Sample Communication to Parents

Special Education (3-21)

The Iowa Department of Education has created the following materials to help districts inform parents about the launch and functionality of the ACHIEVE Family Portal. These communications are samples and can be edited as needed to include local information or contacts.

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[**Webpage for Families**](https://educate.iowa.gov/achieve-family-portal)

# Parent Newsletter Article

**Purpose:** An article to prepare families for the launch of the ACHIEVE Family Portal.

**Intended Audience:** IDEA parents of learners who are receiving special education (3-21) services.

## ACHIEVE Family Portal - Coming Soon!

A new tool is coming soon to help you prepare for conversations with <insert District name> about your student’s special education progress. The ACHIEVE Family Portal is an optional, online system that lets parents and guardians access information about their child's special education records electronically! This tool provides you with important information to support your student’s development and learning and helps you take part in Individualized Education Program (IEP) team meetings.

"Iowa is proud to be the first state to offer an online way for families to access real-time early intervention and special education information for their children through the ACHIEVE Family Portal,” said Betsy Lin, Bureau Chief of Student Instruction, Evaluation and Services. “The family portal will enhance the collaboration and communication between providers and families, supporting all children's progress."

### How will I get access?

If you have provided an email address to your IEP team, you can expect an email invitation to join the ACHIEVE Family Portal in late February 2025. Look for an email with the subject: **"You’re invited to join the ACHIEVE Family Portal."** Click the link in the email to register for an account. To establish a connection to your child’s IEP information, you will be required to enter the last 4 digits of your child’s State ID. This information will be provided to you by your IEP team.

### What if I don’t receive an email?

If you don’t get an email, contact achievesupport@iowa.gov or the person who handles your child’s IEP to update your email address.

### Why should I sign up for the ACHIEVE Family Portal?

With an ACHIEVE Family Portal account, you can:

* Access information to support your learner’s development and learning electronically
* Review the information you need to participate in IEP meetings
* Download and print your learner’s records anytime
* See your child’s accomplishments and real-time progress towards their goals
* Get meeting notices and view a calendar of upcoming meetings
* View and sign consent forms
* Complete family engagement surveys

### Can I log into the ACHIEVE Family Portal on my phone?

Yes, you can log into the ACHIEVE Family Portal on any device with an internet browser, including your computer, tablet, or phone. There are no apps to download.

### What if I don’t have the internet or don’t want to sign up for the ACHIEVE Family Portal?

Creating an ACHIEVE Family Portal account is completely optional. It is not meant to replace communication with your IEP team. Meetings with your IEP team continue to be required and paper copies of your child’s records can be provided at that time.

### Where do I go for more information?

To learn more, please visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal).

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# Parent Email Announcement

**Purpose:** An email to prepare families for the launch of the ACHIEVE Family Portal.

**Intended Audience:** Learners with active IEPs who have at least one validated IDEA Parent contact with an email address and have an approved Consent for special education.

## ACHIEVE Family Portal Account

As a parent of a child (learner) with an **Individualized Education Program (IEP**), you will soon get an email inviting you to create an account in the ACHIEVE Family Portal. The subject of the email will be “You’re invited to join the ACHIEVE Family Portal.”

The ACHIEVE Family Portal lets you review your learner’s special education information at any time. You can view documents, sign consent forms online, and access records whenever you need. This includes being able to review progress monitoring data entered in ACHIEVE on behalf of your learner’s goals in real-time.

Once you have provided consent to receive special education and related services and provided your email address to your IEP team, you will receive an email inviting you to create an account in the ACHIEVE Family Portal. Click the link in your email to start the registration process.

First, you’ll need to establish a connection to your learner. To do this, you’ll need to enter your child’s first and last name, date of birth. You will also be asked to enter the last 4 digits of your learner’s State ID number. This information will be provided to you by your district.

Next, you will set-up your account. You’ll enter your own name and make a password. You’ll use your email address to log in to the portal. If you don’t receive an email invitation or need to update your email address, please contact achievesupport@iowa.gov for assistance.

Finally, you will need to review and accept the Terms and Conditions, then choose the kind of access you want:

1. The **Interactive** option allows access to records as described above. In addition, you may sign consent forms electronically and receive emails when new items are available to review and sign.
2. The **View-Only** option allows access to records as described above. However, you will not be able to sign consent forms electronically. You also will not receive emails when new documents are available to review unless you request and sign a Consent to Receive Electronic Communication with your IFSP/IEP team.

If you need help making your account, please check out the [Quick Start Guide](https://educate.iowa.gov/media/10903/download?inline).

Creating an ACHIEVE Family Portal account is optional. It does not replace talking directly with your child’s IEP team. You can still get paper copies of your child’s records and information at your IEP meetings.

If you don’t receive an email invitation or need to update your email address, please contact achievesupport@iowa.gov for assistance. To learn more, visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal).

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# Account Creation Email - State ID

**Purpose:** To communicate the last 4 digits of a learner’s State ID to parents for account creation in the ACHIEVE Family Portal.

**Intended Audience:** Learners with active IEPs who have at least one validated IDEA Parent contact with an email address and have an approved Consent for special education.

**Recommended Sender:** IEP Facilitator, LEA Special Education Director, or Designee

**Note:** AEA staff who serve as facilitators of support service only IEPs will be responsible for communicating with families on their case list. LEA facilitators or designee are encouraged to coordinate with their AEA to share information with families on a similar timeline.

**Recommended methods for sharing this information with the family:**

* Email or other secure digital communication platform (if family has provided consent to receive information via email, e.g., Consent to Receive Electronic Communication)
* Phone Call
* Parent Information Night
* Parent Teacher Conferences

Where to obtain information: The following columns will be added to the Family Contact Validation report in ACHIEVE to assist in distributing this information:

* Truncated State ID (Last 4 digits)
* Approved Consent to Receive Electronic Communication
* Weighting Level

## Email Subject: ACHIEVE Family Portal: Account Creation

Dear <IDEA Parent First Name>,

Beginning the last week of February 2025, you may receive an email invitation to create an account in the ACHIEVE Family Portal. If you choose to create an account, you will need to enter the following information on behalf of <Learner First Name>.

<Last 4 Digits of State ID>

You will be required to enter this information once during the registration process. Keep this number for future reference along with your child’s records.

For additional information, please visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/achieve-family-portal).

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# Social Media Sample Posts

**Purpose:** Social media posts to promote the launch of the ACHIEVE Family Portal.

**Intended Audience:** IDEA parents of learners who are receiving special education (3-21) services.

## Social Media - Example 1

** Exciting News for Families!**

The **ACHIEVE Family Portal** is launching soon! This optional, online tool gives you access to your child’s special education records anytime, anywhere.

** Why Sign Up?**

* Download your child’s special education records
* Prepare for IEP meetings
* View upcoming meetings and sign forms

** What to Expect:**

Look for an email in late February 2025 with the subject: **“You’re invited to join the ACHIEVE Family Portal.”** Follow the link to register.

 Need Help? If you don’t get the email, contact achievesupport@iowa.gov or reach out to your child’s IEP facilitator to update your email address.

Visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal) to learn more!

## Social Media - Example 2

** Coming Soon: ACHIEVE Family Portal!**

Stay connected with your child’s special education journey like never before. The ACHIEVE Family Portal is a new optional online tool where you can:
 Access your child’s special education records anytime
 Review information needed for IEP meetings
 View upcoming meetings and sign forms

 Getting Started: Look for an email in late February 2025 with the subject: **“You’re invited to join the ACHIEVE Family Portal.”** If you don’t get the email, contact achievesupport@iowa.gov or reach out to your child’s IEP facilitator to update your email address.

Visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal) to learn more!

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# ParentSquare (or parent communication app)

** A New Tool to Support Children Receiving Special Education Services is Coming Soon!**

A new tool is coming soon to make it easier for families to stay informed about their child’s special education journey. Introducing the ACHIEVE Family Portal—an optional, online system where you can access your child’s special education records anytime, anywhere!

** Why Sign Up?**
 Access information to support your learner's development and learning
 Be prepared for IEP meetings with records and real-time progress
 View a calendar of meetings and get meeting notices
 Sign forms and complete family engagement surveys

 Iowa will be the first state to offer this kind of access to special education information to families!

** How to Get Started**

* Watch for an email in late February 2025 with the subject: **“You’re invited to join the ACHIEVE Family Portal.**”
* Click the link to register your account.

 Didn’t get the email? Contact achievesupport@iowa.gov or reach out to your child’s IEP facilitator to update your email address.

Visit the [ACHIEVE Family Portal webpage](https://educate.iowa.gov/ACHIEVE-Family-Portal) to learn more!

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