Office of the Superintendent of Schools
MONTGOMERY COUNTY PUBLIC SCHOOLS
Rockville, Maryland

November 5, 2020

MEMORANDUM

To:             Members of the Board of Education

From:          Jack R. Smith, Superintendent of Schools

Subject:       Language Assistance for Technology Concerns (09-10-20-01-D)


During the *Opening Schools in Recovery of Education–Update* discussion Board members requested the following information:

**Question D**

Ms. Silvestre suggested staff create for the community an email address, or website address, regarding technology issues that is easier to translate into other languages.

**Response**

On September 17, 2020, staff in the Office of Technology and Innovation activated the e-mail address, [MCPSapoyo@mcpsmd.org,](mailto:MCPSapoyo@mcpsmd.org) for the Spanish-speaking community to be able to direct requests for technical assistance. This contact option is in addition to the telephone line that allows callers to choose Spanish as an option when accessing the community technical support line. The technical support contact telephone number is 240-740-7022. These options have been shared with the public multiple times on Montgomery County Public Schools' social media platforms via the attached graphic (Attachment).

If you have any questions, please contact Mr. Peter Cevenini, associate superintendent of technology and innovation, via e-mail.

JRS:DGT:fmy

Attachment

Copy to:
  Executive Staff
  Mr. Cram
  Ms. Rivera
  Ms. Webb

¿Necesita apoyo técnico de MCPS en español?

Ahora puede llamar al 240-740-7022 y oprimir #2 para asistencia en español. Tambien puede enviar un correo electrónico a
**MCPSapoyo@mcpsmd.org**