

## **Frequently asked questions**

As we enter into distance learning, we understand that there are many questions. We are here to help. Working together we will provide the best education possible during this time of distance learning. Below are some of the questions that we have responded to frequently. Please take the time to look through these questions as they relate to grades, graduation, technology support and more.

### **What is Distance Learning?**

Distance learning means instruction in which the student and instructor are in different locations. Examples of how teachers and students may interact through distance learning are the use of a computer, phone, electronic communication, check-in time with their teachers via Zoom or Google Classroom. Paper packets may also be utilized if needed.

### **How do I access my distance learning classroom?**

Your teacher will be in communication. Please have your student check their email daily. Teachers will send a code to join the class if Google classroom was utilized. If your teacher is using a different platform this too will be communicated through your student's email or through phone communication. If for some reason you cannot read email or have no internet and have not spoken with your teacher directly, please contact the school. You will need to leave a message, but you will be called back briefly. Your AERIES parent portal account will be utilized during this time as well. If you do not have an account, please contact the school to establish one.

### **What is the most important thing I should be focused on with my student in regards to school?**

MJUSD is focused not just on the academics, but also in maintaining and strengthening relationships between families and schools. While we are open and educating students in this unique time, we are also cognizant of the stress this places on families, students, and staff. We want you to interact with your teachers and support your child in taking advantage of every educational option they are provided. We are also here to help you stay connected with resources like food and mental health services. Please remain engaged in supporting students from an academic and emotional perspective. Often times the youth that seem unaffected are the ones who need support from you. If you need any kind of assistance, please start by reaching out to your student's teacher or counselor.

### **What if I don't have a computer for my child to use or I have multiple students and only one computer?**

MJUSD has already checked out over 5,000 Chromebooks. Chromebooks will be available for check out for those students who do not have a computer. If you have a computer at home, you can use that computer for your child's distance learning. If you missed the Chromebook pick up day, please contact your site administration for a makeup time for pickup.

### **If I don't have internet access at home, what should I do?**

There are two different answers to this question. First you can access distance learning through MJUSD without the internet, but the ability to check in face to face would not be there.

The Wi-Fi at the schools will be kept on and boosted in an effort to reach parking lots and streets nearby. This will be available Mon-Fri 8am-8pm and Sat-Sun 9am-4pm if you can safely get near a school campus.

Internet Service Providers (ISP) are offering specials to connect families to the Internet. Comcast is taking immediate steps to help connect low-income families to the Internet at home. New Internet Essentials customers will receive two free months of Internet service, which is available to all qualified low-income households for \$9.95/month plus tax. Apply by April 30, 2020. Here is the website to access the internet essentials program: <https://www.internetessentials.com>. Another available free option is through AT&T available at <https://att.com/access>. If you need further assistance, please contact your child's school.

### **What if I need help with my child's technology?**

- If you have general questions not related to distance learning, you can check with your child's classroom teacher and/or principal of the school.
- If you need assistance with Google Classroom, please let your child's teacher know. If additional support is needed, your child's teacher or administration will contact the MJUSD Technology Dept.

### **How will I know what to expect in this new learning environment?**

1. Your child's teacher should have already provided resources and voluntary work during the time we have been out, leading up to spring break.
2. Starting April 13<sup>th</sup>, your student should have received communication inviting them into their learning platform, most likely Google Classroom. For younger students the invitation may be sent to the email we have on file for you, the parent. If you have not received communication by Tuesday April 14<sup>th</sup>, please attempt to contact the teacher or site administration for help in getting connected with your teacher(s).
3. Teachers will be available by virtual office hours for supporting your students, giving feedback on work, providing lessons and just generally checking in. Most virtual office hours will be between the hours of 10 am and 2 pm. These abbreviated school hours give students time to work and teachers time to plan and develop work in this very different environment. Teachers will be offering varied ways of communication based on surveys of families. The teacher will let you know what platform they are using to deliver instruction. If you ever get a request that is not from the teacher to join a platform, please do not do so until talking with the teacher. Standard platforms are Google classroom, Google meets, Zoom, Classroom Dojo, Remind 101, and Aeries Communications.
4. Students will be assigned work that they are expected to try and complete, just as on any other school day. If your student is struggling and you are unable to help them, please reach out to the teacher for support. Remember, our first priority is your health and well-being, the learning should serve to help create a structure for students at home. Homeschooling is difficult, even with support, please take a break or step away from the homework for a while if it is causing you stress.

### **Does my student have to do the work assigned?**

Yes. As every year of school builds on the one before, it is important that your student gets as much from the end of this year as possible. Our teachers have provided excellent resources and will have quality learning platforms set up for your student.

**What if my child can't access the digital resources?**

Alternatives to digital resources will be provided to students who need them. But we would also be happy to assist you with getting online if possible.

**What can I expect for students with disabilities?**

Special education staff will be reaching out to you to gather your input on the needs of your child. A distance learning plan will be created to assist your child in accessing the distance learning program. Instruction and delivery of service may look different for your child during this time of school closure.

**When will Distance Learning begin?**

MJUSD teachers provided optional distance learning resources for the time prior to Spring Break. Our staff has worked diligently to begin required student participation after Spring Break (April 13<sup>th</sup>) and continue as long as the closure persists.

**Will my child have access to school counseling services?**

Yes. Counselors will be available for our students via phone, text, email, or video conferencing. Counselors will continue with small groups and individual counseling where feasible. Classroom lessons that involve social-emotional learning are being created to be accessible via the district and school site web pages.

**What does this school closure mean for my child's grades?**

As long as your child is attempting to engage in their coursework, attending class check-ins, and submitting assignments, they will earn grades and credits. There is the opportunity for secondary students to raise their grades from the third quarter. Elementary students will receive a modified report card for the third trimester.

**What will the beginning of next year look like?**

Students will matriculate to the next grade based on the learning that occurred this year. As with every year our dedicated teaching staff will work to assure that standards are being met and any gap in understanding that existed before or because of the closure will be considered in helping your student learn. Based on need, additional support may be available.

**What does the school closure mean for a high school senior-graduation, senior transcripts, and college prospects?**

The ability to hold a graduation ceremony will largely depend on when public health not only allows schools to reopen, but also when gatherings of large groups are allowed. MJUSD recognizes the desire to culminate the year with a celebration of your child's achievements. More information will become available as we get closer. MJUSD will send final transcripts to

colleges and universities at your request. Colleges and Universities are in the same situation with CoVID-19 and have lightened some entry criteria for the class of 2020. For students leaving for college this year, the University of California implemented temporary measures that relax undergraduate admission requirements for students looking to enroll at UC for fall 2020. The Regents approved short-term measures can be viewed at:

<https://www.universityofcalifornia.edu/press-room/uc-eases-admissions-requirements-help-students-families-wake-covid-19>.

We will keep you updated as we learn more information from the California State University system and admission requirements, though we expect similar actions across all institutions of higher learning.

### **Will the school be taking attendance?**

We will be tracking student participation so that we know which students are engaged and who we still need to help get engaged in the distance learning provided.

### **What if my student is a senior that is behind in credits or at Alternative Education?**

The High Schools have resources available to mediate small credit deficiencies if students were not transferred to alternative education due to closure. If you are already at South Lindhurst, CDS or IS, the standard 50 credit maximum is still in effect. School staff have made arrangements to mitigate the credit loss that may have occurred in a variable credit environment during the three-week school closure, especially in regards to seniors. If you have any concerns about your senior graduating, please contact the school counseling department or administration.