



New Philadelphia City Schools  
Plans for students during the COVID-19 school shutdown  
*Frequently Asked Questions*

**How do I find additional information?**

Information will be posted on the District Website. Also, the phone at the Front Administration Building at **330.364.0600** will be answered from 8:00 - 4:00 each day.

**How do I get meals for my children?**

Food Distribution is every Tuesday from 12:00-1:00 and 5:00-6:00p at the WMS/NPHS location. No need to call in, it is first come first served.

**How do I get technology help?**

Parents/Guardians can call the tech support line at **866.779.7748** to access remote assistance for your student's device. You will need your child with you, their email address, and student ID number for verification. The following issues are examples where call-in tech support can assist.

- Password resets for computer or Google
- Computer issues while you are logged in
- Device not working properly

**What are you going to do about grades?**

The work students do during the alternative learning activities will be for the 4th nine weeks. At this point, teachers will be providing feedback to students regarding work that is submitted to them. How grades will be calculated is still being determined. We are working with the Ohio Department of Education and other schools throughout Ohio to determine what is best and fair.

**My child has an IEP/504 Plan. What can I expect?**

Lessons for the week will have appropriate adaptations for students with disabilities. Your teacher will be contacting you with more details. IEPs will be completed via phone/virtual conference and will take place within their compliance date.

**My child typically gets Speech Therapy, PT, or OT. Can I still obtain those services?**

Activities will be available in the appropriate folder on the New Philadelphia homepage. Teletherapy can also be provided. Please call the District at 330.364.0600 or email the Special Services Director at [ziga-buddc@npschools.org](mailto:ziga-buddc@npschools.org) to set up an appointment.

**What will happen with Kindergarten Screening?**

Kindergarten Screening has been postponed at this time. More information will be shared later about this.



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**Will other special events like prom, concerts, and graduation still take place?**

No decisions have been made at this time. As we get closer to the date of those events, we will share additional information.

**What is the best way to communicate with my child's teacher and/or principal?**

Email will be the most effective and efficient way to reach out to any school employee during this time. All emails can be found at <http://www.npschools.org/StaffDirectory.aspx>

## Technology Updates



[www.npschools.org](http://www.npschools.org)

