



Frequently Asked Questions

How does one get a RenWeb login and password?

Provide the office with your email address. Once entered into the system you can use the link from the school website (www.sacredheartschool.org) to create a New Parent Login.

What do I do if I forget my RenWeb password?

Click on the *Forgot Parent Pswd* button at the bottom of the login screen.

Can I change my password?

Yes. After your first login to RenWeb click on the **Change Password** link.

What is the school-id?

Our school ID is: shps-ca.

What is required to connect to the RenWeb server?

1. A computer with a connection to the internet
2. Internet Explorer 5.0+, Netscape 4.7+, Safari 1.2+ (i.e. - A web browser capable of 128-bit encryption)
3. An email address must be supplied to the school.

Do all teachers post grade information to the RenWeb server?

All teachers assign and post grades to RenWeb at different times. If you see grades in RenWeb for some teachers but not others, this is a normal function of the way teachers assign and post grades. The number and frequency of assignments varies in each course and by each instructor.

How often can I expect grades to be updated?

Teachers need time to grade assignments, projects, essays, and tests. Each day teachers are expected to have new material and lesson plans ready for class. Coaching, club sponsorship, and family commitments can also affect turnaround time, as well as a teacher's student load. Essays and research papers take longer to grade than a quiz. With that in mind, please be patient as it does take time to grade and post assignments. All teachers do their best to grade their students' work and communicate their progress in a timely manner.

How often can I expect to see attendance updated?

Attendance is recorded each morning during homeroom by the teacher and is updated daily by the attendance office. The attendance office utilizes an array of attendance codes which correlate with information received from parents.



Do all teachers use the same grading system?

No. Each teacher has his/her own grading system. Some teachers work on a straight points system while others weight the scores according to assignment categories (Homework, Quizzes, Tests, etc.). Some give grades for class participation while others do not accept late work. Our teachers inform all of their students at the beginning of the course of their expectations and grading scheme for the year. For this reason it is very important for a parent to read the grading philosophy contained in the class syllabus.

What should I do when a concern arises about a score or grade that appears in RenWeb?

1. Talk with your child first. Ask him/her what the situation is surrounding his/her grade(s).
2. Review the course grading philosophy/system of the teacher. This may answer the question of why the student has received the grade or explain how the assignments add up to the current average.
3. Check to see if there is an assignment description. In the *Homework Summary* page if the assignment is listed in blue, you can click on the link for more detailed information. This may help to clarify what was involved or expected for a particular assignment.
4. Check the date of the assignment. An assignment handed in late may receive deductions from its score.
5. In trying to verify a class be sure to verify if there are any missing or late assignments that could be affecting the overall grade average.
6. Realizing that no system is perfect, if a discrepancy is found please send one email to the attention of the teacher. We are all working together to achieve the highest level of consistency and accuracy possible. Please be patient as **Sacred Heart Parish School** is developing this program to be the best it can be.

Why do I need to logout of RenWeb?

Isn't closing or quitting the same? Logging out is the only way to ensure that no other user can access the information you have securely logged in to view. Please make sure you logout when you are finished with viewing information in RenWeb.