

The following is a comprehensive list of all district or public facing email inboxes managed by the Department. Please review this list and send your questions to the appropriate email in order to ensure that your questions are answered in a timely manner.

LDOE Email Response Protocols:

- All emails sent to one of the following inboxes should be responded to within 48 hours of receipt.
- Should the LDOE need more than 48 hours to respond to a question, the sender will be notified of the anticipated timeline in which they will receive an answer to their question.
- If after 48 hours the sender has not received a response to their question, they should resend the email and copy the inbox primary contact.

Topic	Inbox	Answers Questions About...
Assessments	assessment@la.gov	Questions related to preparation for and administration of assessments and accountability including, but not limited to: <ul style="list-style-type: none"> - Standard and Alternate Assessment for early childhood, grades 3-8, and high school - Student test histories - Assessment graduation requirements - School and district performance scores - Data certification
Believe and Prepare	believeandprepare@la.gov	General questions about the Believe and Prepare program or educator preparation
Charter Support	charters@la.gov	Automates issue tickets for charters in Charter Salesforce platform
Child Care Assistance Program (general)	LDECCAP@la.gov	Questions related to CCAP, including questions from families and general public.
College Readiness	highschoolacademics@la.gov	Questions related to College Readiness including: <ul style="list-style-type: none"> - TOPS University Diploma track - college preparatory coursework - dual enrollment opportunities - high school student planning guidebook - course codes
Compass	compass@la.gov	Question related to the teacher evaluation system including: <ul style="list-style-type: none"> - Compass - Compass Information System (CIS) - Student Learning Targets

Topic	Inbox	Answers Questions About...
		<ul style="list-style-type: none"> - Observations - Bulletin 130
Curriculum & Instruction	classroomsupporttoolbox@la.gov	Questions related to standards and curriculum
Early Childhood	earlychildhood@la.gov	Questions related to Early Childhood including: <ul style="list-style-type: none"> - Funding - Enrollment - Accountability - Improvement for early childhood programs (child care, Head Start, PreK, LA 4/ Non Public School Early Childhood Development program)
Early Childhood Child Care Provider Certification	ProviderCertification@la.gov	Questions and information related to provider certification for child care centers and family home centers.
Financial Aid Planning	LDEFinancialAid@la.gov	Questions related to financial aid planning and FAFSA
Grants Help Desk	grantshelpdesk@la.gov	Technical assistance with grants
JumpStart	JumpStart@la.gov	Questions related to the Jump Start program, Super Summer Institute Registrants, and Career Development fund support.
Scholarship/Nonpublic School Support	nonpublicschools@la.gov	Questions from parents and schools related to the Louisiana Scholarship Program
Special Education and 504	Specialeducation@la.gov	Questions about special education and 504 services or policy.
Supplemental Course Academy	SCA@la.gov	Questions related to the Supplemental Course Academy including: <ul style="list-style-type: none"> - Requests from LEAs for support regarding usernames, technical issues, requests for assistance, etc. - Auto messages from lacourses.net