

## Frequently Asked Questions (FAQ)

STUDENTS AND FAMILIES

[DistanceEdSupport@ebrschools.org](mailto:DistanceEdSupport@ebrschools.org)

[Louisiana Department of Education FAQ](#)

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## Distance Education Overview

**Q: What is the district's definition of "distance education"? Will this be the same for all students and teachers?**

A: Distance education includes ongoing and regular teacher-initiated interaction for the purposes of teaching, evaluating, and providing assistance throughout the duration of the course and curriculum delivery. This may include but is not limited to student-led learning and teacher-led interaction, including emails, videoconferencing, satellite learning, online chats, phone calls, and feedback on homework and assessments. Distance Education plans are developed at the school-level and might be **virtual**, **printed packets**, or a **hybrid**. Please refer to your school's website for more details.

[Distance Education Guidance for Students and Families](#)

**Q: Will guidelines regarding what curriculum and standards will be covered during distance education?**

A: Yes. School leaders are developing school-level distance education plans. Schools will make the plans available to families for review. Please contact your school or homeroom teacher for more information. Additional resources are available below.

[School Website Directory](#)

[Instructional Enrichment Resources FAQ](#)

[Distance Education Curriculum and Instruction Documents](#)

**Q: Will virtual teaching sessions be recorded to ensure equitable access?**

A: Yes. The district recommends that all real-time, teacher-led virtual instruction sessions be recorded. This will allow access to instruction for students who were unable to participate in real time.

The district also strongly encourages teachers to support student needs with an assortment of learning resources and tools. The district recognizes that students work at different paces and will benefit from experiencing remote instruction in a variety of ways.

**Q: What support will the district provide to parents who wish to be involved in their child's distance education?**

A: Families should reach out to their child's principal or homeroom teacher with all questions and concerns. The District is also providing hotline support, additional instructional resources and videos, and guidance on remote learning that can be found on the district's website.

[Distance Education Guidance for Students and Families](#)

**Q: How will the district communicate the distance education plan to our families and students in East Baton Rouge Parish?**

A: Distance education plan guidance can be found on the district's website. School leaders are responsible for communicating all school-level plans and timelines to their students and families. Information and updates will be communicated through robo-calls/text messages, and social media. Students and families should contact their school or visit their school's website for information about their distance education plan. If you are unable to reach your school, please call the hotline at 225-400-7451.

[EBRPSS Distance Education Website](#)

[School Website Directory](#)

[EBR Schools Facebook Page](#)

[Twitter - @EBRSchools](#)

## Printed Packets

**Q: How will feedback and support be provided to students who are engaging in learning through printed packets?**

A: Teacher monitoring and feedback on student's work is an essential component to distance education. Schools that are continuing learning through printed packets will develop a plan for disseminating and retrieving student work. Schools will also plan for teachers to hold "office hours" for students/ families to contact for questions and support. Please contact your school or homeroom teacher with additional questions.

[School Website Directory](#)

## Attendance

**Q: Is participation in Distance Education required?**

A: It is critical that we engage our students' minds in order to keep students prepared for the year ahead. To maintain all of the momentum and progress made toward content mastery, student participation is highly encouraged.

**Q: Will attendance be counted during distance education?**

A: Yes, teachers will track student attendance with the intent to capture student participation. Through waivers provided by the state, the necessary 63,720 instructional minutes per year requirement has been waived. Teachers have been reaching out to learn more about what barriers may prevent students from attending virtually. The district will work to assist and support students facing these virtual challenges.

[BESE Emergency Waiver for Instructional Minutes](#)

[District Guidance on Attendance](#)

## Grading and Progression to Next Grade

**Q: Will assignments completed during distance education be graded? Will there be a fourth 9-weeks?**

A: The supplemental assignments may be factored into the 3rd 9-week grading period for K-8 and the final 2nd semester average for students in grades 9-12. This allows students the opportunity to improve their course grades. Distance education is not intended to negatively impact grades or academic records. Academic feedback will also be provided. Please direct all questions to your school for further guidance.

[K-5 Promotion Guidance](#)

[6-8 Promotion Guidance](#)

[9-11 Promotion Guidance](#)

[Senior Promotion and Graduation Guidance](#)

**Q: How can I track my child's progress and when will the final grades be due?**

A: Graded assignments and academic feedback will be made available for review in JCampus in a timely manner. All assignments will be due according to the timelines listed on the corresponding promotion guidance documents found on the family resources page.

## Magnet Programs

**Q: My child is at risk of not meeting requirements to retain his/her magnet status. What does this mean?**

A: Through the district's 'hold harmless' approach, students who were on probation or in jeopardy of not maintaining the 2.5 GPA requirement will not have their magnet status revoked. If a parent was informed prior to the COVID-19 school closure that their child's promotion to the next grade level was in jeopardy, then they should reach out to their school principal for further guidance.

## Summer Learning Opportunities

**Q: If my child has not met promotion standards or achieved sufficient content mastery, will summer school opportunities be available?**

A: The district will offer summer remediation and course credit recovery programs. Individual school sites may also offer additional summer opportunities. As schedules become available, schools will communicate information to families. Additionally, the district is preparing a summer learning experience for students who wish to remain engaged and continue progressing toward content proficiency and excellence.

## Technology Needs and Support

**Q: How will the district know which students need devices and/ or internet connectivity?**

A: The district created a survey to assess every student's digital readiness, including device and internet connectivity. Schools began disseminating the survey the week of April 20. If you have not been contacted by your school, please call the hotline at 225-400-7451.

## Internet Connectivity

### **Q: What support will be provided to students who need internet connectivity?**

A: Both ATT and Cox are providing support for WiFi and Internet access at either a reduced cost or no cost. Schools may also consider printed packets for those families who do not have the technology resources.

[Community Partners are providing support with connectivity as indicated in the LDOE Digital Divide Resource.](#)

## Device Distribution, Collection & Usage

### **Q: Will digital devices be issued to all students in all grade-levels? Who is responsible for distribution?**

A: While the District will make every effort to ensure every student has an opportunity to engage in Distance Education virtually, we understand there are many factors that contribute to a student's ability to connect at this time. Decisions regarding device dissemination are made at the school level. School leaders are responsible for scheduling and arranging device deployment at their individual school sites. Please check with your school or call the hotline for questions related to device dissemination.

### **Q: How can students/ families receive devices if they are unable to go to the school at the scheduled time or have limited transportation?**

A: The district is committed to ensuring all students receive the necessary resources to continue learning. The district is collecting information from families who need support retrieving devices and/or resources, and will make arrangements to deliver these to students/ families in the coming weeks. More details regarding this plan are forthcoming. If you have not been contacted by your school, please call the hotline at 225-400-7451.

### **Q: What will I need to do in order to check out a chromebook?**

A: Your school will provide information regarding device distribution. Parents/Guardians should present identification and follow school protocols when picking up/ receiving a device. Please see the student technology use agreement for further guidance related to school-issued devices.

[EBRPSS Student Technology Use Agreement](#)

### **Q: Will district-issued devices be monitored/restricted?**

A: The district has safety and security filters installed on devices that will monitor for inappropriate content and safety concerns. Parents will be notified if a student is flagged for inappropriate use.

### **Q: What is the plan for collecting devices at the end of the school year?**

A: Schools will communicate with families when they are expected to return school-issued devices.

## Technical and Login Support

### **Q: What if students don't know their usernames and passwords?**

A: Contact your child's homeroom teacher if they do not know their username and/or password. The homeroom teacher will obtain your child's login details from the school's technology facilitator or principal. More information can be found on the distance education resource page for students and

families.

[Distance Education Technology Support Resource](#)

**Q: Who is responsible for making sure students know how to use Microsoft Teams for learning?**

A: School leaders are responsible for ensuring their teachers and support staff are able to provide training and support for their students and families in using Microsoft Teams.

[Microsoft Teams FAQ - Students/Families](#)

[Microsoft Teams FAQ - Students/Families \(Spanish\)](#)

[Video Conferencing Support for Students and Families](#)

**Q: How do students set up their student Gmail account?**

A: The Technology Department has outlined this process in the document below.

[Student Gmail Account Setup](#)

**Q: What happens if the device needs to be repaired or replaced?**

A: Students and families should immediately notify their classroom teacher or school principal in the event a device needs to be repaired or replaced.

## Student Support

**Q: Is the district providing counseling services and/or emotional and mental health support to students?**

A: Counseling and guidance has developed a list of resources and a Google Form process to create a referral for students in need of counseling and other services.

[ICARE will provide support to parents and employees through this difficult time. We will be able to address concerns at \[icare@ebrschools.org\]\(mailto:icare@ebrschools.org\).](#)

**Q: What can a student do if there is no one at home to regularly assist with Distance Education?**

A: Schools are responsible for ensuring all students are adequately supported with distance education. If additional support and or assistance is needed, students/ families are encouraged to call their school directly or to call the district hotline at 225-400-7451.

## Exceptional Student Services

**Q: Will the district be offering ESS/ESL services and continued learning?**

A: Yes, the district recognizes the importance of providing equitable resources and guidance for ESS/ESL students. Schools will attempt to accommodate all student needs in order to provide equitable services. Please contact your school or the ESS Department with any questions or concerns. Additional detailed guidance can be accessed below.

[EBR Schools Department Contact Directory](#)

[Distance Education Plan: ESS](#)

[Distance Education Plan: ESL](#)

