



FAQ: School Closing for COVID-19

Updated March 18, 2020

What if I have questions while schools are closed? If you have any questions while schools are closed, you can call the central phone number at 630-375-3890 or email questions@ipsd.org.

Are students required to complete assignments while schools are closed? The Illinois State Board of Education (ISBE) has directed that school districts do not need to take attendance and that any work assigned to students during this period will not be graded. ISBE stressed the importance of teachers providing a continuity for learning during this time. While the delivery of instruction will be different, our teachers are ready to engage with their students.

How can I help my child retrieve his or her password? Parents can help retrieve their child's password if it was forgotten by using Home Access Center. A step-by-step guide is [here](#). If parents have forgotten their Home Access Center password, they can reset it by clicking the "Forgot My Username or Password" link [here](#).

What if we don't have Internet access at our home? Many companies have provided information about free or greatly reduced internet connectivity resources for families. You can find information [here](#).

What do I do if I have technology-related questions while schools are closed? If a student is having technology-related issues, please contact our Technology Support Center at support@ipsd.org.

How will attendance be taken? Attendance will not be taken March 18–30.

Are breakfast and lunch meals available? Organic Life is providing grab and go breakfast and lunch for families. They have a curbside pick-up available with a grab and go bag each morning at all elementary schools. You can pick up your meals curbside near door 1 between 11 am and 1 pm Monday through Friday. For planning purposes, please let us know how many days you will be picking up a meal by completing this [form](#) today.

How do I make a donation to support families impacted by COVID-19? To support families who are struggling as a result of the COVID-19 crisis, the Indian Prairie Educational Foundation is accepting donations to its Kid Essentials Fund. All donations will provide immediate support to students and families through meal assistance, transportation, housing and essential items. To donate, go to www.ipef204.org/donate and enter "Kid Essentials Fund" in the comments box.