



# NORRISTOWN AREA SCHOOL DISTRICT

## Reopening of School Frequently Asked Questions

### Student and Families FAQs

Last Updated 9-1-20

*This FAQ document is compiled from questions from students, parents, and community members shared with the Norristown Area School District. The district administration and staff works to discuss answers and solutions. This document will be continually updated throughout the reopening of schools and period of virtual instruction.*

### Learning from Home:

#### **Where should my child go to sign in for daily lessons?**

*Each day, students should log into their Chromebook with their district account. Students should log into ClassLink to gain access to all of their digital content.*

*Synchronous, live lessons will be conducted through Google Meet or Go Guardian Teacher.*

*Teachers will send invitations or will call students into synchronous sessions.*

*Asynchronous assignments and activities will be housed in Google Classroom (Elementary) or Schoology (Middle School and High School).*

#### **Will classes meet at a specific time?**

*Yes. A daily schedule has been developed for students at each level. Please refer to the NASD Virtual handbook distributed to families for the specific schedules.*

#### **How much time will my child spend in the virtual classroom?**

*Approximately half of each school day will be spent in synchronous lessons with teachers.*

*Approximately half of each school day will be asynchronous learning activities.*

#### **Where should my child go to record daily attendance?**

*Attendance will be recorded during each of the live, synchronous lessons daily. Just login, participate, and you will be marked present.*

#### **What if my child needs a break due to too much screen time?**

*Breaks have been built into each daily schedule of synchronous learning. Parents and students can manage breaks during asynchronous activities.*

#### **Will lessons be recorded? If my child doesn't understand the lesson can I go back to review the lesson?**

*We are working on processes and procedures to record lessons and have them available for viewing later in the day. Should your child need further instruction or assistance after the completion of a synchronous lesson, please contact your child's teacher.*



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## **Do I have permission to record the lesson?**

*Pennsylvania is a “two party consent” state with regards to recording in a non-public setting. You need the permission of your teacher to record any or all parts of the lesson.*

## **How would my child get his/her homework assignments and tests?**

*Teachers will use Google Classroom and Schoology to assign and collect homework and tests.*

## **How will my child be graded?**

*Your child will be graded based on competency. That means teachers will grade assignments based on the demonstration of skills, demonstration of knowledge, and attainment of standards and learning outcomes. Grading will occur as if we were in school. Students will not be given full credit for simply turning in assignments.*

## **Would paper packets be available as an option?**

*All students must participate in their live, synchronous lessons via their Chromebooks. Teachers will utilize certain consumable materials (for example, math workbooks) as part of this year’s education program. But, paper packets will not be available to replace synchronous instruction.*

## **What do we do if we have questions about an assignment?**

*Teachers will be available during asynchronous learning time and during office hours each day to answer questions and to provide individualized assistance.*

## **What should I do if my child is struggling with virtual learning?**

*Contact your child’s principal as soon as possible.*

## **Technology and Tech Support:**

### **How can I get a Chromebook for my child?**

*Chromebooks were distributed by school during the weeks of August 10 and August 17. Should you still need a Chromebook, you can contact your child’s school to arrange pick up at the school site.*

### **What if my child’s computer isn’t working or I can’t get them online? What if I can’t get online? Who do I contact?**

*First, contact your child’s principal to let them know you are having difficulties. Second, contact our IT Help Desk. We will have staff answering phones during all business hours. Please call 610-270-2923 for assistance.*



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## **What if my child's teacher is having trouble getting online? Or isn't online at the expected time due to their own technical difficulties?**

*If your child's teacher has difficulty getting online, you will be notified through Google Classroom, Schoology, or a ConnectEd call from your child's principal. Please plan to have additional asynchronous assignments given until the teacher's issues are resolved.*

## **What if there's a power outage?**

*If you have a localized power outage at your home, please contact your child's principal to report your issue.*

## **What if I have to go to work or work from home and my child is having a technology issue? What can he or she do if I can't assist?**

*Anyone is welcome to call the IT Help Desk for assistance.*

## **My child forgot his/her username and password. Who should I contact?**

*All login credentials were mailed home prior to the start of school. If you still need assistance, please call your child's school.*

## **What do I do if I forget my Home Access username and/or password?**

*Please contact your child's school. They have been given instructions on how to find and reset your Home access password if necessary.*

## **If we are having issues with the Chromebook, can virtual learning be done on a tablet or cellphone?**

*Right now, you need to log into the Google Chrome web browser on a Windows or Apple computer using the students email address and password. Also, Sync needs to be enabled. Right now, Cell phones and Tablets are not supported.*

## **What are the options for internet access?**

*The district has internet hotspots available for family use. Please contact the IT Help Desk if you need one. Comcast also has options for Internet Essentials at a very low cost for our community.*

## **Student and Family Supports:**

### **I need assistance in Spanish. Who should I contact?**

*Please contact your child's school. Community Liaisons will continue to be available to provide bilingual support. [Community Liaison Schedule](#)*

## **When is attendance and grade information available in Home Access?**



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*Grades and attendance will be posted in Home Access as soon as we start the school year.*

**My child has an IEP, how can I communicate with his/her case manager?**

*You can email your child's case manager at any time. Case managers can set up phone calls and/or video meetings as needed. If other issues arise, please contact the respective Supervisor of Special Education, as they are happy to assist further.*

**Are there other educational resources for students at this time?**

*During the period of virtual instruction, we will be utilizing additional online resources to supplement our curriculum. Each school will communicate what is available and how to access those resources.*