

Frequently Asked Questions

General Questions	Technology Related Questions
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Please use www.mentorschools.net/coronavirus as your BEST source for accurate information about Mentor Schools during the COVID-19 crisis.

When is the online school day?

Online school day teacher availability is Monday through Friday from 8:00 a.m. - 1:00 p.m. Children can, of course, complete assignments outside of those hours. This is simply the timeframe our teachers, counselors, administrators and other support staff will be *most* available to offer assistance.

Flexible Fridays Beginning the week of April 20 and for the remainder of remote learning, we have asked teachers to think of assignments in terms of a four-day work-week timeframe. Flexible Fridays will be for catching up on work if needed or, simply, enjoying family time. At the elementary level, this means teachers will not give assignments on Fridays. At the middle and high school levels, teachers will give the entire week's assignments on Mondays by 9:00 a.m. The work would be due on Fridays, but students have flexibility for when they complete it throughout the week.

Need to drop off school items or pick up personal items?

Please [click here](#) for the schedule of when that can be done.

Who should I contact if my child is having difficulty with a lesson?

Please first contact your child's teacher directly if your child needs help with something. If you need additional assistance, then please contact your child's principal, or other administrator. [Here is a link to our staff directory.](#)

Can my child(ren) still receive meals through the Free & Reduced lunch program?

Yes! Our team is offering grab-and-go meals for breakfast and lunch. These meals are being prepared and bagged together and can be picked up at Mentor High School. We are offering meal pickup Mondays and Wednesdays from 9 - 11 a.m. Please direct questions to Ginni Vaccaro at Vaccaro@mentorschools.org

Is it too late to apply for the Free & Reduced lunch program?

Good news - it is not too late! You can apply by logging into the Parent Portal - go to more, then meal benefits to apply. Please direct questions to Ginna Vaccaro at Vaccaro@mentorschools.org

What if I can't make it during the meal pickup time?

Meals may be picked up for other families who are qualified for Free & Reduced lunches. If you cannot make it, then ask a friend or neighbor to pick up for you. You will simply need to provide the qualifying child(ren)'s name(s).

When are we scheduled to return to school?

Governor Mike DeWine's order for school closures is through the end of the school year.

Who should I contact if I need technical support with my child's school-issued device?

Many Technical issues can be resolved by following these steps:

On iPads deleting and reinstalling the app from self service

On ChromeBooks and MacBooks Clearing the history and Cache in the browser

Many issues on MacBooks can be resolved by simply restarting the MacBook

If you are having a technical difficulty, please contact our IT team at it-support@mentorschools.org

Who should I contact if I am having trouble accessing Clever or the Parent Portal?

Please contact our IT team at it-support@mentorschools.org

Where can I check if one of the programs I am using is not working?

- [Schoology](#) Status Monitor
- [SeeSaw](#) Status Monitor
- [Quaver](#) Status Monitor
- [Pearson](#) Status Monitor

What is Clever?

Clever is a single sign-on solution! Once you are signed into Clever, you have access to all of our district-supported programs and will not need to know any additional user names or passwords. Having trouble with Clever? Try resetting the Clever app. Directions for doing that are explained in [this video](#).

Having difficulty connecting an iPad to your home internet provided by Spectrum?

It may be an issue with Spectrum. Follow [these](#) directions and see if it works from there.

Can I still pick up my child(ren)'s school-owned device?

Not at this time. Device pickup information was provided as early as March 11 from Mentor Schools, and three pickup times were established and staffed for those who signed up. Our buildings are now closed and we are no longer able to enter them to retrieve devices.

What about repairs?

Please be extra careful with your devices. We are not able to offer loaners or repairs at this time in the interest of safety. Please reach out to our IT staff at it-support@mentorschools.net if you are having an issue they may be able to walk you through fixing.

Do we need a district-owned device for children to be able to complete their work?

No. The work being assigned to students is online-based and can be accessed from any device connected to the internet.

We need help getting access to the internet.

We have learned that some companies, like Spectrum for example, are offering free internet for a certain period of time. Please make sure you know the fine-print of such offers before signing up. We may also suggest using your cell phone as a hotspot to link children's devices. Also the Mentor Public Library may have hotspots that can be borrowed. You might also ask a neighbor if you can connect to their wireless internet services during this unprecedented time. We are all in this together!

Do you have any tips for helping students learn from home, online?

- Set up a study space, including the technology needed. Having a designated space helps to establish the proper tone for when it is time to work.
- Depending on your student's age, determine a daily schedule, with clear and attainable expectations. And don't forget to build in breaks to move around and get away from a screen
- Monitor your student's progress using your access to the course's Learning Management System (See Saw/Google Classroom/Schoology) and the Parent Portal. And encourage your student to communicate with their teacher regularly and directly.
- Please be patient. This is the first time your child will be learning like this. There are bound to be bumps in the road and things won't be perfect and that's OKAY.

How does my middle schooler access Math DreamBox?

DreamBox Math is available for middle school students only. Students must first download the DreamBox app from the Self Service app located on their iPad. After they download the app, they will need to access DreamBox through Clever, not through the app itself. Here is a link to the [Dreambox Parent Letter](#) with directions and additional information.

Class of 2020 specific question.

There are many questions specific to our seniors. Please take a minute to review these [Class of 2020 Frequently Asked Questions](#). Mentor High School will continue to update this document as needed.