

Phone System at UCHS

We recognize there have been challenges in getting through to staff at UCHS due issues with the phone system. There are a few reasons for this:

1.) The system we are using at UCHS, and at many of our schools in SDUSD, is over 20 years old and it sometimes stops working for a variety of reasons. When this occurs, a person calling the school will not get an answer from a person or an option to reach a person in a department. Very often we do not know the system is down until someone emails us to let us know.

2.) The staff person is unavailable and calls go directly to their voicemail. Not being able to reach school staff happens most frequently when staff are ill or are forced to take required furlough days. When this happens, the caller can also send an email to the staff person. Email addresses for staff are found on the school's website and in the student/parent handbook.

All should know that the school district is in the process of upgrading the phone systems in schools. At this time, UCHS is on the waiting list for the new upgraded service. I am told, however, that the new system has some challenges as well in that it is connected to internet service. If the network system for the school or district goes down, this sometimes happens, the phone system for the school will not operate.

We share this information and challenge in that we know parents and community members regularly contact the school and have difficulty at times. Please email us if you notice the system is down so that we can work on resolving the issue as quickly as possible.

**Jeff Olivero
UCHS Principal**