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Academics and Testing

Is it true that STAAR testing is canceled?

ANSWERED
STAAR testing requirements have been waived for 2019-20 by Governor Abbott. We will share more information as we receive it. You can read Governor Abbott’s announcement online.

With the STAAR testing being waived this year, does that include the EOC exams for Freshman? English 1, Biology and Algebra 1?

ANSWERED
The STAAR waiver does include all 9th grade STAAR/EOC exams. Students will not have to make up these exams.

I have concerns about my child advancing to the next grade level. What are the plans to ensure my child can continue his/her education and promote to the [...] grade?

ANSWERED
Students will be promoted to the next level or approved for graduation based on Life School policy and the most recent decisions made by the Texas Education Commission. As of 3/22/2020 any seniors on track to graduate prior to closure will remain on track to graduate. Those that, prior to closure, still had remaining EOCs exams to master will now be evaluated for graduation using the Individual Graduation Committee (IGC) process that has always been used for those students, except now the EOCs will not be required for IGC approval. All other students will be promoted based on their progress towards promotion prior to closure. The best practice for all students is to remain engaged with the Life School Distance Learning efforts as they are launched during this time.

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Is my child required to do distance learning? Or, can I use my own curriculum at home?

ANSWERED
All students are expected to follow the Life School Distance Learning curriculum.

Where can I find the Distance Learning resources?

ANSWERED
The Distance Learning website is linked from the homepage of each campus’s website or directly at this link.

I am very concerned about my child losing new content. How will next year teachers catch them up?

ANSWERED
We remain committed to getting your child ready to learn, ready to lead, and ready for life. We will make adjustments once we know how long we are suspended from normal operations.

Food and Childcare

What is the food distribution schedule?

ANSWERED
Boxed meals that include breakfast and lunch will be available for drive-through pick up from the following locations:

Life School Lancaster
950 S. I-35, Lancaster, TX 75146
10 a.m. - 12 p.m. each week day until further notice
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Life School Mountain Creek  
5525 W. Illinois Ave, Dallas TX 75211  
10 a.m. - 12 p.m. each week day until further notice

Life School Carrollton  
2660 E. Trinity Mills Rd. Carrollton, TX  
10 a.m. - 12 p.m. each week day until further notice

These meals are available to all Life School students. **USDA requires students to be present for meal pick-up.** In order to provide efficient service, please write your student’s full name, campus, and grade level on a sheet of paper to provide when picking up meals.

*Please Note: Food service logistics may change due to Texas Department of Agriculture recommendations or other operational variables. Life School will communicate any necessary changes to ensure we are providing you adequate time and resources.*

If we don’t have a car to drive by for the food service, are we allowed to walk over from our apartment to pick-up lunch?

**ANSWERED**

Yes. We are happy to serve you. However, we do ask that you maintain a safe distance from others (6 feet, no more than 10 people at a time) to meet government guidelines.

Do any of the Life School partners provide daycare during this time, and are there available spots for kids?

**ANSWERED**

No. At this time all of our daycare partners are either closed or at capacity.
Internet, Technology, and Learning Resources

Is there an easy place I can access my child’s online programs/applications?

ANSWERED
Yes. Life School is setup with ClassLink. If you login, you can see all apps that your child is assigned for their learning activities. You can access Classlink from the Distance Learning website.

I am not receiving email updates.

ANSWERED
If you are a Life School parent and are not receiving Life School updates, please take a moment to review your contact information in the Parent Portal. The primary email on your account is used when sending updates. If you experience difficulties updating your contact details, please email info@lifeschools.net for help. Once updated, it may take up to 24 hours for you to begin receiving messages.

I have already checked that my email is the primary email in the Parent Portal, but I’m still not receiving updates.

ANSWERED
If your information is already correct, please check your SPAM folder for messages you may have missed. If you still are not receiving emails, please email info@lifeschools.net.

What do I do for Distance Learning if I don’t have an Internet connection?

ANSWERED
Life School will provide materials for students who do not have internet or computer access.

Teachers will begin to forward additional information as it becomes available.
Also, a number of wi-fi providers are making services available for free.

**Comcast COVID-19 response:**
Offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time

**Charter**
Free Internet offer for 2 months

**Spectrum:**
Offering 60 days free internet service to new customers. Families call Spectrum at 844-488-8395. The wait time was going to be 45 minutes, so you have the option to have them call you back. It may take Spectrum over an hour to call back due to the volume of calls they are receiving. When you talk with them, they will confirm that service is available to their home address. If this is an area that Spectrum services, they will do the installation for free, the modem is free and you will receive 60 days of free internet service. After the 60 days, you can cancel. You can also cancel at any time.

**AT&T COVID-19 response:**
Offers open hot-spots, unlimited data to existing customers, and $10/month plans to low income families

**Verizon COVID-19 response:**
No special offers, but following the FCC agreement.

**Sprint COVID-19 response:**
Follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge

**T-Mobile COVID-19 response:**
Follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge.

**Other Broadband Information:**
https://broadbandnow.com/
I don’t have a computer at home. Will Life School be providing computers for students?

**ANSWERED**
Life School has a limited number of devices available. We are checking out devices on a case-by-case basis depending upon individual needs. If you would like to be considered for device check-out, please complete the survey for your campus below.

- Cedar Hill - Elementary
- Lancaster - Elementary
- Mountain Creek - Elementary
- Oak Cliff - Elementary
- Oak Cliff - Secondary
- Red Oak - Elementary
- Waxahachie - Middle
- Waxahachie - High

I’m trying to access the [...] learning resource, but the company charges a fee. Does Life School have an access/coupon code?

**ANSWERED**
The resources provided on the Distance Learning page either provide a free trial for 30-60 days or provide free access during school closures. This varies depending on the service.
If a coupon code related to COVID-19 or a note about free access is not shown on the company’s website, we recommend signing up for a free trial.

How do students access their student email? Do they go to Outlook.com?

ANSWERED
Life School students should go to GMail to check their Life School email.

Are there any workbooks available for parents to help kids at home?

ANSWERED
Yes, we will provide materials for students who do not have internet or computer access. Teachers will begin to forward additional information as it becomes available.

Do we have access to get more reading books from the school library?

ANSWERED
Not at this time, but as we continue to expand our distance learning options, we will be considering the best methods to get reading materials to our students.

What should we do if Google classroom is not working for us because we are using an Android phone?

ANSWERED
Android and Google classroom should work well together, since they are both Google products. We recommend following the troubleshooting tips provided by Google.
Parent Questions

[ ASK A QUESTION ]

What should I do if I don’t have a computer at home?

**ANSWERED**

We are currently working through alternatives for those students who do not have a computer or internet access at home. Please email info@lifeschools.net with your student name (or names) and campus and we will forward this information directly to your principal to assist you.

Is there a number I can call for technical support?

**ANSWERED**

A direct technology helpline has been created for Life School parents and students to assist you with any urgent technology needs. Please use the helpline for emergency situations and continue to reach out to your teachers and campus for all academic related requests.

Tech Helpline: 972-908-9838
Monday - Friday 8am – 8:00pm

How do I get my child’s ID number to login to Google Classroom for Distance Learning?

**ANSWERED**

Campus administrators have student email addresses and ID#s. For specific class codes, please email your classroom teacher.

Senior Life

What will happen with the senior prom and graduation?

**ANSWERED**

To our seniors and members of our outstanding class of 2020 – As we continue to process the impacts of COVID 19, you will receive further information about the potential impact on graduation, class ranking, senior events and fees, prom, and other scheduled events. We have
made no determinations for any of these items at this time. However, when we do make decisions we will communicate them in this question document.

**Will students receive a refund if the prom is canceled?**

*ANSWERED*

Yes.

**How will we get our student’s class ring or graduation invitations if they were to be delivered to the campus?**

*ANSWERED*

Campuses will be monitoring orders and deliveries during our closure and will communicate with parents, especially, parents of our seniors.

**With the STAAR testing being waived this year, does that include the EOC exams for Freshman? English 1, Biology and Algebra 1?**

*ANSWERED*

The STAAR waiver does include all 9th grade STAAR/EOC exams. It is also our understanding that students will not have to make up these exams next year.

**Where can I read past COVID-19 parent announcements?**

*ANSWERED*

The COVID-19 announcements can be found on the homepage of each campus or from the main menu under “Parents.” You can read past updates [online at this link](#).
What does “indefinite closure” mean?

**ANSWERED**

Life School Campuses are closed “until further notice.” It **does not mean that school is closed for the remainder of the year.** There is a possibility that we **could return** to school this school year. But, we felt it was best to prepare families to plan for childcare for an extended period of time, while hoping that we are able to return to the classroom before the end of the school year.

In the event that we **are** able to return to the classroom, Life School will notify families through a variety of channels – website, social media, email and phone.

If we don’t return to school this year, will families be allowed to return to campus to gather items that were left behind?

**ANSWERED**

Campuses are creating campus-specific plans for students to pick up essential materials. More information will be communicated from campus leadership.