

New Student Frequently Asked Questions

*Links will not work unless you are logged into Pearson Online Classroom.

How long will it take me to get used to virtual learning?

It generally takes students and their Caretakers/Learning Coaches about 4-8 weeks to adjust. For the first 2-3 weeks, it will feel like you are trying to drink water from a fire hose! That is normal. Remember that the more questions you ask, the faster you will acclimate. If you avoid logging in or asking questions, it will take you much longer to adjust. Teachers are here to help! You will NOT bother us. We want you to ask questions.

Do I need school supplies?

Yes, there are some supplies that you will need. You definitely need a computer in order to complete your lessons. Pearson Online Classroom works best in Google Chrome or Firefox. It does not work well with Safari (Mac's preferred browser). Lessons may be completed on a tablet or phone but it is very difficult to upload assessments and complete tests on those devices. Your computer will need to be able to open PDF documents. You may also need a notebook to take notes or write down questions. You do not have to use Microsoft Office (Word, Powerpoint, etc.) Many of our students use Google Drive (Google Docs, Google Slides, Google Sheets) to complete portfolio assignments. Google Drive applications are free but you must have a free gmail email account to access them. Many of our science courses require students to have some materials for labs. Usually those are supplies that you will already have on hand in your home.

Can I change my class schedule?

Unfortunately, SCCA does not allow students to change their course schedule unless they have previously earned credit for the course. In rare cases, a student may request a schedule change if they do not have the required equipment for the course.

What is a Caretaker? What is a Learning Coach?

A Caretaker is the person listed on your account as your legal guardian. A Learning Coach is the person who assists you with your school work on a regular basis. This can be the same person but can also be several different people. If a person is not listed on your account, teachers may **not** share information with them.

Why do I have a homeroom teacher?

Your homeroom teacher is your “go to” person during the school year. He or she is your main point of contact throughout the school year. They can answer questions about your course schedule and attendance. You can also reach out to them if you are having trouble contacting another teacher. If you have specific questions about an assignment or a subject, you should contact the teacher for that course.

What is a welcome call?

A welcome call is your initial contact with your homeroom teacher. This call is designed to welcome you to the new school year. Your teacher will also share important information with you during this call and review your course schedule to make sure you remain on track for graduation.

How do I log attendance?

Only Learning Coaches or Caretakers can log attendance. Kindergarten students should log at least 20 hours of attendance per week, 1st-8th grades should log at least 25 hours of attendance, and High school students should log at least 30 hours of attendance per week. The week begins on Sunday and ends on Saturday. Ideally, students should plan to work during business hours Monday through Friday so that they can contact teachers if they have questions. However, we understand that some students are unable to do that and that flexibility is a plus in virtual school. This [tutorial](#) may be helpful.

Do I need to turn in Doctor's Excuses?

Yes, absolutely! You should submit Doctor's Excuses to your homeroom teacher via Webmail OR take a picture and text it to them. Excuses must be on the office letterhead, include the date(s) of the excuse and be signed by the doctor. Teachers may also excuse days for funerals and court dates if you provide documentation of those events.

My teacher mentioned truancy. What does that mean?

If you are truant, it means that you are consistently not completing school work and/or logging attendance hours. You should NOT carry overdue lessons over from one week to another. If you accumulate more than 20 overdue lessons, you may be referred for a truancy intervention plan or TIP.

When are my teachers available?

Most teachers work either 7:30am-3:30pm OR 8:00am-4:00pm, Monday through Friday. However, teachers' hours may fluctuate based on meetings or if they are off. You may contact a teacher via call, text or Webmail on nights or weekends but do not expect an answer until the next business day.

Where is my teachers' contact information?

All of your teachers' phone numbers are listed on your home page, in the upper right hand corner. You may also click the envelope under their name to send them a Webmail. The orange LL symbol will connect you to their individual LiveLesson room. It is a best practice to save your teachers' phone numbers in your phone's contact list.

How should I contact my teachers?

Teachers can be contacted via call, text or Webmail. If you have a question that requires an immediate response, it is best to contact them via call or text. If you text a teacher, be sure to include your name in the text. If you call a teacher and get their voicemail, always leave a message with your name and the reason you are calling. If you do not leave a message, do not expect the teacher to return your call.

How do I get teachers to call me instead of my parents if they need to speak with me?

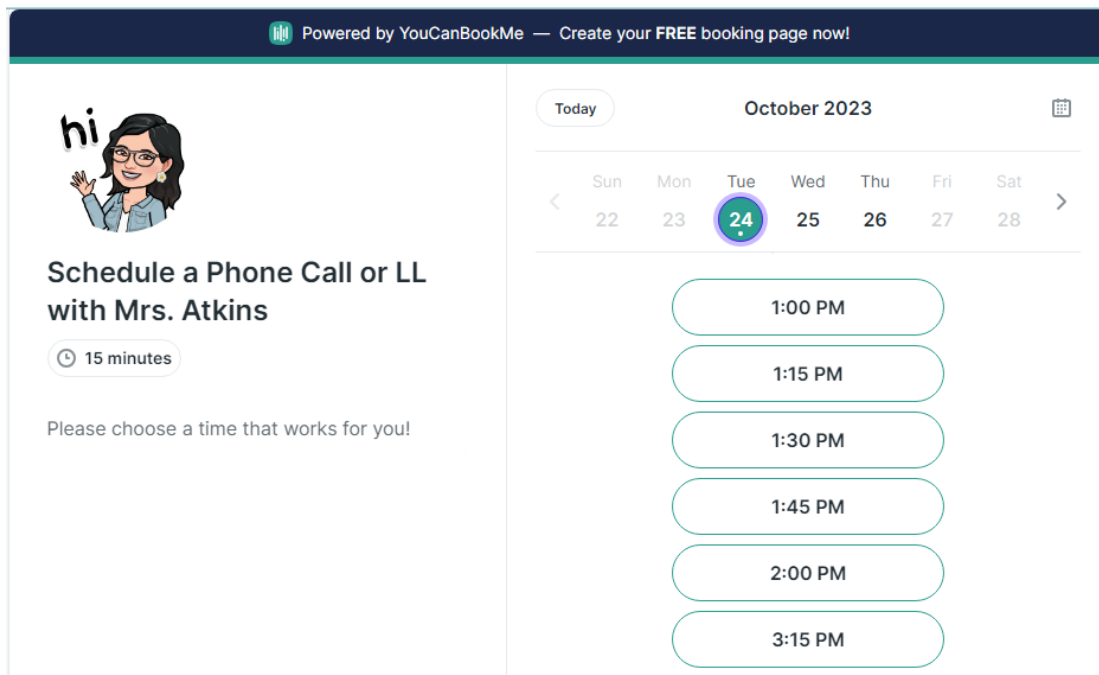
Teachers only have access to a students' mobile phone number if the parent gives permission for us to call you. Your caretaker can grant permission for teachers to contact you by accessing the Student Mobile Number Data View OR by contacting your homeroom teacher.

How important are Webmails?

Webmail is EXTREMELY important. However, they can be overwhelming because you will receive a LOT of them. It is a good idea to create folders in your Webmail so that you can organize them by class. It is tempting to delete Webmails before reading them OR to ignore them. However, they have useful, critical information. It is a best practice to check your Webmail every morning before beginning your work and every afternoon before logging off.

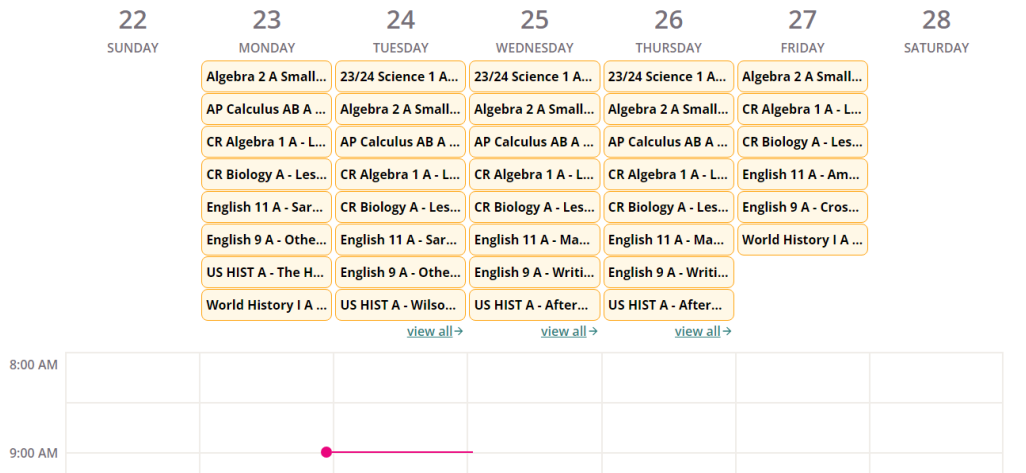
What is a You Can Book Me link?

Teachers often have a website that allows students to schedule time to speak with them. Many SCCA teachers use You Can Book me as the platform for that tool. If they use this, you will just click on their link and choose the time that works best with your schedule. It will also ask you to enter your name and phone number. Once you have done this, the appointment will appear on the teachers calendar and they will contact you at the designated time. A teachers' You Can Book Me page may look like this:



What is a "planner"?

Your planner is a list of assignments. This is organized by day and can be viewed in day, week or month view. By clicking on the assignment listed, you can access that lesson. Students should complete their assignments from the planner every day. Assignments that are bolded have NOT been completed. Assignments that have a green check mark ✓ are complete. The planner will look like this in "week" view format:



What is a Message Board?

A message board is a resource where information is stored. There are message boards for school topics (e.g. graduation) and each course has a message board. It is a best practice to bookmark the message board for each of your courses for easy access. You may access your message boards using the push pin icon on the home page OR within a lesson. Teachers also include the link to their Message Boards within their Webmail signature.