

# Distance Learning FAQs

## **My child needs a Chromebook to complete assignments. How do I request one?**

Call the school's main phone number and select option 3 or email [info@slahd.com](mailto:info@slahd.com).

## **There is something wrong with my student's Chromebook. How can I get IT support?**

Call the school's main phone number and select option 3 or email [info@slahd.com](mailto:info@slahd.com).

## **How can I access my student's assignments?**

Please use your student's school email to access their Google Classroom account online. If you require technical assistance, please email [info@slahd.com](mailto:info@slahd.com). A Parent's Guide to Google Classroom is also available on the school's Parent Resource page.

## **My student doesn't know his/her email information. How do I get this?**

Please email [info@slahd.com](mailto:info@slahd.com) and include your student's first and last name.

## **Do I need a printer to complete assignments on Google Classroom?**

No. All assignments in Google Classroom can be completed online.

## **I don't have access to the internet. How will my student receive assignments?**

Several companies are offering free internet access.

## **My student prefers to use paper packets. How can we pick these up and drop off completed work?**

Paper versions of all assignments will be available for pick-up at your child's school on designated days. These days will be communicated via all-call, social media, and the school website. When you arrive, please follow the drive-thru signs and/or cones to pick up packets while remaining in your vehicle.

## **When and how do I submit paper assignments?**

Packets include assignments for two weeks. We will send out a communication at a later time to coordinate how to submit these assignments.

## **What are you doing to ensure paper packets are not contaminated?**

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All staff received training on proper protocols to prevent the spread of illness. Our campus is being deep cleaned and sanitized regularly. Staff symptoms are monitored prior to starting work and they utilize the necessary personal protective equipment to minimize risk.

## **How do I contact teachers if my student needs help with their assignments?**

Teachers are available via email or phone between 8am and 3pm on school days. You can find all staff emails on our website by going to the Staff Directory. You can also reach them via phone by using our dial by name directory on the school's main phone number.

## **My student has an IEP or 504 plan. How will their services be met?**

Please email your student's Special Education teacher directly to discuss services.

## **Where can I pick up school meals each day?**

Please go to our school's Parent Resource page on our website for a full list of locations providing meals across the High Desert.

## **How can I get updates on the status of school closures?**

This information is being sent out regularly by phone, Facebook, and the school website.

## **Are schools closing the rest of the year?**

Yes. Campuses will be closed; however teachers and staff are still available to support students and families.

## **Will students have to repeat their grades next year due to school closures?**

Students will receive credit for the work they complete this year as normal.

## **Will seniors still have a graduation, prom, grad night, etc.?**

We know that this situation is especially difficult for our senior class. We are committed to providing these experiences for our seniors when circumstances allow. Please continue to monitor our social media and website for updates.