



Fall Attendance 2020

Frequently Asked Questions

GENERAL

Q. Why was my child marked absent?

A. Your child may have been marked absent because they did not participate in either synchronous (live) or asynchronous (independent) learning the previous day. Please contact your school office if you feel this is an error.

Q. My child was marked absent and I know they participated for the day. What should I do?

A. If you believe your child was marked absent by mistake, please contact your child's school/teacher as soon as possible to confirm your child's attendance.

Q. What if I need my child to log off early?

A. Please inform your child's teacher via email, Class Dojo, or Remind, etc.

Q. What if I need my child to log in late?

A. Please communicate with your child's teacher via email, Class Dojo, or Remind.

Q. Where can I get help if I do not feel comfortable helping my child log in?

A. The link below includes digital resources that support parents in assisting their child.

<http://sbcusd.com/distancelearning>

If you need additional support, please contact the Family Engagement Office by calling (909) 880-4057 or email alejandra.vazquez@sbcusd.k12.ca.us. You can also visit the Family Engagement webpage below.

https://sbcusd.com/parent_resources/family_engagement_office

TECHNICAL ISSUES

Q. My child is having problems with their device or hotspot, what can I do?

A. The CyberTech hotline, (866) 223-8685, is available daily from 8 a.m. to 10 p.m. to help SBCUSD families with device issues and technical support.

Q. How can I request a digital device for my child?

A. Call CyberTech at (866) 223-8685 or call your child's school to request one.

Q. My child is in need of tech support. I called the CyberTech hotline and I have not been able to reach anyone to assist. What should I do next?

A. You can submit issues directly to tech support at bit.ly/SBCUSDTechAssistance.

Q. My child's caretaker cannot help my child log in during the day. What should I do?

A. Please contact your child's school or teacher as soon as possible so they can help you resolve the issue. Attendance is counted daily so the work must be done in daily increments.

**LOG IN
TODAY**

**ACHIEVE
TOMORROW**



Q. If my student cannot participate today due to a technical issue, what should I do?

A. Email your child's teacher(s) as soon as possible.
Parents can call CyberTech at (866) 233-8685 for technical assistance.
Your child should also log into their asynchronous work and complete any pending assignments for the day as soon as these issues are resolved.

Q. What if my child cannot log in due to a power outage?

A. As soon as the power is restored, email your child's teacher(s). Please have your child complete as much work as possible.

Q. What if my child's teacher is not logged into the live session?

A. Your child's teacher may be having technical difficulties. This will not count against your child's attendance record.

PARTICIPATION: SYNCHRONOUS (LIVE) VS. ASYNCHRONOUS (INDEPENDENT) ———

Q. Can my child do all of their work in one day and still get credit for attending all week?

A. Daily participation is important for your child's learning. To be marked present, your child is expected to participate daily.

Q. My child can only participate in asynchronous learning at night. What should I do?

A. Parents should communicate with their child's teacher through email, Remind, or Class Dojo to discuss options.

Q. Do grades and attendance count at this time?

A. Yes, grades and attendance count during this critical time. Students have until midnight to turn in their asynchronous work to be counted as present.

SPECIAL EDUCATION ———

Q. My child receives Special Education services, who can help me?

A. Your special education case carrier should be your main point of contact. If you need additional support, you can contact the Special Education Department at (909) 880-6800.



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