Family Portal Overview

Using the Family and Student Portals

Students and family members, particularly those who are primary adult contacts for a student, use the Family and Student portals to see the student's information, academic progress, assignment information, and more.
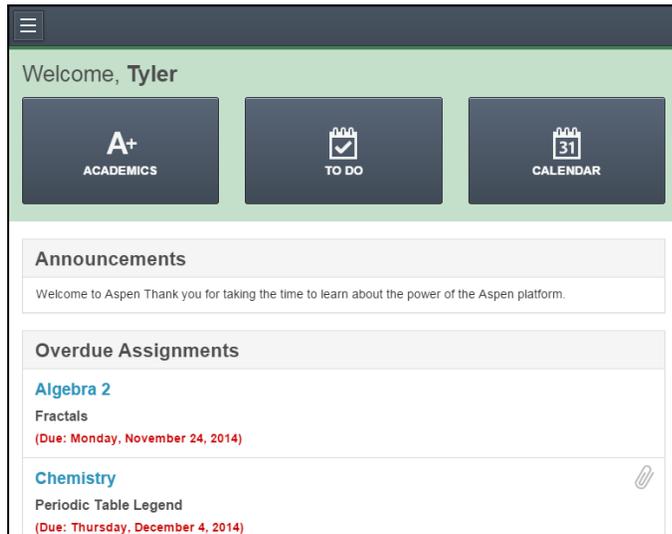
> **Note:** If you have not done so already, you need to create an Aspen account.

A student and their parents/guardians can access the Student and Family portals in two ways:

- Access the portals on a desktop computer, such as a laptop:

- Access Aspen Mobile on a mobile device, such as a smartphone or tablet:

Viewing Student Information

In the Student portal, you can view information about yourself from the **My Info** tab. In the Family portal, you can view information about your student from the **Family** tab.

Depending on how your district has the portal set up, you can view the following information:

- Details
- Contacts
- Attendance
- Health information
- Conduct information
- Transcript information
- Assessment scores
- Student's schedule
- Enrollment History
- Course Requests for next year
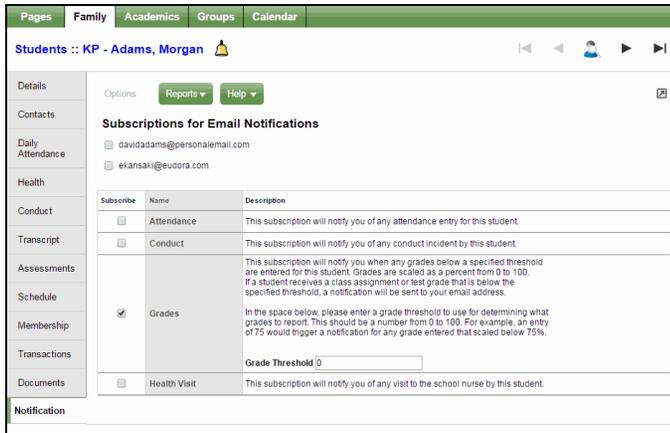
Subscribe to Email Notifications

When your school uses email notifications, parents and students can subscribe to receive email messages when any of the following conditions occur:

- A new daily attendance record is created.
- A new conduct record is created.
- A new visit to the health office record is recorded.
- A grade below the threshold you define is recorded.

Note that you can also get reminders, announcements, and alerts via text using the free Follett Notifications app.

To subscribe to email notifications:

1. Do one of the following:

    - In the Family portal: Click the **Family** tab.

    - In the Student portal: Click the **My Info** tab.

2. Click the **Notification** side-tab:

3. At the top of the page, any email addresses associated with your account appear. Select the checkbox next to each email address you want to receive notifications.
4. After viewing the description of each email, select the **Subscribe** checkbox if you want to receive that email notification.

> **Note:** For the **Grades** notification, define a **Grade Threshold** between 1 and 100. The system will send an email when the student receives a grade below that percentage.
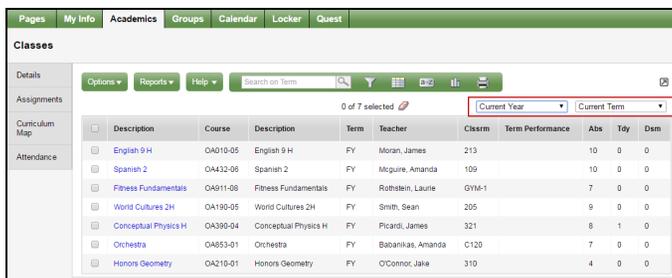
For each subscription, the system sends the appropriate messages to the designated email account. To view/change this account, click **Set Preferences** on the settings bar at the top of the page, then the **Security** sub-tab.

> **Note:** Your changes to this page are saved automatically. There is no **Save** button.

View Classes

The class details page on the Academics tab lists classes for the current or previous school year, as well as a summary of attendance and performance for each class.

If you want to view classes for the previous year or grade term, click the **Current Year** drop-down and select **Previous Year**, or click the **Current Term** drop-down and select the appropriate term. The classes for the year/term you selected appear:

> **Notes:**
> - If **Current Year/Current Term** is selected for the year/grade term drop-downs, then all classes that are current appear.
> - If **Previous Year/Current Term** is selected for the year/grade term drop-downs, then the filter reverts to Previous Year/All Terms.

To view details about attendance and performance in a class:

1. Click the **Academics** tab.
2. Select the checkbox next to a course section, and then click the **Details** side-tab.

   For each class you can see the following:

- Course number and description (such as 100.1 Chemistry)

- Term the student takes the class (such as Semester 1)

- Schedule (which days and periods the class is held)

- Teacher

- Room

- **Teacher Notes** section: Appears if the teacher has provided any comments about the class

- **Attendance Summary:** Displays absences, tardies, and dismissals for each term, and a current total for the year

- **Average Summary**: Lists assignment categories (such as Homework, Tests, Quizzes) with their weight toward your overall grade, a grade for each term, and the current average

- Semester running total and overall cumulative average for the selected class (bottom of the page). Note that if your school or district has included a description of how these averages are calculated, appears. Hover your cursor over the icon to view the description.

Note: Some of the features listed might not be available to you, based on your district's and school's use of Aspen.

View Assignments

To view the grades on specific assignments in a class:

1. Click the **Academics** tab.
2. Select the checkbox for the course you want to view assignments in.
3. Click the **Assignments** side-tab. The assignments page appears:

4. Click the **Category** drop-down to select:

- **All** to view all assignments

- A category to see only that type of assignment (for example, click **Tests** to view only test grades).

5. Click the **Grade Term** drop-down to select:

- **All** to view assignments from all terms

- A term to see only assignments from that term.

   The list displays the name, date assigned, date due, weight, and score for each assignment.

   The Score column lists your assignment score both as a fraction of the total possible points and as a percentage (shown graphically as a bar).
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   The actual grade the teacher entered for that assignment, whether numerical or letter-based, appears in parentheses to the right of the fraction:

"Excluded from averages" appears if a teacher blocked an assignment's score from students' averages. "Missing" appears if an online assignment was not submitted on time.

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Note: If the teacher allowed students to review a graded online quiz, appears next to the score. Click to see the results of your graded quiz.

Any special codes the teacher associated with an assignment also appear in the Score column, such as the following:

Special code	Description
Exempt	Aspen will not count this assignment when calculating the student's average.
Calculate as zero	Aspen counts this assignment as a zero when calculating the student's average.
Calculate as full point value	Aspen includes this assignment's total points when calculating the student's average.
Calculate as missing	Assignment was not submitted.

Any remarks the teacher entered for the score appear in the **"Assignment feedback"** column.

If the teacher included or student posted a file, it appears in the "Resources Provided by the Teacher" or "Resources Submitted by the Student" fields. Click the file name to view, open, or save the file.

Note: To submit an assignment online, see *Submit Assignments Online*.

6. To view more details, click the assignment name.

7. After you finish looking at the details, click **Cancel** to return to the list of assignments, or click any other side-tab or tab.

Note: When you see the record navigation bar on a page, click the buttons to move to the first record in a list, the previous record, search for a record by name, move to the next record, or the last record.

View Class Attendance

The **Attendance** side-tab lists any dates not in class for the entire period, due to an absence, tardy or dismissal, and any reason provided.

To view details for a class attendance record:

1. Click the **Academics** tab.
2. Click the **Attendance** side-tab.
3. Click a date.

> **Note:** When you see the record navigation bar ⏮ ◀ 👤 ▶ ⏭ on a page, click the buttons to move to the first record in a list, the previous record, search for a record by name, move to the next record, or the last record.

Course Requests for Next Year

Your district might allow students to enter course requests in the Student portal. Then, parents can view these requests in the Family portal.

In the Student portal:

View and enter your requests for next year's courses. Your school will determine the date range when you can select courses. During this time, you can come here to enter and make changes at any time.

When you finish, click **Post** to notify your counselor that you are done.

To enter your requests:

1. Log on to the Student view.
2. Click the **My Info** tab.
3. Click the **Requests** side-tab. The Requests page appears.
4. At the top of the page, in the **Instructions** box, read and follow the instructions for entering your requests.

> **Note:** If any of your courses are required or recommended by your teachers, they might automatically appear as requests when you first view the Requests page.

5. In the **Primary requests** box, select your requests for the different subject areas. For example, to select your request for a math course, click **Select** next to Math. The courses you can request appear.

   Use the following tips when selecting a course to request:

- If your teacher recommended a course, a checkmark appears in the *Select* column. That course becomes a course request when you click **OK.**

- The *Status* column displays information about the course, such as if the course is full, or if this is the course your current teacher recommended for you. Depending on the subject, you can either select any course, or are required to accept the courses recommended for you.

- If your teacher entered comments about a recommendation for you, appears in the *Status* column. Click the icon to view the comments.

- If your school allows you to set the priority for your courses, you can type a number in the *Priority* column to prioritize them. 1 is the highest priority. Leave the field blank if you do not want to set a priority value.

> For example, if you have three elective courses and you want to prioritize them, you would type 1 for the course you want most, 2 for the course you want second most, and 3 for your third choice. Your priorities might look like this:
>
> | Select | CourseNumber | CourseDescription | mic level | Credit | Prequisite | Status | Priority |
> | --- | --- | --- | --- | --- | --- | --- | --- |
> | | OA091 | Writing Seminar | | 0.0 | | | 2 |
> | | OA130AP | Microeconomics AP | | 0.0 | | | 1 |
> | | OA355 | Science Team | | 0.0 | | | |
> | | OA356 | Forensic Science | | 0.0 | | | |
> | | OA357 | Intro to Human Anatomy & Physiology | | 0.0 | | | 3 |

6. Select the checkbox in the *Select* column of the course(s) you want to request, and click **OK.** The requests now appear on your Requests page.

> **Note:** To remove a request from your Requests page, click the **Select** checkbox again to deselect it.

7. In the **Notes for counselor** box, type any notes to your counselor regarding your requests. Your counselor can view these notes when reviewing your requests.

   Your requests are automatically saved after you enter them on the Requests page. Your counselor can view them anytime.

8. After you complete entering your requests, click **Post** at the bottom of the page. This lets your counselor know that you are finished entering requests. If you have not selected enough courses to satisfy requirements for your academic track, the system lets you know which area you need to make more requests in:
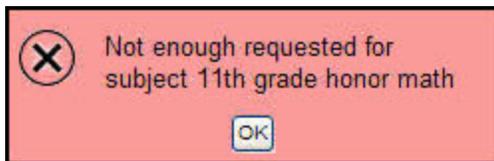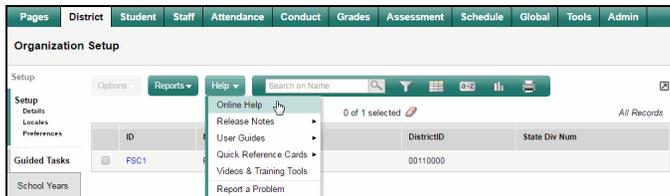
In the Family portal:

To view the student's course requests for the next year:

1. Click the **Family** tab.
2. Click the **Schedule** side-tab, and then click **Requests.**

Use the Help Menu

Go to the **Help** menu to access information that will make using Aspen easier and more efficient. When you have a question about how to do something in the system, come to this menu first:

The **Help** menu contains the following options:

- **Online Help:** Click to view an online help system with instructions on how the system is set up and ways to perform common tasks. A table of contents, index, and search feature make it easy to find the information you need.

- **Release Notes:** Click to view a list of major changes and new features that have been added to the system in recent releases.

- **User Guides:** Click to open a PDF version of all of the Aspen user guides, such as Basic Navigation and Managing Students. Refer to and print these as needed. They are updated with each release.

- **Quick Reference Cards:** Click to access sheets on guided steps or summaries of the most common tasks used by a user role (such as a nurse) or in a particular Aspen view (such as the Health view). They provide a good refresher after attending a training or a quick way to look up a frequently used feature or process.

- **Videos & Training Tools:** Click to access training toolkits designed to help you learn and teach others about specific features in Aspen. Each toolkit provides a comprehensive overview of one aspect of Aspen using a variety of training materials, including lesson plans, videos, and quick reference guides.

- **Report a Problem:** If your district uses the feature and you have appropriate privileges, the "Report a Problem" option appears. Click to report

a problem to your district's IT department.

- **About Aspen:** Click to view which version of the system you are currently using.