

FALL RIVER PUBLIC SCHOOLS PARENT PORTAL ACCESS



ROLE OF THE SCHOOL LEADERSHIP

Devote resources to timely update the master schedule and student schedules and monitor the use of teacher gradebook of staff in their building.

ROLE OF THE SCHOOL OFFICE STAFF

Process all parent requests and changes to contact information and Parent Portal access and work with Tech Support Center as needed in addressing any issues that may arise with parent access. Insure that school attendance and conduct is maintained daily.

ROLE OF TEACHERS

Develop routines to maintain their everyday gradebook in Aspen so that parents have timely access to their student information. Seek out assistance with using the gradebook through online help, training session or through Tech Support assistance.

ROLE OF PARENTS & GUARDIANS

Inform school office of any changes to contact or student information, including submitting proper evidence of any changes to parent guardianship that may require changes in Parent Portal access. Work with school staff on any issues that may be noted when reviewing Parent Portal information for their students.

ROLE OF TECH SUPPORT

Assist with all user account issues for parents and maintain working functionality of Aspen.. Develop and provide informational materials and videos to help parents. Continue to work with staff on using useful and new features of Aspen

School sends Opt-In Letter home to parents/guardians seeking their participation



Parent/Guardians return the completed Opt-In Letter to the school office that includes a valid parent email.



School Office updates contact records for the student in X2 Aspen with email address and Opt-In for participation in Parent Portal



Automatic procedure in X2 Aspen will run nightly and send auto Enrollment email to parents/guardians who newly opt-in to the Parent Portal.



Parents will need to access their Parent Portal account and enroll in the password management feature to allow for self-service reset.



Parents can now access their student grades, assignments and attendance history in real time and subscribe to automatic notifications.



www.fallriverschools.org/frps247.cfm will contain online help, quick videos and guides for parents in using the Parent Portal. Help Sessions will also be offered.

PARENT PORTAL OVERVIEW



Aspen is a secure Student Information Management System created by X2 Development Corporation, a subsidiary of Follett Software Company. The Fall River Public Schools uses Aspen to manage student information including grading, scheduling, attendance, special education and other data.

What is the FRPS Parent Portal?

The FRPS Parent Portal an online tool from X2 Aspen that allows families to monitor student progress in school. It gives access to student grades and other information from anywhere you have Internet access. Beginning in February 2014, the FRPS Parent Portal will be available parents, initially at Durfee High School with other schools added throughout the spring. In January students at Durfee High School began using their FRPS Student Portal account with many of the same features.

What will families view for their children when the FRPS Parent Portal opens?

- Access to student schedules
- Access to daily school & class attendance information
- Access to class grades, averages, assessment and transcript information
- Access to family information, such as emergency contacts.
- Access to student's demographic data
- Access to view teacher and school Pages developed for teacher classes.
- Access to view important student documents such as IEPs and 504 plans.

How do I access Aspen?

There is an Aspen link at the top of www.fallriverschools.org User account info will be emailed directly to parents once signup is complete. Aspen can also be accessed using the same address/user account info from any mobile device.

What if some of the data is outdated or incorrect?

If any data is outdated or incorrect please notify the school's main office to correct any errors. Please contact the teacher directly if the issue involves a class assignment or grade.

Is my information secure?

Aspen protects student information with the same advanced technology that banks use to protect financial accounts. We have configured the system to ensure that a student's information is confidential and secure.

What is my responsibility for keeping information secure?

Username and passwords are to be kept confidential. Each parent and guardian can have their own unique account if desired. The district accepts no responsibility in the event the username and password is shared, given, or in any other way, becomes the possession of a person other than the parent/guardian. In the event a username or password is compromised, the parent/guardian can contact the FRPS Tech Support Center at accounthelp@fallriverschools.org

Where can I get training information on using the Aspen system?

We have developed and will continually maintain a webpage with materials at www.fallriverschools.org/frps247.cfm Information will also be posted on the homepage of Aspen. Additionally there is a Help menu that parents can access.

How do I set up my computer to access Aspen?

Aspen is 100% web-based and may be accessed with any internet connected computer. You can use just about any web browser - Internet Explorer, Firefox, Safari Google Chrome or others. You do need to enable pop-ups in any and all pop up blockers you have installed to allow pop-ups. Aspen can now also be accessed from any mobile device using the same address and account information. You will be automatically directed to a mobile friendly Aspen.

I have multiple students in Fall River—can I use a single account?

Initially the system will general a parent account for each student. However, Tech Support can merge them into a single account. Please email from your contact email accounthelp@fallriverschools.org and give the students to merge and we will respond back when completed.

