

## North Hollywood High School

### ISIS Family Module FAQ's

#### Technical Problems

##### **I am having trouble logging into the Family Module**

Please visit our ISIS Family Module website at [www.nhhs.net](http://www.nhhs.net) and on the left click on "ISIS Family Module". If that doesn't help, you may contact our Family Module Help Desk at 818-753-6282, 8:30 am – 3 pm.

#### Attendance

##### **How do I excuse an absence for my child?**

Send a note to the attendance office/magnet office with the following information: name and date of birth of student, days, date, and periods of the absence and the reason for the absence. Include your name and a phone number and where we can reach you during the day. Excuses written well after the absence occurred may not be accepted by the school office.

##### **I sent an absence excuse in with my child but it says Unexcused.**

The State of California has high standards for excusing absences. You can see a complete explanation by going to our home page <http://www.nhhs.net>, and under the **Parent** menu selecting **Attendance Policy**. Some of the excuses shown in the ISIS Family Module are below.

- 1 – Excused – Note received by office for illness, doctor visit, etc.
- 2 – Unexcused – Note received by office but for a reason not approved by State of California
- 3 – No Note – No note given to office – this will eventually become a truancy
- UC – Uncleared – No note given to office. Most absences start this way

##### **If I disagree with an absence who do I contact?**

First, wait until 30 minutes after the end of the school day. Teachers have the entire day to enter and correct attendance. Some teachers double check their attendance submitting at the end of the day.

If you still disagree, contact the school at 818-753-6200, 8:30 am – 3 pm and leave a message for the teacher. The switchboard will take a message for that teacher or transfer you to someone who can assist you.

##### **If my child is absent from school and the teacher marked him/her present, what do I do?**

The ISIS Family Module only shows absences. If a student is present or the teacher hasn't entered their attendance in to the system yet, nothing will be shown. Please have your child return to school with a note to the attendance office/magnet office with the following information: name and date of birth of student, days, date, and periods of the absence and the reason for the absence. Include your name and a phone number and where we can reach you during the day.

##### **I think my child is not going his first class each day. I check at 9 am and there is no absence recorded. I check back at 2 pm and then I see an absence. Why does it take so long to enter the absence?**

The ISIS Family Module only shows absences. If a student is present or the teacher hasn't entered their attendance in to the system yet, nothing will be shown. There is no delay in the computer system and an absence shows up in the ISIS Parent Module moments after a teacher submits it. Teachers have the entire day to

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enter and correct attendance and many prefer to wait until they don't have a classroom full of students to submit attendance.

### Gradebook

#### Why doesn't my child have any assignments in the Gradebook section?

Teachers choose many different ways to keep their class grades. Almost every teacher at NHHS uses a different method than the ISIS Gradebook, so their class assignments don't show in the ISIS Family Module. In addition, a teacher who uses the ISIS Gradebook must choose to make those grades available in the ISIS Family Module.

### Progress Reports

#### I don't understand the Progress Report Grades!

The grades are combined to show the entire semester. The chart below should help. In the "Course ID" column the number is not meaningful, but the letter tells you the semester. F=Fall class, S=Spring class. The classes are not listed in period order. The colors used show how the grades are grouped on a report card you receive at home.

| <i>F = fall</i><br><i>S = spring</i> | <i>Not in period order</i> | <i>5-week Progress Report<br/>Grade Period 1</i> |                        |                        | <i>10-week Report Card<br/>Grade Period 2</i> |                     |                     | <i>15-week Progress Report<br/>Grade Period 3</i> |                        |                        | <i>Final Report Card<br/>Grade Period 4</i> |                   |                   |
|--------------------------------------|----------------------------|--|------------------------|------------------------|---|---------------------|---------------------|---|------------------------|------------------------|---|-------------------|-------------------|
| Course ID                            | Course name                | Academic Progress 1                              | Cooperation Progress 1 | Work Habits Progress 1 | Academic midterm                              | Cooperation midterm | Work Habits midterm | Academic Progress 2                               | Cooperation Progress 2 | Work Habits Progress 2 | Academic Final                              | Cooperation Final | Work Habits Final |
| F234                                 | PE 1A                      | M  | E                      | E                      | D   | U                   | S                   | C   | S                      | S                      | B   | E                 | S                 |
| S734                                 | PE 1B                      | M  | S                      | S                      | D   | U                   | S                   | M   | S                      | U                      | B   | S                 | E                 |

#### What is a M grade?

A M stands for "Meets standards" and means that the student is passing with an A, B, or C. It is used only on the 5 and 15-week progress reports.

#### What is a N grade?

A N stands for "No mark" and means that the student hasn't been enrolled in the class long enough for the teacher to report a meaningful grade. If your son/daughter has been enrolled in that class for more than a couple of weeks and receives an N, you should contact the teacher.

#### What is a I grade?

A I stands for "Incomplete" and means that the student was unable to complete the class work at the end of a term and has signed a contract on what needs to be completed in order to earn a grade. If your son/daughter receives this grade under any other circumstances, you should contact the teacher or an administrator if during the summer.

#### What is a P grade?

A P stands for "Pass" and is only used in special cases where a student is given credit for something that is not a normal class. Examples include "Service Learning" and "Computer Literacy". If your student receives a P in a regular class, you should contact the teacher or an administrator if during the summer.

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### **If I have a concern about a grade for my student, who should I contact?**

Teachers enter grades over a 7 day period and they are final only at the end of that period. Often teachers who enter a grade at the beginning of those 7 days change it before the deadline. If you wish to discuss any grade at any time, contact the teacher by contacting the school at 818-753-6200, 8 am – 3 pm. A message will be sent to your child's teacher, and the teacher will contact you. When you call, please have the teacher's name available for the person taking the message. You can contact many of our teachers by email through our schools web site at <http://www.nhhs.net> and click on **Teachers/Staff** on the left side of the page. If you have not heard back from the teacher, please call the school so we can deliver the message.

### **My Profile**

#### **I changed my address under My Profile, but the school keeps sending me mail at the old address.**

The school is not notified of any changes you make under My Profile. My Profile should ONLY be used to change your password. Any other change, please contact NHHS at 818-753-6200 or call your magnet office.

### **Miscellaneous**

#### **I still don't understand the codes or the information on the computer screen, who do I contact?**

Please visit our ISIS Family Module website at [www.nhhs.net](http://www.nhhs.net) and on the left click on "ISIS Family Module". If you still need to speak to someone, contact our Family Module Help Desk at 818-753-6282, 8:30 am – 3 pm.