

A MESSAGE FROM THE PRINCIPAL

Dear Colts Caring Community,

Welcome to Central Middle School! I am glad that you will be a part of our community of learners. Your education is our top priority, and everything we offer is designed to support and guide you in achieving the educational goals you have set for yourself.

As Central Middle School students, we encourage you to be active learners and active participants in all that you do. Be involved in the school and its activities. Take pride and ownership in our school. Be proud to say, "I am a student at Parkway Central Middle School!" We want the years you spend here to be the best they can be.

The following pages in this handbook serve as a quick, easy reference guide to explain some of the procedures at Central Middle. This, along with the assignment book, can help create an organized and successful student. Take a moment to review these pages with your parents. The opportunity to work with you as a team as you prepare for your future is an important one for all of us at Central Middle.

I am excited about the plans for this school year and look forward to meeting with each of you as we strive to make the 2026-2027 school year a successful experience for all associated with Central Middle School.

Ms Loretta Smith, Principal



Welcome to Parkway Central Middle School

IMPORTANT PHONE NUMBERS

All numbers are in the area code (314)

Student Services (Main Office)	415-7800
Ms Loretta Smith – Principal	415-7801
Dr. Adam Dotson - Asst. Principal	415-7805
Dr. Destiny Davis - Asst. Principal	415-7807
Mrs. Kim Ramirez - Asst. Principal	415-7803
Principal's Secretary	415-7802
Receptionist	415-7865
Attendance Secretary	415-7804
Sara Sinovich - Nurse	415-7826
Counseling Office/Secretary	415-7815
To leave a message for a Teacher	415-7800
To report a student's absence	415-7829

Technology Support

For students:

<http://tinyurl.com/PCMS-Technology>

For Parents:

ic-parenthelp@parkwayschools.net

COLTS CORE VALUES

- **Kindness**
- **Integrity**
- **Perseverance**
- **Accountability**
- **Acceptance**

The mission of the Parkway School District is to ensure all students are capable, curious, caring and confident learners who understand and respond to the challenges of an ever-changing world.

SOME IMPORTANT DATES

2026-2027

Central Middle ½ day dismissal is 12:20

AUGUST 2026

- 20 Open House
- 21 New Student Orientation
- 25 First Day of School

SEPTEMBER 2026

- 3 Picture Day
- 7 Labor Day (No School PreK-12)
- 9 ½ day (Professional Development)

OCTOBER 2026

- 7 ½ day (Professional Development)
- 16 ½ day (Pk-12 Teachers Records Day)
- 22 Picture Retake Day
- 29 Parent Teacher's Conference

NOVEMBER 2026

- 2 No School Fall Break
- 3 No School (Professional Development)
- 11 ½ day PK-12 (Professional Day)
- 25-27 Thanksgiving Holiday (No School PreK-12)

DECEMBER 2026

- 9 ½ day PK-12 (Professional Development)
- 22 ½ day PK-12 (Teacher Records Day)
- 23-31 Winter Break (No School PreK-12)

JANUARY 2027

- 1 Winter Break (No School PreK-12)
- 4 No School (Teachers Record Day)
- 5 School Resumes
- 14 ½ day (Professional Development)
- 15 No School (Professional Development Day)
- 18 Martin Luther King Day (No school PreK-12)

FEBRUARY 2027

- 11 ½ day PK-12 (Professional Development)
- 12 No School (Professional Development)
- 15 Presidents' Day (No School PreK-12)

MARCH 2027

- 12 ½ day PK-12 (Teacher's Record Day)
- 15 - 19 No School - Spring Break

APRIL 2027

- 6 No School (Professional Development)
- 14 ½ day (Professional Development)

MAY 2027

- 28 Last Day of School (½ day - AM PK-12)

JUNE 2027

- 7 Summer School Begins (K-12)
- 18 No School (Juneteenth)
- 25 Summer School Ends (K-8)

VISITOR MANAGEMENT PROCEDURES

Parents/visitors must present a valid driver's license at the front entrance Welcome Center.

- to enter all Parkway buildings
- to remove a student from a building
- to attend meetings

DRESS CODE EXPECTATIONS

A student's appearance and attire are primarily the responsibility of the parents/guardians and the students. The school shares this responsibility by helping each student learn what clothing is acceptable and appropriate during the school day. We do not expect you to agree in all cases, but we do expect you to seriously consider the question of proper attire while attending school. We encourage students to wear clothing that is respectful of the school environment and does not cause a distraction to the educational process.

Clothing that promotes or symbolizes alcohol, drugs, tobacco, profane language, bigotry, gangs, or sex is not allowed.

Ultimately, we trust the professional judgment of the adults in the building. When faculty members or administrators deem that a student's dress serves as a potentially disruptive influence or might be an embarrassment to individual students or adults in the building, they will hold a private conference with the student. Students who are asked to cover up or change are expected to comply on behalf of their role in maintaining a respectful and responsible school environment.

Be respectful of school property and staff!

PCMS is your school! Do your part to keep the building and grounds clean. You are responsible for cleaning your trash from the lunch table before leaving. Doing your part helps the custodians do their part.

Take care of the books and other equipment assigned to you. They are given to you to have a successful year.

Always consider how your actions and words may impact peers, teachers, and staff throughout the day. Make safe behavioral choices that present you as a respectful part of the Central Middle community.

The use of personally owned technology devices is not permitted for students. During the school day, these devices should be stored in a secure location and in silent mode. Other valuable items like large sums of money, jewelry, and expensive clothing should be left at home. The school assumes no responsibility for lost, stolen, or damaged items. Bringing in specialized equipment to school, such as skateboards and inline skates, requires permission from the administration.



E-HALL PASS

This is an electronic system that uses devices (laptops, desktops, Chromebooks, iPads, etc) to issue, organize, communicate, and track student passes between staff and locations within our school. Students will use their Parkway Google account to sign in to the system.

WHAT TO DO WHEN.

You are late to school: Always check in at the Welcome Center to receive either a tardy slip or an e-Hall Pass.

You are in school on time but late to class: You should get an e-Hall Pass from the teacher, principal, or other adult you were with at that time.

You must leave school during the day:

A written note from your parent(s) is requested before permission to leave is granted. Bring the note to the Welcome Center when you arrive at school in the morning. An e-Hall pass will be issued to you, allowing you to leave class 5 minutes before your pickup time. You are to gather your belongings and go to the Welcome Center to meet your parent(s). A parent must sign their student out with the attendance secretary before leaving the building. Upon returning to school, please sign in at the **Welcome Center** and obtain an e-Hall Pass to gain access back into your class. Appointments for visits to the dentist or doctor should be made after school hours whenever possible. Students may not leave the Central Middle campus at any time during the school day unless approved by the administration.

A teacher wishes to see you: The teacher should issue an E-Hall pass for you. Do not tell your teacher that another teacher wants to see you unless you have a pass.

You must be excused from gym class: A written parental excuse will be required for a student to be excused from P.E. participation for one or two sessions. To be excused for longer periods, a written excuse from a medical doctor is required. Students can be excused from participation with a valid medical excuse.

You expect to be out of school for an extended period. Parents are asked to give written notice to the principal. Upon your return, obtain an admittance pass from the office. It is the student's responsibility to get any assignments missed and to see that they are completed and turned in.

You want to do something after school: Check out the after-school activities described online in the Activities section.

If you are absent for any reason, your parent(s) should leave a message on the attendance line **(314-415-7829) as soon as possible**, stating the reason for your absence. If we do not receive a call from your parent, the school will send a notification to your parent(s) to make sure that you are safe at home (this is a dial-safe notification). It is your responsibility to obtain all assignments you have missed and to make arrangements to complete any outstanding tests and projects. Class assignments can be obtained by accessing your Infinite Campus account or your teacher's Schoology account.

HOMEWORK

Not all teaching and learning occur during class time; students need additional time to explore, read, practice, and reflect. Some students need more time than others do, and some may feel they'll never be finished. Learning, however, is rarely bound by the constraints of time and place. Therefore, homework at Central Middle is an important extension of the classroom.

Teachers are encouraged to assign homework. Students should expect to take work home--and do it several nights per week. Eighth-grade students will typically have more homework than sixth and seventh graders, and all three grades will notice that the nature of the homework has changed since elementary school days. Increasingly, homework may not require any "paperwork" or other written product to be submitted to the teacher or "handed in." Rather, homework may be assignments or projects that require more time than is provided in class to complete. Many daily homework assignments are submitted to teachers online.

Homework is each **student's responsibility**. The opportunity to learn and understand outside the classroom is important. Students will be held accountable for homework completion. Learning to accept such responsibilities and to profit from them is the basis for lifelong learning and success.

How to get your homework assignments!

- Pay attention in class!
- Use your teacher's Schoology
- Use Infinite Campus
<https://icampus.pkwy.k12.mo.us/campus/portal/parkway.jsp>
- Call a friend!

COUNSELORS

- Mrs. Rachel McKay (314) 415-7817
Grade 6
 - Mrs. Jen Hoffmann (314) 415-7819
Grade 7
 - Mrs. Stacey Besand (314) 415-7818
Grade 8
- Mrs. Tina Sheppard (secretary) (314) 415-7815

Your counselor is here to support you as you go through middle school. Make sure to take advantage of opportunities to help your counselor get to know you well.

HOW TO MAKE AN APPOINTMENT

♦Students may request an appointment via email. The student will receive an E-Hall Pass to be excused from class to meet with the counselor. (is this still a thing?)

♦Parents may call or email their child's counselor to request an appointment.

♦Students are encouraged to talk with counselors during their lunch period. It's a good time to let your counselor know you'd like to schedule an appointment.

CLASS SCHEDULE CHANGES

A great deal of care is taken in arranging your schedule; therefore, it should not be necessary to change a subject after the semester has begun. In extreme cases, however, changes in a student's schedule will be permitted only upon the approval of the student's teacher(s), counselor, assistant principal, and parents. Final approval for dropping a subject or changing a subject is determined by the building principal.

WITHDRAWAL OR SCHOOL TRANSFER

Students withdrawing from school are required to provide a written request from his/her parents that includes the date of departure and destination.

GRADING

Parkway secondary schools use an automated grade reporting system. Under this system, a grade report will be viewable online through the parents' Infinite Campus account at the end of each semester of the school year. Paper copies will not be mailed home. It will give both academic and non-academic responsibility grades for each subject. The following grades are used in Parkway:

- A - Excellent
- B - Superior
- C - Average
- D - Below average
- F – Failure
- I - Incomplete
- X – Excused

Academic Responsibility will be evaluated in three different categories: Academic Habits, Prepared Learner, and Participation & Engagement. Students will receive a rating on a scale of 1-4 (rarely, sometimes, consistently, or independently and consistently) on each of the three categories.

LOCKERS

This year, lockers are available and will be assigned by teams. In the event a locker needs to be assigned for special use, the student should speak with their grade-level counselor. Please note, lockers remain the property of the school and are under the control of the Parkway School District and may be subject to reasonable searches at any time.

PARENT-TEACHER CONFERENCES

A conference with teachers may be scheduled at any time during the school year. Parents should email the teacher(s) directly to set up an appointment.

Sign-up for Parent-Teacher conferences will take place using an online system. An email will be sent to you a few weeks before each conference evening notifying you that times are available.

FOOD SERVICES

You will be assigned a Personal Identification Number (PIN) to use when purchasing food in the cafeteria. Using this number will let you access your prepaid account, so that you will not have to bring money with you every day for breakfast and lunch. You may make deposits into your account either in the cafeteria or in the School Store. If you don't have a PIN, ask how to get one, then memorize it!

BREAKFAST

Breakfast is available each morning from 8:00 to 8:15. The cost of breakfast is **\$2.55**.

LUNCH

You will have a 30-minute lunch period. A standard lunch is **\$3.60**.

OUTSIDE FOOD DELIVERY SERVICES

Uber Eats, DoorDash, Postmates, and other food delivery services are strictly **PROHIBITED**. Deliveries will **NOT** be accepted, nor will students be called to receive deliveries. Arranging for **YOUR** student to meet a delivery driver to receive food deliveries is also **PROHIBITED**.

PLEASE REMEMBER TO:

-Stand in the cafeteria line in an orderly manner.

-Eat all food and drink while seated at a table. **No** food or drink is to be taken outside the columns that surround the cafeteria.

-Clean your table and the surrounding floor before leaving the area.

-Behave appropriately in the atrium; no running, jumping, tripping, fighting, or horseplay.

Remain in the atrium area or the designated area outside during your lunchtime. Hallways and entrance areas to all wings are “off limits” during lunch.

Students may not leave the Central Middle campus during lunch (or at any other time during the school day!).

Behave safely while outside; avoid activities that could be potentially dangerous, such as tripping or horseplay.

Reminder:

Food items may **NOT** be shared.

THE NEWS

Important student announcements will be made in the morning and afternoon over the intercom. This information will also be displayed at lunch on the video screens in the atrium.

Please pay attention to important information!

Just in case you should ever wonder... the soliciting or selling of any Item by a student is prohibited. Articles sold without authorization will be confiscated, and the seller will be subject to disciplinary action.

THE NURSE

The health program administered by the school nurse is one of prevention and emergency care. Those who are injured or become ill while at school will be sent to the nurse's office. If the illness is considered to be of such a nature that you should be sent home, your parents will be informed by telephone.

The nurse's phone number is (314) 415-7826. Vision screening and audiometer screening for hearing are done for all seventh-grade students as well as new students.

Medication is to be taken only according to the following Board of Education policy. **All medicine to be administered by the school at the middle school level must be accompanied by a written request from a medical doctor stating (the name of the child, name of medicine, dosage, schedule of administration, and indication for giving). All medicine must be brought to school by a parent/guardian. All medicine shall be kept in a locked cabinet in the nurse's office and shall be administered only by authorized personnel.**

TELEPHONE

With permission, students are allowed to use the Landline phone in Student Services.

LIBRARY

The library is open for students to visit during their lunch period and after school on Monday, Wednesday, and Thursday. Students wishing to use the library after school need to be signed up for an after-school activity and supervised by a teacher.



THE LOST AND FOUND

We recommend that your name be written, stamped, or sewn on all personal items, such as pens, purses, jackets, caps, and glasses. Any articles found around the building or grounds should be taken immediately to the lost and found closet located in the atrium. If you lose an article, please check the lost and found closet. If items are lost during PE classes, check in the physical education office, and then the lost and found closet. The lost and found closet will be emptied periodically, and the contents given to a worthy cause. Articles found on the school bus will be turned in at the transportation office. Promptly report any missing items to the appropriate administrator.

AFTER SCHOOL

The after-school activity period allows you to grow beyond what is possible during your regular classes. Listen to the daily announcements for your chances to get involved! If you stay after school, you must be with a faculty sponsor until the activity bus at 4:30 or your ride arrives. Car riders must be picked up by 4:30.

INTRAMURALS

Central Middle conducts an extensive intramural sports program for sixth, seventh, and eighth-grade students, both male and female. There are no “tryouts,” and all students may participate. Although the focus of intramurals is on healthy fun among Central Middle students, championship teams will have the opportunity to compete against the other Parkway middle schools. Sports include basketball, volleyball, track, wrestling, and softball.

HOMEWORK SESSIONS

Teachers provide voluntary extra help after school for those who may need further instruction, help with an assignment, or time to make up a test. Students should check with specific teachers for dates and times of help sessions.

CLUBS AND ACTIVITIES

There are several school-sponsored clubs you may join. A list of clubs and sponsors will be published shortly after the school year begins. New clubs related to student interests can be started by a group of students by securing a faculty sponsor and presenting a petition to the activities director for approval. All clubs meet after school on Monday, Wednesday, or Thursday afternoon. Students may ride the activity buses home.

DISTRICT POLICY FOR RIDING THE BUS

- Students must obey the driver promptly and cheerfully.
- There will be no smoking, vaping, or lighting of matches, “rough-housing,” or loud or vulgar language on the bus at any time.
- Students must not at any time: extend hands, arms, or head out of the bus window, nor try to get on, off, or move about the bus while it is in motion.
- Students must observe the directions of the driver when leaving the bus.
- Students should keep the bus clean and report any damage to the driver at once.
- They must keep their feet and sharp objects off the seats
- Students must not throw objects about in the bus or through the bus windows.
- Students who must cross the road must walk around to the front of the bus and stand two paces in front of the bus in line with the right front fender and wait for a signal from the driver to cross the road.
- When the students must cross the road to board the bus, the driver should signal when it is safe to do so, and students should proceed to cross the road in front of the bus.
- Students must be on time; the bus driver cannot wait for tardy students. (Students should be at the bus stop five minutes before the stated pickup time.)
- Students should not cut through the circle drive, walk between buses, or attempt to board a moving bus.
- Students should never stand in the roadway.
- Students should remain on the sidewalk until the bus comes to a complete stop.
- Unnecessary conversation with the bus driver is prohibited.
- The driver is required to submit a "Report of Student Misbehavior" for infractions of any of the above rules and regulations.

Students may not ride on any bus they are not assigned to.

You may ride the bus if you observe the above list of rules and regulations from the Missouri Pupil Transportation Laws, Regulations, and Standards. These guidelines will enable you to travel to and from school safely. Failure to obey bus rules may result in the withdrawal of the privilege of riding the bus.

ACTIVITY BUSES AND PASSES

Students who attend a sponsored after-school event or an after-school activity may ride their assigned activity bus home. **The activity buses leave school at approximately 4:30 p.m. and operate on Monday, Wednesday, and Thursday each week. Students riding the activity buses are let off in central locations within their neighborhoods, rather than at the regular bus stops.** In order to be allowed to ride the bus, each student must get a pass from the sponsor of the activity. **Anyone not taking the activity bus home must arrange to be picked up at 4:30.** Anyone not complying with this regulation may lose the privilege of staying for after-school activities.

Guest Bus Pass Policy: If Bus Passes are allowed, the following must occur:

- The student must be in good standing. (example. not suspended from another bus, or serving ISS)
- Provide advance notice
- Parents/Guardians of the "host" student **must** send a written note to the school permitting their child to host a friend on the bus. **(Phone calls are not permitted.)**
- Parents/Guardians of the "guest" student **must** send a written note to the school permitting their child to ride a different bus with a friend. **(Phone calls are not permitted.)**
- Notes should include both the student's name and their bus numbers.
- First thing in the morning, the students should give their notes to the Welcome Center or the Student Service Office. If space is available on the bus, the request will be honored, and a pass will be given to the students during lunch.
- Emails are not recommended due to if the person you email is not in the building, your email would not be addressed.
- Due to space, Bus passes are not issued the day before a holiday or the day before a long weekend.

FIRE AND EMERGENCY SAFETY

As a requirement of school safety, emergency drills will be held periodically throughout the school year. Students should treat every safety drill as a serious matter and follow the evacuation routes posted in each classroom along with the teachers' directions. It is of utmost importance that students remain quiet and attentive during drills.

TARDY POLICY

Learning to be on time for class, appointments, and other deadlines is an important life skill. At times, tardiness is unavoidable, and when considered excusable by school personnel, the student should enter class in a quiet manner with an e-hall pass.

In the event a student is not excused when entering class, the teacher will record the tardiness. The student and teacher can work together to develop a plan to prevent further tardiness to class. The student's tardy count will start fresh each semester.

The policy for tardiness is:

- 1st Tardy: Verbal warning
- 2nd Tardy: Contact parent
- 3rd through 5th Tardy: Contact parent and assign a lunch detention

- Beginning with the 6th Tardy: problem solve with grade level administrator & counselor

PROMOTION and RETENTION POLICY

IKE.BP*

The Board of Education believes it is important to encourage, support, and assist each student to develop academically in a growth pattern harmonious with his/her physical, emotional, and social development. There may be exceptions to the allotted time for students to progress through the six-year elementary school (K-5) curriculum. When deciding the acceleration or retention of a student, the combined views of the student, parents, teachers, principal, nurse, and counselor are taken into consideration. All student assessment data, including measures of reading achievement, will be important

factors in a decision.

Following Senate Bill 319, the Parkway School District is required to retain students in grade four who are reading more than one grade level below their current grade placement. At the secondary level, acceleration or retention in a grade level is based upon the units of credit accumulated.

In each instance, K-12, the best interest of the student predominates.

STUDENT CONDUCT AND DISCIPLINE

Effective school discipline is the result of the combined efforts of staff, administrators, parents, and students. All staff members are responsible for the enforcement of school district policies and Central Middle regulations. All students are expected to cooperate with staff members in this respect.

Central Middle encourages students to demonstrate positive and appropriate conduct at all times. Rules regarding expected and acceptable behaviors are discussed with students throughout the year.

When a student engages in behaviors that require adult interventions and are considered *Principal's Suspension* behaviors (refer to Board of Education policy on Student Discipline), a variety of consequences may occur, including but not limited to the following:

Detention, either during lunch or after school:

The student will be directed to spend their lunchtime in an alternate room or will be requested to remain after school for one hour. Parents will be notified of detentions the day prior to the student spending such time after school.

Conferences with the student and staff members:

The student will meet with a teacher, counselor, administrator, and/or parent as necessary to work on a resolution to the problem.

In-School Suspension (ISS):

The student will take classes in an alternative setting for one or more full school days, directly supervised by members of our staff. During this time, the student will be provided with class work by his/her regular teachers and is to complete this work while in ISS.

Out-of-School Suspension (OSS):

The student will not be permitted to attend school for a period of up to ten (10) school days (*Principal's Suspension*).

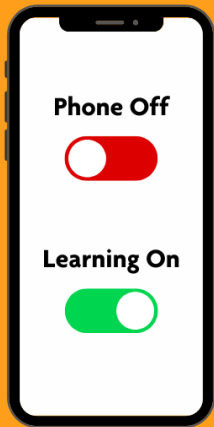
CIVILITY POLICY

To maintain a safe workplace free of harassment and to promote a positive learning environment for students and staff, **respectful and civil behavior is required on district property, in district-sponsored transportation, and at district-sponsored activities and events.**

Parkway Central Middle School Personal Device Policy

This policy includes, but is not limited to, cell phones, smart watches, tablets, and other personal devices. Students are not allowed to have cell phones visible or in use from the time they enter the school building until the end of the school day. Cell phones and devices are to remain off and in a backpack or locker at all times. This policy applies to the classroom, restrooms, lunchroom, and hallways.

The school is not responsible for lost, stolen, or damaged personal property. This includes the investigation of such items.



ALL DAY, OFF AND AWAY

Students have more freedom to:

- Build relationships
- Improve their wellbeing
- Learn and grow



Failure to comply with this policy will result in confiscation of the cell phone or device by an administrator or office personnel. Additional consequences may include, but are not limited to, the following:

- ❖ Confiscation; parent notification; device returned at the end of the day
- ❖ Confiscation; parent pick-up device
- ❖ Confiscation; parent pick-up device; support plan
- ❖ Confiscation; parent pick-up device; detention or in-school suspension
- ❖ Confiscation; parent pick-up device; in-school or principals' suspension

It is important to remember that using the district-issued Chromebook gives the district full access to see everything you search for, view, type, capture, send, etc., whether on the school network or private networks like at home. There is no expectation of privacy when using a district device or email.

References:

- [Parkway Board Policy: Cell Phone/Electronic Personal Communication Device Usage](#)
- [Missouri Senate Bill 68 \(Section 162.207\)](#)

Colts Caring Community

26-27 updates needed (KIM)

Student HUB

This HUB has been prepared for the students and families of Parkway Central Middle School to serve as a guide and a source of information about the day-to-day operations of our school.

General Information	District Discipline Policy	Nondiscrimination Notices
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❖ Academic Integrity with AI ❖ Academic Responsibility ❖ Bus Route Information ❖ Closings & Emergencies ❖ DESE MOCAP Guidance ❖ Digital Citizenship ❖ District Calendars ❖ Emergency Response Guide ❖ FERPA ❖ Food Pantry ❖ Free and Reduced Lunch ❖ Lunch Menus ❖ Medication at School ❖ Student Health/Illness Guidelines ❖ Infinite Campus ❖ Schoolology	❖ Attendance Policy JE.BP ❖ Bullying Policy JFCF.BP ❖ Cell Phones- Display and Usage Policy JFCD.BP ❖ Discipline Policy JGR1.BP ❖ District Mission AD.BP ❖ Interrogations and Searches JFG.BP ❖ Safe Line ❖ Technology Misconduct Policy JGR1.BP ❖ Technology Use Policy GBEBE.BP	❖ Educational Equity ACIB.BP ❖ Parkway Handbook for Title IX- Middle School ❖ Services and Rights for Students with Disabilities ❖ Notice of Nondiscrimination ❖ Non-Discrimination and Anti-Harassment AC.BP
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Every Student Succeeds Act (ESSA) Complaint Procedures

The Every Student Succeeds Act of 2015 (ESSA) requires Parkway to provide parents, students, and other stakeholders with information about procedures for filing a complaint alleging a violation of federal law or regulations under a covered ESSA program.

A complaint, for these purposes, is a signed, written allegation that a violation of a federal statute or regulation that applies to a program under the ESSA has occurred. Covered programs generally include, but are not limited to, Title I, Title II, Title III, Title IV, and provisions relating to equitable services for private school students.

Procedures for filing a complaint with the Missouri Department of Education can be found at <https://dese.mo.gov/media/pdf/essa-complaint-procedures>.