PowerSchool Parent Portal FAQs

1. What is PowerSchool?
2. When will parents and students get access to the information on the PowerSchool server?
3. Whom should I call if I have a question?
4. Do all teachers post grade and attendance information to the PowerSchool server?
5. I know that teachers sometimes weight different categories of grades. How does this affect how a grade is calculated?
6. How often can we expect grades to be updated?
7. How often can we expect attendance to be updated?
8. Do all teachers use the same grading scales?
9. What can I see on the PowerSchool site?
10. Can other people see my son's/daughter's grades?
11. Do students and parents see the same screens/comments?
12. How does one get a PowerSchool login and password?
13. Are PowerSchool logins and passwords case sensitive?
14. What is required to connect to the PowerSchool server?
15. Can I change my password?
16. What do the codes like Q1, Q2, S1, S2, E1 …mean?
17. How do I activate my login to the Parent Portal for the first time?
18. What do I do if I forget my Parent Portal password?

Question 1: What is PowerSchool?

Answer: PowerSchool is a student information system that allows us to manage a wide range of information, including the following: grades, attendance, tests, demographics, activities, courses, and photos. Because the program has been designed using Internet-based software tools, it also allows us to connect parents and students to information.

Question 2: When will parents and students get access to the information on the PowerSchool server?

Answer: Parents of students in grades 6-12 can get their logins and passwords starting the week of January 25, 2010 from the office where their student is enrolled. Usernames and passwords will be available in the school office or mailed home to the parents. The parent portal will not be available to students in Grades K-5 at the time.

Question 3: Whom should I call if I have a question?

Answer: Please use the table below to decide whom to contact for various types of questions.

Question Topic	Person to Contact
Grades for class assignments during the current semester	Your student's teachers. Teachers' email contact info is available on the PowerSchool website on the main student screen.
Attendance in a specific class on a specific day	The main office where your student is enrolled.
Grades on transcripts, GPA, graduation progress, and class rank.	Your student's guidance counselor.
General attendance questions, Class schedules, and questions related to absences	The main office where your student is enrolled.
Login/Password do not work	The main office where your student is enrolled.

Question 4: Do all teachers post grade and attendance information to the PowerSchool server?

Answer: Attendance is posted by teachers and by the office. All teachers assign and post grades to PowerSchool at different times. Some may give grades to their students' everyday and some may give far fewer grades during the marking periods. This is up to each teacher and depends upon their grading system. If you see grades in PowerSchool for some teachers but not others, this is a normal function of the way teachers assign and post grades. As always you may contact teachers by e-mail or request a phone call or meeting at any time.

Question 5: I know that teachers sometimes weight different categories of grades. How does this affect how a grade is calculated?

Answer: Many teachers use categories such as tests, quizzes, daily work to organize and give different weights to grades; how they weight them is an individual decision. Teachers share with students how they grade at the beginning of each course. As always you may contact teachers by e-mail or request a phone call or meeting at any time.

Question 6: How often can we expect grades to be updated?

Answer: There are many factors that determine how soon a teacher can assess and return assignments. Essays, research papers, and tests take longer to grade than a quiz. Coaching, club sponsorships, and family commitments can also affect turnaround time, as well as a teacher's student load. All teachers do their best to grade their students and communicate their progress in a timely manner.

Question 7: How often can we expect attendance to be updated?

Answer: At the High Schools and Middle Schools, teachers do their best to record attendance by the end of every period. However, teachers that instruct in multiple classrooms, in the gym, or outdoors, may record attendance for multiple periods at one time. At the elementary schools, attendance is done first thing in the morning and once in the afternoon.

The attendance office may enter attendance codes as they receive information from parents throughout the school day.

Question 8: Do all teachers use the same grading scales?

Answer: Yes. Grading scales are common among teachers and among classes in the same building. All teachers share their grading scales as well as other class policy information with their students at the beginning of each course.

Question 9: What can I see on the PowerSchool site?

Answer: Parents and students can access the following information on the PowerSchool public site: http://www.wcskids.net

- Grades for current classes, as well as the assignments that make up those grades
- Attendance for the past two weeks or for the current term, including a legend of attendance codes used by the school
- Teacher comments
- Reports via Email, which allow parents to request daily, weekly, or monthly reports to be sent via email
- Other features (currently not in use) - Online Course Registration

Question 10: Can other people see my son's/daughter's grades?

Answer: As long as you protect your password, others will not be able to see your information.

Question 11: Do students and parents see the same screens/comments?

Answer: When students and parents access the PowerSchool server, they see the same information with one exception; parents have the ability to request automatic progress reports via email.

Question 12: How does one get a PowerSchool login and password?

Answer: The school will provide this information
.

Question 13: Are PowerSchool logins and passwords case sensitive?

Answer: In most cases the login information is not case sensitive. However, if using all lowercase does not work, try the login and password with the case as shown in your letter. Please note that no vowels are used in passwords, so if the letter looks like the letter O, it is actually a zero.

Question 14: What is required to connect to the PowerSchool server?

Answer: Users need the following to connect:

- A computer with a connection to the Internet
- Internet Explorer 7 or Firefox 3.5.3 or higher
- A login and password

Question 15: Can I change my username and password?

Answer: You are unable to change your username and/or password. Please keep it confidential. You should treat it as you would an ATM card or credit card.

Question 16: What do the codes like Q1, Q2, S1, S2, E1 …mean?

Answer: They are labels for different types of grades and terms and are sometimes specific to schools. Generally S1 and S2 represent final grades for Semesters 1 and 2. E1 represents Final Exam for Semester 1. Q1, Q2, etc represent individual marking period grades that fall within the semesters. You will find that the codes are very intuitive and easy to understand.

Question 17: How do I activate my login to the Parent Portal for the first time?

Answer: The first time login process includes validating your relationship to the student, providing your contact email, and accepting the Parent Portal Agreement. These steps are outlined Parent Portal First Time Login document.

Question 18: What do I do if I forget my Parent Portal password?

Answer: Go to the Warren Consolidated Schools home page (www.wcskids.net). From the Parent/Student quick link menu, select the Parent Portal Activation link. Click on the link to Resend Password. The password will be resent to the email address you provided at first-time login.