

In Session with the “Oriole” Superintendent

By, Mark D. Rosekrans, Superintendent of Charlotte Public Schools

Support Staff Important to CPS Success

There are some very talented and skilled support staff in our school district and I want to take a moment to highlight the specific areas where they serve and give them a much deserved “shout out”.

We will begin with our bus drivers and transportation department. Our bus drivers are an experienced group. They do whatever it takes to transport our students to and from school on a daily basis and to extra-curricular events and activities. They do this safely in all types of weather conditions. Our drivers are the first and last staff member that most of our students see each day during the school year. We have a mechanic who ensures our buses are safe and road worthy. Just recently our State Police bus inspections were held and our bus fleet passed the rigorous inspection criteria. Finally, the transportation department administrative assistant / dispatcher coordinates and communicates with drivers and parents constantly and does so with grace and ease.

Our technology support staff is a small but, skilled group. Everyone knows how reliant organizations are upon technological equipment and applications. Our technology support staff manages thousands of devices, computers (desktop and Chromebook), iPads, document cameras, projection systems, phones, security cameras, servers and many others. They also support different software packages such as transportation routing, food service, aquatics, financial software and student and employee data bases, to name just a few. Our tech staff works well with all of our staff in various school departments. Their work often goes unnoticed until the technology doesn't function or operate as intended. When that happens, they are quick to respond and tech services resume quickly.

Administrative assistants are the first support staff visitors and parents encounter when they interact with our school district. These staff members are the “glue” that holds our schools together and provide a consistent and steady experience in our offices and departments. Many times challenging or anxious situations take place in our offices. Our administrative assistants across our district, handle these with professionalism and compassion. They truly care about customer service and providing the necessary support for our students, families and our community. Their work is not easy yet, they do it with great commitment and purpose.

Our food service support staff provide nutritional breakfasts, lunches and snacks to our students on a daily basis throughout the school year. They adhere to many food safety requirements, sanitation expectations and governmental standards. For many of our students, these meals may be the only ones they get during the day. Our food service staff knows most of our students by name and ensure they eat balanced meals to help them perform well in the classroom.

Our maintenance support staff is made up of only two individuals. They are responsible for maintaining a large amount of building square footage and our grounds. They support our facilities during regular K-12 school hours and also during all of the activities after school and on

the weekends. They prioritize work orders, yet respond immediately if there are urgent or emergency facility situations. These two individuals are responsible for our facility infrastructure components such as heating, ventilation and plumbing. They work closely with our contracted cleaning service and contracted grounds maintenance providers, (plowing and mowing), and with any other professional contractors that come into our schools.

Athletic coaches and extra-curricular support staff are critical to providing our students, who are participating, skill development, team concepts, sportsmanship, citizenship and many other personal attributes beyond our classrooms. The extra opportunities the district provides are extensions of the school day and are lead and guided by these individuals who know that student growth, success and performance does not end with the last class period. Our coaches and advisors spend a considerable amount of time going above and beyond for our students.

Next, I want to acknowledge our paraprofessional support staff who help and assist in so many ways. They provide supervision throughout the school day, student support in the classrooms, assistance at school events and activities and also help with daily operations and functions at the start and end of the school day. These individuals work directly with our teachers and many of the other departments to make our schools operate effectively. Our paraprofessionals offer extra support to our educational programming and are a very dedicated group.

And last, I want to acknowledge the support staff in the district administrative offices. These staff members support our Central Office administrators in the areas of administration, curriculum, instruction and assessment, human resources, operations and business. Much of their work and effort is directly tied to the support of all of our staff members and our community at large. They work very hard to meet deadlines and due dates established at the state level and to align our practices with laws and regulations. It is at the district level that many new initiatives or advancements in education must be facilitated out to all of our teachers and departments.

Our success as a school district on a daily basis, involves all of the staff members in these support areas. Collectively they are all very important to our school district and the students we serve. I appreciate their work and dedication.

- Go Orioles! Oriole Pride!