



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

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.

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.