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## Academics and Testing

**Is it true that STAAR testing is canceled?**

**ANSWERED**

STAAR testing requirements have been waived for 2019-20 by Governor Abbott. We will share more information as we receive it. You can [read Governor Abbott's announcement online](#).

**With the STAAR testing being waived this year, does that include the EOC exams for Freshman? English 1, Biology and Algebra 1?**

**ANSWERED**

The STAAR waiver does include all 9th grade STAAR/EOC exams. Students will not have to make up these exams.

**I have concerns about my child advancing to the next grade level. What are the plans to ensure my child can continue his/her education and promote to the [...] grade?**

**ANSWERED**

Students will be promoted to the next level or approved for graduation based on Life School policy and the most recent decisions made by the Texas Education Commission. As of 3/22/2020 any seniors on track to graduate prior to closure will remain on track to graduate. Those that, prior to closure, still had remaining EOCs exams to master will now be evaluated for graduation using the Individual Graduation Committee (IGC) process that has always been used for those students, except now the EOCs will not be required for IGC approval. All other students will be promoted based on their progress towards promotion prior to closure. The best practice for all students is to remain engaged with the Life School Distance Learning efforts as they are launched during this time.

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**Is my child required to do distance learning? Or, can I use my own curriculum at home?**

**ANSWERED**

All students are expected to follow the Life School Distance Learning curriculum.

**Where can I find the Distance Learning resources?**

**ANSWERED**

The Distance Learning website is linked from the homepage of each campus's website or [directly at this link](#).

## Food and Childcare

**What is the food distribution schedule?**

**ANSWERED**

Boxed meals that include breakfast and lunch will be available for drive-through pick up from the following locations:

**Life School Lancaster**

950 S. I-35, Lancaster, TX 75146

10 a.m. - 12 p.m. each week day until further notice

**Life School Mountain Creek**

5525 W. Illinois Ave, Dallas TX 75211

10 a.m. - 12 p.m. each week day until further notice

**Life School Carrollton**

2660 E. Trinity Mills Rd. Carrollton, TX

10 a.m. - 12 p.m. each week day until further notice

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These meals are available to all Life School students. **USDA requires students to be present for meal pick-up.** In order to provide efficient service, please write your student's full name, campus, and grade level on a sheet of paper to provide when picking up meals.

*Please Note: Food service logistics may change due to Texas Department of Agriculture recommendations or other operational variables. Life School will communicate any necessary changes to ensure we are providing you adequate time and resources.*

**If we don't have a car to drive by for the food service, are we allowed to walk over from our apartment to pick-up lunch?**

**ANSWERED**

Yes. We are happy to serve you. However, we do ask that you maintain a safe distance from others (6 feet, no more than 10 people at a time) to meet government guidelines.

**Do any of the Life School partners provide daycare during this time, and are there available spots for kids?**

**ANSWERED**

No. At this time all of our daycare partners are either closed or at capacity.

## Internet, Technology, and Learning Resources

**I am not receiving email updates.**

**ANSWERED**

If you are a Life School parent and are not receiving Life School updates, please take a moment to review your contact information in the [Parent Portal](#). The primary email on your account is used when sending updates. If you experience difficulties updating your contact details, please email [info@lifeschools.net](mailto:info@lifeschools.net) for help. Once updated, it may take up to 24 hours for you to begin receiving messages.

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**I have already checked that my email is the primary email in the Parent Portal, but I'm still not receiving updates.**

**ANSWERED**

If your information is already correct, please check your SPAM folder for messages you may have missed. If you still are not receiving emails, please email [info@lifeschools.net](mailto:info@lifeschools.net).

**What do I do for Distance Learning if I don't have an Internet connection?**

**ANSWERED**

Life School will provide materials for students who do not have internet or computer access.

Teachers will begin to forward additional information as it becomes available.

**Also, a number of wi-fi providers are making services available for free.**

**Comcast COVID-19 response:**

Offers free WiFi for 2 months to low income families plus all Xfinity hot-spots are free to the public during this time

**Charter**

Free Internet offer for 2 months

**Spectrum:**

Offering 60 days free internet service to new customers. Families call Spectrum at 844-488-8395. The wait time was going to be 45 minutes, so you have the option to have them call you back. It may take Spectrum over an hour to call back due to the volume of calls they are receiving. When you talk with them, they will confirm that service is available to their home address. If this is an area that Spectrum services, they will do the installation for free, the modem is free and you will receive 60 days of free internet service. After the 60 days, you can cancel. You can also cancel at any time.

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**AT&T COVID-19 response:**

Offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families

**Verizon COVID-19 response:**

No special offers, but following the FCC agreement.

**Sprint COVID-19 response:**

Follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge

**T-Mobile COVID-19 response:**

Follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge.

**Other Broadband Information:**

<https://broadbandnow.com/>

[TEA Information Concerning Internet Providers](#)

## Will Life School be providing computers for students to complete learning?

**ANSWERED**

Finding solutions for families with limited or no technology is a top priority for our district. More information will be shared with families as we find solutions. When details are available, the information will be included in an upcoming parent update on the website, social media and email.

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**I'm trying to access the [...] learning resource, but the company charges a fee. Does Life School have an access/coupon code?**

**ANSWERED**

The resources provided on the Distance Learning page either provide a free trial for 30-60 days or provide free access during school closures. This varies depending on the service.

If a coupon code related to COVID-19 or a note about free access is not shown on the company's website, we recommend signing up for a free trial.

**How do students access their student email? Do they go to Outlook.com?**

**ANSWERED**

Life School students should go to [GMail](#) to check their Life School email.

**Are there any workbooks available for parents to help kids at home?**

**ANSWERED**

Yes, we will provide materials for students who do not have internet or computer access. Teachers will begin to forward additional information as it becomes available.

**Do we have access to get more reading books from the school library?**

**ANSWERED**

Not at this time, but as we continue to expand our distance learning options, we will be considering the best methods to get reading materials to our students.

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**What should we do if Google classroom is not working for us because we are using an Android phone?**

**ANSWERED**

Android and Google classroom should work well together, since they are both Google products. We recommend following the [troubleshooting tips provided by Google](#).

**What should I do if I don't have a computer at home?**

**ANSWERED**

We are currently working through alternatives for those students who do not have a computer or internet access at home. Please email [info@lifeschools.net](mailto:info@lifeschools.net) with your student name (or names) and campus and we will forward this information directly to your principal to assist you.

**Is there a number I can call for technical support?**

**ANSWERED**

A direct technology helpline has been created for Life School parents and students to assist you with any urgent technology needs. Please use the helpline for emergency situations and continue to reach out to your teachers and campus for all academic related requests.

Tech Helpline: 972-908-9838  
Monday - Friday 8am – 8:00pm

## Senior Life

**What will happen with the senior prom and graduation?**

**ANSWERED**

To our seniors and members of our outstanding class of 2020 – As we continue to process the impacts of COVID 19, you will receive further information about the potential impact on graduation, class ranking, senior events and fees, prom, and other scheduled events. We have

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made no determinations for any of these items at this time. However, when we do make decisions we will communicate them in this question document.

**Will students receive a refund if the prom is canceled?**

**ANSWERED**

Yes

**How will we get our student's class ring or graduation invitations if they were to be delivered to the campus?**

**ANSWERED**

Campuses will be monitoring orders and deliveries during our closure and will communicate with parents, especially, parents of our seniors.

**With the STAAR testing being waived this year, does that include the EOC exams for Freshman? English 1, Biology and Algebra 1?**

**ANSWERED**

The STAAR waiver does include all 9th grade STAAR/EOC exams. It is also our understanding that students will not have to make up these exams next year.

## Other

**Where can I read past COVID-19 parent announcements?**

**ANSWERED**

The COVID-19 announcements can be found on the homepage of each campus or from the main menu under "Parents." You can read past updates [online at this link](#).

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What does “indefinite closure” mean?

**ANSWERED**

Life School Campuses are closed “until further notice.” **It does *not* mean that school is closed for the remainder of the year.** There is a possibility that we *could* return to school this school year. But, we felt it was best to prepare families to plan for childcare for an extended period of time, while hoping that we are able to return to the classroom before the end of the school year.

In the event that we *are* able to return to the classroom, Life School will notify families through a variety of channels – website, social media, email and phone.

**If we don’t return to school this year, will families be allowed to return to campus to gather items that were left behind?**

**ANSWERED**

Campuses are creating campus-specific plans for students to pick up essential materials. More information will be communicated from campus leadership.

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