

## Frequently Asked Questions from Parents and Guardians

### **What if I don't have access to a desktop computer?**

You can view your student's score report through the parent portal on any device connected to the internet, such as a computer, tablet, or smart phone. Log into the [PGJUSD Illuminate Parent Portal](#) on your device to view the report.

We understand that not all families will be able to access the Student Score Reports in this way. If you are not able to view the report online please notify us and we will print a copy and send it home.

### **What if I don't have an Illuminate Parent Portal Account?**

Instructions for creating an account can be found [here](#).

### **Is my child's information secure if it's online?**

Yes, the Student Score Reports are secure because they can be accessed only through the PGJUSD Illuminate Parent Portal which requires a username and password to access.

### **Will I get scores faster?**

Yes, you will be able to view your child's score report online earlier than in the past. In the past, Student Score Reports had to be printed and mailed, which caused a delay. This year, you can view the report online as soon as it is available.

### **Can I still get a paper copy?**

Student Score Reports dating back several years will be available in the PGJUSD Illuminate Parent Portal so you can always go back and print them.

### **Where can I find more information to help me understand my child's Student Score Report?**

You can find information to help you understand your child's score report at the Starting Smarter CAASPP website (<https://ca.startingsmarter.org>) and Starting Smarter ELPAC website (<https://elpac.startingsmarter.org>), where you also can find sample test questions and free resources to help support your child's learning.

### **Whom should I contact if I have questions about my child's score report?**

If you have questions regarding your child's Student Score Report, please contact your child's teacher.