

Schoolwide Support for ELLs: Front Office

Here are some ways that front office staff can support English language learners (ELLs).



Welcoming Families

You may be one of the first people families meet at their child's school. Welcome families with a smile and introduce yourself. Post welcome signs in their languages.



Explain Your Role

New families may not be sure where to ask questions or get information. Post a sign in families' languages with your name and how you can help.



Language Support

All families have a legal right to information in their language. Find out what language resources are available, such as interpreters or language lines.



Enrollment Procedures

Provide families with translated instructions for enrollment. Spell and enter students' names correctly in the school database – confirm spelling if needed.



Collaboration

Reach out to colleagues who work with ELLs, such as family liaisons and ESL specialists, to address key issues that need attention. Ask for additional training if needed.



Immigrant Students' Rights

All students have a right to a free public K-12 education, regardless of immigration status. Schools should not request documents related to immigration status.

To see more great tips, visit [the online version of this article!](#)



Colorín Colorado is a national multimedia project that offers a wealth of bilingual resources for educators and families of English language learners. Illustrations by Rafael López.

