

BOARD BRIEF

Date: June 14, 2024

BOARD INFORMATION: X

MEETING PREPARATION: _____

FROM: Elizabeth Hoover, Ph.D, Chief Technology Officer

THROUGH: Melanie Kay-Wyatt, Ed.D., Superintendent of Schools

TO: The Honorable Michelle Rief, Chair, and
Members of the Alexandria City School Board

TOPIC: TipLine Update

ACPS 2025 STRATEGIC PLAN GOAL:

Goal 3: Student Accessibility and Support

SY 2023-2024 PRIORITY AREA:

Student Supports

FY 2024 BUDGET PRIORITY:

Increase Support for Social and Emotional Learning

BACKGROUND:

Last summer ACPS launched an Anonymous Tipline Reporting System as part of efforts taken to increase safety and security across the division. ACPS uses Navigate 360 P3's Anonymous Tip System and Sandy Hook's Promise 24/7 Call Center to receive and distribute tips to the appropriate ACPS administrator and to provide real-time support for the tipster.

Students can report tips from the mobile app or the webform available on all school websites as well as in Canvas. When tips are submitted, Sandy Hook Promise 24/7 Call Center receives the tips and engages in a two-way conversation with the tipster to verify the tip, assess its severity and route it to the appropriate school or division team during the school day. The Call Center typically responds to tips within a minute and begins a dialogue with the student to gather more information. In order to support school administrators and provide ongoing student support, ACPS developed the below schedule and structure for routing tips.

6 a.m. to 6 p.m. on weekdays:

- Non-life safety/non-urgent: delivered to school staff only
- Life safety/urgent: School and division staff are all contacted; APD dispatch also contacted

BOARD BRIEF

6 p.m. to 6 a.m. (evenings, weekends and holidays):

- Life safety/urgent response: Go directly to APD for response; school and district teams receive email and texts for information only
- Non-life threatening/non-urgent: School teams receive through email and text for information only

ACPS worked with Sandy Hook's 24/7 Call Center and the Alexandria Police Department to ensure that APD's non-emergency staff had training to receive and respond to tips that are considered life-safety or urgent.

SUMMARY:

To date, ACPS has received forty-six tips, seven of them were non-school related. Three tips were sent to the APD and one of them was non-school related. School and division teams investigate each tip as they investigate all reported incidences. The attachments break out the tips by self-reported event type and school and by Division recipients. Please note that one tip can have multiple locations and categories.

Twenty-nine tips were submitted from a mobile web browser with the others coming from a PC web browser or mobile app. Almost all tips were submitted during the school week and between the hours of 8am and 8pm.

ATTACHMENTS:

1. Tips by Recipient Location
2. Tips by Event Type

CONTACT:

Dr. Elizabeth Hoover, elizabeth.hoover@acps.k12.va.us