

East Rochester Union Free School District Communication Protocol



Communications and Duties Protocol

About this guide: ERUFSD school personnel communicate with staff members through a variety of methods, including online school messaging, text and e-mail. The District has developed communication protocols to promote direct, open and respectful interactions so that problems and concerns can be worked out quickly and efficiently while also providing an opportunity to share compliments. If your issue has not been resolved after following all of the appropriate steps in the communication protocol, the District Clerk can assist you in contacting the Superintendent's Office, and then, if it is still unresolved, the Board of Education.

District Clerk: Kristen.Adler@erschools.org

Where do I go?	Step 1	Step 2	Step 3	Step 4
Business Operations				
Budget Process	Nov-Feb Teacher Leader & Administration Requests submitted to Business Administrator	Board of Education Adopts a proposed budget in April	Voters Approve Budget Third week in May	July 1 is the start of the new fiscal year
Purchasing/Purchase Order (PO)	Teacher/Teacher Leader	Principal/Supervisor/ Building Clerical Office Support	Purchasing Agent/Assistant Treasurer	
Process for mid-year submissions of budget requests	Department/Building verification item was budgeted for by Principal/Supervisor contacting School Business Administrator	See Purchase Order Process or account for it in budget process for following year		
Accounts Payable	Accounts Payable Clerk	District Treasurer	School Business Administrator	
Textbook & Instructional Materials Requests	Instructional Materials/Resources Review & Recommendation Process	Follow Purchasing/PO process	Teacher/Department Leader	Principal or Director
Annual Audit Requests for Information	District Treasurer (initial inquiry)	Assistant Treasurer (follow up questions)		
Cash Deposits	Secretary to the Superintendent	Assistant Treasurer	Accounts Payable Clerk	District Treasurer
Instructional Materials	See review process	Teacher/Department Leader	Principal or Director	See PO Process
Student Activity Clubs	See Principal with Request for Fundraiser; See Assistant Treasurer or Treasurer for everything else			
Payroll				
Payroll Item *See Extra Duty payroll	Contact Payroll	Assistant Superintendent for Finance and Operations		

Extra Duty Payroll Item	Budget Verification from Building/ Department Office with Business Office	Board of Education appointment or Business office approval	Claim Form	Authorization from Bldg/Dept Office
Extra Duty Pay Processing	Prior Approval & Check Budget line	Work Completed, Send Submission for approval to pay to supervisor	Submission to pay through business office	Payroll Processing
Change Tax declaration	Complete new tax withholding form	Submit to payroll office	Payroll will make change	
Human Resources				
Leave Credit	https://wincapweb.com/Wincap	Human Resources		
Requesting a Substitute	Use online system to secure sub	Use Wincap web to request leave credit		
Leaves of Absence/FMLA	Supervisor	Human Resources	Submit Request	
Vacant Positions	Confirm Vacancy with Building	Online / Internal Posting	Internal Process may run concurrent with external postings	
Hiring Process Certified Staff	Human Resource & Business Office Confirm & Advertise Vacancy	Candidates Electronically Screened	Select Candidates interview with a committee	Semifinalist perform a demonstration lesson
Complaint about coworker	Supervisor	Human Resources	Title IX or DASA Coordinators	
Employment matters	Refer to the appropriate contract	Human Resources		
Hiring process Civil Service Staff	Non-competitive positions: Application & Interview	Competitive position: Interviews from list of eligible candidates from Monroe County Civil Service	Responses in-house vs. outside	
Student Teachers converting to a substitute	Student teacher completes the application process			
Facilities & Operations				
Card Access, Key Fobs, Etc.	https://login.myschoolbuilding.com/msb	Director of Facilities		
Cleaning - Immediate needs and ongoing issues	https://login.myschoolbuilding.com/msb	Building Custodian	Director of Facilities	
Data Security	Senior Director of Instructional Technology and District Communication	Director of Facilities		
Grounds Maintenance Issues	https://login.myschoolbuilding.com/msb	Head Grounds Equipment Operator	Director of Facilities	
PPE/Cleaning Supply Request	https://login.myschoolbuilding.com/msb	Building Custodian	Director of Facilities	
Renovations/Upgrades to	Building Level Administrator			

Space				
Repairs, Emergency	Director of Facilities / Radio Channel 2			
Repairs, non-emergency	https://login.myschoolbuilding.com/msb	Building Custodian	Building Mechanic	Director of Facilities
Safe School Training & Resources	ER Safe Schools / Vector Training	Director of Facilities and Operations		
Safety Concerns - Operational/Procedural	Building Level Administrator	Director of Facilities		
SchoolDude User Accounts/Technical issues	1-877-655-3833	Director of Facilities		
Security Concerns - Physical Plant - non-immediate Concern	https://login.myschoolbuilding.com/msb	Director of Facilities		
Transportation	Director of Facilities @ 248-6310			
Use of Facilities - ERUFSD Programs	https://login.myschoolbuilding.com/msb	Director of Facilities		
Use of Facilities - Non ERUFSD programs	Director of Facilities @ 248-6310			
Instruction/Curriculum/ Professional Development				
Requesting Textbooks and/or Instructional Materials	Instructional Materials/Resources Review & Recommendation Process	Follow Purchasing/PO process	Teacher/Department Leader	Principal or Executive Director
Process for Applying for Professional Development (PD)	Form My Learning Plan	Paper Form = External Travel Conferences w/o MLP registration link		
Certification / PD	Administrative Assistant to Exec. Director	BOCES Certification Office		
Homelessness and Residency	Faculty/Staff member submits the Residency Claim Form Office of Curriculum and Instruction	Claim is further investigated	Follow up as appropriate	
Student Teacher Placements	Requests from college to Executive Director	Executive Director funnels to Teacher Leaders	Teacher Leaders recruit staff for placements	Building Principals review and approve student teaching placements

NYS Testing: Schedules & Administration	State release of NYS Testing Administration windows	Exec. Director creates internal schedule	Grade level teams determine proctor and room assignments	
NYS Testing: Opt Outs	Families contact main offices in writing of intent to opt out of testing (i.e., ELA, Math, Science)	Student facing office staff continuously update opt out database prior to and during testing windows		
APPR: Accessing eDoctrina	https://secure.edoctrina.org/v2/login.html	Forgot Password: Reset Password on login page	Administrative Assistant to Exec. Director	
APPR: Assignments / Reporting	Office of Curriculum and Instruction			
Mentoring Program: Apply to Mentor	Needed positions confirmed with buildings	HR Posts	Hiring	Matches with mentees based on Mentor Committee Recommendations
Curriculum Writing Projects	Teacher addresses need with Teacher Leader at department or grade level	Teacher Leader/teacher draft proposal for curriculum project (Submit to Building Principal)	Final approval by Executive Director	
Grade Level / Excellence Leaders: Selection & Appointment Process	Open positions reviewed yearly	Open positions posted per ERTA Contract	Interviews conducted based on Job Description	BOE Approval of entire list yearly
Grade Level / Excellence Leaders: District Curriculum Council Meetings	Schedule determined collaboratively by Office of Curriculum and Instruction with building level leadership	Seven mandatory meetings from 3:00-5:00 p.m.	Two summer days also required for Teacher Leadership Training (\$300 by the end of August)	
Yearly Benchmark Testing	Benchmark schedule created collaboratively between buildings	Benchmark testing windows and data reports managed through Office of Curriculum and Instruction in conjunction with teacher leadership and building assistant principals		
Professional Learning Days	Collaborative Planning of Structure and Content (Instructional Leadership Team, Soaring to Excellence Committee, District Curriculum Council)			

Meetings (Faculty / Professional Learning)	Yearly schedule collaboratively determined by Office of Curriculum and Instruction and building level leadership	Disseminated to staff by EOY		
Extra Pay for Extra Services	In-service = \$20.00/hour; Curriculum = \$26.00/hour Beginning July 1, 2021	Timesheets are completed by teacher and submitted to Office of Curriculum and Instruction for approval. Electronic Payroll Vouchers to begin soon		
Pupil Personnel Services				
Foster Care	Foster Care Process			
Special Education Process-School	School Staff start with IST process	Request to Refer to CSE	Consent Mailed to Family	Evaluation
Special Education Process-Family	Written referral	Consent Mailed to Family within 10 days	Evaluation	CSE meeting within 60 days
Expected Turnaround Time	24 hour acknowledgment as emails are monitored but not the focus of office work each day.	Resolution TBD based upon steps		
Technology				
Request Login Credentials	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	David.Rovitelli@erschools.org x6382
Request loaner Chromebook - ADULT	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Mike.Rivoli@erschools.org	David.Rovitelli@erschools.org
Request loaner Chromebook - STUDENT	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Mike.Rivoli@erschools.org	David.Rovitelli@erschools.org
SchoolTool Support	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	David.Rovitelli@erschools.org x6382
Application Support	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	David.Rovitelli@erschools.org x6382
Phone Support	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	David.Rovitelli@erschools.org x6382
Computer Software Support (PC's Chromebooks, Laptops,	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	Mike.Rivoli@erschools.org x6359

l pads)				
Computer HARDWARE Support (PC's Chromebooks, Laptops, l pads)	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Mike.Rivoli@erschools.org x6359	Steve.Cali@erschools.org
Audio Visual Support (including Smart boards)	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Mike.Rivoli@erschools.org	Email Steve.Cali@erschools.org x6360
Wireless or Network Support	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	Mike.Rivoli@erschools.org x6359
Surveillance Camera Support	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	Mike.Rivoli@erschools.org x6359
PA System Support	Open Ticket in ML Work Orders	Email ER.helpdesk@erschools.org or call x6359	Amy.Martone@erschools.org x6359	David.Rovitelli@erschools.org x6382
Door Access Support	Open Ticket in ML Work Orders	Email Steve.Cali@erschools.org x6360	Dan.Friday@erschools.org x6310	David.Rovitelli@erschools.org
Xerox Copier Support	Open Ticket in ML Work Orders	Email Steve.Cali@erschools.org x6360	Mike.Rivoli@erschools.org	David.Rovitelli@erschools.org
Website Support	Open Ticket in ML Work Orders	Email Ashley.Decker@erschools.org	David.Rovitelli@erschools.org x6382	
New and Replacement Badges	Open Ticket in ML Work Orders	Email Steve.Cali@erschools.org x6360	David.Rovitelli@erschools.org x6382	