

Family FAQ Informational Sheet

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Q: Where can I find my student's teacher's contact information?

Answer:

1. Teacher contact information are in a few locations.
2. The first location that you can find your student's teacher's contact information is on the VVHS website. Link: <https://vvhs-aps-nm.schoolloop.com/>
 - a. Go to the upper banner to the "Contact Us" drop down menu.
 - b. Select the "Faculty" choice in the drop down menu. You can also use this link to be directed directly to the site:
<https://vvhs-aps-nm.schoolloop.com/faculty>
 - c. Scroll through the Faculty list to find the teacher you want. Teachers are in alphabetical order by last name.
3. Click on the teacher's name, if it is blue, it will take you to the teacher's website which should have all contact information links.
4. You can click on the envelope next to the teacher's name to also access the teacher's email address.
5. You can also go through ParentVue to access contact information. Use page 61 after "Sending Emails to Teachers" from the ParentVue and StudentVue User Guide to walk you through how to find your student's teacher's email. Link to ParentVue and StudentVue User Guide:
https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf Please note, if you message through ParentVue/Synergy, you can only reply to those messages in ParentVue/StudentVue, they will not work with outside messaging services such as gmail or yahoo.

Q: How can I contact my student's teachers?

Answer:

1. Teacher contact information are in a few locations. The first thing that you will need to do is to access teacher information. [Click here to access the information on how to find your student's teacher's contact information.](#)
2. On the class syllabus as well as on the teacher's website and on the Faculty page on the VVHS website it will generally say how the teacher prefers to be contacted. You can access the teacher's website by clicking their name on the Faculty page. Link to faculty page:
https://vvhs-aps-nm.schoolloop.com/pf4/cms2/view_page?d=x&group_id=1522740913800&vdid=i4ug1u7g82ze
3. If you click on the envelope next to the teacher's name on the faculty page and send a message to the teacher that way, it will be sent to the teacher's email, and they can successfully reply to your message as long as you accurately type in your email address onto the form. Link to faculty page:
https://vvhs-aps-nm.schoolloop.com/pf4/cms2/view_page?d=x&group_id=1522740913800&vdid=i4ug1u7g82ze
4. You can also go through ParentVue to to send messages to your student's teacher. Use page 61 after "Sending Emails to Teachers" from the ParentVue and StudentVue User Guide to walk you through how to find your student's email. Link to ParentVue and StudentVue User Guide:
https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf Please note, if you message through ParentVue/Synergy, you can only reply to those messages in ParentVue/StudentVue, they will not work with outside messaging services such as gmail or yahoo.
5. Some teachers use google voice or remind to contact parents. This is done by teacher preference, and should be indicated in the course syllabus and on the teacher's website.

Q: Where can I find my student's counselor's contact information?

Answer:

1. There are a few places where you can find counselor's contact information.
2. The first location that you can find your student's counselor's contact information is on the VVHS website. Link:
<https://vvhs-aps-nm.schoolloop.com/>
 - a. Go to the upper banner to the "Contact Us" drop down menu.
 - b. Select the "Staff" choice in the drop down menu. You can also use this link to be directed directly to the site:
<https://vvhs-aps-nm.schoolloop.com/staff>
 - c. Scroll through the Counselor Table to find the counselor assigned to your student by graduation year and last name.
3. The second location that you can find your student's counselor's contact information is on the VVHS Counseling Services webpage. Link:
<https://vvhs-aps-nm.schoolloop.com/counseling>
 - a. On the left side of the webpage, under "Counselor Information" there is a list of all the counselors and who they serve.
 - b. The counselor's email address is listed under the graduating class and last names they serve and before their school extension number.
 - c. You can schedule a meeting with the counselor by clicking the "CLICK HERE FOR MR./MRS" link under the counselor's name.

D. 2021-2022 Counselors

9th and 10th Graders:

Mr. Jacob Pertner (A129): Last names A-L

Ms. Lauren Deaton (A124): Last names M-Z

11th and 12th Graders:

Ms. Lena Aragon (E216): Last names A-G

Mr. Ruben Garcia (E216): Last names H-O

Ms. Vicki Gonzalez (E216): Last names P-Z

4. Counselors cannot be contacted through ParentVue/Synergy, only through voice or email.

Q: How can I schedule an appointment with my student's counselor?

Answer:

1. Go to the VVHS Counseling Services webpage. Link:
<https://vvhs-aps-nm.schoolloop.com/counseling>
2. On the left side of the webpage, under “Counselor Information” there is a list of all the counselors and who they serve.
3. You can schedule a meeting with the counselor by clicking the “CLICK HERE FOR MR./MRS” link under the counselor’s name.
4. Students can also use this information to schedule a meeting with their counselors as needed.
5. Counselors cannot be contacted through ParentVue/Synergy, only through voice or email.

Q: Where can I find my student's counselor's contact information?

Answer:

1. To find your student's assigned Administrator's contact information is on the VVHS website. Link: <https://vvhs-aps-nm.schoolloop.com/>
 - a. Go to the upper banner to the "Contact Us" drop down menu.
 - b. Select the "Administration" choice in the drop down menu. You can also use this link to be directed directly to the site:
<https://vvhs-aps-nm.schoolloop.com/admin>
 - c. Scroll through the Principals - Asst. Principals - Dean to find the Administrator assigned to your student by graduation year and last name.
2. To set up a meeting with an Administrator, please call their Clerical Support (you will need to scroll down on the page to view this information).
 - a. Clerical Support staff is assigned by graduation year and last name of student.
3. Administrators cannot be contacted through ParentVue/Synergy, only through voice or email.

Q: How do I see my student's grade?

Answer:

1. To login to ParentVue, use the following link:

https://mystudentlogin.aps.edu/PXP2_Login_Parent.aspx?regenerateSessionId=True

2. Use Chapter Three, pages 33-40, from the ParentVue and StudentVue User Guide to walk you through how view your student's report card (pg. 33), and how to view the Grade Book (pg. 34-40). Link to ParentVue and StudentVue User Guide:

https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf

3. It is important to note that if your student uses Edgenuity or Google Classroom in any of their classes, those platforms do NOT show their current correctly weighted grade. The Grade Book through Synergy/ParentVue/StudentVue is the platform that student grades are recorded.

Q: How do I access my student's attendance?

Answer:

1. To login to ParentVue, use the following link:

https://mystudentlogin.aps.edu/PXP2_Login_Parent.aspx?regenerateSessionId=True

2. Use Chapter Three, page 29 from the ParentVue and StudentVue User Guide to walk you through how view your student's attendance totals and by class period or time period. Link to ParentVue and StudentVue User Guide:

https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf

3. You may also receive robocalls from the school about attendance.
4. You may also receive messages from your student's teachers about attendance issues. These contacts can be through email, phone call, texting, or through ParentVue. To view ParentVue messages, use page 54 from the ParentVue and StudentVue User Guide to walk you through how to access your messages in ParentVue. Link to ParentVue and StudentVue User Guide:

https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf

Q: How do I access ParentVue?

Answer:

1. Go to the following website:

<https://www.aps.edu/students-parents/parentvue-studentvue> for complete guidance on all aspects of registering and accessing ParentVue and StudentVue.

2. Follow the directions on the website to register for ParentVue if you do not have an account already. Link to account to creation guide:

<https://www.aps.edu/students-parents/parentvue-studentvue/documents/parentvue-studentvue-parent-student-account-creation-manual>

3. If you are having issues with your ParentVue password go to this link:

https://mystudentlogin.aps.edu/PXP2_Password_Help.aspx and if that doesn't work, contact Student Information Systems by email at sis@aps.edu

4. To login to ParentVue, use the following link:

https://mystudentlogin.aps.edu/PXP2_Login_Parent.aspx?regenerateSessionId=True

5. On the login page from point #4, there is information about how to download the ParentVue app to iPhone and Androids.

Q: How do I use ParentVue?

Answer:

1. To login to ParentVue, use the following link:

https://mystudentlogin.aps.edu/PXP2_Login_Parent.aspx?regenerateSessionId=True

2. Use chapter one, pages 6-16, from the ParentVue and StudentVue User Guide to walk you through how to use ParentVue on the basic level. Link to ParentVue and StudentVue User Guide:

https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf

Q: How do I use the ParentVue app?

Answer:

1. Download the app from the Apple App Store (Link: <https://apps.apple.com/us/app/parentvue/id412054615>) or from the Google Play Store - for Android (Link: <https://play.google.com/store/apps/details?id=com.FreeLance.ParentVUE&hl=en>) and login using your ParentVue credentials.
2. Use Chapter Five, pages 73-114, from the ParentVue and StudentVue User Guide to walk you through how to use ParentVue on the basic level. Link to ParentVue and StudentVue User Guide: https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf

Q: How do I access my student's transcripts (unofficial)?

Answer:

1. To login to ParentVue, use the following link:

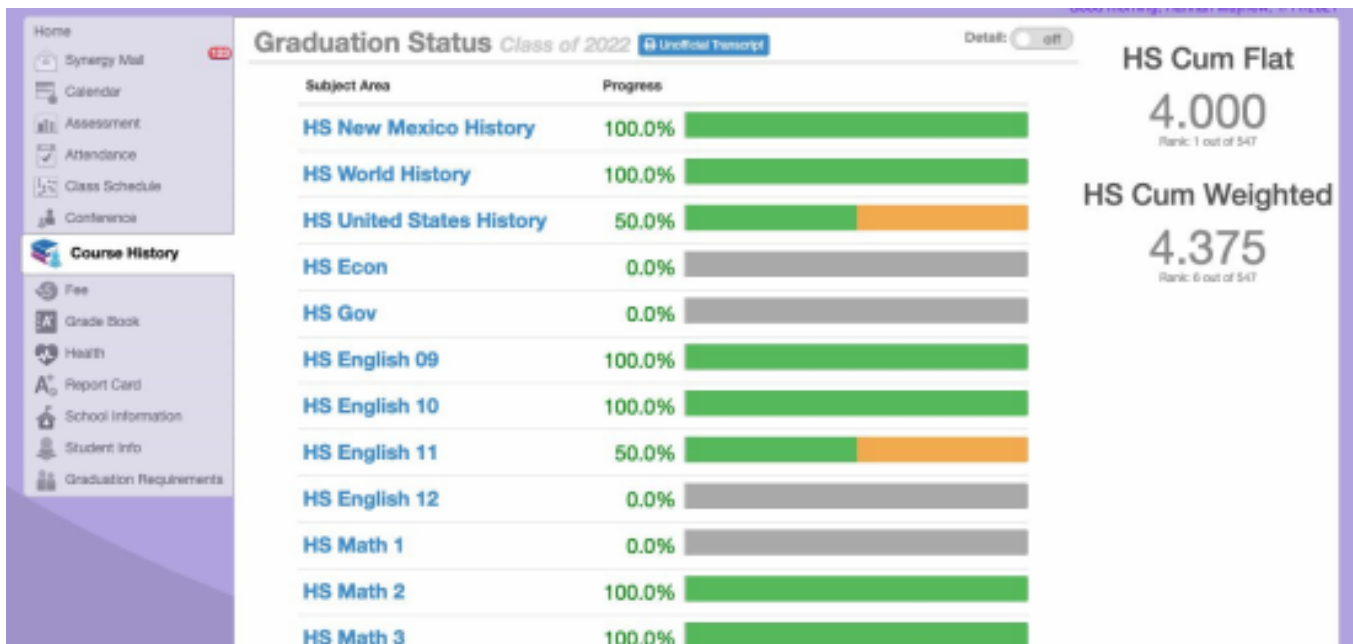
https://mystudentlogin.aps.edu/PXP2_Login_Parent.aspx?regenerateSessionId =True

2. Use Chapter Two, page 24 from the ParentVue and StudentVue User Guide to access your student's course history. Link to ParentVue and StudentVue User Guide:

https://ca-egusd.edupoint.com/help/Synergy_SIS_Guides/Mobile_Apps/Parent_VUE_and_StudentVUE_User_Guide.pdf

3. Follow the directions on page 24 from the ParentVue and StudentVue User Guide to access the Graduation Status Summary. This is the same information that is displayed on your student's transcript.

4. In StudentVue, there is a blue button next to the "Graduation Status" that has a printer and says "Unofficial Transcript". Click on that button to access a pdf of your student's transcripts.



Q: How do I read my student's transcripts?

Answer:

1. Access a copy of your student's unofficial transcripts by following the directions from that question (previous question). [Click to access to those directions.](#)

Courses																																				
Crs ID					Course Title					Mark					Cred Cmp Abs 1																					
Volcano Vista High					Yr: 2018					Term: S1					Grade: 09																					
	063gc	CONTEMP ISSUES	A+	0.500	/	1		421112	CHEMISTRY I	P	0.500	/	0		HS New Mexico History	0.500	0.500																			
H	250341	ENGLISH 09 HON	A+	0.500	/	0		610112	SPANISH II	P	0.500	/	1	H	HS World History	1.000	1.000																			
	350801	GEOMETRY HON	A+	0.500	/	0	H	720702	AP STUDIO ART	P	0.500	/	1	H	HS United States History	1.000	0.500	0.500																		
	411111	BIOLOGY I	A+	0.500	/	0		7404a2	CONCERTCHOIR II	P	0.500	/	0		HS Econ	0.500	0.000		0.500																	
	610101	SPANISH I	A+	0.500	/	0		7405j2	SHOW CHOIR II	P	0.500	/	0		HS Gov	0.500	0.000		0.500																	
	700301	ART I	A+	0.500	/	0	Cred Cmp: 4.000					GPA:		HS English 09	1.000	1.000																				
	900001	FNDS OF PHYSED	A+	0.500	/	0	Volcano Vista High					Yr: 2020	Term: S1	Grade: 11		HS English 10	1.000	1.000																		
Cred Cmp: 3.500					GPA:						10043	NM HISTORY	A+	0.500	/	0		HS English 11	1.000	0.500	0.500															
Volcano Vista High					Yr: 2018					Term: S2					Grade: 09						110131	AP US HIST/GEO	A-	0.500	/	0		HS English 12	1.000	0.000		1.000				
	063f	PHIL WELLBEING	A-	0.500			H	250581	AP ENG LNG COMP 11	A+	0.500	/	0	H	HS Math 1	1.000	0.000			1.000																
	250342	ENGLISH 09 HON	A	0.500			H	380501	PRE CALCULUS HON	A+	0.500	/	0	H	HS Math 2	1.000	1.000			1.000																
	350802	GEOMETRY HON	A+	0.500				431111	PHYSICS I	A+	0.500	/	0		HS Math 3	1.000	1.000																			
	411112	BIOLOGY I	A+	0.500				610121	SPANISH III	A	0.500	/	0		HS Math 4	1.000	0.500	0.500																		
	610102	SPANISH I	A+	0.500				7405a1	TREBLE CHOIR/III	A+	0.500	/	0		HS Science	3.000	2.500	0.500																		
	700302	ART I	A+	0.500				7405k1	SHOW CHOIR III	A+	0.500	/	0		HS Health	0.500	0.500																			
	900002	FNDS OF PHYSED	A+	0.500			Cred Cmp: 4.000					GPA:		HS Career Requirement	1.000	1.000																				
Cred Cmp: 3.500					GPA:					Work In Progress						HS Elective	8.000	7.000	1.000																	
Volcano Vista High					Yr: 2019					Term: S1					Grade: 10						Volcano Vista High	Yr: 2020					Term: S2					Grade: 11				
H	120131	AP W HIST/GEOG	A+	0.500			H	110132	AP US HIST/GEO		0.000				HS Additional Credits Earned	0.000	0.000	1.000																		
H	250441	ENGLISH 10 HON	A+	0.500			H	250582	AP ENG LNG COMP 11		0.000				TOTALS	25.000	19.000	4.000	3.000																	
H	360801	ALG II/TRIG HON	A+	0.500			H	380502	PRE CALCULUS HON		0.000				Graduation Requirements - Hon/AP/DE/Dual																					
	421111	CHEMISTRY I	A+	0.500				431112	PHYSICS I		0.000				Crs ID	Course Title	Mark	Cred Cmp																		
	610111	SPANISH II	A+	0.500				530712	CAREER ACADEMY I		0.000			H	250341	ENGLISH 09 HON	A+	0.500																		
	720701	AP STUDIO ART	A+	0.500				610122	SPANISH III		0.000			H	250342	ENGLISH 09 HON	A	0.500																		
	7404a1	CONCERTCHOIR II	A	0.500				7405a2	TREBLE CHOIR/III		0.000			H	250441	ENGLISH 10 HON	A+	0.500																		
	7405j1	SHOW CHOIR II	A+	0.500				7405k2	SHOW CHOIR III		0.000			H	250442	ENGLISH 10 HON	P	0.500																		
Cred Cmp: 4.000					GPA:					Cred Cmp:					GPA:						250581	AP ENG LNG COMP 11	A+	0.500												
Volcano Vista High					Yr: 2019					Term: S2					Grade: 10						H	120131	AP W HIST/GEOG	A+	0.500											
H	120132	AP W HIST/GEOG	P	0.500	/	1								H	120132	AP W HIST/GEOG	P	0.500																		
H	250442	ENGLISH 10 HON	P	0.500	/	1							H	110131	AP US HIST/GEO	A-	0.500																			
H	360802	ALG II/TRIG HON	P	0.500	/	0	Continued on next column...					Continued on next page...																								

2.

Your student's unofficial transcripts will look something like this:

- A. Completed semesters with student grades.
- B. Current semester that student is working on.
- C. Graduation requirements with a column of the credits required for that subject (Req'd), number of completed credits for that subject (Comp), the credits that are in progress (WIP) and the remaining credits needed (Need).
- D. Honors/AP/DE/Dual classes students are required to complete for graduation.

Q: What is GoGuardian Parent?

Answer:

1. GoGuardian Parent is an application available on devices running iOS and Android designed to enable IT Administrators to share managed user history collected via GoGuardian Admin and GoGuardian Teacher with verified parents and guardians. [Visit the Parent Support site](#) for more information.
2. GoGuardian Parent provides Parents and Guardians with the ability to pause their children's internet, block specific websites, and schedule internet availability on managed Chromebook devices (does not work with iPads).
3. For complete information and tutorials please use this link:
<https://sites.google.com/aps.edu/educational-technology/edtech-at-home/goguardian-parent>

Q: Where can I get support services for my student?

<https://sites.google.com/aps.edu/vvhs-resources/home>