

# HOLTEN RICHMOND MIDDLE SCHOOL

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## PowerSchool Frequently Asked Questions (FAQs)

### What is PowerSchool?

PowerSchool is Danvers Public School's student information system. The district uses PowerSchool for student demographics, attendance, storing grades, scheduling and more.

### What is the PowerSchool Parent Portal?

The Parent Portal is a feature of the PowerSchool student information system that provides parents/guardians immediate access to grades, assignments and attendance records in an effort to facilitate and improve communication between home and school.

### How do I access the PowerSchool Parent Portal?

You may access the PowerSchool Parent Portal from any computer with an Internet connection by launching your web browser and going to the Danvers Public Schools web site ([danverspublicschools.org](http://danverspublicschools.org)). From the "Schools" tab, select "Holten Richmond Middle School" from the pull-down list. Once you've reached our school website, click on "Power School" on the lower left side of the page. The minimum browser requirements are the latest editions of Mozilla Firefox and Java. **Please note that access to PowerSchool will not be available until the start of the second full week of school.**

### Is there a mobile app for PowerSchool?

The Danvers Public Schools' PowerSchool Mobile App is also available, and customizable for your convenience. The Mobile App will allow you to stay connected to all events and school information, including school calendars, staff directories, links to the PowerSchool Parent Portal, school news, handbooks, menus, payment options and more. The district will be using push notifications through the app to provide you with up to the minute notifications of important happenings in the Danvers Public Schools. You can download the app in the App Store and in Google Play - it is available for both iPhones and Android platforms.

### Who may access the PowerSchool Parent Portal?

Holten Richmond Middle School parents/guardians who have a username and password may access the PowerSchool Parent Portal. **PowerSchool parent/guardian user names and passwords for incoming 6th grade students will be sent home as part of their Opening Day paperwork.** Please be sure to keep that letter for your records.

Students will be able to access the Parent Portal using their own usernames and passwords. They will receive their own letter containing that information later in the trimester.

### What may I reasonably expect from the PowerSchool Parent Portal as a parent?

- You are able to monitor your student's attendance on a daily basis.
- You are able to monitor your student's progress as soon as the data is entered into the teacher's PowerSchool Gradebook. Teachers will generally post their grades within 10 school days of the assignment due date. Please keep in mind that teachers have different grading policies and the number of assignments will vary based on the course content. For each course, the grading policy is listed in the Class Info section.

- Look for unusual changes in grades or attendance, but please realize that the final grade for a course is based on a number of factors, often including class participation and extra credit. Your student's grade may appear unusually high or low at the beginning of the year when there have been few assignments. Your student's grade may appear lower during the quarter, but the final grade may actually be higher once all factors have been included. The opposite may also be true. The information made available to you through the system should not be considered a substitute for a dialog with your student or your student's teacher.

What is the protocol to follow when I am concerned about my student's progress?

1. Have your child talk with his/her teacher.
2. Send an email or place a telephone call to the teacher(s).
3. Contact your child's guidance counselor.
4. Contact an administrator.

Are there any guidelines I should follow when sending an email to my student's teacher?

When sending an email to a teacher, it is advisable to use an email address with a valid sounding name. A teacher who receives a message from [peanutbutter@yahoo.com](mailto:peanutbutter@yahoo.com) might ignore the message thinking that it is junk mail. It is also important to include your student's name in the subject line of your emails. The Danvers Public Schools have an aggressive anti-spam filter in place and it may block messages with subject lines that seem suspicious.

This system is intended to improve communication between home and school and it should not be used as a vehicle to create an adversarial or challenging relationship between parents/guardians and a teacher. Questions and comments sent over email should be informational only and not excessive in length. This system is not intended to remove the responsibility of the student to be responsible and accountable for their work. Issues and/or questions that are personal in nature should be handled by meeting with the teachers personally.

How often can I check the PowerSchool Parent Portal to review my student's progress?

The PowerSchool Parent Portal is available 24 hours a day/7 days a week. Please note that all parent access to the PowerSchool Parent Portal is monitored. The Parent Access Log lists date of login, time accessed, and duration of login in minutes.

Will report cards and progress reports continue to be sent home with my student?

Holten Richmond Middle School will continue to send report cards home at the end of each trimester. Since you may check your student's progress at any time during the school year, progress reports will not be sent home.

Who do I contact for technical support?

All questions about user names and/or passwords may be addressed by contacting our main office or your student's guidance counselor.

Due to continuing browser interaction issues, we recommend parents do not utilize or rely on the PowerSchool email notifications option. The most accurate information can be obtained by logging into your child's account.

Please keep in mind the school district does not provide technical support for home and/or work computer systems.