

## General FAQs for Parents and Community members



### **Parents:**

How can you ***stay informed*** about your child and their school?

- Download our [mobile app](#) for free on the Apple or Google Play stores. This app allows you to customize your experience and follow specific schools for news, events, documents, and notifications.

What are the ***hours of operation*** at each school level?

- Elementary School-
  - Doors open for students: 8:15 AM (teachers arrive at school)
  - Breakfast: 8:15 a.m. to 8:30 AM
  - Classes begin: 8:30 AM
  - Student Dismissal: 3:00 PM
  - Teacher Dismissal: 3:30 PM
- Middle School -
  - Doors open for students: 7:15 AM (teachers arrive at school)
  - Breakfast: 7:15 AM to 7:30 AM
  - Classes begin: 7:30 AM
  - Student Dismissal: 2:15 - 2:25 PM
  - Teacher Dismissal: 2:30 PM
- High School -
  - Doors open for students: 7:00 AM (Admin & Safety Team on duty)
  - Breakfast: 7:00 AM to 7:25 AM (teachers arrive at school by 7:15 AM)
  - Classes begin: 7:30 AM
  - Student Dismissal: 2:14 PM
  - Teacher Dismissal: 2:30 pm

What time is ***dismissal on Early Release*** days?

- MS & HS = 11:30 AM
- Elementary = 12:15 PM

How much does ***school lunch cost?***

- Elementary - \$2.80
- MS & HS - \$3.30

Who can you contact about ***lunch accounts or free/reduced*** school lunch?

- Complete the Free/Reduced [meal application online](#)
- [April Buckley](#) , Free/Reduced Lunch Clerk, 603-332-0757
- [David Guinane](#), Food Service Director, 603-534-1319

How can you add money to your ***student's meal account?***

- The district utilizes the services of My School Bucks. Funds can be deposited into an established student meals account through [www.myschoolbucks.com](http://www.myschoolbucks.com) . A mobile app is available as well. Parents/guardians can also set up a low balance notification and/or automatic replenishment within the website or app.

What is the ***FERPA Annual Notification of Rights?***

- Annually, schools must notify parents of their rights under the Family Educational Rights and Privacy Act ("FERPA rights"). The school may use several different methods to inform parents of their rights. The methods include publishing a notice in a student handbook, in a specific [notice to parents](#), in a local newspaper, or in a central location in the schools.

What does ***1:1 technology*** mean?

- This ratio simply means that there will be one device provided to every student. Kindergarten through grade 2 students are issued iPads and grades 3-12 are issued Chromebooks. Rest assured we still have books, but are now working in a hybrid model of books and online access to books.

What do you do if you have a ***question or concern about a grade*** or student progress?

- Contact the teacher directly. Our website and mobile app allow you to search for staff and email them directly by clicking on their name. Use the search icon (magnifying glass) in the top right corner of school webpages.

What is the ***expected turnaround time for email or phone calls*** to staff?

- 24-48 hours (excluding weekends and holidays)

What do you do ***if you still have questions or concerns*** after reviewing your question(s) or concern(s) with your student's teacher?

- Contact the Principal or Assistant Principal

What do you do ***if you still have questions or concerns*** after reviewing your question(s) or concern(s) with your student's Principal or Assistant Principal?

- Contact the Superintendent

Who do you call if you have a concern about **bus issues**?

- For issues related to **times**, please call the bus company at 603-509-2904.
- For issues related to **behaviors**, please call your principal or assistant principal.
- For issues related to **bus stops**, please call Assistant Superintendent, Dr. Alison Bryant at 603-332-3678.
- First Student is our vendor for Special Education transportation and can be reached at 603-692-3941.

How can you **get more involved** in our schools?

- We welcome parent/guardian volunteers. If you are interested in volunteering, please reach out to your school principal. Parents and guardians can also support their child's education in some basic ways, including:
  - encouraging your child to get plenty of sleep;
  - offering a healthy diet, including a good breakfast (or getting your child to school early enough to eat breakfast in our cafeteria); and
  - helping your child get up in plenty of time for school.

How will you be informed about **school cancellations**?

- If it is necessary to cancel school, have a delayed opening, or hold a remote school day because of inclement weather or another emergency, we will adhere to the following procedures:
  - Calls, text messages, and emails will be sent using our automated system (Please make sure we have up to date contact information).
  - School cancellations are announced as early as possible and posted on WMUR Channel 9

What is the **cell phone rule** for students?

- Cell phones should not be seen in school during academic periods. If there is an emergency and you need your student, please contact your school's main office. If a student is using a phone during academic time, the student will turn it in to a teacher or staff member when requested. The student may pick it up at the end of the school day. In the case of chronic disregard for this rule, the school will keep the phone until such time that the parent/guardian can come to the school to pick it up.

What do you do if your student needs to be **absent from school**?

- You can call the school's main number and speak to, or leave a message for, the Administrative Assistant. Please notify us early or you will receive an automated phone message.

Who should you contact if you have concerns about your child's **social-emotional health**?

- Reach out to your school's Guidance Counselor by calling the school or using the mobile app.

Who should you contact if you have **health related questions** or concerns?

- Contact your school nurse via the [website](#) or mobile app.

Where can you find **general information for parents** (i.e. bus routes, calendars, food service, etc...)?

- Visit the district website and click on the link [“For Parents”](#)

Who can you contact if you have **concerns about housing, food, clothes, other household needs or [Other Resources](#)**?

- [Jen McLain](#), Families in Transition Coordinator, 603-332-3678

Who can you contact about **preschool needs** including evaluations for Services (ages 3-5)?

- [Stacey King](#), Preschool Coordinator, 603-332-2146

How do you register your school aged child? Required registration forms can be found on the [Student Registration page](#).

Elementary	Completed registration documents can be dropped off or mailed to:  Rochester School Department Student Registration 150 Wakefield Street, Suite 8 Rochester, NH 03867 Or e-mailed to: <a href="mailto:student.registration@sau54.org">student.registration@sau54.org</a>
Middle School	Completed registration documents can be dropped off at RMS or mailed to:  Rochester Middle School Guidance Department 47 Brock Street Rochester, NH 03867 Or e-mailed to: <a href="mailto:rms.student.registration@sau54.org">rms.student.registration@sau54.org</a>
High School	Completed registration documents can be dropped off at SHS or mailed to:  Spaulding High School Guidance Department 130 Wakefield Street Rochester, NH 03867 Or e-mailed to: <a href="mailto:shs.student.registration@sau54.org">shs.student.registration@sau54.org</a>

[Special Education & Student Services FAQs](#)

## School Board FAQs

Who serves on the school board?

- The school board consists of lay representatives – people who live in the community and are elected every two years by the community. They are your neighbor, parents, grandparents, local business owners, retirees – ordinary non-partisan citizens.

What is the role of the school board and superintendent?

- The school board governs the district, while the superintendent manages it. A useful refrain capturing the board's function is that ***the role of a school board is not to run the schools, but to see that they are run well.***
- The school board has a dual role: establish policy and provide budgetary oversight.

What do you do if you have a problem with your school? Is the school board the appropriate body to address it?

- Maybe. It is recommended to ***work up the chain of command.*** For instance, if a parent has a problem with a teacher, the parent should first address it with the teacher and, if the issue is not resolved, the parent should turn to the Assistant Principal or Principal, and then the superintendent. The school board should be the “court of last resort.” Many times citizens can get answers to their questions simply by calling the appropriate person in the school district (i.e., teacher, principal, or superintendent).

How do you contact your ***school board representative?***

- Contact information for all school board members can be found on the [district's staff page](#) or on the [School Board's website page](#). This page includes, policies, agendas, minutes, board roster/contact info, meeting schedule, and videos of all meetings. Please start with your School Board [Ward](#) Representative prior to emailing the full school board.

If you contact one of your school board representatives, ***why do they refer you to the superintendent?***

- While the School Board recognizes its obligation to be available to the public at all times, it also believes that individual complaints can usually be resolved most effectively by parties directly concerned. The Board, therefore, will not hear complaints from individual parents until such complaints have been raised, first with the child's teacher, and, if not resolved, successively with the department head (where applicable), Principal, and Superintendent.

When are ***School Board meetings held?***

- The full School Board meets the ***second Thursday*** of each month at Rochester City Hall.
- The school board has six subcommittees and these meet on the first and third Thursdays of each month at the Central Office. (***First Thursday*** = Personnel, Building and Finance) (***Third Thursday*** = Instruction, Special Services, and Policy)

The school board seems to rapidly work through the agenda, without much debate. Why is that?

- The school board does much of their debate/discussion through subcommittee meetings. By the time the board has a regular meeting where it votes on issues, the agenda items have usually been vetted or studied already at the committee level.

Does the public have an opportunity to speak at the board meeting?

- The school board allots time for public comment at all of its meetings. Public comment is governed by the school board policy *BEDJ - Public Participation at Board Meetings*. If a member of the community would like to discuss a topic, please reach out to the superintendent and /or attend committee meetings because it is at the committee level where discussions about topics occur. Regular school board meetings are meetings held in public, not public meetings so usually there is no dialogue between the board and members of the public.