

# Online Learning FAQ's for Parents & Students

Information at of March 20th – 6:00 pm

## **Q. Which online platform will be used by students & teachers?**

The online platform that will be used for Conroe High School – Main Campus and Ninth Grade Campus is Canvas. Most courses will start by Monday, March 23rd. There are some elective courses (Career and Technology, Fine Arts, Physical Education, Teen Leadership and LeadWorthy) that will begin on March 30th. Teachers may utilize other applications like Google Drive, EduCreations, Flipgrid, Charms, etc. However, they will post the daily activities in Canvas. We encourage students to update their [notification settings in Canvas](#) and if needed, update their [contacts methods](#).

Students access Canvas through the CISD SSO at <https://sso.conroeisd.net>

Parents can access Canvas through the CISD website at <https://www.conroeisd.net/department/technology/canvas-login/> - using their Parent Access Credentials

## **Q. What do I need to do if I have not received any emails from my campus or teacher?**

It is most likely because your email has not been updated or you blocked CISD messaging. Confirm your email address on file with Nuris Defensor via email: [ndefensor@conroeisd.net](mailto:ndefensor@conroeisd.net)

Once you have confirmed your email address:

If it was wrong, that was more than likely the problem.

If the correct email is listed, and you are still having issues, parents will need to contact CISD Technology Help Desk to see about removing the block at CISD Technology Help Desk or Call 936-709-SOLV (7658) for technology help. You can also email [help@conroeisd.net](mailto:help@conroeisd.net)

## **Q. How can students check their CISD Outlook email for communications from their teacher?**

**Log into your SSO, Open Office 365 – Select Outlook**

If prompted for your username and password you must enter your full username including [@studentmail.conroeisd.net](mailto:@studentmail.conroeisd.net)

**Q. If students are having general problems accessing CISD technology applications, what can they do?**

Make sure students have logged in using the CISD SSO Portal (<https://sso.conroeisd.net>)

If students cannot access their Google Drive through Canvas - log out of Chrome and Google Drive. (Make sure all people using the device are logged out). Close Chrome, then open it again. Go to <https://sso.conroeisd.net> and login, open your CISD Google Drive first, then open Canvas. You may have to authorize your CISD Google Account.

Contact our CHS Technology Help - Call 936-709-SOLV (7658) for technology help. You can also email [help@conroeisd.net](mailto:help@conroeisd.net)

**Q. When will assignments be available and when are they due?**

All assignments will be posted by teachers on Canvas every Monday morning, and assignments will be due the Sunday of each week by 11:59 p.m.

**Q. What will the grading policy look like for online?**

Due to extenuating circumstances we have suspended the current CHS grading policy. Teachers will communicate with students throughout the nine-weeks what assignments/quizzes/tests grades will be expected for their courses.

**Q. If parents or students have general questions, who can they contact?**

Students' counselor or administrator or: [contactchs@conroeisd.net](mailto:contactchs@conroeisd.net).

**Q. If a student does not have computer access, what are their options?**

District is currently working on this matter, and we will update once we receive this information. Paper copies can be made available if needed. Please contact your child's counselor if students are unable to access the internet and need a paper copy.

**Q. If students are having Canvas problems, where can they go for help?**

Students will contact their teacher of the course that they are having difficulty accessing the information.

**Q. What if my child has an upcoming ARD or 504 meeting?**

Our special education staff or 504 Coordinator will be contacting you to set up your meeting either by phone, video conference or face to face with social distancing guidelines in place.

**Q. What about College Board testing for SAT/ACT/AP tests?**

All SAT/ACT's have been canceled through the end of May

College Board will release information about AP testing--we will communicate all information once we receive it from College Board.

**Q. Will students have to take the STAAR test for this school year?**

No, they will not have to make up the STAAR test for this year. Governor Greg Abbott has waived testing for the 2020 school year.

**Q. Where can we find updated information about school closures?**

Conroe ISD Website – [www.conroeisd.net](http://www.conroeisd.net)