



Who Do I Contact If I Have Questions About...?

Not sure who to ask? Start here! Use this guide to help you connect with the right person or department.

I have a question about...

Start Here

My certification, certificate, MyPSC, PAQs, or GaPSC requirements

Melanie Brown, Certification Administrator — Melanie.Brown@bcsdk12.net

Which certification pathway is right for me

Melanie Brown or Holly Huynh — You can also attend weekly Certification Office Hours.

Choosing or enrolling in an Educator Preparation Program (EPP)

Start with the EPP Hub or attend Certification Office Hours. For questions specific to a program, contact the EPP directly.

GACE requirements or testing

Weekly Certification Office Hours or the [GACE website](#).

Study.com GACE preparation

Study.com/GACE Preparation information on the Emerging Educator page.

Reporting EPP enrollment, GACE progress, program completion, or another milestone

Use the appropriate Emerging Educator reporting form on the Roadmap.

Changing or withdrawing from my EPP or a problem that may affect my certification timeline

Your principal and Holly Huynh

First-year Emerging Educator professional learning

Professional Learning Department/Melanique Floyd — Melanique.Floyd@bcsdk12.net. The information can also be found on the Emerging Educator Roadmap.





I have a question about...

Start Here

**Professional Learning
registration, courses, or PL
transcript**

**Michelle Spivey, Professional Learning —
Michelle.Spivey@bcsdk12.net.**

**My teaching assignment,
schedule, classroom support,
school expectations, or a school
concern**

Your principal or school administrator

**Special Education/PEC
procedures or instructional
support**

**Start with your school administrator or PEC
support team. You can also reach out to the
District PEC Office.**

**My salary or placement on the
salary schedule**

**Valerie Adams, Salary Specialist —
Valerie.Adams@bcsdk12.net**

My paycheck or a payroll issue

**Payroll — Payroll@bcsdk12.net. The district
maintains a separate Payroll resource for
employee pay and leave-related payroll matters.**

**Employee benefits, insurance, or
benefit enrollment**

**Katrina Swindle, Benefits Coordinator —
Katrina.Swindle@bcsdk12.net or
Carolyn Robinson, Benefits Administrator —
Carolyn.Robinson@bcsdk12.net.**

**FMLA or an extended leave of
absence**

**Teri McMann, FMLA Administrator —
TERI.MCMANN@bcsdk12.net**

**Workers' Compensation or a
work-related injury**

**Marqueta Harden, Workers' Compensation
Specialist — 478-765-8547. [Bibb County School
District](http://BibbCountySchoolDistrict.com)**

**Entering an absence, checking
leave, Frontline, or ExecuTime**

**Start with Absence Management and your
school/department administrator or secretary.**





I have a question about...

Start Here

Employee Self-Service (ESS) access

BCSD maintains employee guides for Frontline and ExecuTime. [Bibb County School District](#)

Technology, my district device, software, network access, or another IT issue

Use Employee Self-Service Help on the BCSD Employees page. [Bibb County School District](#)

Fingerprinting or my employee badge

Submit an Incident IQ ticket. You may also contact the IT Helpdesk at 478-765-8659, Monday–Friday, 7:30 a.m.–4:30 p.m. [Bibb County School District](#)

Employee Assistance Program (EAP) or confidential counseling/support

Human Resources – Fingerprinting & Name Badges. Fingerprinting is by appointment at 484 Mulberry Street, Room 110. Appointments can be made here - [Fingerprint-background check scheduling link](#). Badge questions may be directed to HR at 478-765-8560. [Bibb County School District](#)

Transportation/bus information

Southern Behavioral Services — 478-742-1464 or 800-533-1797. BCSD provides EAP services to employees and eligible dependents at no charge. [Bibb County School District](#)

Something else and I have no idea where to start

Transportation Department — 478-779-2000. [Bibb County School District](#)

Holly Huynh or Melanie Brown — we'll help point you in the right direction.

Still not sure? That's okay!

Join Virtual Certification Office Hours on Wednesdays from 4:00–5:00 PM.

We'll help you figure out your next step.



