

Frequently Asked Questions for Parents

FCPS 24-7: Parent View

Spring, 2006

Fairfax County Public Schools is currently piloting FCPS 24-7: Parent View in three schools in the Woodson Pyramid: Woodson High School, Frost Middle School and Canterbury Woods Elementary School. Implementation of the program will allow parents in the pilot schools access to their children's online class sites.

So what is FCPS 24-7: Parent View?

FCPS 24-7: Parent View will allow parents to request an account for FCPS 24-7 learning. With this account parents will be able to log into FCPS 24-7 and access class information for each of their children. Here is a chart that summarizes the Features and Benefits of this opportunity.

FCPS 24/7 Learning Pilot Project	
FEATURES	BENEFITS
Exclusive parent user account	Parents no longer need to share their student's login and ID.
Single log-in	Parents will be able to access all their children's courses using this one login.
Security	To keep information secure, parents will encounter two separate checkpoints: a security code and a verification process.

During the Parent Account Pilot many questions will arise. The following Frequently Asked Questions (FAQ) were devised to help address those questions. The topics are grouped by the following topics:

- General Registration Information
- Support Information
- FCPS 24-7 Navigation Information

General Registration Requirements and Information

<p>Is there an FCPS expectation that parents provide proof (picture ID) before being given access?</p> <p><i>Yes. When a parent visits their school they will need to provide a picture ID. This helps safeguard student privacy by helping the schools make certain that FCPS 24-7 Parent View user account information is issued only to those who have legal rights to view that student's information.</i></p>
<p>If a parent has students in multiple schools, do they need to validate their account at each school or just one?</p> <p><i>The parent only needs to go to one of their children's schools to validate their account. For the pilot, the parent must go to a school that is participating in the pilot. (Woodson HS, Frost MS, Canterbury Woods ES)</i></p>
<p>What happens if one or more members of a family go to schools that are not in the pilot?</p> <p><i>This is a pilot program. Parents will only be able to see information on students who attend the three pilot schools (Woodson HS, Frost MS, Canterbury Woods ES).</i></p>
<p>Will parents need to register for the parent portal account each year?</p> <p><i>No. Parents will not have to register each year. One thing to keep in mind is at the beginning of the school year, teachers need to make the classes available. Until teachers make their courses available, the parent will not see those courses.</i></p>
<p>Will parent accounts automatically update as students enroll into FCPS? For example, a family has three children enrolled in FCPS and enrolls a new student. The one in private school returns to FCPS in January. Will the student automatically be in the family module?</p> <p><i>No. Parents will need to add each additional child as they enter FCPS. There is an Add Child link when the parent logs into FCPS 24-7.</i></p>
<p>Will parent accounts automatically update as students transfer out of FCPS?</p> <p><i>When children withdraw from FCPS the student's account on FCPS 24-7 is disabled; in turn the parent view does not include students that have been disabled in the system.</i></p>
<p>Many schools have students with similar names, in some cases there are students with the same first and last name. How does FCPS make sure that parents are matched with their children?</p> <p><i>Each student has a unique student ID number which will ensure that a parent is matched to the correct child during registration.</i></p>

Support Questions

What does a parent do if they forget their password?

Parents need to contact the FCPS 24-7 Help desk (1-866-434-8880) for help with their password. Teachers and school staff can not change the parent's password. If students forget their password, they need to contact their teacher.

Who do I contact when I need a real, live person to help me with my FCPS 24-7: Parent View problem?

Call the FCPS 24-7 help desk any time day or night (1-866-434-8880).

How do I cancel my FCPS 24-7: Parent View account?

A parent can contact the school which keeps the school in the loop.

Navigating in FCPS 24-7 Learning (Blackboard)

What can parents see with they log into FCPS 24-7: Parent View?

When a parent logs on with their FCPS 24-7 Parent View account they see a module that contains the following, a link to the child's school website and a link for each child to the FCPS 24-7 courses the student is enrolled in. When a parent clicks on a link to the course they will have access to the content areas, announcements and staff information areas that the teacher has made available in the course.

Can parents email teachers within FCPS 24-7: Parent View?

Currently parents do not have email capability but if teachers have supplied their email under Staff Information, parents can use their personal email to contact the teacher.

Can I see my child's grades from within FCPS 24-7 Parent View?

FCPS 24-7 is not the gradebook of record for FCPS teachers, so parents will not have access to their child's grades through the parent view.

Why can't I see everything that my child sees when I log in?

Parents will not have access to the interactive features of blackboard such as discussion boards and virtual classroom. There are certain tools that Blackboard will not allow Guests and Observers to access.

What happens with tests/surveys/discussion boards posted in FCPS 24-7? What does a parent see?

In order to preserve the security surrounding information such as test questions, parents will not have access to these areas of the course. This is a setting of the software and can not be changed.

Will I see any organizations that my child is enrolled in?

No. Organizations are not visible by parents.

Why can't I see all of my child's classes?

There are a number of settings that need to be set in order for both students and parents to see a course, if you have a concern, please contact the teacher.

When I log in I see my child's classes from last year. How can I fix this?

At the end of the school year maintenance is done on the database that should prevent this for the most part, if you have a concern, you may contact last year's teacher and ask the teacher to remove the student from the course.

The site for my child has not been updated since September.

Updating a course site is the responsibility of the teacher of the course. Please check with the teacher to see how often they plan to update their site.