

Frequently Asked Questions for Families About Remote Learning

Note from Chancellor Carranza

Dear Families,

As we weather an unprecedented health crisis with COVID 19, our top priority is the health and safety of our students, families and staff. We are rapidly transitioning over 1 million students across over the City to remote learning to ensure students are still learning during this time. These are unparalleled scenarios for our students, families and staff. I'm incredibly grateful to our school communities for their flexibility as we launch remote learning and to our schools and staff for stepping up to this challenge with an unwavering commitment to our students.

With remote learning, teachers can deliver lessons online, and students can complete assignments, projects, and assessments just like they would in the classroom. Remote learning both creates an opportunity for students and teachers to interact online and allows students to continue learning subjects and material that are a key part of their curriculum. I'm hopeful that the connections with peers and teachers will help create familiarity and comfort for our students in this unfamiliar time.

Remote learning will start on Monday, March 23. As we transition together to a new normal, we know there will be questions and complications that will come up, and we're committed to partnering with you to make this shift as smooth as possible. Below we've laid out answers to the Frequently Asked Questions for Families that we will continue to update as we learn more.

Key support for families:

- To request a device for their students to participate in remote learning, please complete this survey. Call 718-935-5100 and choose option 5 if for any reason you cannot complete the survey online. We ask everyone to fill out the survey as soon as you can so we can connect you to a device if you need it.
- For information on creating an account, review the instructions on the NYCDOE website.
- For curriculum, assignment or instruction questions, please contact your school's parent coordinator.

In unity,

Chancellor Richard A. Carranza

Accessing Remote Learning and Supporting My Student

1. How will my student access remote learning materials?

Every New York City public school student will be given the necessary tools and materials for remote learning. Your school will communicate with you about their platform for remote learning. To keep students connected and meeting academic requirements when learning remotely, the NYCDOE has created student accounts for every student. The account gives you access to Google Classroom and Microsoft Office 365. Review the [instructions on creating an account on the NYCDOE website](#) for more information. If you are unable to access your student's student account, contact your school's parent coordinator. See below regarding devices.

2. How can I contact my student's teacher if I have questions?

Each school has established its own way to communicate with families, such as email, Microsoft Teams, or other tools. Your student's school will let you know the best way to contact teachers. If you need help, contact the school's parent coordinator. Visit schools.nyc.gov/find-a-school if you need contact information.

3. How do I get an internet-enabled device if I do not have one?

Many schools are distributing their existing inventory of laptops and tablets, and we are extending that window for pickup to make sure families have what they need. We are also asking families to complete a [survey](#) sharing their best contact information over the next few weeks as well as whether they have access to a smartphone, a laptop/tablet/computer, the internet, or none of the above. We will use the information to prioritize device distribution and inform families of pickup location.

Academic Policy and Planning

4. How will attendance affect my student's grades?

Schools have a system for monitoring student attendance. Schools must base students' grades primarily on their academic performance. Students cannot fail their courses because of absence. If your student's school includes attendance in grade calculations, they will not include absences due to COVID-19 in their grade calculations. Moving forward, schools will not include attendance in any grade calculations for the rest of the year.

5. What if my student is not able to complete their work for remote learning?

Remote assignments carry the same weight as in-person assignments. Students are expected to participate in their school's remote learning sessions just like they are expected to attend school. Grades will be assigned for remote work and academic progress will be monitored by teachers during remote learning with flexibility to adapt this policy to remote learning conditions where students may not all have the same degree of access to devices or other supporting materials. If your student is sick or unable to join remote learning for any reason, you should contact your student's parent coordinator for guidance and support.

6. How will schools grade student work with the transition to remote learning?

While schools participate in remote learning, teachers will grade student work as usual and in alignment with the school's grading policy with flexibility to adapt this policy to remote learning conditions where students may not all have the same degree of access to devices or other supporting materials. Students are expected to complete the work and activities assigned by their teachers by their due dates. Each school has its own policies for how and when students complete late work. Contact your student's teacher or parent coordinator if you need more information about your school's grading policies during remote learning.

7. How will the transition to remote learning impact promotion decisions?

For grades Kindergarten through 8, schools review many pieces of student work to determine if students are ready for the next grade level. For grades 9 through 12, schools make promotion decisions based on credit and exam completion, with flexibility for remote learning conditions where students may not all have the same degree of access to devices or other supporting materials. Promotion decisions must be based on academic progress and not attendance. Families should expect schools to make promotion decisions in June as they normally would. Contact your student's teacher if you are concerned about their progress and need additional support.

8. How will this affect students who are in the process of earning high school credits?

Remote learning will focus on preparing students to be successful in their courses and Regents exams. Students will receive credit at the end of their courses if they have earned a passing grade.

9. How does the transition to remote learning impact physical education instruction?

There are no exceptions to the physical education requirements. Students will participate in physical education instruction as part of remote learning so that they can continue to develop their knowledge and skills. Your student's physical education teacher will communicate the expectations for participating in physical education remotely.

10. How will the response to COVID-19 impact high school students who expect to graduate at the end of this school year?

Schools will make every effort to keep students on track toward graduation. This includes supporting students to master their courses and preparing them for exams in June. Remote learning plans will help students continue with their regular courses.

At this time, NYSED has not changed the graduation requirements in response to COVID-19. Your school will communicate with you about the graduation options available to your child. Students who do not meet requirements by the end of the school year will have the opportunity to attend summer school to continue working toward a diploma.

11. How can I support my high schooler with activities to prepare for college and career?

Students can use the DOE's [learn from home guidance for college and career planning](#) to find resources about career exploration, understanding the financial aid process and student success programs at colleges. Students can also do [virtual visits of college campuses](#).

Your school will also inform you how to connect with your school counselor for additional support with your student's college and career plans.

Special Education

12. How will my child receive instruction?

If your student is recommended for integrated co-teaching, special class, or special education teacher support services, your school will make every effort to have them continue to receive instruction from the same special education teacher(s) and/or teacher team(s) and classroom paraprofessional(s) that usually teach them. Someone from your school will contact you to discuss how instruction will be delivered.

13. Will my child's IEP meeting still take place?

Yes. IEP meetings will be conducted by phone.

14. Will I be able to make a referral for initial evaluation or reevaluation?

Parents can make a referral by emailing the principal or specialeducation@schools.nyc.gov, or by calling 311. Assessments may be conducted remotely.

15. Will my child still receive their related services?

Related services will be provided via tele-therapy, or video-conferencing where clinically appropriate. Providers and schools will contact families to discuss the service plan for each student. Providers will also give families information about activities that can be done at home to reinforce the related services work.

16. Will my child still have access to assistive technology?

Schools will work with families to ensure that devices are provided to families of students recommended for Assistive Technology, and will contact families to make those arrangements.

17. Preschool, Charter Schools, and Non-Public Schools?

Charter schools and non-public schools will contact families to discuss their plan for serving students while schools are closed. Students will receive SETSS, SEIT, and related services remotely, whenever appropriate, in the same manner such services are provided to students in district schools.

Multilingual / English Language Learners

18. How will my student receive services?

Every school will create a remote learning plan to ensure that English language learners and former English language learners receive targeted instruction in English with the appropriate amount of supports in their home language. Your school will continue to consider your student's specific strengths and needs, such as their current level of proficiency in English and the academic areas where they need the most support. These services will be provided by and in collaboration with an appropriately certified teacher.

19. How can I change the language on my device to my preferred language?

You can change the default language and settings to a preferred language on most computers, phones, and tablets. This option is commonly found under the "Settings" section of your device.

- [Use these directions for an iDevice.](#)
- [Use these directions for an Android device.](#)

20. How can I translate online content into another language?

Google Translate is a free, online application available on most devices. It can also be used without internet connection once downloaded onto your device. Google Translate can be used to translate text, handwriting, speech, and websites in over 100 different languages.

Follow these directions to download Google Translate:

- On your computer, install the Google Chrome web browser if you have not already. Google Chrome includes the Google Translate feature.
- For iDevices, download Google Translate from the [Apple app store](#).
- For Android devices, download Google Translate from [Google Play](#).

Assessments and Accountability

22. How will this impact New York State tests for grades 3-8?

The English Language Arts and math exams have been suspended by the New York State Education Department (NYSED).

23. How does the response to COVID-19 impact students taking Regents exams?

Students in Regents courses should plan to take Regents exams in June. Students are always permitted to take the Regents exams for their courses, regardless of their performance or attendance.

For science Regents exams, students must usually complete a 1,200-minute laboratory requirement. The New York State Education Department has waived this requirement this year. Students should complete the activities assigned by their science teachers, but they will not be required to complete 1,200 minutes of in-person laboratory experience.

24. How will the response to COVID-19 impact the NYC School Survey?

The NYC School Survey is in progress and is continuing. If you have your survey already, you can fill it out on paper or online at NYCSchoolSurvey.org. If you have not received a survey or code, you can get yours by calling 1-877-819-2363. You can also use the code lookup tool at NYCSchoolSurvey.org on the survey login page by clicking on one of the surveys where you see "Take the survey NOW." The deadline to complete the survey is April 8th. If schools re-open later in the spring, we may extend the survey.

Remote Learning Readiness Checklist

Consider these tips to best prepare you and your child for remote learning:

- ✓ Get familiar with each of the [digital tools](#) your child will use while learning from home.
- ✓ Review your school's expectations for completing assignments and appropriate behavior on internet-enabled devices.
- ✓ Set up a space for your child to use that considers their unique learning styles.
- ✓ Create a routine and daily schedule that will support your child's success while learning from home.
- ✓ Make a [list of activities](#) that you and your child can use in addition to their classwork.
- ✓ If you don't have access to an internet-enabled device, fill out this [survey](#) to be connected to one!