



2022

Community Education Parent Handbook

North East Independent School District

Adult & Community Education

8750 Tesoro Dr.

San Antonio, TX 78217

210.407.0140 option #3

STAFF

Dr. Caprica Wells, Executive Director

Vanessa "Nessah" Infante, Community Education Coordinator

Raquel Bentancourt, Community Education Programmer

REGISTRATION

How do I enroll my child in an After School class?

1. Visit <https://communityed.neisd.net>. If you already have an account please sign in with your user name and password, otherwise you will need to create an account. The parent will be the user on the account and you will add each child as a student under your account. You can do this by selecting “add/edit students” on the left side of the screen under the Welcome banner.
2. Select the Youth After School Classes category on the right side of the screen under Browse Our Catalog. Classes are listed in alphabetical order.
3. Once you find the class you want click the More Details link.
4. Scroll to find the school location and the correct session. Six-week session classes will have more than one listing. Please verify you have selected the correct session.
5. To add a student to the session click the Add button next to the student’s name. Once this has been completed, the button will change to Added and will be greyed out.
6. After making all of your selections click Proceed to Checkout at the bottom of the page. Prior to checking out please verify that the student name and session selected are correct. After reading the Policies & Procedures check the “I Agree” box then proceed to checkout. You will receive your receipt via email.

Can I pay by check or with cash?

Yes. You may send a check to NEISD Community Education at 8750 Tesoro Dr. San Antonio, TX 78217. Please include parent name, student name, address, phone number, email address, school, name of the class & session. Makes check payable to NEISD. Cash payments can be made in person at the Community Education office.

Does my child’s After School class have a supply fee? How is it paid?

Some classes do have an additional supply fee. These fees will be listed in the course description along with instructor specific details on how to pay the fee. All supply fees should be paid directly to the instructor on/by the first day of class.

Do you allow late enrollments?

While the preference is for all registrations to be received prior to the start day of the After School class, students may be enrolled after the start date if space is available. However, classes do fill up quickly and classes may be cancelled up to one week prior to the start date if enrollment is low. Once a class is full, a waiting list will be generated. If we are able to open up another session, you will be notified either via email or telephone. Once a class has begun, online registration is no longer available. To register your child on the start date or after you will need to call 210-407-0140, option 3. After School classes will not be prorated.

If I am having difficulty with my online registration or have general questions, who do I call?

You may call NEISD Community Education at 407-0140, option #3 and we will be happy to assist you.

ATTENDANCE

What are the hours of After School?

After School classes begin 10 minutes after the release bell. Most classes run for one hour, a few run a little longer. The After School teacher will pick up the students from the school's designated location (front office, cafeteria or gym) at the end of the school day. Attendance will be taken, and students will be moved to the assigned classroom for class. At the end of the class, the students will be escorted to the school's designated parent pick-up area.

My child is in KIN, can he/she attend classes After School?

Yes! Please make sure to complete the extracurricular form and return it to the KIN Site Director prior to the start of class. KIN students will report directly to KIN and will wait in the school's designated location (front office, cafeteria or gym) for their After School teacher(s). At the end of the class, KIN students will be escorted back to the KIN program.

How will the school know my child is attending an After School class?

Please inform your child's classroom teacher that he/she will be attending class after school. Class rosters are sent to the school office staff, the KIN Site Director and the After School teacher. **Homeroom teachers are not notified of your child's attendance in an after-school class by Community Education.**

CONDUCT AND POLICIES

What are the After School behavior policies?

We expect students to follow the same rules in an After School class as they do in their classrooms during the day. Attending an After School class is a privilege therefore, students who misbehave in class will be given one warning. The second incident will result in a phone call to the parents to discuss the expectations for behavior in an After School class. In the event that there is a third warning the Community Education may be in contact with you for further discussion. If the incidents are severe, the student may be withdrawn from the After School class. There will be no refund of fees. The After School program cannot serve students who display chronically disruptive behavior. This is defined as verbal or physical activity which may include but is not limited to such behavior that requires constant attention from the staff, inflicts physical or emotional harm on other children, abuses the staff and/or ignores or disobeys the rules that guide behavior during the school day.

Can the parent/guardian sit-in on the after school classes?

Unfortunately, parents and/or guardians may not sit-in and observe any of the After School classes. However, parents may attend end of the semester performances on the scheduled date and time provided by the After School instructor.

What are pick up procedures for After School classes?

Parents must promptly pick up children at the end of each After School class. If the parent encounters an emergency situation, alternate arrangements should be made for pick-up. Students will be picked up at the school's designated parent pick-up area. **A parent is considered late 10 minutes after the class dismissal time and a late fee will be charged.** The late fee is \$15 for the first 10 minutes and \$1 per minute for every minute thereafter regardless of the reason for the late pick up. Late pick up fees will be paid directly to the Community Education, and it is the responsibility of the parent/guardian to make the payment. For example, if your child's class dismisses at 4:00 p.m. the late fee of \$15 will begin at 4:10 p.m. and \$1 for every minute thereafter. Repeated late pick-ups will result in a phone call to the parents and/or dismissal from the After School class. There will be no refund of fees. After School teachers are instructed to call NEPD (North East Police Department) if a student is not picked up within 30 minutes of class dismissal and no contact has been made with the parent. We ask that parents verify that contact information is current and up to date on your Community Education account prior to the start of classes.

If the parent/guardian arrives early for pickup, may they enter the school building?

Unfortunately, parent entrance into the building is prohibited after school in order to maintain a safe environment for students attending the Kids' Involvement Network (KIN) after school program. We ask that parents and/or guardians patiently wait for students who are enrolled in After School classes at the designated pick-up area for your campus.

What are the emergency procedures?

Should an emergency situation arise during the After School class, Community Education staff will notify parents of the existing situation as soon as possible. In such situations, parents are required to pick up their children immediately. In case of a major local emergency, parents should tune in to local media stations for information.

What happens if my child becomes ill during an After School class?

The school clinic is closed at the end of the regular school day. If a child becomes ill or is injured during an After School class, parents will be notified. If the child has one of the following conditions, the parent will be notified to pick up the child immediately: contagious disease, fever over 100 degrees, vomiting or diarrhea. 911 will be called if the After School teacher feels the illness or injury requires it. Parents will be contacted immediately after the 911 call is made.

What are the medication procedures during after school hours?

During the time that our After School classes take place, the school clinic will be closed. All medication, physician's orders and severe allergy action plans are filed by the school. After School instructors do not have access to files and/or medication. Because our instructors are contractors who come into the schools to provide classes, they are not NEISD employees and do not administer medication of any kind. We currently do not have any other options for After School classes at this time.

During an event of an emergency 9-11 will be contacted.

What is your refund policy?

We are happy to refund tuition, less a 5% processing fee, when you withdraw from your class two full business days prior to the first class meeting. Refunds for payments made by credit card will be processed to same card used and will take 24-48 hours. Refunds for cash and check payments will be made by check and will take 7-10 business days for processing. Instructors are not authorized to approve requests for refunds.

Satisfaction Guarantee

Our goal is to develop and deliver a wide range of quality programs to meet the learning needs of the community. We strive to recruit dynamic and enthusiastic instructors. We are confident that you will be pleased with these classes and we will back up our commitment to provide quality programming. If for any reason you are not happy with the quality of one of our community education classes, we want to know about it. We want your experience with North East Community Education to be great, so please let us know if you are not fully satisfied. Contact Community Education at (210) 407-0140, option 3.

We hope that your child has an enjoyable time during their After School class(es). Keep an eye out at the end of the semester for a survey to let us know how our instructors are doing. Any constructive feedback is helpful as we strive to provide the best service possible for the community.

**NEISD Community Education
210-407-0140, option 3**



Student Information Sheet

Please bring this completed form on the first day of class.
(One form will need to be completed per student enrolled.)

Child's Name _____ Grade level: _____

Parent's Name _____ Day Phone _____

NEISD staff will attempt to notify parent(s) in case of an emergency.
Please include one other local emergency contact.

Name	Phone
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List a codeword to be used at pick up for your student.

List all individuals who are authorized to pick up your student. These individuals must show picture identification.

Name/Relationship to child	Day Phone
_____	_____
_____	_____
_____	_____

Does your child have any health or behavior concerns our staff needs to be aware of? ___yes ___no
If yes, please describe.

My child will attend the following summer 2022 Youth Classes (please list classes):

North East Independent School District Has my permission Does not have my permission
for my child to be interviewed, photographed, and/or filmed for public information for use in the social media, future advertisements, or professional education information.

By signing, I certify that all above information is accurate and correct. If any changes need to be made to this application, I will notify the Community Education office immediately.

X _____
Parent/Guardian Signature Date