



## **New Student Information and Frequently Asked Questions**

Welcome to Gary Allan High School's Online+ Program!

### **When will I hear from my teacher(s)?**

You will hear from your Guidance counselor with a Welcome email once you are registered and a UserID and password have been generated. The teacher(s) are cc'd on this email and will contact you from there. This can take a few school days.

### **Do I have to come in and do work?**

Attending in person is optional, but recommended if you are able to do so. You must log in to your course at least once per week. You must also be handing work in on a regular basis. If these two requirements are not fulfilled, you may be withdrawn from your course(s). There may be checkpoints in your course where your teacher will want to see you in person.

### **When can I get help with my course(s)?**

The school is open 9:00am - 3:10pm and you are welcome to come and work during these hours. Your teacher(s) will either send you an email with their classroom hours, or post them on their course Home Page.

### **My teacher works out of a different site. How do I get help?**

For most subjects, there is a teacher in that subject area who can help you at the location where you need the support. Oakville students will need to make arrangements with their teacher to meet virtually or on campus. Please contact your teacher directly and ask how you can be supported. They will direct you.

### **My login isn't working. What do I do?**

Try to troubleshoot first. Are Caps Lock on? Have you typed your information correctly? If these fail, contact your teacher. They can follow up with IT.

### **I can log in, but my course seems empty. Now what?**

Teachers are given blank course templates. Allow a day or so for content to show up, or see if there is another course on your list with a similar code and try it. Then contact your teacher.

**I'm having trouble finding my way around my course. How can I get help?**

Come into the site and visit the Learning Commons. We have a lab assistant and teachers throughout the school day who can help you (with the exception of Oakville). If you can't visit the site, please contact your teacher.

**How long does it take to complete a course?**

A typical semester is 5 months. But at Gary Allan, you can progress at your own pace, so finish early if you want to!

**Does my course have due dates?**

Not exactly. Work with your teacher to set timelines for your course. Gary Allan follows the same reporting periods as all schools, so your course must be done by the end of the semester (end of January or end of June).

**I need proof of registration. How can I get this?**

Fill out a request in the Guidance office. Please allow for one week. You will be notified when the letter is available for pickup.

**I want to pick up, change, or drop a course. How do I do this?**

Please email or make an appointment with your Guidance Counselor (the person who sent the welcome letter to you).