

FAQS

Q: What are the expectations for learning during the shutdown

A: Students will be expected to attend LIVE classes through our TEAMS platform. The teacher will be teaching lessons, providing support and a working with small groups just like he or she would in a face-to-face classroom. Students are expected to follow regular classroom guidelines for instruction. This means they must be in uniform, be actively participating in class, and be set up in an appropriate learning environment. All students are expected to be on camera throughout the learning day. Students are also expected to remove distractions from their work area including any food or drinks (other than water). All classroom rules for face-to-face students will be in effect for digital learners.

Q: I need a computer. What do I do?

A: Computers are being prioritized for families who have no computers at home for students to use or have multiple children and need extras so every child can engage in learning. Distributing computers takes tremendous people power, so we will have a process for distributing. *You can help us by bringing your borrower's agreement form filled out and printed.* While many of you have either sent in the form earlier or emailed it today. It will save time if we don't have to search through 1,800 forms to find yours.

Computers will be distributed tomorrow at the Campus Street car loop according to the following schedule:

7:30 – 8:00	8 th grade students
8:15 – 8:45	7 th grade students
9:00 – 9:30	6 th grade students
9:45 – 10:15	3 rd /4 th grade students
10:30 – 11:00	2 nd /5 th grade students
11:15 – 12:00	Kinder/1 st grade students

Q: My computer doesn't have a camera. Does my child need one for digital learning?

A: Yes, a camera is required for digital learning. Teachers need to monitor student engagement and understanding, and this is best accomplished through visual cues. All district issued laptops come with cameras. If you need additional assistance regarding cameras, please contact the school.

Q: How do I login to TEAMS or Classlink?

A: Go to <http://launchpad.classlink.com/osceola>. Log in using this format: student ID #@student.osceolaschools.net (ex: 123456@student.osceolaschools.net)

Q: My child's password is reset and now we can't get into TEAMS or Classlink.

A: Our sign in process has changed. To log onto Classlink, your child must use their school email: student ID #@student.osceolaschools.net (ex: 123456@student.osceolaschools.net).

Q: The Press Release stated COVID testing will be taking place. Will I need an appointment?

A: The Department of Health will offer drive-thru COVID testing for Celebration School students, staff and family members living in the same household on Thursday, August 26th from 10:00 am – 6:00 p.m. and on Friday, August 27 from 8 am – 2 :00 p.m. at the Celebration School Gym. There is no appointment needed. This test site is ONLY for Celebration families, so please do not invite others to get tested there.

Q: We need computer help. Who do we call?

A: Parents and students needing assistance with connectivity and accessing TEAMS are encouraged to call the district's Digital Learning Support Hotline at 407-870-4037. You may also call the school for assistance. Please specify when you call whether you need password help, hardware help (computer, hotspot, camera, etc.), help with Teams or other program.