



A Union of Professionals

AFT PSRP

Paraprofessionals and School-Related Personnel

How Do

School Support Staff

Ensure Student Success?



The transition from in-person school to virtual school requires leaders at the district level to think creatively about how to best use school support personnel. Likewise, school support personnel like paraprofessionals, instructional assistants, school bus drivers, food service workers, custodial staff and maintenance staff are all stepping up in big ways to embrace the work that needs to be done for our students and communities to succeed.

Virtual Classroom Supports

- Teach and troubleshoot ways to use technology to encourage student participation
- Support individualized student interventions
- Host virtual office hours
- Staff virtual study halls and/or homework help sessions
- Create opportunities for daily, weekly or monthly parent and student contacts through phone, email or home visits
 - » Help assess mental health, academic progress, technology and resource needs at home
- Support social interactions, encouraging virtual birthday parties, icebreakers and other techniques to help students feel supported outside of academics
- Help with attendance check-ins and incentives
- Engage parents to help them support their children in online learning

Non-Classroom Supports

- Staff childcare centers to help aid essential workers
- Take the lead in building cleaning and maintenance
- Drive a bus to distribute food and school supplies for families in need
- Equip buses and train staff to use buses as hot spots for internet connectivity

Together with the entire school community, support staff are making the difference for students and families during the COVID-19 crisis. The best districts are finding new ways to use the amazing talents of their school support staff to ensure students are able to succeed in a virtual environment.

