

Q: Before the COVID-19 school closure, I typically contacted the DSS Support (SEA-STARS) Team by phone if I had technical questions. How do I access tech support for SEA-STARS now?

A: With the closure of administrative offices, the DSS Support Team is not manning phones. However, SEA-STARS technical questions may still be directed to the support team via email: DSSSupportTeam@fcps.edu.

Q: Does the WIDA Access Accommodations document need to be completed for English Learner students' 504 Plans at this time?

A: Prior to the school closure, the expectation was that staff would collaborate with the student's ESOL teacher during the 504 Plan meeting, in order to complete the WIDA accommodations document. During the COVID-19 closure, you may wish to coordinate with the ESOL teacher directly to discuss potential WIDA accommodations, and then share out the proposed draft of the WIDA Access Accommodations document with the team and parents ahead of the meeting, to allow for the most streamlined approach to completing your meeting.

Q: Has there been any change to the guidance regarding allowable virtual meeting platforms?

A: When guidance regarding virtual special education and Section 504 meetings was first disseminated, the advisement was to use your school's dedicated teleconference (bridge) line, or Blackboard Collaborate Ultra, and avoid using Google Meet for these types of meetings.

More recently, the division has shifted to allowing Google Meet as another acceptable platform for these meetings. The video feature on either BBCU or Google Meet may also be used.