

## **Parent/Student Frequently Asked 'Questions**

### **Enrollment/Transfers**

**Q: We just relocated to the Palm Springs area. How do we enroll our student/s and secure a device for distance learning through the end of the school year?**

A: Please call (760) 883-2703, ext. 4805103 and leave a message with your child's name, birthdate and address. Someone will contact you as soon as possible with enrollment information.

**Q: How do we put in for a transfer for the 20/21 school year for my child in elementary school since the offices are closed?**

A: If your child is enrolled already in PSUSD, you can access the transfer system through this website: [K12 Transfers](#). Alternatively, please email Carmen Rodrigues at [crodrigues@psusd.us](mailto:crodrigues@psusd.us). We will extend the elementary transfer window to accommodate the situation.

**Q: If my child is an incoming Transitional Kindergarten or Kindergarten Student, how do we enroll him/her?**

A: We will be opening registration and enrollment as soon as we are able to accept paperwork and will be scheduling appointments to minimize traffic and maximize social distancing. Please email Carmen Rodrigues at [crodrigues@psusd.us](mailto:crodrigues@psusd.us) with your child's name, birthdate and address, and she will get back to you to set up an appointment.

### **Distance Learning/Resources for Remainder of 2019/20 School Year**

**Q: How often will my child's teacher(s) be in contact with students?**

A: Beginning week of April 27, all teachers will be reaching out to parents and students communicating their plans for providing instruction and support via email and or other virtual platforms. This schedule can change weekly.

**Q: How much time should my child be on the chromebook, watching instructional videos, etc?**

A: The current recommended activities are available on our website under [Supplemental Learning Resources](#). There are sample schedules available on each grade span page to help in planning learning. Each schedule shows suggested times to spend on each subject matter, but the daily schedule can be adjusted to fit the needs of the home. The target maximum for students to engage in online distance learning activities should be no more than 10 hours per week for elementary aged students and no more than 12 hours a week for secondary students.

**Q: What are the best ways parents can help their children continue to learn?**

A: The best way for a parent to help their children continue to learn is to refer back to the Supplemental Learning Resource weekly, follow the suggested daily schedule and look for messages from your child's teacher(s) starting the week of May 4, and continue to encourage your child to read, write, and think about their new learning. In addition to the grade span resources, PSUSD recommended sites are

posted, and new sites are entered into the Announcements section as they become available: [Additional Resources](#).

**Q: What do we do if our Chromebook or iPad is damaged? Can we get another one?**

A: Broken devices can be exchanged or repaired at designated sites. PSUSD's Educational Technology Department is hosting Tech Repair Depots. They are scheduled for 9:30 to 11 a.m. as follows: Tuesdays, April 21 and 28 at Desert Hot Springs High in upper parking lot; Wednesdays, April 22 and 29 at Cathedral City High in the student parking lot; Thursdays, April 23 and 30 at Palm Springs High in the front parking lot; and Fridays, April 24 and May 1 in front of the District Office.

**Q: Is tutoring available?**

A: Online tutoring support is available to all students in grades 6-12 in both English language arts and math. The online tutoring is provided through the FEV tutoring program. There are two options within the online tutoring support. One option is On-Demand which allows students to contact a tutor directly with immediate questions they may have related to what they are working on. The second option is for weekly scheduled meetings with a consistent tutor to support students on identified grade-level standards. For more information contact Dr. Lucy Hansen, Coordinator of Supplemental Interventions [lhansen@psusd.us](mailto:lhansen@psusd.us). Please note that tutoring will target students based on need so services are not guaranteed. More Info here: [FEV Online Tutoring Support](#)

**Q: My child is an English learner and has fallen behind on English since we have sheltered in place. How will this be addressed?**

A: The lessons are designed to include strategies to address the needs of English Learners for both Integrated and Designated ELD. When individual teachers begin supplementing these lessons after May 4, each teacher will be further differentiating based on the needs of their English Learners. Additionally all English learners in grades TK-8 will have access to an online program called "Language and Literacy for Designated ELD," which they can access through their student Clever account to enhance and enrich their English skills. The recommendation is that students use this program for at least 30 minutes, five days a week.

**Q: My child is a junior in high school, how will this affect his/her college applications?**

A: Colleges are aware of the challenges that juniors face with this disruption to the application process. The University of California has already approved a number of short term measures such as suspending the SAT or ACT requirement and allowing for "Pass" instead of letter grades in Winter, Spring and Summer 2020. Cal State Universities and many private schools are expected to follow UC's lead on this. We will provide updated information as it becomes available.

**Q: Is all state testing waived for this year? What about next year?**

A: Yes, all state testing has been waived this year. We have not had any indications that it will be waived next year.

**Q: My child is taking advanced and AP classes in high school, and I am worried that the lack of direct instruction will affect academic success next year. What kind of support will the high schools offer for high achieving students?**

A: During Phase III of our Distance Learning Plan (which begins May 4) individual teachers will be differentiating to help address the needs of the students in the courses they teach---including honors and AP classes. Also, for AP courses there are links for AP courses in the High School section of the Supplemental Learning Resources to [Free AP Review Classes](#). At the same time we recognize that this is still no substitute for instruction in live classrooms and we recognize that we will need to make changes in the content and pacing of our courses in the Fall.

**Q: What if I don't have a space to take an AP test?**

A: We cannot provide a space to take AP tests given our current closure that extends to the dates of the exams. We are in communication with the organization that administers the tests (College Board) and have informed them that not everyone will be able to take these exams at home. Should anything change, we will let parents know. For current information from College Board go to <https://apcoronavirusupdates.collegeboard.org/students>

**Q: Will all students promote to the next grade if they were on track to promote prior to the March 13 closure?**

A: No students will be retained due to school closure. If a student was on track to promote prior to March 13, he/she will promote to the next grade level.

**Q: What are counselors doing at this time to support students?**

A: Counselors are reaching out in a variety of ways. Some are providing videos for students. Some are doing individual counseling virtually or via telephone. Some are emailing families with health mindset activities. High School counselors will be reaching out to students with Ds/Fs to support them in improving their grades. The Family Engagement Center will also provide health activities for family support. If a student needs to talk to their counselor they should call the school and leave a message or email. The Student Services Department at 760-883-2703, extension 4805103 can also take calls and will connect you with the appropriate counselor or resources.

**Q: What mental health services will be available through the end of the year?**

A: School site counselors are available via email or by leaving a message at the school site, for students who need services through the end of the school year. For students who need more assistance than a school counselor can provide, our Mental Health therapists are available throughout the year (as well as during summer) for mental health assessments and/or to provide services. Parents can call 760-416-1360 for more information. Therapists can assess or provide services via phone or virtually. We have also partnered with Care Solace. Click [here](#) for more information or assistance.

## **2020/21 School Year**

**Q: What will be done when school reopens to help students catch up?**

A: Despite all of our efforts to provide quality instruction this Spring, we know it is no substitute for the instruction that happens in a live classroom five days a week. We know that we will need to make adjustments in the content and pacing of our courses in the Fall. We will provide more information on what that will look like when we know more about changes in the county and state health recommendations and requirements.

**Q: Is the District making plans for a higher level of expectations for distance learning in case we don't go back to campuses in the Fall?**

A: Our approach has been to expand the level of expectations in each phase of our distance learning. We would continue to do this if we are not able to go back to campuses in the Fall. That is not known at this time.

### **Special Education**

**Q: How will Extended School Year (ESY) be handled?**

A: Due to the extended school closure through June 19 (which may be extended further), ESY will be provided via distance learning.

**Q: How will IEPs be held that are due before the end of the year?**

A: IEPs will be conducted virtually. We will prioritize students transitioning from one level to the next (ie, 5th to 6th, 8th to 9th, Preschool to TK or K).

**Q: What type of support can I expect from my child's Special Education teacher, OT, PT, Speech, Mental Health?**

A: Our teachers and specialists who provide services for students with disabilities will contact parents to determine the best day(s) and times to provide support, via phone or virtually.

### **Grades & Grading Practices**

**Q: How will Distance Learning affect my child's grades?**

A: Grading will be handled in a very different way given these unprecedented times. Most importantly, grading must be seen through a lens of equity that recognizes a number of factors ranging from the reliability of devices and internet connections to families facing anxiety and stress related to work hours, personal health, food, shelter and loss of income. While acknowledging these very serious challenges, we must provide opportunities for seniors to graduate and protect their access to college. We also must ensure that all students who need to raise grades are given the opportunity to do so, while not penalizing any student (this is known as “hold harmless”). We know that we will also need to adjust courses later to address information missed for courses that are part of a sequence. Following are new grading policies for this Spring:

- **Elementary:** Because of the nature of the current standards-based elementary report card, third trimester grades will not be issued for students in elementary grades.
- **Secondary:** Final end of the year grades will continue to build on the grades issued at the end of Trimester 2 (6th-8th) or Quarter 3 (High School).
  - Work completed during distance learning can only be used to improve upon that grade
  - Final grades cannot be lower than the Tri 2/Quarter 3 grade issued
  - Students can improve their grades will have those opportunities through distance learning (with many options ranging from zoom, google classroom, email, phone conversations)

**Q: What about high school? The 3rd quarter was never completed.**

A: Schools were closed on Friday, March 13 with five days left in the quarter. We are adjusting the 3rd Quarter grading period as follows:

	Old Date	New Date
<b>End of Q3</b>	Fri March 20	Fri May 1

**For student work that was assigned previous to March 13:**

- Teachers will accept, grade, and add scores to existing assignments and allow any makeup work
- Teachers will modify any assignments that were currently in progress as of March 13
- Elective and PE teachers can accept evidence of completion of existing assignments in many different forms such as emailed diaries, phone conversations, as well as zoom or google classroom

**For supplemental student work that is completed between April 6 and May 1:**

Teachers can choose to assign supplemental work that is completed independently to improve Q3 grades, at their discretion.

**Promotions/Celebrations**

**Q: What kind of senior graduation ceremonies are being planned and when can we anticipate them to be held?**

A: Following orders from the Riverside County Department of Public Health, we cannot allow gatherings of any size until at least June 19, and likely this will be extended further than that time. Therefore we cannot hold any live graduation ceremonies this spring nor during the summer. We are working on plans for virtual celebrations.

**Q: What about other promotion-type celebrations (fifth and eighth grade promotions)?**

A: Following orders from the Riverside County Department of Public Health, we cannot allow gatherings of any size until at least June 19, and likely this will be extended further than that time. Therefore we cannot hold any live celebrations of any kind. Individual schools are working on plans for virtual celebrations. .

**Q: What about refunds for senior celebrations (i.e: prom, grad night trips, etc). Will senior celebrations (i.e.: prom, graduation trips to Disney, Universal) be rescheduled?**

A: School sites are working on providing refunds to families as quickly as possible and will reach out directly to provide information on when and how they will be distributing those refunds. Given school closures, through the end of the school year and the prohibition on large gatherings for an unknown period of time, events will not be rescheduled. Perhaps the most heart-breaking for all of us is that we will not be able to hold our traditional graduation ceremonies. We are working on virtual graduations to celebrate our seniors and more information will be coming soon on how and when these virtual celebrations will be held.