



School Leader Update

A MONTHLY JOURNAL
FOR IOWA EDUCATORS

November 2016

Iowa No. 1 in grad rates again

Iowa once again leads the nation in high school graduation rates. Statewide, 90.8 percent of seniors graduated within four years during the 2014-15 school year. The rate inched up from the previous year, in which 90.5 percent graduated on time.

The graduation rate comes from a [report by the U.S. Department of Education](#), which shows that the nationwide graduation rate is at an all-time high of 83.2 percent, up from 82.3 percent from the year before.

“We celebrate that Iowa continues to lead the country in high school graduation rates and is the only state with a rate above 90 percent,” said Iowa Department of Education Director Ryan Wise. “As a regular visitor to classrooms statewide, I’ve personally seen many great examples of educators who go above and beyond to make sure students not only graduate, but also have the preparation they need to succeed beyond high school.”



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Looking holistically at educator development

My colleagues in other states often marvel at Iowa’s strengths-based approach to improving teaching and learning. The development of the Teacher Leadership and Compensation (TLC) system focuses on building capacity within our education system by tapping teachers to take on clearly defined leadership roles. Rigorous local selection processes and a statewide system of training and support for teacher leaders ensure they are up to the challenge.



Director Ryan Wise

Iowa has invested considerable time and resources scaling up TLC over the past three years. Over this same time period, the Council on Educator Development has led a complementary effort to look holistically at how Iowa educators are evaluated and supported. The genesis of the Council, like TLC, was House File 215, the bipartisan education reform legislation signed into law by Governor Branstad in 2013.

Yesterday, the Council released its [final report](#). I encourage all educators to read it. The report reflects countless hours of work by Council members and feedback from hundreds of Iowa teachers and administrators.

In the report, the Council defines some general principles that Iowa’s educator development system must do, which include:

- Using common vocabulary and tools that define and describe the best practices for teaching and leadership.
- Utilizing multiple measures that provide meaningful feedback and closely connect the evaluation process to ongoing professional development.

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Quality Review Process for preschool through grade 12

The Iowa Department of Education is facilitating a Quality Review Process for universal social-emotional-behavioral screening tools/processes for preschool through 12th grade. The work is part of Iowa's Collaboration for Kids (C4K) and Iowa's Federal School Climate Transformation Grant.

As one component of the process, we need to know what, if any, social-emotional-behavioral and/or mental health screeners are being used for all students (universal level) in Iowa school buildings. These may be tools completed by teachers, parents, and/or students.

Principals need to complete a brief survey to assist in identifying tools currently being used in the state as the review process is implemented. Please reply or forward this [SEB Screener Survey](#) to the appropriate person by Nov. 18.

For questions, contact Kay Augustine at 515-725-1182 or kay.augustine@iowa.gov.

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- Differentiating between roles to address the needs of all educators, including teachers, teacher leaders, counselors, nurses, athletic coaches, and administrators.
- Supporting statewide initiatives, such as teacher leadership.

In addition, the report highlights three keys to effective implementation of the recommendations:

- Implementing the recommendation consistently over time and across all school districts.
- Monitoring at the local level to ensure the system is implemented effectively.
- Supporting the system with adequate resources, including the time districts will need to implement the system.

Some of the Council's recommendations focus on improving implementation of the existing system, such as:

- Supporting collaborative and reflective practices that include constructive feedback.
- Utilizing multiple measures, including but not limited to, an array of indicators of student learning outcomes.
- Using a balanced evaluation system that includes annual accountability in the form of the Individual Professional Development Plan (IPDP) and a comprehensive three-year review for all teachers.
- Using the Iowa Teaching Standards (ITS) and Iowa Standards for School Leaders (ISSL) and refining them over time.

In addition, the Council also recommended changes to the current system, including:

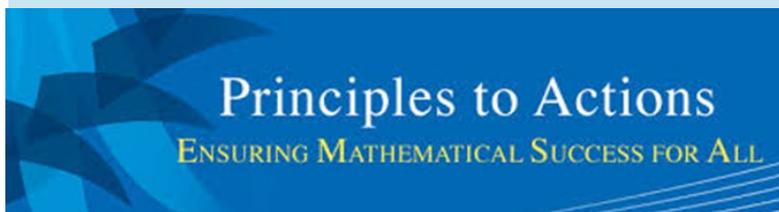
- Modifying the current evaluator approval system by differentiating training of evaluators based on the type of educator being evaluated and the experience level of the evaluator.
- Aligning the requirements of administrator evaluations with the requirements of teacher evaluation, including an Individual Professional Development Plan (IPDP) and a comprehensive three-year review.
- Implementing learning progressions, in each school district, aligned to the Iowa Teaching Standards (ITS) and Iowa Standards for School Leaders (ISSL). Learning progressions describe the increasing complexity of educator practice for each teaching and leadership standard so that educators can see what increasingly effective practice looks like.

I am grateful to each of the Council members for the time and effort they poured into the development of this report. I also look forward to the conversation these recommendations will generate. I am confident Iowa will continue building an educator development system that focuses on improvement and puts student learning at the center of the process.

Ryan M. Wise

Summer math institute focuses on effective teaching strategies

A statewide professional learning opportunity for mathematics educators is available next summer. The Summer Mathematics Institute will focus on the *8 Effective Teaching Strategies* to ensure high-quality mathematics instruction in the classroom.



Educators will receive a copy of the Principles to Actions book and Innovation Configuration (IC) Maps. These essential educator actions bring the Iowa Core Mathematics Content Standards and Mathematical Practices to fruition in classrooms, increasing student achievement.

National keynote speakers are Steve Leinwand, lead author and American Institute for Research consultant, Margaret Smith, writer and University of Pittsburgh professor, and DeAnn Huinker, lead writer and University of Wisconsin professor.

Participants will also have time to complete an implementation plan, explore the additional 21 online learning modules, and learn about the virtual network for continued learning throughout the 2017-18 school year.

The Summer Mathematics Institute will take place on June 13 for grades 7-12 educators, and June 14 for grades K-6. It will be held at the FFA Enrichment Center located at 1055 SW Prairie Trail Parkway, Ankeny. Click [here](#) to register.

For questions, contact April Pforts at 515-725-2203 or april.pforts@iowa.gov.

CPR certification for coaches

The Iowa Board of Educational Examiners has noticed a rule change that will require a current certificate of Cardiopulmonary Resuscitation (CPR) training for those seeking a coaching authorization or endorsement, or coaching authorization renewal. This rule proposal may be effective as early as December. Coaches who will be affected by this proposed change should seek out CPR training now to prevent any licensure delays.

Official CPR training through reputable organizations such as the American Heart Association, the American Red Cross or other trainings that meet OSHA guidelines will be accepted. Online-only programs do not meet the Occupational Safety and Health Administration (OSHA) requirements and will not be accepted.

The training is typically valid for two years, and applicants will need to provide a copy of their certificate card. The proposed change may be viewed in the [October BOEE Board Meeting Packet](#) on page 33. For questions, contact Steve Mitchell at 515-281-6896 or steve.mitchell@iowa.gov.



Find IPTV's best educational resources

Iowa Public Television (IPTV) has published a [newsletter](#) that highlights some of the best resources for Iowa's educators.

Previously, a paper copy of this newsletter was mailed to more than 40,000 educators statewide.

In an effort to be environmentally friendly and to align with the nation's movement toward digital learning, IPTV is experimenting with distributing it electronically.

Click [here](#) to sign up for the newsletter.

Literacy event scheduled for Jan. 23

Celebrating Iowa's Success, a one-day literacy event, will take place on Jan. 23 at the Iowa Events Center in Des Moines. The event is sponsored by the Collaborating for Iowa's Kids (C4K), a collaborative comprised of the Iowa Department of Education, Area Education Agencies, and Iowa districts.



The event is designed for district and building administrators, reading specialists, classroom teachers and instructional coaches. Schools from across the state will share successful literacy strategies and interventions. The keynote speaker will help make connections with work on Multi-Tiered System of Support (MTSS).

Schools with successful literacy interventions are encouraged to apply and share successes with others across the state. [Application Forms](#) are due on Dec. 9, 2016.

Click [here](#) to register for the event. The registration deadline is Jan. 9.

For more information, contact Mary Jane Stites at mstites@heartlandaea.org or Mark Crady at mcrady@heartlandaea.org or 515-270-0405.

Great schools = great places to work

Several schools from across the state were named some of the best places to work, according to a recent *Des Moines Register* story.

Though perks are nice, the story said, that's not what makes one business or school stand out from others.

"What makes a workplace great is the feeling that employees are doing work that makes a difference, that contributes to a clearly articulated vision of where the company is going, and how it plans to get there," the story said.

Of course, there are other benefits to a great workplace: Lower employee turnover and higher employee innovation.

Among the schools listed, the Iowa Department of Education asked three districts – one considered a large employer, another middle-sized, and the last a small employer – what makes them a great workplace. [Read more.](#)



College application campaign kicks off in Bondurant

When it comes to taking that first college step – applying – Bondurant-Farrar High School administrators, counselors, and educators are doing everything they can to make that first step less intimidating.

“The first step is always the hardest,” said Rich Powers, superintendent of schools at Bondurant-Farrar School District. “The college application process can be intimidating for students. By helping them through that first step, students are less anxious and we are able to help them find their true fit.”

Teachers and counselors alike gathered students to greet Governor Terry Branstad and ask questions about education, opportunity, and their future during an assembly to kick off the Iowa College Application Campaign.



Career and Technical Education best practice conference held

The Iowa Association for Career and Technical Education (IACTE) conference was held in Ankeny in September. Over 135 career and technical educators, administrators, counselors, and business partners participated in sessions that highlighted quality programming that is occurring across the state.

Iowa ACTE announced its annual award winners:

- Outstanding New CTE Teacher of the Year – Zachary Morris, Ag Ed/FFA, West Liberty
- Oran Beaty Leadership – Pat Thieben, Administrative Consultant, Iowa Department of Education
- Lifetime Achievement – Maxine Barrows, Family & Consumer Sciences, Cedar Falls
- Carl Perkins Community Service – Kevin Butt, Agriculture Faculty, Ellsworth community college



The association also presented a new annual scholarship, the Dave Bunting Teacher Preparation Scholarship, to Cody Nelson, junior in Industrial Technical Education at Upper Iowa University. Get more information about the [awards](#).

Elementary students start early thinking about college



It is standard practice for schools to start talking about after-graduation plans to high schoolers. More progressive schools start the conversation in middle school.

And then there's Des Moines Findley Elementary, where career talk starts with...kindergartners. “We recognize that it can't be secondary school where college and career readiness begins,” said Findley Counselor Jaclyn Dehner. “It comes down to what the kids are exposed to early on. We know that 5-year-olds are capable.”

This is no small feat, where 40 percent of the people living in the Findley district never finished high school, a third of the student population speaks a different language at home, and the poverty rate is high in which 90 percent of students qualify for free or reduced-price lunches. [Read more](#).

C4K statewide administrator webinars begin this month

The monthly leadership webinars begin this month and will offer ongoing professional learning and support for administrators related to the tools and resources for Multi-Tiered System of Supports and the early literacy initiative. Additionally, tools and resources with an intentional link to the Iowa Standards for School Leaders (ISSL) will put the learning into actual leadership practice and make connections, while staying ahead of potentially new initiatives, laws and expectations through Differentiated Accountability. Some of the big rocks for our year together are:

Leveraging teacher Leaders within School Improvement Work

- Teacher Leadership Compensation Framework and Roles
- Effective Coaching/Protocol/Crucial Conversations
- Building Capacity and Empowering Teachers
- Feedback and How to Provide It

Linking Data to Instruction through Highly Effective Teams

- Managing Effective Team
- Analyzing Data and Facilitating Multiple Pieces of it
- Using Data to Get our Work done

What is in the kitchen sink

- ELA - Iowa Core - Standards Based Grading - Parent Buy In - Achieving the Core
- The new Flavor of the Month
- Processes/Tools with a Framework that includes Quality Criteria for Leadership/Consensus/Sustainability [CIQ]

Setting the Conditions for Change and Implementation

- The role of a Change facilitator: Strategies for success
- Data-based Decision-making: Monitoring and supporting Implementation
- Leveraging current Iowa structures and tools to support Implementation and continuous improvement

Thanks to the 2016-17 Administrator Supports and Webinar Task Team members who have committed their time and energy to the development of this year's interactive webinars. The members of the team will meet regularly to analyze participant feedback; design ongoing webinars based on the feedback and the needs of the administrator; organize each webinar to help administrators navigate and align the demands of their time; and provide a relentless focus on supporting instructional practices and improving student learning.

Administrator Supports and Webinar Task Team members are: Stephanie Anderson, Fort Dodge elementary principal, Shari Blake, curriculum director for Maple Valley - Anthon Oto, Charter Oak-Ute, and Schleswig, Joe Carter, Emmetsburg elementary principal, Sue Daker, consulting Limited Liability Company, Becky Durand, director of instructional services, Bondurant-Farrar, Jennifer Gerston, Pleasant Valley elementary principal, Cory Johnson, school improvement consultant, Great Prairie AEA, Laura Justman, Urbandale elementary principal, Joe Kremer, assessment consultant, AEA 267, Cindy Lewis, Pleasant Valley literacy administrator, Richard McGrath, literacy consultant, Grantwood, Amy Moine, director of professional learning, AEA 267, Bill Pock, Mid-Prairie elementary principal, Lora Rasey, TLC consultant, Iowa Department of Education, Sue Ruch, Carroll elementary principal/curriculum, Rhonda Schmidt, West Des Moines Elementary Professional Development/ Curriculum Facilitator, Stephanie Scott, Sioux Central elementary lead title interventionist, Linda Carroll, educator quality bureau chief, Iowa Department of Education, Matt Ludwig, leadership consultant, Iowa Department of Education, Mary Jane Stites, educator quality co-lead, Heartland.

- **Join from PC, Mac, Linux, iOS or Android:**
<https://heartlandaea.zoom.us/j/3729173072>

or

- **iPhone one-tap (US Toll):**
+14086380968,3729173072# or
+16465588656,3729173072#

or

- **Telephone:**
Dial: +1 408 638 0968 (US Toll) or +1 646 558 8656 (US Toll)

Meeting ID: 372 917 3072

Director Wise announces Statewide Assessment Advisory Committee

Iowa Department of Education Director Ryan Wise announced a new committee to help schools transition to new statewide assessments. The Statewide Assessment Advisory Committee met for the first time on Oct. 13.

Iowa recently put in place new statewide assessments for students whose first language is not English and students with significant cognitive disabilities. The state also is on track to implement new statewide assessments in English language arts, mathematics, and science in the 2017-18 school year. This school year, Iowa students will take the current Iowa Assessments in those subjects.

For more information, visit the [Statewide Assessment Advisory Committee webpage](#).

Draft social studies standards released

Iowa Department of Education Director Ryan Wise released a [draft of revised statewide standards for social studies](#) and announced members of a new state team who will conduct a public review of the draft standards.

The draft standards, developed over the past year by an [Iowa writing team](#), outlines what students should know and be able to do in social studies from kindergarten through 12th grade. The draft represents the first statewide effort to update Iowa's social studies standards, which were adopted in 2008. A recent [survey](#) showed many Iowa teachers want clearer, more specific expectations than those outlined in the current social studies standards.

"Our social studies standards have room for improvement, and I appreciate the writing team's hard work to develop new draft standards for Iowans to consider," Wise said. "A new Social Studies Standards Review Team will now oversee the process of reviewing the draft standards. Our goal is to have clear, consistent standards that will help prepare Iowa students for success in school and beyond."

Visit the Department of Education's [Social Studies Standards Review Team webpage](#) for more information.

Click [here](#) for more information about Iowa's statewide academic standards.

Nutrition and Health Services

Youth Risk Behavior Survey for 2017

Beginning in November, districts that were chosen for the 2017 [Youth Risk Behavior Survey](#) (YRBS) will be contacted by the Iowa Department of Education Bureau of Nutrition and Health Services.

The YRBS is a national school-based survey by the Centers for Disease Control that monitors health-risk behaviors in students in grades 9 through 12 that contribute to death and disability among youth.

Historically, Iowa has had difficulty obtaining weighted data due to low school participation. For the first time in four years, the Department hopes to achieve weighted data. Weighted data is particularly important because data from the YRBS is used to apply for a number of federal grants pertaining to health and prevention services.

If you are notified your school has been chosen, please consider allowing your school to participate. For more information, please contact Shea Cook at 515-281-4804 or shea.cook@iowa.gov.

2017 Iowa Teacher of the Year announced

Shelly Vroegh, whose desire to help all students reach their potential stems from her own childhood, is the 2017 Iowa Teacher of the Year, Gov. Terry Branstad and Lt. Gov. Kim Reynolds announced at Lakewood Elementary School in Norwalk.

Vroegh, 43, a fifth-grade teacher and instructional coach, is a 20-year veteran teacher. She has taught in the Norwalk Community School District since 1997.

“Great teachers really do change lives,” Branstad said. “Shelly Vroegh’s talent, dedication and enthusiasm make her a great teacher, and I’m thrilled that she has taken on a teacher leadership role to improve instruction and raise student achievement.”

Lt. Gov. Reynolds applauded Vroegh’s contributions to her school and community, including serving as a district lead mentor, elementary math curriculum leader and instructional coach. She also coordinated an elementary summer reading program.

The Iowa Teacher of the Year award was established in 1958. The annual program is sponsored by the Iowa Department of Education through an appropriation from the Iowa Legislature. Honorees serve as ambassadors to education and act as liaisons to schools, higher education, and organizations across the state. Read more about the [announcement](#). Read [Q-and-A](#) with 2017 Iowa Teacher of the Year Shelly Vroegh.



Shelly Vroegh, 2017 Iowa Teacher of the Year

Looking for direction, finding hope

Sixteen-year-old Garrett Welter was in a fix. A self-described troublemaker who frequently skipped school, he had a bad attitude, and despised books being thrust at him. He wasn’t on track to graduate.

“I viewed life as pointless,” Garrett said. “I was working at a fast food restaurant and feeling bad about myself. I would sit up at night and think about it and think about it.”

And Garrett was not alone. There also is Nathan Suarez, A’diva Durrah, Dalton Carlson, Cory Bryson – to name but a few. All had different circumstances, but all were on the same downward spiral.

If the year were 2002, their prospects for graduation – let alone employment – would be nil, said Chris Sullivan, the work experience coordinator at Dubuque’s Senior High School.

But that was before HEART, short for Housing Education and Rehabilitation Training, a program now in its thirteenth year.

Read [more](#).



Garrett Welter



Legal Lessons

Contact Nicole Proesch for all Legal Lessons items: nicole.proesch@iowa.gov or 515-281-8661

Fall conferences conquered!

My family has officially made it through fall conferences. I am happy to say that it was an excellent report for both of my kids. Knowing what I was like in school at this age is a friendly reminder that conferences are not always filled with good news. My parents were often told that I talked too much and needed to concentrate more on my school work. I do like to talk but so do most attorneys I know. I like to think I was just prepping early in life for my career as a talker, so it all turned out ok in the end. I hope you all made it through conferences as well as we did this year.

In this edition of Legal Lessons I will prep you for the rest of the year by bringing you information about Iowa Safe Schools Week, the winners of the Iowa School Safety Alliance video contest, guidance from the U.S. Department of Education on English Learners, implementation of McKinney Vento Amendments, and Privacy and Technical Assistance Center video guidance on sending Personally Identifiable Information via mail.

Branstad signs proclamation celebrating School Safety Week

America's Safe Schools week was Oct. 16-22. Governor Terry E. Branstad signed a proclamation celebrating Iowa's support of the national week of observance. The proclamation was supported by the Iowa School Safety Alliance to memorialize the importance of safe schools in Iowa. Iowa School Safety Alliance focuses on low cost initiatives that schools can implement to make their environments safe. Selected as the top three finalists for the Iowa Safe Schools Alliance video contest, students from Council Bluffs, North Fayette, and Alburnett school districts were present for the event.



Safe Schools Alliance video contest winners and Iowa School Safety Alliance members attended School Safety Week proclamation signing.

Winners selected for the Iowa Safe Schools Alliance video contest

The theme of the video contest was to focus on the mission of the Iowa Safe Schools Alliance (ISSA) with emphasis on mitigation. The mission of ISSA is to Assist schools in preparing for, mitigating, responding to, and recovering from natural and man-made threats and incidents.

The three winners who received awards from sponsor Electronic Engineering are:

First Place Prize of \$1000: "Shooter" by Kaylin Muggler (12th grade) of North Fayette High School, North Fayette Community School District.



Iowa Safe Schools Alliance video contest first

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Second Place Prize \$600: School Bus Safety by Kylee Trimble, Amber Porter, and Vanessa Hoyle of Alburnett High School, Alburnett Community School District.

Third Place Prize \$400: “Mitigating” by Ayin Monge of Abraham Lincoln High School, Council Bluffs Community School District.

The winning videos are posted on the [Iowa School Safety Alliance](#) website. The website also contains bulletins and other information on school safety. Consider having a school safety campaign at your school.

The U.S. Department of Education releases guidance on English learners

The U.S. Department of Education and the U.S. Department of Justice released non-regulatory guidance to help states, districts, and schools provide effective services to improve English language proficiency and academic achievement for English Learners (EL) under Title III of Elementary and Secondary Education Act as amended by the Every Student Succeeds Act. This guidance is directed at making sure EL students receive the high-quality services they need to be college and career ready coming out of high school.

[Press Release](#)

[EL Guidance](#)

For more information or assistance on providing effective services for EL students, contact Jobi Lawrence at 515-281-3805 or jobi.lawrence@iowa.gov.

McKinney-Vento Amendments

The McKinney-Vento amendments enacted through the Every Student Succeeds Act became effective on Oct. 1. The education subtitle of the McKinney-Vento Act now includes, among other things, new or changed requirements focused on:

- **Professional development and technical assistance** at both the state and local levels, including a requirement to ensure that state coordinators and local liaisons have sufficient capacity to carry out their duties as described in the law;
- **Identification** of homeless children and youths;
- **Removing barriers** to school enrollment and retention, including barriers related to missed application or enrollment deadlines, fines, or fees; records required for enrollment, including immunization or other required health records, proof of residency, or other documentation; or academic records, including documentation for credit transfer;
- **School stability**, including the expansion of school of origin to include public preschools and receiving schools and the provision of transportation until the end of the school year, even if a student becomes permanently housed;
- **Preschool-aged homeless children**, including clarification that local liaisons must ensure that these children and their families have access to and receive services, if eligible, under local education agency administered preschool programs;

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- **Homeless youths in secondary school**, including the provision of supports to help these youth be college- and career-ready;
- **Collaboration and coordination with other service providers**, including public and private child welfare and social services agencies; law enforcement agencies; juvenile and family courts; agencies providing mental health services; domestic violence agencies; child care providers; runaway and homeless youth centers; providers of services and programs funded under the Runaway and Homeless Youth Act; and providers of emergency, transitional, and permanent housing, including public housing agencies, shelter operators, and operators of transitional housing facilities;
- **Privacy of student records**, including information about a homeless child or youth's living situation; and
- The **dispute resolution** process.

The Every Student Succeeds Act also removed the term "awaiting foster care placement" from the definition of "homeless children and youths," effective for most states on Dec. 10.

Local homeless education liaison

Every Iowa public school district is required to have a liaison for homeless students. A toolkit for the liaison as well as more detailed information about the McKinney-Vento Act and [Iowa Administrative Code chapter 33](#) is available on the [Homeless Education webpage](#).

For questions regarding homeless students, contact Sandy Johnson at 515-281-3965 or sandra.johnson@iowa.gov. For questions regarding students in foster care, contact Thomas Mayes at 515-242-5614 or thomas.mayes@iowa.gov.

Privacy video guidance on sending Personally Identifiable Information via email has been released

The U.S. Department of Education's Privacy and Technical Assistance Center (PTAC) released a new guidance video on protecting student privacy while using email to transmit student information. Schools, school districts, AEAs, and colleges need to evaluate the risks that are associated with sending sensitive student Personally Identifiable Information via email prior to sending the information. This video walks through best practices on risk evaluation and is intended for school and district staff. The video can be found on the PTAC website at [PTAC Guidance Videos](#) or directly on [YouTube](#).



Students with Disabilities

For questions regarding students with disabilities, contact Thomas Mayes at 515-242-5614 or thomas.mayes@iowa.gov.

Calendar

Nov 1 • School board officers report due

Nov 14 • School association report due



It is the policy of the Iowa Department of Education not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, gender, disability, religion, age, political party affiliation, or actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code sections 216.9 and 256.10(2), Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. § 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.). If you have questions or grievances related to compliance with this policy by the Iowa Department of Education, please contact the legal counsel for the Iowa Department of Education, Grimes State Office Building, Des Moines, IA 50319-0146, telephone number 515/281-5295; or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison Street, Suite 1475, Chicago, IL 60661, telephone number 312-730-1560, fax 312/730-1576, e-mail: OCR.Chicago@ed.gov



www.educateiowa.gov

Iowa Department of Education

400 E 14th Street
Grimes State Office Building
Des Moines, Iowa 50319
Ph: 515-281-5294
www.educateiowa.gov