



## Edgenuity High School FAQ for Parents

You can easily navigate to a lesson inside an Edgenuity course and view the videos on any topic of choice. Edgenuity combines direct-instruction videos featuring expert, on-screen educators.

**Q: What does Edgenuity do?**

A: Edgenuity provides an exciting and engaging educational environment that is designed to capture attention and draw students into the interactive world of online and blended learning.

**Q: Why is my student enrolled in Edgenuity?**

A: Edgenuity content and resources are available to ensure your student's successful continuity of learning.

**Q: How do I find a student username/password?**

A: Students will be using their full LAUSD email address and password to log in. If you need additional assistance, contact the LA Unified Hotline Support at 213-443-1300. (Student password resets, click [here](#))

**Q: How does a student log in?**

A: Login information for elementary, middle, and high school students can be found at <https://www.edgenuity.com/lausd/>.

**Q: What are the expectations (in hours) for students to log in and work during this time?**

A: Students should be engaging in school work during typical school hours, ranging from 40-60 minutes per course.

**Q: Are there options for students to participate in live instruction?**

A: Only high school students will have the option for live instruction given by highly qualified Edgenuity teachers in the core content areas. The schedule is posted on the Edgenuity resource page and available at <https://www.edgenuity.com/lausd/>. Students simply log in to access these during the designated times.

**Q: How does a student know what to work on first?**

A: Students have the option to select what they should work on to work best on meeting expectations. (Students typically learn best before lunch, so Edgenuity would recommend completing math and English courses then.)

**Q: How are students assessed during this time?**

A: Student time, assignments and assessments are captured by the online program and can be seen by their teachers. Teachers will have the decision on how to incorporate student work.

**Q: How does a student get technical help from home?**

A: There are tips/tricks from logging in from home under the 'Students' section on <https://www.edgenuity.com/lausd/>. This page also has the Edgenuity customer support line available for anyone. Users may also contact the LA Unified hotline at 213-443-1300.

**Q: How much time should my student spend on Edgenuity?**

A: Time will vary by student.

**Q: What if a student does not have reliable internet connection outside of school?**

A: Please contact the Hotline at 213-443-1300 and let them know and we will support

**Q: Are there hardware resources available for students to use?**

A: LA Unified is trying to support all students that do not have a device. Please contact the Hotline if your child does not have access to a computer device at 213-443-1300.

**Q: What is the best way to navigate an online course?**

A: Visit the resource page at <https://www.edgenuity.com/lausd/> and click on the 'Students' tab to access orientation videos for your student.