

PowerSchool FAQs

Welcome to the Parent Portal for St. Charles Catholic School. We have tried to put together some useful information to commonly asked questions and provide resources to the Parent Portal. Please keep in mind that while you are logged into the Parent Portal, you may also find answers by selecting the ? at the top.

GENERAL

What is PowerSchool?

PowerSchool is the student information system that St. Charles Catholic School uses to manage information such as grades, attendance, demographics, courses, etc. Since PowerSchool is web-based, some of this information can easily, but safely be shared with parents and students.

What is the PowerSchool Parent Portal?

The PowerSchool 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.

Do I have to use the PowerSchool Parent Portal?

No, you do not have to use it at all. The PowerSchool Parent Portal is designed to give parents access to information that may be important to them in an easy to access, consolidated format.

How do I get more help with the PowerSchool Parent Portal?

Aside from the resources found on this page, you should contact <mailto:powerschool@stccs.ca> with questions regarding the Parent Portal.

What can I see on the PowerSchool Parent Portal site?

Parents can access the following information: grades for current classes, attendance for the past two weeks or the whole term, teacher comments, student schedule. Other features will become available as we proceed with the implementation.

Can other people see my son's/daughter's grades?

As long as you protect your password, others will not be able to see your information.

I have questions about the information found regarding my child's grades or attendance.

Who should I contact?

Please talk with your child first about grade concerns, if appropriate, and then contact your child's teacher by phone or by email, if needed. General attendance questions should be directed to the school office @ 204-837-1520.

What do I do if I forgot my login information or I feel my account has been compromised?

Contact the school office as soon as possible to make arrangements to pick up the new login information at the school office.

Do I need to logout of PowerSchool Parent Portal?

Yes, when you are finished, please logout or shut down your computer. This way no one will be able to access your child's private information.

How do I cancel my Parent Portal account?

Send an email from the account that is registered with Parent Portal to powerschool@stccs.ca indicating you would like your Parent Portal account disabled. Be sure to include your name, and names of each student associated with your account.

There are features of PowerSchool Parent Portal that are disabled, will these be made available?

As we proceed further with the implementation, these areas will become available to the parents.

ACCESS

When can I access the PowerSchool Parent Portal?

The PowerSchool Parent Portal will be available to registered parents/guardians 24 hours a day, seven days a week. (Exception: upgrade/maintenance)

Can I access the PowerSchool Parent Portal from anywhere?

Yes, you can access the Portal from any computer with Internet access. You can also access the portal through your mobile device.

Is this system secure?

Absolutely. In fact, your child's safety and privacy are our greatest priorities. The Parent Portal is hosted through PowerSchool, our secure student information system. Your child's records can only be accessed by authorized school officials and those with whom you share your password.

My husband/wife and I are separated/divorced, can we get another parent username and password for our child's account?

Yes, all parents and guardians can have a parent portal account as long as their email addresses are unique. If you would like to set up an account, please contact the school admin office for details.

When I try to access my Parent Portal account I get a message that my account is disabled.

During certain times of the year we will be implementing updates to the PowerSchool program, which affects the Parent Portals. At these times you may get this notification.

At the end of each term, Parent Portals will also be disabled as teachers update the student grades and comments.

You will be notified when accounts are back online.

What kind of computer equipment do I need to view the PowerSchool Parent Portal?

Almost any computer with an Internet connection can access PowerSchool Parent Portal. It is recommended that you use a newer Internet browser. The Parent Portal is also viewable on your mobile devices.

EXPECTATIONS

Do all teachers post grade and attendance information to the PowerSchool Parent Portal server?

Yes. Grades and attendance are posted by the teacher. Remember, the teacher's grade book is a "snapshot in time" and not necessarily an accurate reflection of the student's overall progress or performance. Similarly, the student's grade average may change depending on the weight or value of graded work. Depending on the course, teachers may simply post an updated current grade or letter average every couple of weeks while others will be posting individual assignments with due dates and descriptions.

How often will grades be updated?

Teachers need time to grade projects, assignments and tests. Please be patient if you do not see grades posted. There are many factors that determine how soon a teacher can assess and return assignments. Essays and research papers take longer to grade than a quiz. Grades for assignments, quizzes, tests, etc. are only viewable in the parent portal once the grades are entered by the teacher into the grade book, which may not be the same day the task was completed.

I know that teachers sometimes weight different categories of grades. How does this affect how a grade is calculated?

Each teacher has his or her own grading system. Some teachers calculate grades by total points while others weight the grades according to assignment categories (homework, quizzes, tests, etc.) Our teachers inform all of their students at the beginning of the course what their expectations and grading policy will be. To understand a specific grade calculation, please contact the teacher.

Why are the grades changing dramatically in the beginning of a term?

In the beginning of each term, you may see zeros or wild shifts in the class average of your child. When there are only one or two assignments in the gradebook, a low or high score can make a dramatic change in the overall grade average. The gradebook recalculates the overall grade as assignments are entered.

What does a – for the grade mean?

This means that the teacher does not currently have any graded assignments entered into the system. If you click on the - - you can see if any assignments have been entered.

How often can we expect attendance to be updated?

Attendance is updated twice daily.

PROBLEMS**What do I do if I am unable to connect to the PowerSchool Parent Portal?**

First, check to ensure that your Internet service is working properly.

Next, validate that you are using the correct ID, password and URL:

<https://stcharlescatholicsschool.powerschool.com/public>

If you are still unable to connect, email powerschool@stccs.ca outlining in as much detail nature of your problem. Additional help is also available by contacting the school Admin office at 204-837-1520, ext 223, during school hours.