

# New Student Frequently Asked Questions

*\*Links will not work unless you are logged into Connexus.*

## ***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. Connexus works best in Google Chrome or Firefox. It does not work well with Safari (Mac's preferred browser). Lessons may be completed for 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 course, 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 Caretakers can log attendance. 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.

### ***How much time do I need to be working each week?***

High school students are expected to work 30 hours per week. The majority of our students take 6 courses a semester. You should average 1 hour per course per day. Our school week begins on Sunday and ends on Saturday. The beauty of virtual school is that there IS flexibility.

### ***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?***

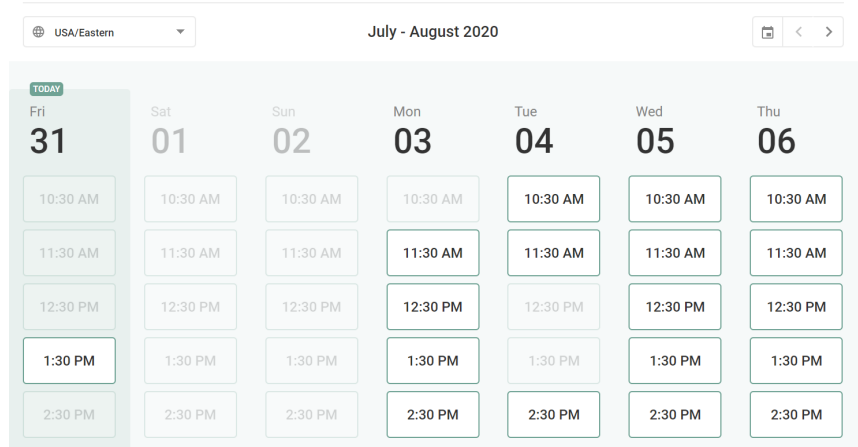
Teachers only have access to a students' mobile phone number if the parent gives permission for us to call you. Your parent can grant permission for teachers to contact you by accessing the Student Mobile Number Data View OR by contacting your homeroom teacher.

### ***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. Assignments that have a green return symbol  were skipped by the teacher. You may still view those assignments but they are not required. The planner will look like this in “week” view format:

13	14	15	16	17	18
American Government 333000CH - Civil Rights Unit Test	American Government 333000CH - States Rights and Constitutions	American Government 333000CH - The State Judiciary	American Government 333000CH - Education and Public Welfare	American Government 333000CH - Create an Action Plan (2)	
American Government 333000CH - The 50 States - Sovereignty and Culture	American Government 333000CH - State Legislatures and State Administrations	American Government 333000CH - Counties, Towns, and Townships	American Government 333000CH - Public Safety, Highways, and Other Services	Career Planning and Skill Development - 379981CH - Being Successful in the	
Career Planning and Skill Development - 379981CH - Applying for a Job (2)	Career Planning and Skill Development - 379981CH - Writing a Resume (2)	Career Planning and Skill Development - 379981CH - Preparing a Cover Letter (2)	Career Planning and Skill Development - 379981CH - Preparing for an Interview (2)	Child Development - 580000CH - Effective Learning Experiences (3)	
Career Planning and Skill Development - 379981CH - Writing a Resume (2)	Career Planning and Skill Development - 379981CH - Preparing a Cover Letter (2)	Career Planning and Skill Development - 379981CH - Preparing for an Interview (2)	Career Planning and Skill Development - 379981CH - Searching for a Job Unit Test	CR English 1 A - 302401CH - Lesson 77	
Child Development - 580000CH - Your Role in Reporting Abuse & Prevention (3)	Child Development - 580000CH - Your Role in Reporting Abuse & Prevention (3)	Child Development - 580000CH - Your Role in Reporting Abuse & Prevention (3)	Child Development - 580000CH - Effective Learning Experiences (3)	CR English 1 A - 302401CH - Lesson 78	
CR English 1 A - 302401CH - Lesson 69	CR English 1 A - 302401CH - Lesson 71	CR English 1 A - 302401CH - Lesson 73	CR English 1 A - 302401CH - Lesson 75	CR English 1 B - 302402CH - Lesson 77	
CR English 1 A - 302401CH - Lesson 70	CR English 1 A - 302401CH - Lesson 72	CR English 1 A - 302401CH - Lesson 74	CR English 1 A - 302401CH - Lesson 76	CR English 1 B - 302402CH - Lesson 78	
CR English 1 B - 302402CH - Lesson 69	CR English 1 B - 302402CH - Lesson 71	CR English 1 B - 302402CH - Lesson 73	CR English 1 B - 302402CH - Lesson 75	CR English 2 A - 302501CH - Lesson 77	

### 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. The SCCA Message board can be found [here](#). High school course message boards can be accessed [here](#).

### How do I attend LiveLesson?

Every teacher's LiveLesson room link is beside their name on your home page. Look for the orange square with LL inside! However, some courses use a different LiveLesson room for LiveLesson meetings. The best way to access your LiveLesson is to use the link that the teacher sends out via Webmail. If you ever go to a LiveLesson room and cannot enter, simply text the teacher to see if the link or time has been changed!

### Is LiveLesson attendance required?

They are generally NOT required and recordings will be posted on the course message board so that they can be viewed later. **However, we cannot stress how important these lesson truly are!** This year, all of our students have somewhere to be at 10am Monday-Friday. You may be invited to a targeted LiveLesson that pertains to a specific assessment or standard. Those LiveLessons may be required. If you have a conflict and cannot attend, you should contact your teacher as soon as possible to reschedule or make other arrangements.

**Instructional Learning for All Schedule & Information 2022-23**

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00					
9:00	Homeroom Time				
10:00	Live Engagement Time 10:00 - 11:00				
	Social Studies	Math	English	Science	World Languages
11:00					
12:00	Tiered Intervention Time 12:00 - 1:00				
	Math	English	Math	English	Math
1:00	High School Block	Tiered Intervention Time 1:00 - 2:00			
		Science	World Languages	Social Studies	Tech/Electives
2:00	Freshman Success Time (Fall)	Counseling LL Block	Whole School Block	High School Hangout Time	
3:00					

### What are benchmark tests?

Benchmark tests are required assessments that are designed to measure what you know. This information helps teachers determine what standards and skills they should focus on throughout the year. You are given full credit (100%) for taking a benchmark, even if you do not score 100% on the assessment. Usually benchmark tests are assigned using [Progress Learning](#). Your homeroom teacher can provide you with your log in information for that site.

### What is Progress Learning?

Progress Learning is a program outside of Connexus that is used by teachers to give benchmark tests and provide review for courses that have an end of course exam. Your homeroom teacher can provide you with your log in information. It is a good idea to bookmark [this website](#).

### What is MathXL?

MathXL is a program outside of Connexus that is used by math teachers to supplement the lessons within your math course. Think of it as a virtual math workbook. It is very important in all math classes and work assigned through MathXL should not be ignored. Some math teachers use it for test corrections as well.

### ***What do all of those symbols mean?***



*Data Views* - This list is important for registering for testing, accessing your IGP, etc.



or



*Message Board* - These icons will direct you to the SCCA message boards & to your course Message Boards.



*Webmail* - This icon will direct you to your Webmail Inbox.



*Gradebook* - This icon will take you to your Gradebook. From here you can see your grades in each course, assessments in each course and access your transcript.



*Lesson Modifications* - This icon indicates that your teacher has decided to modify the lesson or assessment. Make sure that you are checking this icon on every lesson so that you do not waste time or complete the wrong assessment!

### ***How do I change my address and/or phone number?***

Teachers are unable to change your address or your Caretakers phone number in Connexus. To get that information changed, you will need to call Enrollment at 1-800-382-6010. To change your address you will have to provide proof of residency. A proof of residency can be a utility bill, a mortgage statement or a lease agreement.

### ***Can I get a computer from the school if mine is broken?***

Right now all of our laptops are loaned out. There have been times in the past that Connections Education is able to help families by providing devices. However, this is not determined by teachers at our school. If you need help with a computer, you should call Enrollment at 1-800-382-6010 and tell them you'd like to apply for a technology hardship. Not all students qualify for this and there is no guarantee that you will be approved. If you do qualify, the device will have to be returned at the end of the school year.

### ***I don't have Microsoft Word or Office. How can I complete portfolios?***

You don't have to use those programs to create documents or presentations! If you have a free gmail account, you can use Google Drive to create your documents or presentations. Just click on the + sign and choose Docs to create a document (like you would in Word) or Slides to create a document (like you would in Powerpoint).

### ***What is an IGP meeting?***

IGP stands for Individual Graduation Plan. These meetings are required by our school and the SC State Department of Education. You will have one IGP meeting a year. Counselors will webmail you to ask for you to schedule this meeting. It is VERY important that you schedule it when you are asked. During this meeting, your counselor will review your transcript with you and make sure you remain on track for graduation. You will also choose your course schedule for the following school year during this meeting. Counselors may recommend courses for students based on their career interest or post graduation plan.