

April 17, 2020



Dear Keeneyville District 20 Families,

Following Governor Pritzker’s announcement today extending the school closure mandate through the end of this school year in order to maintain the health and safety of our communities, District 20 will continue Remote Learning through May 29, 2020. We know that this will likely be a disappointment to many, and we want you to know that we will do all that we can to support your child and family. Please continue to visit <https://www.esd20.org/coronavirus-updates> for regular updates and resources, including information about “Call4Calm” which is a free emotional support text line for residents experiencing stress and mental health issues related to COVID-19. We have also posted a link to a map showing [Free WiFi-Hotspots](#) in Illinois to help support families without internet access.

We continue to work hard to provide all Keeneyville students continuity of learning under the current circumstances. We are proud of our District 20 Board of Education who accelerated the goal of 1:1 technology for all students starting in FY 2018, so that we were able to transition all of our K-8 students to our Remote Learning Program this month! We are also very grateful for your continued patience and partnership with us as we navigate this challenging new learning environment together.

We know that remote learning is likely challenging for your family at times, and that it is *not a substitute* for classroom in-person learning. But, we hope that it has provided opportunities for your child to continue to learn and engage with classmates and teachers. We are seeking feedback from our families on the D20 Remote Learning Program. We ask that you please take a moment to take our [Remote Learning Survey](#) to let us know how we are doing, including what is going well, and where we can make improvements for remote instruction. We are happy to follow-up with you on any questions or concerns, please leave your email or phone if you would like us to contact you. *We are better together and we value your feedback!*

We have established [Remote Learning Frequently Asked Questions \(FAQs\)](#) to help address several common issues that we have seen. We have included parental guides and tutorials on digital platforms being used by teachers, as well as basic trouble-shooting advice. We will continue to update this information as we see common concerns. If you are experiencing technical difficulties or your child’s device is broken, please first check the FAQs as it may be a simple fix that you can handle at home. If you are unable to resolve your tech concern, email technology@esd20.org and our D20 Technology Department will respond to you within 24 hours. If your device needs to be repaired or replaced, you must make an appointment with the Tech Department to bring it in when they are available.

Please note that in order to maintain the health and safety of all, we have made the difficult decision to close all school building offices beginning on Monday, April 20, until further notice. Families can still pick-up free meals at the schools, following our [weekly meal schedule](#). However, we ask that beginning next week, you go [to the District 20 Administrative Offices](#) at 5540 Arlington Drive East, Hanover Park (Door 4) which is attached to Spring Wood Middle School to pick up any printed student materials (for all grades/schools) or to drop-off/pick-up your Chromebook for repair. District staff will be available on weekdays from 8:00am to 12:00pm to help you.

Our students, families, staff and administrators have pulled together during very challenging circumstances. We want to take next week to celebrate Keeneyville School District 20 and spread those ESD20 Positive Vibes. Help us to SHOW YOUR KEENEYVILLE SPIRIT during a district-wide [Spirit Week from April 20-24!](#)

Sincerely,

Dr. Omar Castillo
Superintendent of Schools
Keeneyville ESD 20