



Student/Parent Access Network (SPAN) Frequently Asked Questions

The SPAN system is designed to give students and parents at WCPSS high schools up-to-the-minute access to their electronic records, including schedules, attendance, and grades. When the system is fully developed, parents and students will be able to view academic progress reports online, as well as complete course requests online.

What data will I be able to access?

The SPAN will be implemented over the course of the Spring 2005 semester, with full functionality available for the 2005-2006 school year. Beginning in February 2005, users will be able to view their schedule, report card and historical grades, GPA/class rank estimates, and attendance records online. In March 2005, students will use SPAN to select courses online. In July, students will be able to view their 2005-2006 schedule and submit schedule change requests online. In the fall, users will be able to view discipline records, fines and fees, locker and parking information, textbook and media center activity, and progress towards graduation, as well as academic progress reports for current classes. Students will also have the ability to make appointments with their school counselor online.

Will my school use all of the features in SPAN?

Not necessarily. Schools will select which functions of SPAN works best for them. Schools will provide specific information regarding what data will be available SPAN users.

Who has access to my data?

Students will have access to their own data. Any parent or legal guardian may also request access once the school begins to use the parent access component. If there is a situation where a parent or legal guardian SHOULD NOT receive access to student data, please notify the school immediately. Parents/guardians will have the ability to see who else has access to their student's data. WCPSS takes all measures to keep student data secure. Student data is not accessible by anyone who does not have the authority to do so as defined by the U.S. Family Education Rights and Privacy Act (FERPA).

Can I have an account for multiple students?

Parents/guardians will be given one account per student. Parents must submit a separate form for each student enrolled in a WCPSS high school.

How do I register?

Student accounts will be distributed to each student at school. Parents may register by completing the SPAN application (one per student) and submitting it to the school office. Once the account has been created, you will receive an email with instructions on how to activate your account.

Who should I contact if I can't log in, or if I lose my password?

Your school has the ability to diagnose and repair most login problems. Each school will have a designated contact person for SAM issues. Parents and students who have specified email addresses can have a one-time use password emailed to them by verifying their identity.

How long will my account stay active?

Parent and student accounts are automatically disabled when a student withdraws from school. Disabled accounts are held for 90 days and subsequently deleted. **Accounts not accessed at least once every 60 days will be disabled.**

Will my email address be shared with anyone outside of the Wake County Public School System?

No.