



## Mystery Shopper Scenarios

Use any of the scenarios below as your contact point with CMSD, or feel free to adapt them or create new ones to best serve your comfort level. Then call directly to the office you believe would best serve you, or feel free to call any number on the list, as the expectation is that any entry point should be able to get you to the information you need.

- You are a family member called in to pick up 4<sup>th</sup> grade niece after school today at the Jamison School; what time and where do I pick her up?
- You are concerned about your kids walking in the dark to school and cannot take them because you work; Who can help me? Is curbside pick-up available?
- You just moved to 8110 Wade Park Ave.; What school should I send my 3<sup>rd</sup> grade son to? Follow-up: What is the process to enroll him? What documents do you need? I can't find shot records, what can I do? What do we do about transportation?
- You heard really good things about Breakthrough Charter Schools; How do I enroll my child in Citizens Academy?
- Your child will be ready for PreK next fall; What do I need to do to get her enrolled in Pre4Cle?
- You live outside of Cleveland; Can my child enroll in a Cleveland school?
- You are new to the district; How can I get my child tested for developmental concerns or a disability?
- You graduated from Glenville High School (you can pick when ☺); How do I get a copy of my transcript?
- You recently relocated from Michigan, and have K-5 teaching license; How do I apply for a job with Cleveland?
- Your child is a new student this year and you don't have the appropriate school uniform; How can I get assistance for new or used uniforms?
- Your child is being bullied at school; Can he get a special transfer? Follow-up: You had a conversation with the Principal, but nothing changed; what else can I do? I would like a meeting with his parents; this needs to stop!
- You don't have a driver's license and heard the school district could provide you with an ID; How can I get an ID?
- You are trying to contact Folly Patterson; not sure what she does but she said she worked with the Cleveland School District; Can I get her phone number?
- You want to volunteer as after-school tutor; What do I need to do/who do I talk to? The principal said I needed a background check and the teacher said I didn't; what is the policy?
- You are concerned about recent state report card indicating no change in school ratings; Why should I vote to have my tax dollars continue to go to the school district?

### CMSD Phone Numbers

Academic Resources - 216.838.0122	Humanware - 216.838.0170
Athletics - 216.838.0150	Legal Department & Public Records - 216.838.0070
Attendance - 216.838.0220	Main Number - 216.838.0000
Career and Technical Education - 216.838.0157	Multilingual Welcome Center@ Thomas Jefferson - 216.404.5159
CEO's office - 216-838-0023	Multilingual/Multicultural Education - 216.404.5098
Curriculum and Instruction - 216.838.0101	Ombudsman Office - 216.838.0090
District Communications & Media - 216.838.0092	Operations - 216-838-0402
District Directory Assistance - 216.838.0000	Payroll - 216.838.4729
Early Childhood Education/PreK - 216.838.0110	Procurement/Purchasing - 216.838.0410
Enrollment - 216.838.ENRL(3675)	Safety & Security - 216.838.7777
Family and Community Engagement (FACE) - 216.838.FACE (3223)	Special Education - 216.838.7733
Finance Department - 216.838.0350	Student Assignments/Registration - 216.838.KIDS (5437)
Food and Child Nutrition Services - 216.838.0434	Student Services - 216.838.0200
Gifted Education - 216.838.0131	Technology/Help Desk - 216.432.6232 or 216.838.0440
Health Services & Nursing - 216.838.0270	Transportation - 216.838.4BUS (4287) or 216.441.8226 (East 49 <sup>th</sup> St. Depot) or 216.432.4600 (Lake Center Depot)
Hearing and Appeals - 216-838.0240	Welcome Center - 216.838.0420
Human Resources/Employment - 216.838.JOBS (5627)	

***For any questions, please contact [heart@clevelandmetroschools.org](mailto:heart@clevelandmetroschools.org)***