



Johns Creek High School
Universal Remote Learning

URL Frequently Asked Questions

FAQ #1 – Where do I find Back-to-School information for Johns Creek High School?

- Johns Creek’s “Back-to-School” webpage is filled with detailed information sorted by category. It can be accessed by clicking the “Back-to-School Information” link from our homepage -or- by clicking [HERE](#).
- Our “Back-to-School” webpage has welcome videos from our faculty & staff that provide an opportunity for students & parents to “meet” their teachers and hear useful information about each course. Navigate to the JCHS “Back-to-School” webpage [HERE](#), scroll under “Curriculum Information”, and click the appropriate subject link to access the welcome videos from the teachers in that department.
- Johns Creek has created a URL Handbook with detailed information that can be accessed [HERE](#).
- Fulton Schools has created a “Back-to-School” webpage that offers useful district-level information [HERE](#).
- For more detailed information about Universal Remote Learning specifically, Fulton Schools has created a district-wide URL support webpage [HERE](#).

FAQ #2 – I am a freshman -or- new to JCHS -or- in-need of a refresher. Where do I go Monday morning 8/17 to login to class?

- Review our “First Day Back” presentation (sway) [HERE](#) -and- our “First Day Back” newsletter (smore) [HERE](#). Both of these resources have detailed information to guide students for a successful first day of school.
- Introduction meeting will be hosted on Microsoft Teams on Monday morning 8/17 at 8:00AM for freshmen, new students, and returning students who need a refresher. The link to join this meeting is [HERE](#).

FAQ #3 – I am a freshman -or- new to JCHS. How do I get a device?

- Freshmen who are coming to Johns Creek from Autrey Mill Middle School (or another Fulton school) should have a district-issued device from the middle school -and- those students will keep that device for use at the high school.
- If you are new to JCHS (or an incoming freshman without a middle school device), please reach out to our Device Coordinator Meggan Ford at fordmc@fultonschools.org to arrange for a device to be issued to you.

FAQ#4 – I have a district-issued device but it is not working properly/there is a technical issue. What do I do?

- If there is a technical software -or- hardware issue with the device, please call the district technology support hotline at (470) 254-2300 for assistance.
- If there is a login issue preventing you from logging into the device, you can reset your password following the instructions [HERE](#) -or- call the district technology support hotline at (470) 254-2300 for assistance.



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FAQ #5 – I would prefer to use my own device instead of a district-issued device. Can I use my own device?

- Absolutely! If you would prefer to use your own device, you are more than welcome to do so. All of Fulton's applications including Microsoft Teams and Office 365 are accessible to students from any web browser. Classlink is the "single sign-in" launchpad from which students can access these web-based applications. Login [HERE](#).

FAQ #6 – What time is each class period meeting? Will meetings be "live"? How will attendance be taken?

- Each class period will meet every school day at the designated time. The JCHS URL Daily Schedule is [HERE](#) -and- the district School Year Calendar is [HERE](#).
- Each class period will occur daily through Microsoft Teams. Teachers will offer a balance of synchronous (live, in real time) instruction -and- asynchronous (non-live, on-demand) instruction. This will vary depending on the day and the course. Some days, teachers will spend a majority of the 45-minute class period providing live, synchronous instruction. Other days, teachers will start the class off with 10- to 15-minutes of live, synchronous instruction to get students started on an asynchronous (non-live) activity.
- Attendance will be recorded daily in Infinite Campus. Students should be sure to login to the Microsoft Teams meeting at the appropriate time for each class, every school day in order to be marked "Present."

FAQ #7 – What do I do if I have an excused absence (e.g. doctor's appointment) -or- if there is a situation beyond my control that prevents me from attending class (e.g. power or internet outage)?

- The same district and school policies that govern excused and unexcused absences prior to URL still apply. Parents should send excuse/doctor's notes to the JCHS Attendance Clerk, India Reid at reidi@fultonschools.org.
- Students will, of course, not be penalized if situations beyond their control prevent them from attending class. If emergencies arise, please contact both India Reid at reidi@fultonschools.org and the grade-level Assistant Principal.

FAQ #8 – Are students required to turn their camera/video on during class meetings on Microsoft Teams?

- Undoubtedly, teaching and learning best occur when the teacher and student are able to see one another. Therefore, we strongly encourage students to turn their camera/video on during class meetings to maximize effective communication. However, it generally will not be required.
- There may be specific assignments in some courses where teachers expect students to have their camera/video turned on (e.g. student presentations, or during tests/exams to verify the integrity of the assessment).



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FAQ #9 – Microsoft Teams, Classlink, Infinite Campus – what is the difference between these applications?

- Infinite Campus is the official student information database for the district. It is the official record containing student contact information, medical notes, teacher gradebooks, student attendance records, etc. Students and parents can access the Infinite Campus Portal [HERE](#).
- Classlink is the “single sign-in” launchpad from which students can access all district-provided applications (including Microsoft Teams). Students can login to Classlink [HERE](#). From the Classlink launchpad, students will be able to navigate to any of the applications used by their teachers.
- Microsoft Teams is the specific application that will be used to host class meetings, provide teacher lesson plans, assign and collect student work, etc. Students access Microsoft Teams by signing-in to Classlink [HERE](#), then clicking the “Microsoft Office 365” folder, and then clicking the “Microsoft Teams” icon.

FAQ #10 – How will teachers communicate with students? Do students have official school email addresses?

- In addition to Microsoft Teams, teachers will frequently send email messages to students via the official student email addresses provided by the district. Student email account information can be found [HERE](#).
- Students will be expected to check their FCS email account frequently. Students can do this from the Classlink launchpad by clicking on the “Microsoft Office 365” folder, and then clicking the “Microsoft Outlook” icon.

FAQ #11 – Do students need to run any updates on their district-issued devices?

- Students should regularly shutdown and restart their devices at home. Throughout the year, various updates will become available that students should run when prompted to do so.
- A larger update package will need to be run (eventually) on each student’s device when that device is connected to the Fulton Schools wireless network. We are still devising plans to accomplish this and more information will be disseminated once those plans are finalized.

FAQ #12 – What will happen with standardized testing this year?

- The Georgia Dept. of Education submitted an application with the U.S. Dept. of Education to waive most standardized testing for the 2020-2021 school year. As of August 13, 2020, the U.S. Dept. of Education has not yet approved the waiver. We will communicate with the entire JCHS community as soon as a decision is made and more information is provided to us by the Fulton Schools Assessment Office.
- While a decision has not yet been made regarding standardized testing (e.g. the Georgia Milestones Assessment System), we will be administering a wide variety of diagnostic and formative assessments to help identify learning gaps and target instruction accordingly. These assessments may include iReady, WriteScore, Achieve3000, YouScience, etc.



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FAQ #13 – There is a problem with my class schedule. How do I resolve concerns with my schedule?

- Counselors are in-charge of the student scheduling process. If there is a problem or concern with a student’s schedule, please reach out to the appropriate counselor:
 - Last Names A – De, Toni Daniels at danielst@fultonschools.org
 - Last Names Dh – Ji, Fran Meredith at meredithf@fultonschools.org
 - Last Names Jo – M, Daniel Hawes at hawesd@fultonschools.org
 - Last Names N – Se, Bethany Maddox at maddoxbb@fultonschools.org
 - Last Names Sh – Z, Samantha Latham at lathamsj@fultonschools.org

FAQ #14 – Will textbooks be provided to students this year?

- For the large majority of courses, required texts are available in a digital format for students to access virtually. For courses with a required text that is not available online, we will be organizing a process for distribution and more information will be disseminated once that process has been finalized.

FAQ #15 – When will teachers be available to provide extra help or support outside of class time?

- The JCHS URL Daily Schedule has a period of time at the end of the day for Office Hours. From 3:20PM to 3:50PM each day, students may arrange to meet with teachers on Microsoft Teams for extra help or support.
- If a student requires additional support beyond the time allotted for Office Hours, please reach out to the teacher to arrange an alternate time for extra help. This could occur before school in the morning, after school in the afternoon, or potentially during flex or lunch time depending on the availability of the teacher and student on any given day.

FAQ #16 – Will students be assigned homework during URL?

- Students will still be assigned homework as they would prior to URL. Homework is often a necessary opportunity for students to practice their knowledge and skills so that learning becomes truly engrained. The amount of homework assigned will vary by subject and course.
- Homework will generally be entered into the “formative” grading category. While formative grades will not be weighted into a student’s grade point average, formative assignments are vitally important to prepare students for success on summative assignments. Students who do not complete formative assignments (including homework) will not be prepared for success on summative assignments. Furthermore, teachers may require students to complete formative assignments as a pre-requisite to summative make-up opportunities. For more detailed grading and assignment information, review the Johns Creek URL Handbook [HERE](#).



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FAQ #17 – How will students who receive services through Special Education/Section 504/English Language Learners/or the Response-to-Intervention process be supported throughout URL?

- Our Special Education, Section 504, English Language Learners, and RTI/SST service providers will be working diligently to support their respective students to the highest degree possible during URL. Accommodations will be provided as best possible. Specific questions or concerns should be directed to the relevant individual below:
 - Special Education: Instructional Support Teacher, Mary Waters at watersm@fultonschools.org
 - Section 504: 504 Coordinator, Matt McNamara at mcnamaram@fultonschools.org
 - English Language Learners: ESL Teacher, Laura Weikel at weikell@fultonschools.org
 - RTI/SST: Graduation Coach, Jeanette Higgins at higginsja@fultonschools.org

FAQ #18 – Will athletic competitions and/or fine arts performances still occur this year?

- District guidance regarding athletic competitions and fine arts performances is constantly evolving. For the most up-to-date information, please reach out to the relevant individual below:
 - Athletic Director, Jason Holcombe at holcombej1@fultonschools.org
 - Band Director, Bryan Daniels at danielsb4@fultonschools.org
 - Chorus Director, DJ Godinez at godinezd@fultonschools.org
 - Orchestra Director, Young Kim at kimy@fultonschools.org
 - Theatre Director, Debbie Prost at prostd@fultonschools.org

FAQ #19 – How will student clubs and organizations be offered this year?

- We are working to provide an array of virtual club offerings that will be available to students for the duration of URL. Student clubs and organizations will be sponsored by JCHS faculty and staff members and meetings will be conducted via Microsoft Teams. More information regarding specific clubs and their sponsors will be disseminated as soon as it has been finalized.

FAQ #20 – My question is not answered in this document or I would like more detailed info. Who can I contact?

- For other questions -or- more detailed information, don't hesitate to reach out to our administrative team:
 - Principal, Chris Shearer at shearer@fultonschools.org
 - 9th Grade Assistant Principal, Rebecca Myers at myersr@fultonschools.org
 - 10th Grade Assistant Principal, Patrick Martin at martinp1@fultonschools.org
 - 11th Grade Assistant Principal, Carlton Harris at harriscd@fultonschools.org
 - 12th Grade Assistant Principal, Garrett Abelkop at abelkop@fultonschools.org