

Senior Hotline WorkFlow

Hotline #: 215-400-4130

Hours of Operation: Tuesday to Thursday 11a - 1pm

Dates: May 11th - June 26th

Purpose of the Hotline

- The senior hotline will serve as a secondary layer of support to seniors in addition to their counselors and school based supports.
- Our goal is to connect seniors with resources in the district, at their school and in the community.
- Our team can discuss and provide support regarding postsecondary opportunities, guide students through enrollment or application paperwork to colleges or universities, industry certifications, and help students complete their FAFSA applications or verification.
- Our team does not have access to student level information. We will refer students to their school counselor for reviewing credits or grades, registering for summer credit recovery, and official transcript requests.

Message During Operating Hours

Thank you for calling the Senior Hotline at the School District of Philadelphia. Listen to our menu options to connect with a staff member:

Hotline Menu

Extension 1 [5546]: College Readiness [FAFSA completion, Enrollment/Applications, Award Letter and Scholarship Support]

Extension 2 [5837]: CTE [NOCTI, Industry Certifications, CTE Hours or CTE Internships]

Extension 3 [5927]: Credit Recovery, accessing unofficial transcripts, and discussing graduation requirements
Dual Enrollment/SAT/AP Related Questions

Extension 4 [5706]: Workforce and Military Support

Extension 5 [5546]: All other inquiries

Message During Off Hours/Days

Thank you for calling the Senior Hotline at the School District of Philadelphia. The hotline hours are 11am to 1pm Tuesday through Thursday. If you are calling outside of these hours, please try again during operating hours. You can also email collegeandcareer@philasd.org and a member of our team will respond to your request.

General Process

- Members of the Postsecondary Readiness and High School office will serve as the primary senior hotline staff.
- The hotline will operate between 11a-1:00p Tuesday through Thursday to start, and adjust based on need.
- Calls will come in to the main 215-400-4130 number. During operating hours, the caller will get a message to select one of the menu options available.
- Each menu option is connected to a different extension at 440 that will be routed to pre-designated responders for that extension. Predesignated responders can use their personal cell phone or set up a google voice number.
- Responders should turn off all phone features that block or prohibit calls in any way.
- The phone will continue to ring until one of the responders of the extension answers the phone. If a call goes unanswered, it will be routed to designated managers.
- When a responder answers the phone, you may or may not hear a short series of beeps, either way immediately press any number on your phone keypad. Now you can begin talking to the caller.
- Record the callers name, school, and ID # here [\[link\]](#), and complete the form with the student question and resolution for record keeping purposes.
- Assignments to monitoring Collegeandcareer@philasd.org and routing emails to the appropriate responders via [\[link\]](#)
- If the language of the caller is not English, put the student or family member to hold, call the language line to get an interpreter on the line with you and merge the calls. Use client ID # 5 0 7 4 5 4 and access code 830392 (Instructions attached below).

Student centered customer service tips

- Remember to smile while speaking with the caller, it really comes through on the other end.
- Reduce your background noise as much as possible.
- A good way to answer the phone is, "Hello, you've reached the School District of Philadelphia senior hotline, how may I help you?" End each call with, "thank you for calling, have a nice day" or some other nicety.
- Please note that this is a time of high stress and anxiety for many seniors, and our goal is to provide them with as much clarity, direction, and resources as possible.
- Be a good listener, allow the student the opportunity to advocate for themselves and ask clarifying questions regarding what the student may have tried already to resolve the issue, before you jump into problem solving.

Quick Resources

- [Language Line Instructions](#)
- [District FAQ Page](#)
- [Senior FAQ](#)
- [Staff Assignments](#)
- [Instructions for setting up Google Voice](#)
- Counselor List
- Understanding your award letter
- Steps to Enrollment
- Undocumented Resources
- Instructions to access students' unofficial transcript

Referral and Follow Up Process

For questions related to: College applications, FAFSA completion, award letters, general discussion regarding plans after high school, Career and Technical Education, Industry Certifications, etc.

Please support the caller in resolving this request. If follow up or more than 15 minutes is needed, please schedule time with the student outside of the hotline hours window and send them a google meet appointment. The appointment should take place within 48 hours of the call.

Before scheduling an appointment with the caller, please verify the students' school district ID number and email address. Please record your google meet when you have the meeting.

For questions that require support from a counselor, [accessing grades, credit progress, official transcript requests, access to systems that you do not have access]:

Refer to a counselor at the student's school. Use the below template to email the counselor and student to connect them.

Dear Counselor [name]

My name is [insert your name] and I am [insert role] at the school district supporting the Central Office Senior Hotline. [Student name], [ID number], reached out today in regards to [insert question]. I have copied [insert student name] on this email to connect you both. Can you please follow up with the student on this request and confirm receipt of this message?

If this message should be referred to another counselor or team member at your school, do you mind assisting in making a connection between the student and the appropriate staff member at your school?

Thank you!

For questions related to special education or ELs: Please complete [this form](#) and a member of the OMCP office and/or Special Education team will follow up with the caller. Please make sure to include a call back number and email. This form is

intended for questions regarding graduating by IEP goals, accommodations or supports for Special Education students and English Language Learners.

General Senior Related Prompts

Credit Recovery and Summer Programs

Summer credit recovery is a program for seniors to recover up to two credits in core subjects to meet the requirement for graduation. Students can remediate no more than 2 credits during the summer. Please reach out to your high school counselor for registration information.

Senior Projects

The Senior Project at The School District of Philadelphia is waived as a graduation requirement for the 2019-2020 school year.

- Staff are encouraged to amend senior project requirements, so students can still have the experience.
- To the extent possible, schools should have the opportunity to present their senior project in order to value the thoughts, energy, and time students invested in developing and implementing concepts for their projects.
- Students that meet this expectation will receive a passing grade with the course being reflected on their transcripts. Note: senior seminar is part of the senior project course.
- For students who are not able to complete the project, the course will not appear on the transcript.

Diplomas

The School District of Philadelphia is committed to ensuring that all graduating seniors receive their diplomas, whether or not traditional graduation ceremonies are able to be held in June. Diplomas will be mailed to seniors. Please follow up with your school counselor to ensure your address is correct in the Student Information System.

Transcripts

All requests for transcripts will be fulfilled electronically – For an electronic official transcript. Please be certain to provide the full name and address of the school or business that needs transcript in the “Add Delivery Address” field. Other wise a student copy will be sent electronically. Please anticipate delay. Visit

<https://www.philasd.org/studentrecords/student-records-home/student-records/> to make a request.

Refunds

If you haven't yet paid these dues, you should not do so. If you paid for items that have been delivered, you will receive those items when it is safe to distribute them. Otherwise, we ask for your patience as our schools work through details of how to refund monies to families. Refunds will vary by school and we have many options and scenarios to consider.

Last Day of School

Per the Department of Public Education, there will be no change to the current calendar for the school year. The last day of the 2019-2020 school year is June 12th.

How will students who attend trade/tech high schools be graded on their skills?

Students participating in Career and Technical Education programs will not be assessed on hands-on skills. Although a critical component of Career and Technical programming is the hands-on training or student performance, it is always conducted under the supervision of a qualified teacher with industry experience in a safe and controlled environment, with industry approved equipment. To promote safety and equity for all students, starting April 20 all students will be able to access enrichment and review assignments online. Starting May 4, 2020, planned instruction based on theory and job readiness skills will begin. Final grades for this marking period will be based on a combination of work that was submitted and approved before schools closed on March 16, and virtual learning assignments provided during the planned instruction phase by their teacher of record.

Will students have the opportunity to take their respective industry certifications aligned to their CTE Program?

While many CTE seniors have already had the opportunity to earn industry certifications this school year, and/or in 10th/11th grade, there may be some certifications that seniors have not had the opportunity to earn due to COVID-19 school closure. The District is currently exploring ways to provide seniors the opportunity to take industry certification exams during the latter part of the summer and/or during 2020-2021 school year. Seniors will be notified as testing plans and dates are finalized.

Work Permits (Working Papers)

The District will be offering both in- person and virtual opportunities to obtain a work permit. Please visit the School District of Philadelphia's website at www.philasd.org/cte/about/working-papers/.

Continuity of Education

1. Planned Instruction will occur May 4 - June 12.
2. Students may receive grades for new assignments, missed assignments ,and make-up assignments on or after May 4th.
3. Students must be given opportunities to make-up assignments missed during the third term. This guidance overrides any existing school or classroom policies.
4. Final grade will be an average of three quarters. All courses receiving a passing grade will calculate into the GPA. However, if a student fails a course, the failure will not be reflected in their GPA.
5. Attendance is not recorded and monitored, as it would under normal conditions. Instead, teachers will track who is participating and who is not participating and communicate to those students who are not participating to offer support.