

Frequently Asked Questions about PHIS's Distance Learning (DL) Program



I requested that my keiki be enrolled in PHIS's Distance Learning (DL) Program. How do I know if it was approved? If you are unsure if your keiki was approved for DL, check the email account you provided to the school. Notice of approval for the DL program was sent out via email. If you did not receive an email or call regarding the status of your request for DL, please contact Ms. Maelyn Burns (Distance Learning Coordinator) at: mburns@pahoacomplex.k12.hi.us or at **313-4319**. You will need to

review, sign and return the Distance Learning Expectations Form by August 25, 2021 in order for your keiki to be officially enrolled in the DL program.

Does PHIS provide chromebooks for DL students? PHIS will loan chromebooks to DL students so long as keiki do not have any technological obligations. To request a chromebook, email or **Tech Department at Arjuna.mcgowen@k12.hi.us** or call **313-4283**.

Now that my keiki have been approved for DL, where do they find their classes? Keiki can access their DL classes at **Edgenuity.com**. They will need to contact **Ms. Burns at mburns@pahoacomplex.k12.hi.us** or at **313-4319** for their username and password.

Is my keiki on their own now that they are in DL? Absolutely not. DL students are monitored regularly by the Distance Learning Coordinator. She monitors for progress as well as signs of struggle and will reach out accordingly. If you or your keiki have any concerns, please reach out to Ms. Burns before it becomes an issue.

How is the DL program structured? Students are required to: **1) check-in to their Distance Learning – Edgenuity Google Classroom each morning at 8:30am**. Students should have received an emailed with the Google Classroom code. You may also contact Ms. Burns for the class code. **2)Check their school email and DL Google Classroom daily** for important information. **3) Regularly work on their courses in Edgenuity.com**.

My keiki is having issues with their computer. What are they supposed to do? For computer issues as well as issues with Edgenuity.com, please contact Gary Cordell at gary.cordell@k12.hi.us or 313-4253 right away.

My keiki is having issues logging in to their Infinite Campus/student email/Google Classroom. Who do we talk to for help? Contact Arjuna in our Tech Department right away at Arjuna.Mcgowen@k12.hi.us or 313-4283.

My keiki is having a difficult time on a test. How do we get extra help? Reach out to Ms. Burns mburns@pahoacomplex.k12.hi.us or 313-4319 right away. She can discuss your options and provide you with additional supports.

My keiki does not know how to navigate the Edgenuity.com website to access their classes. Edgenuity.com offers 3 different ways to access help on their website. 1) Help Center, 2) Guide Me, and 3) EVA, their Edgenuity Virtual Assistant. We encourage you and your keiki to review the Edgenuity Student Orientation Video at <https://youtu.be/PYKgNPnSpP8>.

I thought my keiki was enrolled in DL, why do they need to log in every day? Students must Check-in to their Distance Learning – Edgenuity Google Classroom so that their attendance can be logged into Infinite Campus. Otherwise, you will receive those annoying calls from our school each day. They are also required to check-in to hear updates, announcements, and take part in other activities. Check-in usually lasts about 30 minutes.

If you have any other questions or concerns, please feel free to contact Ms. Burns (the Distance Learning Coordinator) at mburns@pahoacomplex.k12.hi.us or 313-4319 at any time.