



## **Continuity of Education | Student & Family FAQ**

### **When will students start to receive assignments from their teachers?**

Teachers are creating and implementing meaningful enrichment and review opportunities to help students solidify previous learning. These activities may be a combination of on and offline work. This work began on Monday, March 30 and will continue through April 9.

### **What does enrichment and review mean?**

It is about meaningful activities and student-teacher connections. Enrichment and review is a combination of online and offline activities that complement prior units of study or areas of growth for students.

### **What is required of my child each day?**

Our district staff is offering this enrichment and review period to all students. We strongly encourage that all students participate in this opportunity as these days are school days. Teachers are posting daily tasks by 9:00 a.m. each day, and the learning opportunities may be a combination of on and offline work.

### **Are teachers tracking attendance and/or participation?**

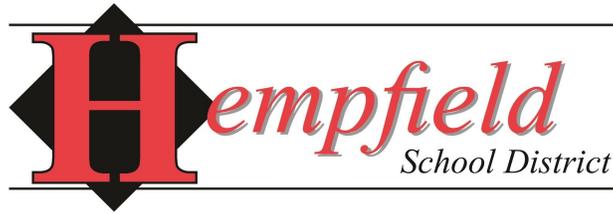
We ask teachers to monitor daily when a student connects with the teacher, either virtually, through an email, submitting a post/task/project/etc.

### **What is the best way for my child to get support for assignments?**

Teachers have dedicated virtual connection times each day between the hours of 8:00 a.m. and 3:30 p.m. Teachers publish their schedules on Schoology. During the dedicated virtual connection time, teachers are available to connect with students to answer questions, provide support, give feedback, etc.

### **Will Schoology be the primary platform used during this time?**

Yes, Schoology is the district's Learning Management System. We are exploring many additional instructional resources, but Schoology will remain the starting point for all virtual classroom interactions.



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### **What should my student do if Schoology is not working?**

Schoology is experiencing unprecedented traffic from schools nationwide. They are adding more infrastructure daily but are still experiencing problems that may disrupt access for short periods of time. If you can't connect, check their status page at <https://status.schoology.com>. Unfortunately, Hempfield School District cannot speed up this outage process.

### **Where can I find my Schoology password?**

The password for Schoology can be retrieved from the Schoology tab in the PowerSchool parent portal. Passwords for Schoology accounts cannot be changed or synced with PowerSchool at this time. [Here's a visual of where to find your Schoology unique password in PowerSchool.](#)

### **What can I do if I don't have Internet access at home?**

The Hempfield Board of School Directors approved a plan to help provide families that do not have Internet access a means of connecting. Although hardware has been ordered, we do not yet have a timeline for its arrival or distribution. Please call 717-618-5549 or email [internet\\_support@hempfieldsd.org](mailto:internet_support@hempfieldsd.org) and provide your name and contact information so that we can contact you when more information is available.

Comcast and several other companies are offering free or reduced cost options to new or existing customers. We encourage families to check out these options to see if you qualify, as they may provide connectivity before our hardware becomes available. [Click here to read more about free Comcast hotspots.](#)

### **What is the best way to get support for specific technology issues?**

We have a dedicated Tech Hotline for students and parents/guardians. Please leave a voicemail by calling 717-618-5549 or email, [internet\\_support@hempfieldsd.org](mailto:internet_support@hempfieldsd.org). Multiple staff members are monitoring these voicemails and emails from 8:00 a.m. - 3:30 p.m. and will get back to students/parents/guardians.

### **My student's iPad is "locked." How do I fix this issue?**

If a student forgets their passcode, please encourage them to stop trying after a few tries and



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to NOT restart their iPad. As long as the iPad is connected on the home network, our Technology Department can clear the passcode remotely.

### **My student's iPad is damaged. How can I get it repaired?**

Please call the Tech Hotline at 717-618-5549 or email [internet\\_support@hempfieldsd.org](mailto:internet_support@hempfieldsd.org) and leave your name, preferred contact method, and the type of damage. A staff member will contact you with more details.

### **How can I clean/disinfect my iPad and case?**

We recommend that you use a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, to gently wipe the hard, nonporous surfaces of your iPad, such as the screen, bezel, or camera lens, and back cover. The iPad Case can also be cleaned entirely with these types of wipes. Never use bleach. Never submerge your iPad in any cleaning agents, and avoid getting moisture in any openings.

### **How can students download different apps?**

The Self Service app on each iPad is used to install other apps that have been approved by the district.

### **What access to the learning assignments do I have as a parent/guardian?**

Parents and guardians can access their student's Schoology account. They can also create a parent/guardian Schoology account through our Technology Department.

### **Are there any expectations regarding grading?**

No new grading will occur between March 30 and April 9. We are asking teachers to provide discussion and feedback to students. Feedback will be given through: discussion posts, Schoology messaging tools, and possibly virtual meetings.

At the secondary level, students can submit missed work that is to be graded for the 3rd marking period. Teachers will submit the grades for the missed work after the 3rd marking period ends on April 9.



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### **What about assignments that were in progress when the mandated shutdown was announced?**

Assignments in progress from the third marking period will not be completed during this time of enrichment and review. If a teacher elects to make these assignments non-graded and simply provide feedback to students, these assignments may become enrichment or review. A teacher may also elect to move the assignments to the fourth marking period, if grading will occur.

### **How will this period impact report cards?**

The third marking period reports cards for the secondary level will be pushed back as the third marking period will end on April 9.

### **Will our students still have off school on April 10, 13, and 14 as the 2019-20 district calendar states?**

District administration will bring a revised calendar to the school board at the April 7 meeting. Any changes will be communicated. Please make sure you are signed up for building-specific emails to receive these important communications. [Click here for directions on how to subscribe.](#)

### **What is the plan for educating students now that Governor Wolf has mandated schools to be closed “indefinitely”?**

Our goal is that, beginning the week of April 13, our district will move to “Planned Instruction.” Please know that this is subject to change. More details on “Planned Instruction” will be presented at the April 7 School Board Meeting. We are also awaiting the PA Department of Education to issue guidance and resources to school districts.

### **Are School Counselors available for support services?**

Should you be in need of consultative or collaborative services with your student’s school counselor, please contact the school counselor via e-mail to set up a time to talk. School Counselors have designated collaboration/consultative times each day, Monday through Friday



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to connect with students and families and can make arrangements to meet virtually or by phone when requested via e-mail. Students can also message their school counselor through the counseling app on the iPad (*Apple Logo*).

### **Where can I find appropriate social and emotional health resources to support my student?**

Our School Counseling Department has sourced a variety of links and information for families seeking information about supporting students' social, emotional, and mental health during this potentially stressful time. [These resources are provided here](#) and updated as needed.

### **My child has special needs. How will their needs be met virtually?**

Our goal is to provide equal access to all of our district's students. During the extended closure of schools, we will make every effort to provide equal access to both online and offline learning opportunities for students with disabilities, consistent with the need to protect the health and safety of students and those individuals providing education, specialized instruction, and related services. As best we are able to given the circumstances, the school district will provide learning opportunities and related services to special education students through distance learning in the form of educational resources/activities, recorded videos, consultation with professional staff, and/or other modalities. [Read more here](#) in an update provided by our Director of Special Education on March 31, 2020.

### **When will my student be able to retrieve items left at school (in desks, lockers, etc.)?**

Governor Wolf has ordered schools to be closed indefinitely, and the stay-at-home order has been extended through at least April 30, in alignment with federal orders. At this time, we are unable to have students or family members come into our schools for item left in desks or lockers. We will await additional guidance from the state and communicate if and when this becomes a possibility.

### **I am an essential employee in my organization and don't have time to work directly with my children. What should I do?**

Please know that we are navigating these changes to online learning together and many of our teaching staff members are working through similar concerns, as far as working from home with children. We are asking that teachers create their daily post by 9:00 a.m. and to post their



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daily schedule in Schoology. If adjustments are needed day to day, the teacher will include the change in their daily post.

We do not expect that students should be online every day from 9:00 a.m. to 3:30 p.m. As students make this transition from in-class learning to online learning, routines may be important to establish at home. It is also important to recognize that students or families may need to make adjustments to the daily learning schedule. Clear communication between teachers and students/families is important during this time.