

PowerSchool FAQ's

Question 1: When will parents and students get access to the information on the PowerSchool server?

Answer: Parents can get their logins and passwords starting Monday September 28, 2009 from the South Florence Guidance Department.

Question 2: Whom should I call if I have a question?

Answer: Please use the table below to decide whom to contact for various types of questions.

Question Topic	Person to Contact
Grades for class assignments during the current semester	Your student's teachers. Teachers' email contact info is available on the PowerSchool website at the main student screen.
Attendance in a specific class on a specific day	Mrs. Beverly Rogers at South Florence High School. School Phone (843)664-8190
Grades on transcripts, GPA, class rank.	Your student's guidance counselor. School of Foundational Studies: Mrs. Barbara Hicks School of Business/Technology: Mr. Milton Gamble School of Engineering: Mrs. Linda Alford School of Health/Education: Mrs. Angel Page
Course schedules, graduation progress, and college and careers.	Your student's guidance counselor. School of Foundational Studies: Mrs. Barbara Hicks School of Business/Technology: Mr. Milton Gamble School of Engineering: Mrs. Linda Alford School of Health/Education: Mrs. Angel Page
General attendance questions, and questions related to absences excused by parents/guardians	Mrs. Beverly Rogers at South Florence High School. School Phone (843)664-8190

Question 3: What is PowerSchool?

Answer: PowerSchool is a typical student information system in that it allows us to manage a wide range of information, including the following: grades, attendance, tests, demographics, activities, courses, and photos. Because the program has been designed using modern software tools, it also allows us to connect parents and students to information. We hope the powerful communications features of the program are helpful to parents and to students who are striving to learn and exceed their dreams.

Question 4: Do all teachers post grade and attendance information to the PowerSchool server?

Answer: Attendance is posted by the office. All teachers assign and post grades to PowerSchool at different times. Some may give grades to their students' everyday and some may give far fewer grades during the semester. This is up to each teacher and depends upon their grading system. If you do not see grades in PowerSchool for some teachers but not others, this is a normal function of the way teachers assign and post grades. As always you may contact teachers by e-mail or request a phone call or meeting at any time.

Question 5: I know that teachers sometimes weight different categories of grades. How does this affect how a grade is calculated?

Answer: Many teachers use categories such as tests, quizzes, daily work to organize and give different weights to grades; how they weight them is an individual decision. Teachers share with students how they grade at the beginning of each course. As always you may contact teachers by e-mail or request a phone call or meeting at any time.

Question 6: How often can we expect grades to be updated?

Answer: There are many factors that determine how soon a teacher can assess and return assignments. Essays and research papers take longer to grade than a quiz. Coaching, club sponsorships, and family commitments can also affect turnaround time, as well as a teacher's student load. All teachers do their best to grade their students and communicate their progress in a timely manner. As always you may contact teachers by e-mail or request a phone call or meeting at any time.

Question 7: My Child's Grades Do Not Add Up Correctly?

Answer: Different grading scales and weightings are applied to different types of assignments. Simply adding scores will not indicate that a child's grades are incorrect.

Question 8: Do I Have To Have Different Logins If I Have More Than One Child?

Answer: Unfortunately, PowerSchool does not have this feature. We do not have a way to allow one logon to be entered, then provide you a choice for which of your children's information to display. We are hoping that this will be a future enhancement of PowerSchool.

Question 9: What can I see on the PowerSchool site?

Answer: Parents and students can access the following information on the PowerSchool public site:
<https://pschool.fsd1.org/public>

- Grades for current classes, as well as the assignments that make up those grades
- Attendance for the past two weeks or for the whole quarter, including a legend of attendance codes used by the school
- Teacher comments
- Reports via Email, which allow parents to request daily, weekly, or monthly reports to be sent via email
- View the School Bulletin
- Other features (currently not in use)—Meal Balances, and Online Course Registration

Question 10: Can other people see my son's/daughter's grades?

Answer: As long as you protect your password, others will not be able to see your information.

Question 11: Do students and parents see the same screens/comments?

Answer: When students and parents access the PowerSchool server, they see the same information with one exception; parents have the ability to request automatic progress reports via email.

Question 12: How does one get a PowerSchool login and password?

Answer: You must fill out a Request for Access Form and present it to the South Florence Guidance Department with a photo ID.

Question 13: Who May Access PowerSchool?

Answer: All parents/guardians who have students in Florence School District One and students may have access to PowerSchool.

Question 14: What do I do if I forget my PowerSchool password?

Answer: You will have to come to the office to reapply for your password. Remember as in the initial sign up you will need to bring photo ID.

Question 15: Are PowerSchool logins and passwords case sensitive?

Answer: It depends on the browser you are using and the platform and operating system of the computer you are using to access the site. If all lower case does not work, we recommend that you try the login and password with the case as shown in your letter. For some logins and passwords, it is hard to know whether to use 0 (zero) or O (capital o, the letter). We recommend that you try both. If you still can't log in, please call your child's building.

Question 16: What is required to connect to the PowerSchool server?

Answer: Users need the following to connect:

- A computer with a connection to the Internet
- Internet Explorer 5.01 or Netscape 5.0 or more recent (i.e., a browser capable of 128-bit encryption)
- A login and password, to be supplied by the school

Question 17: Can I change my username and password?

Answer: It is not possible for you to change your password. Keep it confidential. You should treat it as you would an ATM card or credit card.

Question 18: What do the codes Q1, Q2, S1, and Y1 mean?

Answer: Q1 is the grade for the First Quarter grade. Q2 is the grade for the Second Quarter. S1 is the grade for the First Semester. Y1 is the grade for the Year.