

# Digital and Distance Learning - Parent/Guardian and Student FAQ

## Student

1. **How often should I check my email?**
  - a. Students should check their email daily to learn updates from their teachers.
2. **What do I do if I don't understand my assignment?**
  - a. Please contact your teacher if you have questions or if you're unsure of how to complete an assignment. Teachers possess office hours daily from 9:00 AM-12:00 PM and 1:00-3:00 PM. Simply send your teacher an email to connect. Your teacher can then provide you support through email or Zoom (video) conferencing.
3. **Who should I contact if my Chromebook does not work?**
  - a. Please call the school office at 715-447-8211 to inform them of the issue with your Chromebook. We will then determine the appropriate method to resolve the situation.
4. **What if I do if my online courses won't open or load?**
  - a. Occasionally, the online platform in which we access our classes may not load or open the module/assignment. Please remain patient during this time. Contact your teacher through email to inform them the course will not open. The teacher will then contact our tech support to share the issue. Try logging into the course later in the school day. Teachers will also provide flexibility in regards to assignment due dates and deadlines.
5. **How do I contact my teachers?**
  - a. The best method to contact your teachers will be through email. Please draft an email and send it to your teacher.
6. **What if I do not have internet access?**
  - a. Please have your parent or guardian complete the "Internet and Homework Packet" survey that can be found on the COVID-19 webpage on the School District of Gilman website. If you cannot access the website, please contact the school office at 715-447-8211 to inform them that you do not have internet access. We will then look to provide internet access through a hot-spot jetpack. If this is not an option, we will look into an alternative method, such as an activity packet, to promote the continued learning of our students.

## Parent/Guardian

1. **What is the best method to contact my student's teacher?**
  - a. The best method to contact your student's teacher will be through email. The teacher will respond within 24 hours. If you do not hear back from your student's teacher, please contact Jon Hess, principal, at [jhess@gilman.wi.us](mailto:jhess@gilman.wi.us). If you do not have email, please contact the school office at 715-447-8211.

**2. How do I know what assignments my student has to complete?**

- a. Please access the district website ([gilman.k12.wi.us](http://gilman.k12.wi.us)) and click on the COVID-19 link. The next page that loads will have a link titled "Assignment Tracker" on the left side of the screen in which you can access student assignments and due dates based upon the grade-level and course.

**3. What do I do if I do not have internet access at home?**

- a. Please complete the "Internet and Homework Packet" survey that can be found on the COVID-19 webpage on the School District of Gilman website. If you cannot access the website, please contact the school office at 715-447-8211 to inform them that you do not have internet access. We will then look to provide internet access through a hot-spot jetpack. If this is not an option, we will look into an alternative method, such as an activity packet, to promote the continued learning of your student.

**4. How do I support my student's learning while at home?**

- a. Support for your student's learning can occur in multiple forms. It is useful to help your student develop a routine as they complete their school work each day on the distance and digital platform. From there, please check the assignment tracker to identify the assignments/activities your child needs to complete for the day. This can then lead to a discussion with your child to check if they have completed the assignments for the day, as well as to assess what they have learned. Finally, with any questions or concerns, please feel free to contact your student's teacher through email. If you do not have email, please contact the school office at 715-447-8211.