

# UNIONDALE PUBLIC SCHOOLS

## PowerSchool Parent Portal FAQs

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1. When will parents and students get access to the information on the PowerSchool server?
2. Whom should I call if I have a question?
3. What is PowerSchool?
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. What do I do if I forget my PowerSchool password?
14. Are PowerSchool logins and passwords case sensitive?
15. What is required to connect to the PowerSchool server?
16. Can I change my password?

**Question 1: 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 November 13, 2012 from the office where their student is enrolled. Usernames and passwords will be available at building Open Houses.

**Question 2: 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. (continued)...

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 at 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	High School Office Middle School Office Elementary Office

### **Question 3: What is PowerSchool?**

**Answer:** PowerSchool is a typical student information system in that it 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. We hope the powerful communications features of the program are helpful to parents and to students who are striving to learn and exceed their dreams.

### **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 semester and marking period.. If you do not 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 and research papers 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. In most instances, grades will be updated at least once per week.

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

**Answer:** At the High School and Middle School levels, except for teachers who instruct in multiple classrooms, in gyms, or outdoors, faculty does their best to record attendance by the end of every period. The attendance office also enters a wide range of attendance codes, as they receive information from parents.

### **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:// powerschool.uufsd.net/public](http://powerschool.uufsd.net/public)

- Grades for current classes, as well as the assignments that make up those grades
- Attendance for the past two weeks or for the whole trimester, 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

**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 during enrollment or you can contact the buildings to get on.

**Question 13: What do I do if I forget my PowerSchool password?**

**Answer:** You will have to come to the office to reapply for your password. Remember as in the initial sign up you will need to bring photo ID.

**Question 14: Are PowerSchool logins and passwords case sensitive?**

**Answer:** It depends on the browser you are using and the platform and operating system of the computer you are using to access the site. If all lower case does not work, we recommend that you try the login and password with the case as shown in your letter. For some logins and passwords, it is hard to know whether to use 0 (zero) or O (capital o, the letter). We recommend that you try both. If you still can't log in, please call your child's building.

**Question 15: 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 more recent (i.e., a browser capable of 128-bit encryption)
- A login and password, to be supplied by the school

**Question 16: Can I change my username and password?**

**Answer:** It is not possible for you to change your password. Keep it confidential. You should treat it as you would an ATM card or credit card.