Public Agency, and Affidavit)
  - Affidavit only used if there is not proof of address (form attached)
- Previous School Records
- Immunization Records (TB test and the results)
- Parent / Caregiver ID
- Any Special Education documents (if needed)

Once the parent/caregiver has spoken to one of the Registration Specialists, the documents must be gathered and sent in. Parents can may go to any library to scan and send their documents for free or may take pictures of the enrollment documents and send it via e-mail. Enrollment documents must be sent to [MultilingualRegistration@ClevelandMetroSchools.org](mailto:MultilingualRegistration@ClevelandMetroSchools.org)

### ***Address Changes & Withdrawals***

Parents can contact their children's school to help change the address, update the contact information, and withdrawal.



---

## CRISIS INTERVENTION ASSISTANCE

---

The Multilingual Department's Family Engagement & Student Supports subdivision is committed to assisting families through referrals of services that are in need for students to be successful. Schools and community partners that identify a need from a family or student may contact our coordinators regarding that need. Our Coordinator Contact information is the following:

- Senaida Perez, Family Engagement & Student Support Coordinator
  - 216.246.5831
  - [Senaida.Perez@ClevelandMetroSchools.org](mailto:Senaida.Perez@ClevelandMetroSchools.org)
- Khwater Nayef, Refugee Services Coordinator
  - 216.577.6927
  - [Khwater.Nayef@ClevelandMetroSchools.org](mailto:Khwater.Nayef@ClevelandMetroSchools.org)

---

## TRANSLATIONS & INTERPRETATIONS

---

The Multilingual Multicultural Education Department's Translations & Interpretations Subdivision is committed to meeting the translations and interpretation needs of our multilingual families in CMSD. All families and caregivers needing translations and interpretation services must request it through your child's school. Also, you may contact our Translations & Interpretations subdivision at [Translations Interpretations@ClevelandMetroSchools.org](mailto:Translations Interpretations@ClevelandMetroSchools.org)



---

## MULTILINGUAL DEPARTMENT STAFF CONTACT INFORMATION

---

***Jose O. Gonzalez, Ed.S. – Executive Director (216.838.6972)***

***[Jose.Gonzalez@ClevelandMetroSchools.org](mailto:Jose.Gonzalez@ClevelandMetroSchools.org)***

**Carmen Torres – Administrative Assistant to the Executive Director (216.838.6972)**

**[Carmen.Torres@ClevelandMetroSchools.org](mailto:Carmen.Torres@ClevelandMetroSchools.org)**

### *Student Enrollment / Registration*

- ⇒ Elizaida Caraballo, Intake/Registration Specialist – 216-838-0140  
[Elizaida.Caraballo@ClevelandMetroSchools.org](mailto:Elizaida.Caraballo@ClevelandMetroSchools.org)
- ⇒ Marta Rivera, Intake/Registration Specialist – 216-838-6980  
[Marta.Rivera@ClevelandMetroSchools.org](mailto:Marta.Rivera@ClevelandMetroSchools.org)
- ⇒ Janice Cedeño, Assessment & Student Placement Manager – 216-838-6975  
[Janice.Cedeno@ClevelandMetroSchools.org](mailto:Janice.Cedeno@ClevelandMetroSchools.org)

### *Multilingual Family Engagement / Crisis Intervention Assistance*

- ⇒ Senaida Perez, Family Engagement & Student Support Coordinator – 216-838-6982  
[Senaida.Perez@ClevelandMetroSchools.org](mailto:Senaida.Perez@ClevelandMetroSchools.org) (216) 246-5831 ©
- ⇒ Khwater Nayef, Refugee Services Coordinator – 216-838-6978  
[Khwater.Nayef@ClevelandMetroSchools.org](mailto:Khwater.Nayef@ClevelandMetroSchools.org) (216) 577-6927 ©

### *School Level Translations & Interpretations*

- ⇒ Maribelle Guzman, Translations & Interpretations Manager 216-838-6981  
[Maribelle.Guzman@ClevelandMetroSchools.org](mailto:Maribelle.Guzman@ClevelandMetroSchools.org)
- ⇒ Kimberly Berrios, Translations & Interpretations Specialist – 216-838-6977  
[Kimberly.Berrios@ClevelandMetroSchools.org](mailto:Kimberly.Berrios@ClevelandMetroSchools.org)
- ⇒ Kaleb Garcia, Translations & Interpretations Specialist – 216-838-6979  
[Kaleb.Garcia@ClevelandMetroSchools.org](mailto:Kaleb.Garcia@ClevelandMetroSchools.org)

---

## APENDIX

---

The following pages are various forms and resources for our families and community partners to use in various instances.



# Multilingual Multicultural Education Department

"Supporting English Learners Achieve Academic Excellence."



CLEVELAND METROPOLITAN SCHOOL DISTRICT

## Student Enrollment Form

Re-enrollment  Pre-registration  Never enrolled at CMSD

1111 Superior Ave. E, Suite 1800, Cleveland, OH 44114 • 216.838.0000

Student's legal name: \_\_\_\_\_  
Last Name First Name Middle Initial Suffix

Address: \_\_\_\_\_ Apt. number: \_\_\_\_\_ Up  Down   
Number Street City Zip Code

Grade: \_\_\_\_\_ Most recent school district attended/Community school: \_\_\_\_\_

Birthdate: \_\_\_\_\_ Birthplace: \_\_\_\_\_ Nickname: \_\_\_\_\_  
Month Date Year City State

Gender:  Male  Female

Did the child learn to speak a first language other than English?  Yes  No

Is student of Hispanic/Latino origin, regardless of race?  Yes  No

Is the language most often spoken by the child one other than English?  Yes  No

Race (select at least one):  
 White  Black/African-American  
 Asian  American Indian/Alaska Native  
 Hawaiian/Other Pacific Islander

Is the language most often spoken in the child's home one other than English regardless of the language spoken by the child?  Yes  No

Student Lives With: (check all that apply):  
 Mother  Father  Step-parent  Foster parent  
 Legal guardian  Host parents (foreign exchange student)  
 Self – Independent student  Other (explain): \_\_\_\_\_

Native language: \_\_\_\_\_

Are you or your child currently homeless, doubled-up for economic reasons (living in someone else's home), or an unaccompanied youth (student living and in the care of someone who is not the custodial adult) or student in foster care?  
 Yes  No

Is the child in gifted or advanced placement classes?  Yes  No If yes, describe services: \_\_\_\_\_

Legal Custody:  
 Mother and Father – Legally married  
 Mother – Never legally married to biological father  
 Father – Never legally married to mother/established paternity through courts  
 Shared parenting through divorce or legal separation  
 Parents legally married but not living together  
 Student is 18 years old and lives independently  
 Legal guardian\*  
 Grandparent Affidavit/Power of Attorney\*  
 CCDDFS\*

Does the child have a 504 Plan or medical plan?  Yes  No If yes, describe services: \_\_\_\_\_

Court journal entry: \_\_\_\_\_  
 Probate Court  Juvenile Court

Does the child have a current IEP (special education)?  Yes  No If yes, list year of most recent evaluation: \_\_\_\_\_

\*Case Number: \_\_\_\_\_

If yes, do you have a copy of the IEP and MFE?  Yes  No If yes, indicate program: \_\_\_\_\_

School choice(s):  
1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

Is the child currently suspended?  Yes  No If yes, from what district? \_\_\_\_\_

School Choices entered in Choice Portal (ChooseCMSD.org)?  Yes  No

Is the child currently expelled?  Yes  No If yes, from what district? \_\_\_\_\_

End date: \_\_\_\_\_





# Multilingual Multicultural Education Department

"Supporting English Learners Achieve Academic Excellence."



OFFICE USE ONLY

- 1- Beginning
- 2-Early Intermediate
- 3-Intermediate
- 4-Advance
- 6-Does NOT Qualify

## Multilingual Multicultural Education Office Student Enrollment Form/Parent Interview/Page 3

Student Name: \_\_\_\_\_

Live in continental U.S.A. previously?  YES  NO City of Origin: \_\_\_\_\_

Country of Origin: \_\_\_\_\_ Citizenship Status:  (Citizen)  (Refugee)  (Immigrant)  (Migrant)

Date of entry to the U.S.A.: \_\_\_\_\_ Date Entered USA School: \_\_\_\_\_

### Educational Background: Schools previously attended (start with most recent school):

| NAME OF SCHOOL | CITY/STATE-COUNTRY | GRADE | YEAR  | TYPE PROGRAM/SERVICE |
|----------------|--------------------|-------|-------|----------------------|
| _____          | _____              | _____ | _____ | _____                |
| _____          | _____              | _____ | _____ | _____                |
| _____          | _____              | _____ | _____ | _____                |
| _____          | _____              | _____ | _____ | _____                |
| _____          | _____              | _____ | _____ | _____                |

Student School Records: YES  NO  At what age did your child enter school? \_\_\_\_\_

### Has your child:

- Attended school regularly? YES  NO
- Been promoted on the basis of age? YES  NO
- Failed a grade? YES  NO
- If YES, state grade (s) and reason for failure. \_\_\_\_\_
- Ever been interrupted from his education? YES  NO
- If YES, state reason and length of interruption. \_\_\_\_\_
- Has student received Bilingual Education Services?  Yes  No If yes, number of years: \_\_\_\_\_
- Has student received English as a Second Language instruction?  Yes  NO If yes, number of years: \_\_\_\_\_

### Home Language Usage Survey

Parents speak mostly \_\_\_\_\_ in the home

Parents speak mostly \_\_\_\_\_ with the student /Student preferred language \_\_\_\_\_

### STUDENT LANGUAGE SURVEY

Please answer the following questions with these number from 1=Never 2=Hardly Ever 3=Sometimes 4= Mostly 5= Always:

- 1- Does your child speak a language other than English at home?
- 2- Does your child speak a language other than English outside your home?
- 3- Does your child speak English at home?
- 4- Does your child speak English outside your home?
- 5- Does your child read in a language other than English?
- 6- Does your child write in a language other than English?
- 7- Does your child read in English?
- 8- Does your child write in English?





## GENERAL AFFIDAVIT

**State of Ohio**  
**County of Cuyahoga**

BEFORE ME, the undersigned Notary, on this \_\_, day of \_\_\_\_\_, 2020,  
personally appeared \_\_\_\_\_

Who being by me first duly sworn, on his/her oath, deposes and says:

I certify that:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

\_\_\_\_\_  
**Signature of Affiant**

\_\_\_\_\_  
**Printed Name of Affiant**

\_\_\_\_\_  
**Address of Affiant**

\_\_\_\_\_  
**Address of Affiant line 2**

Subscribed and sworn to before me, this \_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
**NOTARY PUBLIC**



# RELEASE OF STUDENT RECORDS

School Name: \_\_\_\_\_

ATTN: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

Date: \_\_\_\_\_

Student Name: \_\_\_\_\_ D.O.B. \_\_\_\_\_

\_\_\_\_\_ D.O.B. \_\_\_\_\_

\_\_\_\_\_ D.O.B. \_\_\_\_\_

In order to expedite appropriate school and/or programmatic placement, please assist us in obtaining the release of school records for the above student (s).

Please email/mail to:

- [marta.rivera@clevelandmetroschools.org](mailto:marta.rivera@clevelandmetroschools.org)
- [elizaida.caraballo@clevelandmetroschools.org](mailto:elizaida.caraballo@clevelandmetroschools.org)

\_\_\_\_\_ A copy of any school records (transcripts)

\_\_\_\_\_ Immunization Records

\_\_\_\_\_ Birth Certificate

\_\_\_\_\_ Custody Documents

\_\_\_\_\_ Documents pertaining to Special Education including:

- Individualized Education Program (IEP)
- Psychological Evaluation
- Behavior Plan
- 504 Accommodations Plan

Parent Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature (18 years old): \_\_\_\_\_ Date : \_\_\_\_\_



# TRANSFER / CHANGE OF ADDRESS

**If Transfer:**

Student Name: \_\_\_\_\_ Special Ed Code: \_\_\_\_\_

Current Building: \_\_\_\_\_ Lau Code: \_\_\_\_\_

ID Number: \_\_\_\_\_ Grade: \_\_\_\_\_

Transfer Date: \_\_\_\_\_ Transfer Code/Transportation Code: \_\_\_\_\_

Requested Building: \_\_\_\_\_

**If Change of Address:**

New Address: \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_ Contact Number( ) \_\_\_\_\_

Additional Comments:

\_\_\_\_\_

Multilingual Staff: \_\_\_\_\_ Date: \_\_\_\_\_

Parent Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature (18 years old): \_\_\_\_\_ Date: \_\_\_\_\_



## Student Withdrawal Form

Date: \_\_\_\_\_

Student Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Student ID: \_\_\_\_\_ Student State ID number: \_\_\_\_\_

School Leaving: \_\_\_\_\_ Grade: \_\_\_\_\_

Current Address: \_\_\_\_\_

| CURRENT | YES | NO |
|---------|-----|----|
| GIFTED  |     |    |
| LEP     |     |    |
| IEP     |     |    |
| 504     |     |    |
| RIMP    |     |    |

New School: \_\_\_\_\_

New School District: \_\_\_\_\_

### Reason for Withdrawal – School Official to circle appropriate code:

- 36 Withdrew from Preschool Program
- 37 Withdrew from Kindergarten to Wait Another Year
- 40 Transferred to another school district – outside Ohio
- 41 Transferred to another Ohio district
- 42 Transferred to a Private School
- 43 Transferred to home schooling w/Superintendent approval
- 44 Withdrew to a Community School
- 45 Transferred by court order/adjudication – District not responsible
- 46 Transferred out of the United States
- 47 Withdrew pursuant to Yoder vs. Wisconsin, only 8th grades
- 48 Expelled Dates [From: \_\_\_\_\_] [To: \_\_\_\_\_]
- 51 Verified Medical Reasons – Dr.'s authorization on file
- 52 Death
- 72 Pursued Employment/Work Permit w/JobCorp/GED
- 73 Over 18 years of age

**K-3 was this student ever retained?** YES  NO

**Which Grade** \_\_\_\_\_

Attach copy of guardian ID here and place copy in Student File

### If Guardianship Change – Complete this Section

Name (New Guardian): \_\_\_\_\_ Relationship: \_\_\_\_\_

Reason for guardian change: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

School District Personnel Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Current Address [1] \_\_\_\_\_



# Multilingual Multicultural Education Department

*"Supporting English Learners Achieve Academic Excellence."*



## Student Withdrawal Form (Student Assignments Copy)



CLEVELAND  
METROPOLITAN  
SCHOOL DISTRICT

Student Name: \_\_\_\_\_ Grade: \_\_\_\_\_ Birth Date: \_\_\_\_\_

Please respond to all that apply

1. Reason for withdrawal?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Did you experience dissatisfaction from the school faculty? If so, please describe?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What did you like about the school?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. What recommendations do you have to make the school better?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. New Address (If Moved): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

New School: \_\_\_\_\_ City: \_\_\_\_\_



## FAMILY NEEDS ASSESSMENT

Date \_\_\_\_\_ Student name: \_\_\_\_\_ Phone \_\_\_\_\_

Person completing form \_\_\_\_\_ Relationship to Student: \_\_\_\_\_

**Dear Parent:** Many families of our students have needs for information or support. If you wish, our staff are very willing to discuss these needs with you and work with you to identify resources that might be helpful. Listed below are some needs commonly expressed by families. The columns on the right will be used to circle any topic you would like to discuss. At the end there is a place that may be used to describe other needs not in the list.

The information you provide through this form will be kept confidential.

|                            |                   |  |                                |                      |
|----------------------------|-------------------|--|--------------------------------|----------------------|
| <b>Material needs</b>      | Housing           | Food                                   | Clothing                       | School supplies      |
| <b>Emotional needs</b>     | School Attendance | Child behaviors                        | Counseling                     | Home needs           |
| <b>Informational needs</b> | Medical need      | Afterschool programs<br>Tutoring sites | Job referrals<br>Work programs | Tutoring/Educational |
| <b>School related</b>      | School choice     | School concerns                        | Family concern                 | Other                |

**Other:** anything you would like information on example: school policies, child behavior, events any needs not listed.

|  |       |                |       |
|--|-------|----------------|-------|
| <b>To Be Filled out by MMED staff</b>    |       | Name of staff: |       |
| Type of contact /where:                  | Phone | face to face   | other |
| Description of need:                     |       |                |       |
| Referral made to who/agency and outcome: | Phone | Person Contact |       |
| Collaborating agencies:                  |       |                |       |
| Previous Agencies who work with family:  |       |                |       |

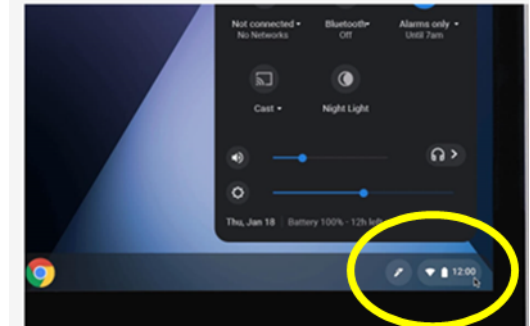
## Chromebook Reference Guide

Power on device by locating power button either at top right or left of keyboard or on one side of device depending of model you have.

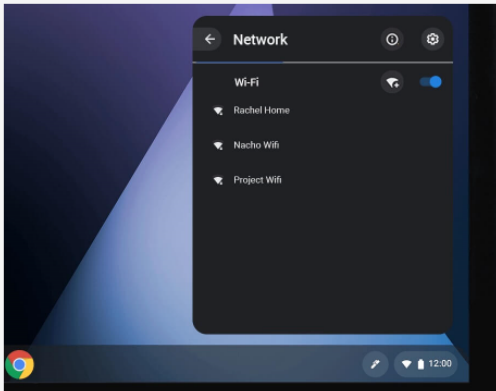
Log into device as a guest to get full access of device in home environment.

## Wi-Fi Setup Guide

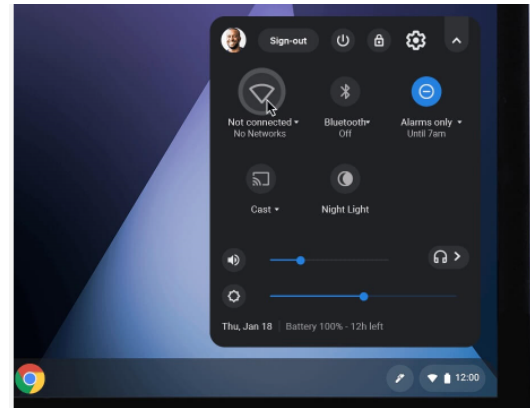
To connect to a Wi-Fi network, click in the bottom right where it displays the time and your avatar.



If you're already signed into a Wi-Fi network:  
You will see **Connected to [network-name]** (see image below)



If your **NOT** connected to a Wi-Fi network:  
It will say **No Network**



### Either way:

1. Click on it to show you the list of Wi-Fi Networks that are available
2. If you're connecting to your own home network
  - a. Click on your "HOME" Wi-Fi network (home will be what you named your home network as)
  - b. Type in your password and you should be connected

At any time, you can switch to a different Wi-Fi network that's in range by doing the same steps

*If you still have issues or concerns, feel free to contact the*

**CMSD DOIT Help Desk as it is open to all families and students for technical support. If you need assistance, call 216-838-0440 M-F from 8:00-5:00 pm.**

## Internet Safety Checklist

### *For Students*

#### **When online:**

- Think before you post.
- Always use proper netiquette and be a good online citizen.
- Create a unique password and keep it private, sharing it only with my parents
  - I won't use my pet's name, birthday, nickname, etc.
  - I will vary my password from site to site and
  - Change my password from time to time
- Never give out personal details such as:
  - Name
  - Address or even what part of the country I live in
  - Home number
  - Age or birthday
  - School
  - Club names
- Communicate respectfully with others.
- Never upload your picture without checking with my parents.
- Seek permission before sharing pictures or information about other people online.
- Never fill out online forms or questionnaires.
- Never arrange a face-to-face meeting with a stranger.
- Only download from known or trusted websites.
- Tell a trusted adult if I see something that makes me feel uncomfortable.
- Never open emails from people I don't know.

### **FOR PARENTS**

To ensure your child(ren) are safe online:

- Educate myself about dangers my children may encounter, including online predators and cyberbullying.
- Discuss with your child about things on the web that make them feel uncomfortable.
- Monitor their internet use by sharing an email account, checking browser history, keeping the computer in a shared situation and maintaining access to your child's account.
- Research and recommend appropriate child-safe sites.
- Maintain an appropriate amount of parental control of software through user time limits and access to sites, games, chat and file sharing.
- Select child-safe mobile devices, included those which do not include a camera or web access and phones with a limit on the number of calls that can be made.
- Note: you can request that the internet provider disable web access, even if you cannot find a phone without a camera.



## IPAD Quick Reference Guide

Power on device by locating power button right side of device by holding down and releasing.

Device may or may not have you enter a code. If so, use the code you used while in the classroom at school if you do not remember your code reach out to your teacher to get full access of device in home environment.

### Wi-Fi Setup Guide

1. Tap on the Settings app. The Settings icon looks like the following:



2. Once in the settings application, you will be at the General Settings screen as shown below.

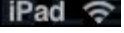


3. Tap on the Wi-Fi category to get to the screen where you will connect to a wireless network as shown below.



4. Once you Tap on a network name, it will try to connect to it.
  - a) If the network is not using encryption, then you are connected.
  - b) If the network is using wireless encryption, though, you will be presented with a screen asking you to enter the wireless encryption password as shown below :



At this point you can see that your iPad is connected to a wireless network as in the upper left-hand corner you will see the word iPad with the Wi-Fi symbol  next to it. You can now go back to your home screen and use any apps that require Wi-Fi connectivity

**At any time, you can switch to a different Wi-Fi network that's in range by doing the same steps**

*If you still have issues or concerns, feel free to contact the*

**CMSD DOIT Help Desk as it is open to all families and students for technical support. If you need assistance, call 216-838-0440 M-F from 8:00-5:00 pm.**

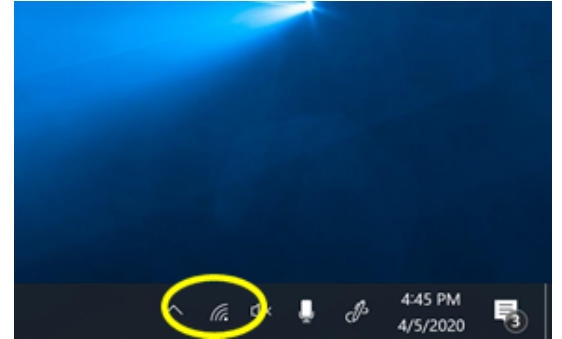
## Laptop Quick Reference Guide

Power on device by locating power button either at top right or left of keyboard or on one side of device depending of model you have.

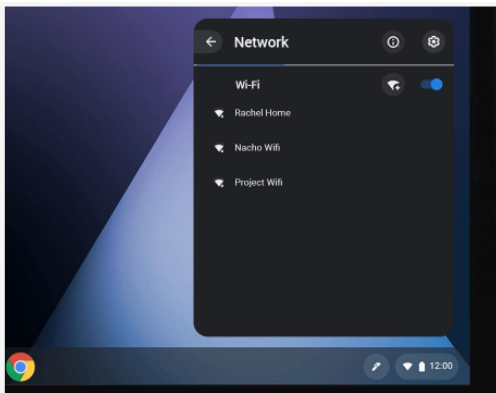
Log into device with your student number and password. If you do not remember your login credentials reach out to your teacher to get full access of device in home environment.

### Wi-Fi Setup Guide

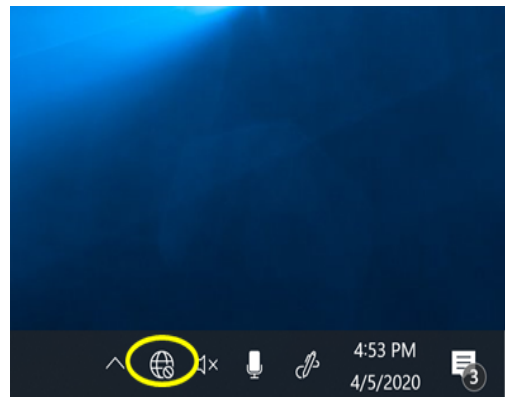
Click on the wireless icon in the bottom-right corner of the taskbar.  
(If you don't see the button, click the up-arrow button on the left.)



If you're already signed into a Wi-Fi network:  
You will see **Connected to [network-name]** (see image below)



If your **NOT** connected to a Wi-Fi network:  
It will see globe in the bottom right hand corner



### Either way:

1. Click on it to show you the list of Wi-Fi Networks that are available
2. If you're connecting to your own home network
  - a. Click on your "HOME" Wi-Fi network (home will be what you named your home network as)
  - b. Type in your password and you should be connected

At any time, you can switch to a different Wi-Fi network that's in range by doing the same steps

*If you still have issues or concerns, feel free to contact the*

**CMSD DOIT Help Desk as it is open to all families and students for technical support. If you need assistance, call 216-838-0440 M-F from 8:00-5:00 pm.**



Cleveland Metropolitan School District

# Multilingual Multicultural Education Department

*"Supporting English Learners Achieve Academic Excellence."*

