



# BISHOP CHATARD HIGH SCHOOL

## Frequently Asked Questions Related to eLearning

### **What can I do to support my child in the online learning process?**

Work with your child to establish a daily routine that sets learning as a priority. Support your child by monitoring the daily BC schedule listed above so that you are aware of courses that require attention for the day. Be mindful that our teaching staff is providing instruction to your child on a regular basis and will be issuing final quarter grades in late May. It is imperative that your child remain current with classwork so that when we return to campus, your child will be prepared.

### **What should my child be expected to do each eLearning day?**

Starting at 9 a.m. each day your child should log in to Canvas, complete the required attendance form for each class and begin the lessons provided by the teacher for the courses scheduled on that particular day. It is essential that an attendance form be completed for each course scheduled. Failure to do so will result in a student being marked unexcused for that particular class and work submitted will not receive credit.

### **What are Office Hours?**

Office hours are a time when teachers are available to students for questions and clarification on assigned work. You might find teachers conducting review sessions via Google Meet with small groups or possibly conducting online Canvas discussions with students on a particular topic. Office hours provide us the opportunity to support your child in “real time.” Please encourage your child to take advantage of teacher expertise. Your child should open email, read and respond before 11:30 a.m. and no later than 2:30 p.m. each day.

### **What should my child be expected to do on a “Trojans Together” day?**

This day is uniquely designed for the BC family to “work together virtually.” Students will not be assigned any new material, but are expected to engage with teachers. It is okay for a student to request a meeting with a teacher via email on this day. Study sessions

could be scheduled by the teacher. Completion of the attendance form on this day is not required. Teachers will be available in “real time” from 9 - 11 a.m. and 1 - 3 p.m. to support student learning. There is no need for a student to complete an attendance form in any course on this day.

**What is the most important thing that you, as a parent, can do right now?**

Nurture and guide your child to do his/her schoolwork each day. Our teaching staff cares about your child and has been working very hard to create a valuable, standards-based online learning experience. We need your help to keep your child participating in school each day. Please do not allow your child to merely complete an attendance form in each class without engaging in the lesson and completing the schoolwork. Keep them on track everyday with work completion.

**Will my child's work be graded?**

Yes. Student work will be graded and recorded in Powerschool. Work is due at the date/time defined by the teacher. A reminder, due dates vary by teacher and course. Encourage your child to be aware of teacher requirements. All information is posted in Canvas. A reminder, your child is earning a grade for Quarter 4. Athletic and extracurricular eligibility standards are still in place. Your child’s current school performance will be calculated into GPA and final semester grades.

**What should I do if I am struggling to get my child to focus on school?**

We recognize how challenging this can be. We are here to help. Teachers are aware when students are struggling and falling behind. They will reach out to you and your child via email or a phone contact to emphasize expectations. Our Guidance team, Academic Support Team and Social Worker are available daily via email for support. Please feel welcome to reach out to them as needed.

**What should I do if my child is sick?**

Please follow the normal attendance protocol. If your child is ill, call the Bishop Chatard attendance line to report the illness. Information can be found on the Bishop Chatard website: <https://www.bishopchatard.org/academics/safearrival/> We continue to monitor attendance on a daily basis.

**What if my child's iPad is not working?**

Monitor your child's iPad -- if it's broken, email [gethelp@bishopchatard.com](mailto:gethelp@bishopchatard.com). We have processes to fix or swap out student iPads if they have a problem.

**We don't have good Internet service. What can we do?**

You may qualify for low-cost Internet service subsidized by a Federal program. Call your cable or phone company and ask about your options -- some are currently offering free internet service to low-income families. You may be sharing your Internet connection with your kids as you work from home. If your service is slow, call your Internet provider and ask for an upgrade. Some may currently provide it for free, or for a discounted cost. Even if you upgrade for the next month or two, it will help your child succeed. Usually these upgrades can be done over the phone within an hour or two.

*--March 26, 2020*