

Electronic Student Score Reports—Communications Toolkit

Frequently Asked Questions from Parents and Guardians

What if I don't have access to a desktop computer?

You can view your student's score report through the parent portal on any device connected to the internet, such as a computer, tablet, or smart phone. Log into the parent portal, [insert name of parent portal], on your device to view the report. We understand that not all families will be able to access the Student Score Reports in this way. (Select the answer that applies to your LEA)

We want to make sure that you can see your child's Student Score Report so we have set up a computer station at the school, where you can log on to your [insert name of parent portal] to view and print it during school hours. Staff will be available to help you.

We understand that not everybody has access to a computer or is able to come to school to view the Student Score Report. If you have not been able to view the report online by [insert date], please notify us, and we will print a copy and send it home.

Is my child's information secure if it's online?

Yes, the Student Score Reports are secure because they can be accessed only through parent portal, [insert name of parent portal], which requires a username and password to access.

Will I get scores faster?

Yes, you will be able to view your child's score report online earlier than in the past. In the past, Student Score Reports had to be printed and mailed, which caused a delay. This year, you can view the report online as soon as it is available.

Can I still get a paper copy?

Student Score Reports dating back three years will be available in the parent portal, [insert name of parent portal], so you can always go back and print them. [insert district policy on printing]

Is the electronic score report accessible to parents with disabilities?

Yes. All Student Score Reports are screen readable and provide adequate color contrast.

Electronic Student Score Reports—Communications Toolkit

Will the report be available in my home language?

The electronic Student Score Reports will be available in English, Spanish, Traditional Chinese, Vietnamese, and Filipino. In the future, they will be translated into other languages.

Where can I find more information to help me understand my child's Student Score Report?

You can find information to help you understand your child's score report at the Starting Smarter CAASPP website (<https://ca.startingsmarter.org>) and Starting Smarter ELPAC website (<https://elpac.startingsmarter.org>), where you also can find sample test questions and free resources to help support your child's learning.

Whom should I contact if I have questions about my child's score report?

If you have questions regarding your child's Student Score Report, please contact [insert school contact information].