

EDUCATIONAL SUPPORT PERSONNEL COMMUNICATION PROTOCOL

The website's **Staff** section is a valuable tool. Go to <https://geneseoschools.org/staff/>.

The **Educational Support Personnel Handbook** is located under the Staff Links section. Go to: **Forms and Documents>Staff Information**. The handbook contains much useful information, and should be reviewed regularly. Please consult the Educational Support Personnel Handbook first before contacting your supervisor or persons listed below.

I HAVE A QUESTION/CONCERN ABOUT ...	I SHOULD FIRST CONSULT ...	WHO MAY THEN CONSULT WITH ...
<ul style="list-style-type: none"> • A District-wide Issue (School Calendar, Board Policy, etc.) • The Educational Support Personnel Handbook 	My Supervisor	Chief School Business Official at District Office
<ul style="list-style-type: none"> • I don't have a personal computer to access district e-mail or ERMA 	My Supervisor, building library, Geneseo Public Library	
<ul style="list-style-type: none"> • How do I access my school e-mail account 	Log in to www.gmail.com from any computer using any browser	
<ul style="list-style-type: none"> • How do I print off a copy of my pay stub 	Log in to ERMA>Employee Information>Check History>Show Check>Print	
<ul style="list-style-type: none"> • What does my work calendar look like 	Log in to ERMA>Employee Information>Calendar>Calendar Options>Choose correct school year	
<ul style="list-style-type: none"> • Anything payroll related • Direct Deposit 	Payroll Coordinator at District Office	Chief School Business Official at District Office
<ul style="list-style-type: none"> • Anything time-off related • How do I enter requests for time off into ERMA • How to fill out my timesheet 	Human Resources at District Office	Chief School Business Official at District Office
<ul style="list-style-type: none"> • Anything human resources related • I don't know my ERMA username/password • How to update my personal information (address change, phone number change, marital status change, etc.) • Health Insurance • Maternity Leave • Retirement 	Human Resources at District Office	Chief School Business Official at District Office
<ul style="list-style-type: none"> • Skyward, other software, printer issues, etc. for technology troubleshooting 	Email Tech Support at: techsupport@geneseoschools.org	Building Principal
<ul style="list-style-type: none"> • A non-academic concern for a student (social issues, bullying, bus riding, etc.) 	Building Principal	Nurse, Social Worker, Counselor, School Psychologist, Case Manager, or other person deemed appropriate by Building Principal for involvement

Reviewed by CSBO 07/15/2019