



## FAQ Home Access Center

**Q: What is HAC?** Home Access Center, or HAC, is a secure website that allows parents, guardians, or students to login and view student information. In HAC you will be able to view schedules, attendance, grades, coursework, and registration information.

**Q: Who can log in to Home Access Center?** Parents can each have their own username and password as long as they each have their own e-mail address and that email address is entered into our Student Management System at your child's campus. If both parents provided the same email address on their student's emergency card, then they will have to share one login to Home Access Center using that email address as their username. Student's grades 7-12 have the ability for their own accounts; however, NISD will look at implementing this feature for the 2016-2017 school year.


**Q: I do not have a login to view my child's grades. Who do I contact?** Parents or guardians need to have an email address that has been entered into our Student Management System at your child's campus. Please visit the NISD website, under Parents > HAC, to view school contact numbers for HAC. If you are certain your email is entered into our Student Management System, are ready to sign up online.

**Q: What do I do if my username and password do not work?** The Log On page includes a "Forgot My Username" or "Password" link. When you click this link, the Forgot Username or Password page displays. This will allow you to reset your login information. To reset your login information, you will be required to answer challenge questions you established when creating your account.

**Q: Why do I see some of my children but not all of them?** Most likely, your children are not "linked" within our system. Please visit the NISD website, under Parents > HAC, to view school contact numbers for HAC. Contact the campus individual under HAC school contacts and explain the problem as they will be able to help correct the problem.

**Q: Why am I not receiving grade, attendance or reporting emails?** If you do not receive these emails, please log into the Home Access Center. Select the "My Alerts link" and confirm the checkboxes are selected for the emails you would like to receive for each child.

**Q: I see an "I", "E" or "M" in place of a grade for an assignment. What does that mean?**

- **An "E"** means that your child is not responsible for the assignment. When averages are calculated, the "E" is ignored.
- **An "M"** means that the assignment is missing. When averages are calculated, the "M" is calculated as a zero.
- **An "I"** means the student has been given an incomplete due to extenuating circumstances and will have the opportunity to turn in the assignment at a later date. When averages are calculated, the "I" is calculated as a zero.
- **50.00**  a "Note Bubble" next to a grade, indicates that a Teacher has input a note or information regarding that specific grade.

**Q: What does it mean if I receive an e-mail attendance notification from Home Access Center?** An e-mail alert is sent to you when your child has attendance information entered for them. Please check the Home Access Center later to see if the child was absent or tardy. If by the end of the day, the attendance mark is still a concern, talk to your child about the attendance situation.



**Q: Why do some classes have many assignments listed in the grade book and others do not?** No two courses are alike. The volume of assignments/tests and the speed at which they are corrected will vary from course to course and teacher to teacher. Our grading policy is that a Teacher is supposed to enter at least one assignment per week.

**Q: What should I do if an assignment is listed as missing?** Discuss the missing assignment with your child. Once an assignment is turned in, it could be several days before a teacher corrects the work and records the mark in the grade book. If an assignment that your child has turned in is listed as missing, and several days have passed since it was turned in, have your child ask the teacher about the status of the assignment. If these steps do not resolve your concern, contact the teacher directly.

**Q: What should I do if my child disputes an assignment/test score as listed in grade book?** Discuss the concern with your child. Have your child work with the teacher to clear up the mark in question. Ask to see the graded assignment. If these steps do not resolve your concern, contact the teacher directly.

**Q: Why would I not be able to view grades for one/some of my child's classes?** Parents should be able to view grades for every class in which their child is enrolled. When a teacher is working in their grade book, the grade may not show. If you are unable to view grades for a particular class for more than a few days, contact the HAC person listed on the website.

**Q: What should I do if I believe my child's attendance in Home Access Center is not accurate?** Discuss the concern with your child. Tell your child to clear up the absence with their teacher. If these steps do not resolve your concern, contact the Attendance Clerk at the campus.

**Q: What if I receive an e-mail attendance notification, but when I go to Home Access Center attendance, my child has not been marked absent or tardy?** The e-mail alert is sent when a student is marked absent or tardy to class. If the teacher changed the student's attendance, you might see that they were actually present in class. Remember that the data in Home Access Center is more current than the e-mail alert.

**Q: What is the best way to contact a teacher?** You may contact a teacher:

1. directly via e-mail from within Home Access Center by clicking on the teachers name in the Today's Schedule section,
2. directly via e-mail by visiting the Nacogdoches Independent School District website at [www.nacisd.org](http://www.nacisd.org) (select your child's campus from the drop-down list located in the upper left-hand side of the screen, then select the Staff link from the campus website)
3. By contacting the campus to check on when the teachers' designated conference period is and either contact them by phone during that time or arrange an appointment to visit with the teacher.

**Q: What is a reasonable amount of time to expect a response after e-mailing a teacher?** Under normal circumstances a response should be received within 48 hours.

**Q: When can I expect to see the average for each six weeks?** The average should be displayed the day that the report cards are distributed; however, progress can be monitored throughout the six weeks.

**Q: If my child has been assigned to an alternative placement, will I be able to view his/her grades online?** Yes, as soon as completed work is returned to the home campus and is entered by the teacher.



**Q: I opened grade or attendance reports in my email (Outlook, Hotmail, etc.) and the columns are not straight. What should I do?** Open the .txt file of the report using Notepad or Wordpad, and it should be easy to read. You may also login to the Home Access center to review grades online.

**Q: Who other than school personnel can access my child's grade?** No one can access your child's grades unless you have given your password and student ID login to them.

**Q: What computer browsers are compatible with the Home Access Center?**

*Updated versions of Internet Explorer, Firefox, Safari and Chrome.*