

Parent Assistant – Frequently Asked Questions

Q – What is PAM?

A – PAM is the Parent Assistant Module of our student information system. It provides parent access to various kinds of information including your child's grades.

Q – Is this safe? How is my child's personal information protected?

A – A student's information is accessible only through a parent's password protected login. That login information is sent by mail to each parent.

Q – I received more than one letter. Is this a problem?

A – Each parent listed in our student information system should receive a letter. Because parents' names may have been entered differently in one child's registration than another (ex. Robert Smith for one child, Bob Smith for another), accounts may have been generated for both. If you find this to be the case, please notify us (see instructions below) and the accounts can be combined and records corrected.

Q – My login doesn't work. What should I do?

A – Check your login name carefully. Passwords are case-sensitive so capital letters must be entered as capital, lower-case letters as lower-case. If you are sure your login name and password have been entered properly, check your browser version. PAM works best with the Firefox browser for Windows and Mac.

Q – Can I change my password?

A – Initially, passwords cannot be changed by parents. As additional features of PAM are activated, setting one's own password will be possible.

Q – Does my computer need special software to access PAM?

A – No, any recent popular internet browser (ex. Firefox, Internet Explorer, Safari) should work.

Q – Will I continue to receive printed interim grade reports and printed grade cards?

A – With Parent Assistant, parents may check grades anytime online, eliminating the need for printed interim reports. If you do not have access to the internet for Parent Assistant, paper copies of interims may be requested from your child's teachers. Grade cards will continue to be printed and distributed as in the past.

Q – Is Parent Assistant available for children in all grades?

A – Initially, Parent Access Assistant to grades will be available for children in grades 5-12. Because of the way grades are processed in the elementary schools, this feature is not yet available for grades K-4. Access to grades in the elementary schools should be available sometime during the 2009-2010 school year. Grades may appear for elementary students, but should not be regarded as accurate.

Q – Who should I contact with questions about my child's grades?

A – As always, your child's teacher should be contacted with questions about grades that your child cannot answer.

Q – Who should I contact with questions about using Parent Assistant?

A – Download the Parent Assistant User Guide in the Forms section of this web page. If you need further assistance, click on the Submit Help Request link to the right.