

Q: My child has a device but we don't have the right software on it? What do I do?

A: Free access to Office 365 is available. Go to our New Town High website and click on Students, Office 365 Download, on the left-hand side of the screen click on Office for students and educators. Student then signs in with school email address: student.name.00@education.tas.edu.au and their school password.

Q: What if my child is having trouble or cannot read the text that is being provided in the learning material?

A: If your child is working through Canvas, they can use the Immersive Reader function on the right-hand side of their screen, once they are past the home page.

Q: What if my child is experiencing difficulties and anxiety with completing tasks at home?

A: If your question is around a specific subject, you can contact your child's teacher for that course. If your question is more general, you can contact your child's Grade Supervisor.

Q: How much time should I expect my child to spend on schoolwork each day?

A: As a general rule 4 hours each school day, however every situation will be different and only you know what might be achievable in your circumstances. Our main goal during this time is to keep students connected to school and achieving some attainable goals. If you feel you need to discuss this further, contact your child's Grade Supervisor. Yours and your child's health and wellbeing must come first.

Q: Can my child contact their teacher directly if they have a question?

Your child can contact their teacher directly by emailing their teacher (teacher.name@education.tas.gov.au) or by sending them a private message at their Inbox on their Canvas page. Teachers will generally respond during 8.30 to 4pm school days, part-time teachers will respond on the days they normally work at school.