



# Frequently Asked Questions

## Academics and Courses:

### Who is my child's counselor?

Counselors are assigned based on grade level and last name.

- 9th grade: A-K **Mr. Stevenson**
- 9th grade: L-Z **Ms. Bittick**
- 10<sup>th</sup> – 12<sup>th</sup> A-Cichocki **Ms. Czosek**
- 10<sup>th</sup> – 12<sup>th</sup> Clark – G **Ms. Krotzer**
- 10<sup>th</sup> – 12<sup>th</sup> H-Lem **Ms. Loeffler**
- 10<sup>th</sup> – 12<sup>th</sup> Len-Pas **Ms. Perkins**
- 10<sup>th</sup> – 12<sup>th</sup> Pat-Smith **Ms. Smith**
- 10<sup>th</sup> – 12<sup>th</sup> Smither-Z **Ms. Johnson**

### Who is my child's administrator?

- 9th Grade A-K **Mr. Ford**
- 9th Grade L-Z **Mr. Linsy**
- 10<sup>th</sup> – 12<sup>th</sup> A-G **Mr. Heinrich**
- 10<sup>th</sup> – 12<sup>th</sup> H-Pas **Mr. Maty**
- 10<sup>th</sup> – 12<sup>th</sup> Pat-Z **Ms. Williams**

### Can I switch to an 8th period study hall?

No. We do not switch classes for study hall preferences.

## Hours:

### What is the CHS Bell Schedule?

The bell schedule is [available at this link.](#)

### What is the latest a student can be picked up?

All students must exit the campus by 2:15pm unless they are involved in after school extracurricular activities.

## Lunch:

### How do I set up a lunch account?

You can create an account and add money to that account on this website ([linked here](#)).

This system allows for prepayment on your child's account and is something we strongly encourage. You have the option to prepay weeks in advance. You can even prepay months or a year in advance. Cash and checks are accepted at the school throughout the year. The money goes into your child's own debit account and is automatically deducted when he or she buys a meal or á la carte item.

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If a student has an account balance at the end of the school year, it is automatically transferred to the next school year, as long as the student remains in the same school district. Checks should be made out to the school's cafeteria and should include the student PIN number, and first and last name of the student. Or, you can setup a [MyPaymentsPlus](#) account and make online deposits to your child's account. To setup a [MyPaymentsPlus](#) online account, you will need your child's student ID number, which is different from their PIN. You can find your student's ID number on the PowerSchool Parent Portal.

### **Where can I find my child's lunch number?**

You will get an account number once you have set up a lunch account (see instructions above). The cashier in the cafe can also look up this number. The CHS cafeteria is unable to take phone calls.

### **We are new to CHS. What if my student doesn't have an ID number?**

PowerSchool takes about 24 hours to update before information rolls over to the system.

## Parking and Buses:

### **How much are parking passes?**

All passes are \$25

### **Will my student have an assigned parking spot?**

No. There is a designated senior parking lot, but otherwise all parking is first-come, first-served.

### **Are there enough spots for all student drivers to park on campus?**

Yes.

### **Where can I find bus routes and information?**

Bus information can be found in Mrs. Williams office A415 & in Mrs. Bell's office A406.

## PowerSchool and Schoology:

### **What do I do if I have lost my PowerSchool password?**

You are able to reset your PowerSchool password on your own in the mobile app. If you are unable to access the mobile app, you can call the Counseling Department (901-854-2340) and ask Ms. Toldi for assistance.

Students were given PowerSchool login information on the first day of school.

### **How do I access Schoology? Can parents access Schoology?**

Students should be able to access Schoology through the Classlink icon on the desktop of their laptop. Parent access is not available yet.

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## Technology:

### **How does my student access his or her Collierville Schools email?**

Click on the “classlink” icon on the desktop to access Office and email. Students should use their email address and password (the same password that students use to sign in to the computer) to access this. Students are not allowed to add personal email accounts or download additional software.

### **What if I am having technical issues with my device?**

Contact Apple Tech Support, 7 days a week, 9:00am until 6:00pm at 1-800-800-2775

## Other:

### **Where can I buy an agenda book?**

The student handbook is [available online here](#). We are not selling agenda books this year. Instead, we encourage students to use the calendar in Schoology to keep track of assignments.

### **Where can I drop off items for students?**

All visitors must enter through the main hallway at the circle drive. Items can be left for students at the desk, but they must be clearly labeled with the student’s name. Please do not drop off lunch for students. Students must stop in the Administration office in-between classes to pick up these item.

### **Does CHS have bike racks?**

Not currently, but some are on their way!

### **When is graduation?**

May 16th, 2019 at 7:00PM