

## Westford iParent Frequently Asked Questions

### What is iPass?

iPass is Westford Public School's student information system. The district uses iPass for student demographics, attendance, storing grades, scheduling, and more.

### What is iParent?

iParent is a feature of the iPass student information system that provides parents access to grades eight times a year, attendance records, and student schedules in an effort to facilitate and improve communication between home and school.

### How do I access iParent?

You may access iParent from any computer with an Internet connection by launching your web browser and going to the Westford Public Schools website [www.westfordk12.us/pages/index](http://www.westfordk12.us/pages/index). The link to iParent is on the web pages for the high school and middle schools under the section For Parents.

### Who may access iParent?

K-12 parents/guardians who have applied for a username and password and have been approved, may access iParent. If you have questions about your username and password or accessing the system please email [iparent@westfordk12.us](mailto:iparent@westfordk12.us).

### How do I obtain a username and password?

Parents/guardians may register on-line at [www.westfordk12.us/pages/index](http://www.westfordk12.us/pages/index) under the section for parents and create a username and password. Because the registration information has to be compared to the information that is on hand in the student information system, it may take more than a day to return an approval for access. Security of the students is very important – approval is not an automated system.

### How do I use iParent?

There is an [iParent User's Guide](#) available on the Westford Public Schools website [www.westfordk12.us/pages/index](http://www.westfordk12.us/pages/index) under the section For Parents.

When entering information on the Registration page, do NOT click Submit until all the information has been entered. You can enter all your children, beginning with the oldest first. Do not click the Submit button after creating your login information even though it is placed right after that section. All the Submit buttons on the screen do the same thing. Wait until all your information is entered, then click submit.

**Note: Please include an email address when registering for iParent. Make note of this email address because if you need to retrieve your password, it looks for the email addressed used on the registration.** Email addresses change, so it is important to make a note of the one used to register.

### How do I add an additional student to an existing account?

If you are the custodial parent and/or legal guardian and you already have rights to receive mail, pick up or dismiss the student, you would have access rights to additional students. You would see a small drop down arrow next to the child's name in Biographical. This allows you to see the list of children that are assigned to your access. If you do not see all the children you have rights to see, please email [iparent@westfordk12.us](mailto:iparent@westfordk12.us) and explain the situation. You do not need to register again.

**If I already have registered for more than one student, how do I view the other student?**

After selecting an option from the menu on the left, such as Biographical or Attendance, there is a drop down arrow on the right of the student's name and you will see any additional students for whom you have access.

**What do I do after I get to the main page?**

There are navigational menus on the left hand side. Click the + (plus) sign on the left of iParent to expand the menus.

**What may I reasonably expect from iPass/iParent as a parent?**

Daily attendance is taken at the Middle Schools and High School every day during the homeroom period. At Westford Academy, attendance is also taken in each class. You are able to monitor your child's attendance on a daily basis.

You will be able to view your child's class grades eight times a year for high school students and six times a year for middle school students (trimesters). Please keep in mind that teachers have various methods of grading and the number of assignments given varies based on the course content and individual teaching style.

In the My Documents link in iParent, you will be able to download a copy of your child's report card. This would be the same format as if it were being sent home from the school.

**iParent:** Look for unusual changes in overall grades or attendance, but realize that the final grade for a course is based on a number of factors, often including class participation, extra credit, long-term projects, etc. Your child's grade may appear unusually high or low at the beginning of the year when there have been few assignments. Your child's grade may appear lower during the progress reports, but the final grade may actually be higher once all factors have been included.

**Are there any guidelines that I need to know when sending an email to my child's teacher?**

When sending an email to a teacher, it is advisable to use an email address with a valid sounding name. A teacher who receives a message from peanutbutter@url.com might ignore the message thinking that it is junk mail. It is also important to include a valid subject line in your emails. The Westford Public Schools has an aggressive anti-spam filter in place and it may block messages without subject lines if they seem suspicious.

This system is intended to improve communication between home and school and it should not be used as a vehicle to create an adversarial or challenging relationship between parent and teacher. Questions and comments sent over email should be informational only and not excessive in length. This system is not intended to remove the responsibility of the student to be responsible and accountable for his/her work. Issues and/or questions that are personal in nature should be handled by meeting with the teachers personally.