

## Return to School Survey Frequently Asked Questions

### 1. Why is the District sending this survey to parents? What is the purpose of the survey?

This survey helps DPSCD measure how many families prefer their children to return to learn in person, online, or through some combination of both. Understanding this demand helps schools to develop schedules and teaching assignments for the fourth quarter.

The survey also asks families about their interest in attending summer school and in returning to DPSCD for the 2021-2022 academic year.

### 2. How should parents access the survey?

Parents start the survey by going to this link: <https://bit.ly/Q4ReturnSurvey>

To take the survey, parents will need to enter the student's Active Directory credentials when prompted. Active Directory credentials are the same username and password that students use to access Clever or their DPSCD email account. (See Question 4.)

If a parent is unable to take the survey or has trouble using their child's credentials, they should call the District's Service Desk at (313) 240-4377 7am – 5pm Monday through Friday.

### 3. I didn't get the email in my email inbox. How can I access the survey?

If parents can't find an invitation to take the survey in their email inbox, they may access the link through their child's DPS email account. They can also access the survey by going directly to the survey link: <https://bit.ly/Q4ReturnSurvey>. Once there, parents will need to enter their student's log-in credentials to access the survey.

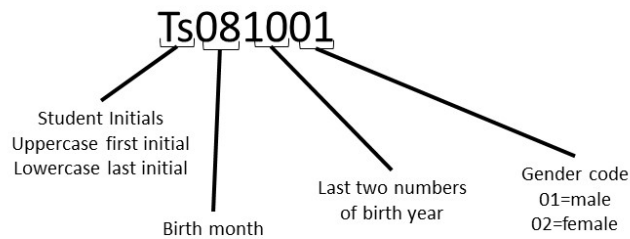
Parents can also make sure their school knows their survey responses by directly calling their child's school and informing them. The school can record the parent's responses directly into PowerSchool.

### 4. I don't have my student's log-in credentials. What should I do?

All DPSCD students have a unique username and password to access their DPSCD email.

- The username is the child's email address which consists of their student ID number ([555555@thedps.org](mailto:555555@thedps.org))
- The password consists of a combination of the student's name, birthday, and gender.

**Example:** If Thomas Smith is a DPSCD student with a student ID of 018765 and his birthday is March 25, 2005, his username would be 018765@thedps.org and her password would be Ts030501.



If a parent is unable to take the survey or has trouble using their child's credentials, they should call the District's Help Desk at (313) 240-4377 7am – 5pm Monday through Friday.

**5. Can students take the survey?**

The preference is for parents or guardians to take the survey, but students may take the survey with input from their parent or guardian.

**6. How will the District use the results of the survey?**

DPSCD uses student enrollment information to develop school and student schedules and teaching assignments. Results from this survey will be used to create school schedules and teaching assignments for the next quarter, as well as to begin planning for summer school and next school year.

**7. When does the survey close?**

The survey closes on April 14, though parents are encouraged to take the survey by April 2 to help with district planning.

**8. Can I take the survey more than once?**

Parents can retake the survey at any time before April 14 if they change their mind about their return to school preference.

**9. Is the survey available in other languages?**

The survey will be available in Spanish, Arabic, Bengali, and Hmong. Parents or students can translate the survey by choosing a language from the drop-down menu on the top-right of the survey.