

# Frequently-Asked Questions:

## **Q: How do I access the TJ Parent Portal?**

A: To log in to the TJ Parent Portal, visit the TJ web site at [www.tjeffschool.org](http://www.tjeffschool.org) and select “Parents” under the “TJ Portals” menu on the left side of the page. You can also access the main Parent Portal page at [www.tjeffschool.org/portal](http://www.tjeffschool.org/portal). You will use the User ID and password you receive on your introduction letter.

## **Q: Do I have to use the TJ Parent Portal?**

A: No, you do not have to use it at all. The Parent Portal is designed to give parents and students access to information that may be important to them in an easy to access, consolidated format. All of the information is available in other formats. It is just one more way TJ has chosen to communicate grades, announcements, assignments, and attendance information to parents on a regular basis. You will still receive mailed report cards at each quarter, semester, and year end, but the TJ Parent Portal will help you stay better informed about your child’s progress between those reports.

## **Q: I can't log on because I do not have a username and password.**

A: At the beginning of each school year, all new parents and students will receive usernames and passwords in the mail. If you do not receive a username and password, or if you misplaced it, please contact us at (417) 781-5124 x240, or send an e-mail request to [portal@tjeffschool.org](mailto:portal@tjeffschool.org).

## **Q: What if I have more than one student at the school?**

A: You will be able to access information about each of your students with your login credentials.

## **Q: What if the TJ Parent Portal will not open on my computer?**

A: Some Internet browsers do not properly display the information on the TJ Parent Portal. The Safari browser that is installed on most modern Mac computers, for example, does not work with the TJ Parent Portal. We recommend using Internet Explorer 6 or above on Windows computers, and Firefox on Mac computers. Firefox is a free browser that works on Macs and Windows PCs.

## **Q: Why does the program close when I use the “Back” button on my browser?**

A: The TJ Parent Portal is designed to use the navigation in the menus on the top and left side of the pages. **The “Back” button on some browsers does not work well with the TJ Parent Portal.** If you accidentally press the “Back” button (it’s an easy habit to break), you can return to the previous page by clicking on the browser’s “refresh” button, and then clicking “Retry” when the browser asks you if you want to resend the request.

## **Q: Do I need a new username and password each year if my student is returning?**

A: No, all login information will remain active as long as your child is a student at TJ.

## **Q: What if I cannot remember my password or username?**

A: Please contact the school at (417) 781-5124 x 240, or send an e-mail request to [portal@tjeffschool.org](mailto:portal@tjeffschool.org) to retrieve a new password.

**Q: I can't print the grades and assignments properly from the TJ Parent Portal.**

A: To print grades, assignments, and schedules, close the left side menu by clicking on the left-facing arrow between the two columns. The page will print properly, and the printout will not include the left menu items.

**Q: Some of my student's classes are wrong or are not showing up correctly.**

A: Sometimes we make mistakes in assigning the proper data to the proper places. If you discover a problem, please contact your child's teacher directly via e-mail or telephone. If you ever receive an unsatisfactory answer to an issue with your child's grades, please contact the registrar at (417) 781-5124, or send an e-mail message to [registrar@tjeffschool.org](mailto:registrar@tjeffschool.org). It's always best to try to resolve the issue directly with the teacher since the teacher handles the grades and assignments for the class.

**Q: Why are there no grades or assignments for my student?**

A: If you don't see any information on the assignments, grades, or schedule pages, please check the "Show" menu bar on the left side of the page and be sure the current quarter is selected. At the beginning of a new quarter or semester, there may not be any assignments or grades listed because none have been assigned yet.

**Q: What if I do not have a computer at home or do not have access to the Internet?**

A: Your student will be able to access the TJ Student Portal on the computers at the school. We will make arrangements to send you printed progress reports between report cards if you would like us to do so. To arrange this, call (417) 781-5124 x240, or send an e-mail request to [portal@tjeffschool.org](mailto:portal@tjeffschool.org).

**Q: I keep checking my student's grades but I see no updates.**

A: Generally speaking, teachers are expected to update their grades at least once each week. Please keep in mind that it may take a few days to grade a test or a large assignment, enter it in the grade book, and then post it to the TJ Parent Portal. Please feel free to contact the teacher if you are concerned about a particular grade.

**Q: How can I adjust the information that displays on the "Home" page when I first log in?**

A: You can control how much, and what type of information you see on the "Home" page by selecting the items in the "Customize" page. Click on the "Customize" button on the top menu bar, and select the number of assignments, types of grades, and how much of your student's schedule is displayed on the "Home" page.

**Q: How can I see how my child did on a test or a quiz in relation to the rest of the class?**

A: For quizzes and tests, teachers post the high, low, and average grade in the test or quiz description column. The statistics will appear in this format: HI98 LO67 AV89. You can then compare your child's grade with the class high, low, and average scores.

**Q: How can I tell if one of my child's teachers grades the class on a curve?**

A: You can see each teacher's course syllabus by visiting the "Class Information" page under the "Classes" menu on the Parent Portal. The syllabus will describe the grading policies for each class. If you have questions about the course after viewing the course syllabus, you can contact the teacher directly. Click on the teacher's name on any page in the Parent Portal to view the teacher's phone number or click on the teacher's e-mail address to send an e-mail message.

**Q: I see assignments on the "Assignment" page, but I do not see them on the "Grades" page.**

A: Teachers post assignments so that you and the student can see what assignments are due. Generally speaking, a teacher is expected to post an assignment on the "Assignments" page when the assignment is given to students. Once the assignment is turned in to the teacher and graded, the grade will be posted on the "Grades" page. The teacher may wait to show the grades for that assignment until after he or she has graded the assignments for the entire class.

**Q: Why did the average for the quarter suddenly change during the last few days of the quarter or immediately after the quarter ended?**

A: The implementation of the TJ Parent Portal does not impact the way teachers grade their courses. Many teachers give a participation grade at the end of the quarter, and since that grade makes up a percentage of the total quarter grade, the average could change significantly once the participation grade is posted. The course syllabus (available on the "Class Information" page under the "Classes" menu) explains the grading policy for each class. The grading policy will also address extra credit points, makeup work, and grade adjustments for late assignments. All of these items could impact the quarter, semester, or final grade for a class.

**Q: Where can I go for more information about using the TJ Parent Portal?**

A: The TJ Parent Portal page on the TJ web site at [www.tjeffschool.org/portal](http://www.tjeffschool.org/portal) has an introduction video that every parent should watch before logging in to the Parent Portal for the first time. A Quick-Start Guide for Parents is also available there. If you have questions or comments about the TJ Parent Portal, we want to hear from you. Please call us at (417) 781-5124 x240 or x248. You can also send an e-mail message with your questions or comments to [portal@tjeffschool.org](mailto:portal@tjeffschool.org) and you will receive a prompt response. Please try to address any questions or comments about grades, assignments, or classes with the appropriate teacher first.

**Q: What other improvements can we expect in the future?**

A: We are already working on the next major improvements for parents and students. We're building new functionality into the TJ web site that will help you stay better informed and become a more active participant in your child's educational success. The Parent Portal will include individualized portals that will give you personalized access to all of your child's academic and extracurricular activities. You will be able to customize calendars, messages you receive from the school (personalized messages based on the activities in which you and your child participate), and information that displays on the home page of your individualized Parent Portal. We are also developing tools for TJ alumni that will help them stay connected to the school and to each other as they move on to college and beyond.