



North Star Online School Frequently Asked Questions

Below are some of the questions we are asked most often about receiving an online education at North Star. Due to an expected high volume of inquiries, we ask that you first check our website for answers to your questions. If you do not find what you are looking for, please call the office at 775-353-6900. The website address is: <https://www.washoeschools.net/northstar>.

Online Learning:

What does it take to be a successful online student?

Typically, successful students are self-motivated, organized, and have reading skills at grade level. The ability to self-advocate for learning is also an important trait.

Is North Star really tuition-free?

North Star is a public school in the Washoe County School District and full-time students attend school tuition free. The curriculum is free, along with online textbooks and required materials that are sent from the curriculum vendor. North Star is unable to provide hard copy textbooks. If you need support with technology or internet, please call North Star for assistance @ 775-353-6900

What is the difference between North Star Online School and our zoned schools distance learning?

At the zone school, distance learning included daily interactions and direct instruction from the teacher. At North Star Online School students may work independently daily (with parent / guardian support) and take part in a live lesson at least once per week in their core classes.

When and how do students access their classes?

The schedule flexibility is one of the main benefits of getting an online education. Students can log into their classes when it works best for them, whether that be early in the day, late at night, after practice, before, or whenever it fits in their schedule. Students access their classes by using their individual login on the site that houses our curriculum. They can access their classes from anywhere as long as they have a computer and highspeed internet.

How many hours a day does a typical online student spend on their schoolwork?

The amount of time a student spends working on their schoolwork each day is ultimately determined by the learning style and speed of the student, but as a general guideline an online student should expect to spend 4-6 hours per day on their schooling. Family members supporting the student are expected to spend between 2 and 6 hours daily working alongside the students on their daily instructions.

How do I get help from my teacher when I need it?

Students can reach their teacher by webmail, phone, or email to schedule a support session, or ask questions .

What if my child has an IEP, 504 plan, receives EL services or is qualified for GT?

Accommodations and specialized support will be provided for students who qualify for under Section 504, IDEA, receives EL, or GT supports.

Enrollment:

How do I submit my enrollment Packet?

Please submit your enrollment packet by May 28, 2021 via fax at 775-689-2537, US mail, or drop off at North Star Online School. If the North Star office is closed, please use the mail slot in our door. The night drop box located to the right of our door belongs to another department and we may not receive your forms.

Why can't I email my enrollment packet?

Due to FERPA data concerns, **we cannot process emailed applications.** Enrollment packets must be turned in by the May 28th deadline using one of the listed methods.

How will I know my enrollment has been received?

You will receive an email from North Star once your enrollment has been processed. Please allow four weeks from date you turned in your enrollment packet before contacting the school for verification.

Does my student need a variance?

If you live in Washoe County you do not need a variance to attend North Star Online School. **Due to changes by Nevada Department of Education for distance learning, North Star does not take out of district variances.**

Do I notify my current school that I am leaving for 21-22 school year?

Yes, you will need to notify your current school that you will be attending North Star Online School for the 21-22 school year and withdraw from your current school.

Why can't we withdraw from North Star and change schools before the semester is up?

One of the main reasons for this requirement is that our curriculum is not aligned with zoned schools. Changing in the middle of a semester is usually not productive for a student.

Why do I have to complete WCSD online registration?

North Star is a WCSD school and we do all our record keeping and registration in Infinite Campus. Online Registration is a requirement of WCSD and ensures that we have the most current information for your student.

What if I don't have my Infinite Campus log-in to do Online Registration?

Please contact your student's current school to reset your password or to help you set up an account. There are also full instructions at <https://www.washoeschools.net/Page/10776>. **It is very important you do not set up a second account.**

What to expect after turning in my enrollment packet?

Once you turn in your enrollment packet, your student will be processed and enrolled at North Star. The process to enroll a student takes many steps and includes ordering a household account from our vendor. Please refer to the "What to expect next" page, included in this enrollment packet, for a full explanation of what comes next.

What if I turned in an enrollment packet and then changed my mind?

It is vital you notify the registrar, in writing, immediately and no later than July 15, 2021 at sstrange@washoeschools.net that you want to drop your enrollment at North Star and specify what school you plan to attend. You must enroll at the specified school immediately. (Please note that once the school year has started you are expected to stay at North Star for the semester.) **Enrollment packets sent to this email will not be processed.**

Concurrent Enrollment, Social Interaction and Sports:

How do North Star students get social interaction and participate in sports and activities at zone schools?

North Star students are eligible to participate in sports at their zoned school, however, students will need their own transportation as this is not provided by North Star. North Star has a variety of school sponsored clubs to participate in, advised by North Star teachers. Students have other opportunities to interact with peers during Live Lessons where the students and teachers learn together in an online classroom. Students may visit campus, work in our labs, join in for fieldtrips, and other class opportunities. Covid-19 regulations permitting.

Am I able to take classes at my zone school?

Yes, concurrent enrollment is a decision of the zone school and must be coordinated with North Star Counselors.

Miscellaneous Questions:

Do colleges and universities accept credits from an online school?

All colleges and universities will accept online credits from accredited institutions. North Star Online School is fully accredited with rigorous courses supported by licensed WCSO teachers.

When are students required to go to campus?

All state and district standardized testing will take place on the North Star campus so they can be proctored by a licensed individual. Additionally, struggling students may be required to come on to campus for additional support sessions.

What school calendar does North Star follow?

North Star follows the Washoe County School District balanced calendar.

What if I move out of Washoe County School District before the semester ends?

You will need to enroll in your new district and notify North Star immediately

Can I start my classes over summer when I get my log in?

Classes will start August 9, 2021, the official first day of school. Classes will not be open before then.