

Contact & Support Structure for LFS

LFS Tier I, II, and III Facilitators

Tier	Issues	Response Time	Action
Tier I: School-Level LFS Facilitator (How do I do the task?)	Tier I addresses school-wide issues including, but not limited to: Immediate task support with LFS access (not access configuration, eSchool source correction, or system behavior).	Same-day to 1 business day	Use LFS Resources and Tools: LFS Full User Guide LFS District Toolkit - Escalate to the District level if unresolved after 24 hours.
Tier II: District-Level LFS Facilitator (Why can't I do the task even though I know how?)	Tier II addresses district-wide issues including, but not limited to: - User access codes, - eSchool-driven scheduling and enrollment discrepancies, and - Verification or correction of student and staff data in eSchool.	Same-day to 1 business day	Escalate to ESC (Tier III) if unresolved after 24 hours. Tier II -> Tier III escalations must include an escalation packet that includes: - Name, email, and role of person experiencing issues - School District Name and LEA - School Name and LEA - Student Triand/State ID (for student issues) - Staff State ID (for advisor issues) - Incident details - Additional details (optional) - Attachments/Screenshots (optional, but requested)
Tier III: ESC-Level LFS Facilitator (Why is this happening in multiple places?)	Tier III addresses region-wide issues including, but not limited to: Issues affecting multiple districts (not individual advisor or student records or isolated user errors). Tier III determines whether an issue is severe enough, consistent enough, and documented enough to escalate to Tier IV.	1-2 business days	Document and escalate to State-level, if needed. Note: Tier III validates and documents issues before Tier IV engagement. Tier III -> Tier IV escalations must include a complete escalation packet that includes: - Name, email, and role of person experiencing issues - School District Name and LEA - School Name and LEA - Student Triand/State ID (for student issues) - Staff State ID (for advisor issues) - Incident details - Additional details (optional) - Attachments/screenshots (optional, but requested)
Tier IV: State-Level LFS Task Force (Why is the system behaving incorrectly or inconsistently statewide?)	Tier IV addresses statewide issues including, but not limited to: - system behavior, - policy interpretation, and - cross-agency issues that cannot be resolved at the school (Tier I), district (Tier II), or ESC-level (Tier III).	Up to 3 business days	Unresolved Tier IV issues are escalated to ADE executive leadership, accompanied by a documented risk assessment and recommended actions.

LFS Tier I and Tier II Facilitators are selected by school and/or district administration. To select a school-level or district-level facilitator, [click here](#).