

Q). Are schools closed because of the coronavirus (COVID-19)?

A). Yes, on March 13, following the declaration of a national emergency by our President, Fresno Unified made the extremely difficult decision to close all schools for students beginning Monday, March 16th through April 13th, which is when our district is regularly scheduled to return from spring break. This includes all early learning and adult school activities as well. We are optimistic that we will resume classroom instruction after spring break, but we will continue to evaluate what is best for our kids and community.

Additionally, the city of Fresno and the state of California have declared “shelter in place” orders.

During this time, we highly recommend that students and families continue to practice health and safety measures such as handwashing and social distancing. This school closure is put in place to help mitigate the spread of this virus and if our students and families congregate in groups, this can counteract these social distancing measures.

Fresno Unified continues to encourage our community to take common-sense precautions to prevent the spread of infectious germs:

- If you are sick, stay home.
- Avoid close contact with those who are already sick.
- Cover your nose and mouth when coughing or sneezing with a tissue or the crook of your arm.
- Wash your hands often with soap and water. If you don’t have access to soap and water, hand sanitizer with an alcohol content of 60% or more is a great alternative
- Avoid touching your eyes, nose, or mouth.
- Those 65 and older or with chronic conditions should shelter in place at home

FOOD SERVICES -----

Q) Will students still have access to meals while schools are closed?

A). Yes, Fresno Unified is providing meals at several designated sites weekdays from 9am to 11am. Meals are available on a grab-and-go basis. Students can get a meal from any designated school; they do not need to go to their school of enrollment.

As of April 20, the designated meal sites include:

Addams Elementary	Hamilton K-8
Ahwahnee MS	Kings Canyon MS
Birney Elementary (NEW)	Lane Elementary
Bullard HS	Lincoln Elementary
Columbia Elementary	Scandinavian MS
Computech MS	Sequoia MS
Cooper MS	Sunnyside HS
Duncan Poly HS	Terronez MS
Ewing Elementary	Tioga MS
Figarden Elementary	Wawona K-8
Form Miller MS	Yosemite MS

TECHNOLOGY -----

Q) My child doesn't remember their ATLAS log on information. How do they update or reset their password?

A) For students in grades 5 – 12, on the ATLAS sign in page, to the left of their username and password is a *Forgot my Password* link. For students in grades K-4, please call the COVID-19 help desk at 457-3395.

Q) My student is having issues with their Fresno Unified tablet. Who should I contact for support?

A) You can call our LCD help desk at 457-3939.

Q) I am a Fresno Unified employee working remotely and I am having issues connecting to district applications, or I'm having a technical issue with my district device. Who do I contact for support?

A) As you do when school is in session, contact the Employee IT Help Desk at 457-2600

Q) My child doesn't have internet access at home. How to do I secure a device to help with online learning supports?

A) Through Fresno Unified's eLearn Companion Device program, students can secure a tablet and/or a free hot spot. The district is currently rolling out its school closure deployment plan. Soon, school sites will be messaging to students in need and identifying district wide deployment plans.

CURRICULUM AND INSTRUCTION-----

Q) What instructional options are available to students while schools are closed?

A) We understand the loss that instructional time has on our students' learning. The District has outlined a comprehensive list of optional educational resources to serve students during this unprecedented time. Students in TK-12 can find "Exercise Your Brain" resources on fresnounified.org or through their ATLAS student portal. A limited amount of paper packets will be available at our meal distribution locations once a week for students without online access.

Q) I am a student. How will I get my grades for third quarter?

A) Report cards will be mailed home, but in the meantime, you can review grades through your ATLAS student portal. Based on recently released guidelines:

- Quarter 3 grade will be a student's final second semester grade unless a student chooses to improve their grade.
- All students will be given multiple opportunities to improve their grades between now and the end of the regularly scheduled school year in June.
- No grade will drop below the grade issued for Quarter 3.
- We will issue letter grades of A, B, C, and F while D grades will be replaced with 'Pass' in the final Q4/Semester 2 grade

Q). So can all students make up their grades or just the students who are failing a course? For example, if I have a C, can I try and improve my grade to a B or A?

A). All students who had a grade less than A in any course will have the opportunity to improve their grade. Teachers will have discretion to determine how a student can improve their grades. The assignments should allow students to demonstrate their progress toward mastery of grade level and/or content area standards that were taught through Quarter 3. Teachers will determine the number of assignments and how to assess student work, as during the regular school year.

Q). Will teachers be assigning new material and assessing student grades based on new content from quarter 4?

A). Teachers may assign new content. They will encourage students to continue progressing so that they are prepared for the next grade level. They will provide feedback to their students to help them improve; however, no assignments based on new content will be reflected in the final Quarter 4/Semester 2 grade on the transcript.

Q). If I am satisfied with my 3rd quarter grade, am I finished for the year? What else do I do?

A). Teachers and School Leaders will still encourage all students to continue learning. For every grade level, there are assignments available at www.fresnounified.org/learningguides or by clicking the “Exercise Your Brain” icon



on the [Fresno Unified website](http://www.fresnounified.org).

These assignments will help students continue to learn the grade level content. In addition, teachers may teach new content and create assignments and give feedback that help students learn and improve.

Q). How will students connect with their teachers to say informed about the assignments that they can complete in order to improve a grade and to keep learning?

A). Your teacher(s) will reach out to you in order to provide you with guidelines and opportunities to improve your grades over the ones posted for Quarter 3. During the week of April 14-17, teachers will have an opportunity to make sure that all Quarter 3 grade were correctly finalized in ATLAS and that all students received a grade. No final, Quarter 3 grades will drop below those that were previously issued. You will receive your final Quarter 3 report card in the mail or you can check your ATLAS grade portal. After that, teachers will begin to enter any improvement grades into ATLAS based on the assignments they offer for each course and a student’s demonstration of their learning and progress toward mastery of the content that was taught through Quarter 3.

Schools and teachers will be communicating via the phone numbers on file in ATLAS and by email. Please regularly check your Fresno Unified email (@fresnoU.org) and your ATLAS portal:

Student Email:

Go to Microsoft Outlook (www.office.com) or download the Microsoft Office App

Sign in using your FresnoU.org student email, which is your ATLAS username [_ _ _ _ @ fresnoU.org] and ATLAS password.

Parents can log into ATLAS at <https://parents.fresnou.org>

- Students can log into ATLAS at <https://students.fresnou.org>
- Students in Grade 5 and above can reset their own ATLAS passwords on the login page.
- If you don't know your ATLAS username or password, please call (559) 457-3939 for assistance.

Q). What if I haven't heard from my teacher?

A). First, check your Fresno Unified student email to make sure you've received any messages that have been sent. If your teacher has not yet contacted you, please email your teacher on their district email. If you don't get a response, contact your School Counselor and/or Principal. Links to your teacher(s) and counselor email addresses can be found on the Summary page in ATLAS or on your school website. If you had a long-term substitute teacher in one of your classes, he or she should also be available by email. If you are unable to contact your child's teacher or counselor, please email your school's [Principal](#) who can help you get connected.

Q). Why are "Pass" grades being issued instead of Ds?

A). By issuing letter grades of A, B, and C for students who earn them, we ensure that current 10th and 11th grade students will have an opportunity contribute to their GPA for CSU and UC admission purposes, as was true prior to school closure.

Both the California State University System and the University of California Systems issued statements around how final grades issued during school closure will impact their admission requirements and both systems have stated that Grades of A, B, C or Pass will be accepted to satisfy "a-g" requirements completed during Spring or Summer 2020 terms

By issuing a 'Pass' grade instead of a 'D' we ensure that Fresno Unified students are not disadvantaged in the admission process, as compared to students from schools who select a Pass/Fail model.

By issuing a 'Pass' grade instead of a 'D,' we ensure that current Seniors with these grades do not lose their acceptance at CSU or UC campuses (as would be true for a Senior attending a school that selected a Pass/Fail model).

Q). What about high school students enrolled in online credit recovery courses (Edgenuity and APEX)?

A). Students in online credit recovery courses need to continue to make progress during school closure. Most students who completed less than 5 credits in a course at Quarter 3 have not completed their course.

- Students need to log into **Edgenuity.com**. For APEX, log on at **APEXVS.com**.
- Students can complete assignments and take tests while at home.
- Teachers will be able to view student work and unlock tests and cumulative exams
- Students will be able to complete assignments and take tests while at home.

If you are unable to get in touch with your Edgenuity and/or APEX teacher or you need a laptop to finish your online coursework, please contact your Counselor.

Q) Are IEP meetings currently being held during the COVID-19 school closures?

A) IEP meetings will now be held during school closures. Case Managers are contacting families to discuss the specifics of each IEP which will include holding IEP meetings if feasible. It is our intent to continue to meet timelines for IEP meetings when feasible taking into account the health and safety of all involved,

Q) What services will students with disabilities receive during school closures?

A) The District is committed to meeting the needs of students with disabilities as outlined in their IEPs or 504 Plans to the greatest extent possible under the current circumstances, including:

- For students with IEPs, the provision of special education and related services using alternative delivery methods that prioritize the health and safety of students and staff.
- For students with 504 plans, providing the accommodations, supports, and/or services applicable to online learning.

Q) How do I receive more information regarding my student's individual IEP needs?

A) The District's COVID-19 call center can route calls to the appropriate staff to answer any special education related questions. The number is (559) 457-3395, and special education staff are available to connect with students and families to address individual student needs. In addition, Case Managers are contacting families to discuss individual IEP needs including communication with families during school closure. School site staff are also available to answer any calls to specific school sites.

Q) Are non-emergency social/emotional supports available for my student during school closures?

A) Yes. If you have a non-emergency social/emotional concern related to your student, please call the District's COVID-19 call center at (559) 457-3395 during normal business hours. If it is an emergency or you feel that your student poses an immediate risk to himself/herself or others, please call 911 immediately.

Q). I need to enroll my student in Pre-Kindergarten, how do I do that with schools closed?

A). Preschool enrollment has begun for the 2020-2021 school year. For parents seeking enrollment for preschool and prekindergarten, please direct them to the following options.

- Visit <https://www.fresnounified.org/dept/earlylearning> to fill out an electronic version of the preschool application
- Call 457-3416 to schedule a phone appointment
- The application can be found here:
<https://www.fresnounified.org/dept/earlylearning/Documents/Final%20Version%20Enrollment%20Application%20%285%29.pdf>
- Directions for how to complete the application are found here:
<https://www.fresnounified.org/dept/earlylearning/Documents/Parent%20Directions%20Final%20%281%29.pdf>
- [Transitional Kindergarten and Kindergarten enrollment is conducted through school sites](#)

HUMAN RESOURCES -----

Q) Is staff working while schools are closed?

A) We continue to assess work schedules from week to week, but at current, most employees outside of food service workers, custodians and employees responsible for essential daily business (site administrators, benefits, payroll, human resources) are working from home or are available to work.

All permanently employed staff who are not required to come into work at this time are remaining in paid status and on-call for needs that may arise.

We all acknowledge this is a very trying time for our entire community especially with the daily changes being made to the workforce throughout the city.

For the time being, if a staff member is not from a mandated group required to shelter at home (65 and older and those with chronic conditions) and is unable to serve on an on-call status, they will need to utilize sick time or use family medical leave.

As supports are needed, we will provide updates to work schedules. Please stay in contact with your supervisors and watch for Superintendent Nelson's weekly Friday message for updates.

Q) What about substitute employees and long-term substitutes. Are they being paid?

A) Certificated and classified substitutes are being utilized on a limited basis as determined by service needs. For information on Unemployment benefits, please visit <https://edd.ca.gov/unemployment>.

Q. Is Fresno Unified currently hiring while schools and district offices are closed?

A) In effort to prioritize essential HR functions during this unprecedented time, **classified hiring is postponed** with the exception of high priority positions which will be posted online.

Q. Is Fresno Unified currently providing employment verification while schools and district office are closed?

A) At this time, the District will provide employment verification. The request should be submitted via email to: hrmessages@fresnounified.org.

Q. Who can I call in Human Resources while the offices are closed at this time?

A) At this time, calls can be routed through the COVID-19 Call Center at 457-3395

GENERAL QUESTIONS -----

Q). With schools closed who can I call with questions?

A) The District has established a call center to field parent and employee calls while schools are closed. Currently, the call center is open Monday-Friday from 8:00 a.m.- 5:00 p.m.. The number is 457-3395. The website Fresnounified.org also provides pertinent resources.

Q) Are sites closed to green space activities, community events, and athletics?

A) Yes. While schools and district offices are closed all campus activities have been cancelled, including Saturday Green Space, church gatherings, community meetings, and sporting

events/practices. Sites are open only during meal distribution time periods and should not be assessed for playground or field use.

Q). What else can we do to reduce the spread of COVID-19 while schools are closed?

A). During this time of school closures, we want to remind students and families to continue to employ health and safety measures such as handwashing, working from home if possible and social distancing. This school closure is in place to help mitigate the spread of this virus and supports both state and federal guidelines, limiting reducing group gatherings to 10 or under.

Q) Will the District's health clinics be opened while schools are closed?

A) Yes. The school-based health clinics at Gaston Middle School and Addams Elementary are open to the pediatric community.

Q). Where can we go for more information around COVID-19?

A). [CDC](#), [California Department of Public Health](#), and [Fresno County Department of Public Health](#) websites are all great resources for up to date facts about COVID- 19. You can also find information on our district website at fresnounified.org.