

Aspen FAQ's

What is Aspen?

Aspen is the student management software that the Franklin Public Schools use to manage the attendance, grades, conduct, schedules, teachers, demographic information, contact information, state reporting data, transcripts, graduation requirements and other aspects of student data that need to be tracked. Each student has access to all of their own information via their student Aspen account. Parents are entitled to have an Aspen Parent Portal to view this same information for each of their children.

What can I do with an Aspen Parent Portal?

With an Aspen Parent Portal, you can view all of the demographic details about your student and notify us if any of the information is incorrect, all of the contacts listed for your student, and their phone numbers and email addresses, student attendance, student conduct issues, student transcript, student schedule including teacher names. There is a notification tab where you can ask to be automatically notified via email when any attendance or conduct issues are posted to your student's account, and you can create a grade threshold to be notified via automatic email when your student receives a grade on an assignment, test, or quiz below the threshold you set. You can also see your student's current grade average for each class. You can change your contact information in your student's file via your Aspen Parent Portal as well. Directions to do so are on the home page.

How Do I get an Aspen Parent Portal?

You may have been issued an Aspen Parent Portal when your child was in middle school. If so, it will still work at the High School. If you are new to Franklin Public Schools, when you are filling out the registration forms for your student, you will be asked if you want an Aspen Parent Portal. If you indicate that you want an Aspen Parent Portal, one will be created for you and you will be notified when it is ready. If you are not new to the Franklin Public Schools but do not have an Aspen Parent Portal, you can request one on the FHS Website under PARENTS/**ASPEN**, "Request an Aspen Parent Portal."

I forgot my password for my Aspen Parent Portal?

Use the forgotten password link to recover the password you have set.

I forgot my username for my Aspen Parent Portal?

Your username is your email address. If you are unsure which email address you used for your username, you can contact us and we can check that for you.

I tried to log in more than 3 times unsuccessfully and was locked out of my Aspen Parent Portal?

Contact Ms. Ivy Patten and request an Aspen Parent Portal password re-set. patteni@franklinps.net

My child's report card is posted in my Aspen Parent Portal. The teacher has made a grade change so why can't I see the changed grade on the report card in the Aspen Parent Portal?

The report card that gets posted to your Aspen Parent Portal is a PDF (like a snapshot) of the grades that are posted at the time the report cards are run. Nothing can change what is in that PDF; it is not a changeable document. If you want to see the change the teacher has made, look at the FAMILY top tab, TRANSCRIPT side tab for the child in question. That will show you the grades as they are currently posted by quarter. To view the current quarter's grade for a particular class, go to the ACADEMICS top tab, and look under "Current Performance" column. You can also request that a new report card be printed and emailed to you after a grade change has been made. You can request that from data specialist Ivy Patten. patteni@franklinps.net

When I log into Aspen, I sometimes lock my child out, and he/she sometimes has locked me out. Why?

This circumstance is usually caused by parents using their student's log in ID and Password instead of using an Aspen Parent Portal log in. We highly recommend that Parents use an Aspen **Parent Portal** to gain access to their child's information. You will see the same information that your child will, but you will not be able to lock each other out. Students log into Aspen using their **Student ID#** (this is their USERNAME) and a password they have chosen. Parents log into an Aspen Parent Portal using their **email address** (that is their USERNAME) and a password of their choosing.

The email address that I use to log in to my Aspen Parent Portal has changed. What do I do?

Notify us of your new email address that you want to use to log in to your Aspen Parent Portal and we will have our technology department make that change for you. You will be notified via an email to your new email address when the change has been completed. Contact Ivy Patten at patteni@franklinps.net

I have more than one child attending Franklin High School. Do I need more than one Aspen Parent Portal account?

No, your Aspen Parent Portal account will allow you to see all of your children at Franklin High School and any at the Franklin middle schools as well, as long as that school has enabled their Aspen Parent Portals.

I can't see all of my children in my Aspen Parent Portal, can this be fixed?

If you cannot see one of your children (that attends FHS) in your Aspen Parent Portal, we can fix that for you. Please notify Ivy Patten at patteni@franklinps.net. If the child you cannot see attends another Franklin school, you will have to check with that school to see if they have enabled Aspen Parent Portal access. We at FHS do not have access to the student files of students attending any other school in town.

Can my husband and I each have our own Aspen Parent Portal to view our children?

You can each have your own account as long as you meet these conditions: you are each listed as a separate contact in each of your children's accounts; you each have your own email address listed in your child's account. We cannot set up two distinct Aspen Parent Portal accounts that share one email address. Aspen Parent Portal accounts use email address as the Username for your log in

Using my Aspen Parent Portal How Do I...

- **Select one of my students from the list?** Go to the FAMILY top tab; all of your children should appear in a list. Click on the child you want to view.
- **Find out what my student got on a test or assignment?**- go to the ACADEMICS top tab, and click on the Course name you are interested in. Click the ASSIGNMENTS left side tab and you will see the assignment details and grades earned for each assignment.
- **See a listing, by course, of grade averages on tests, assignments, homework?** Go to Academics top tab, and click on the course you are interested in. Look under the Average Summary table for this information.
- **View my student's full transcript from all years at FHS?**- Go to Family Top tab, TRANSCRIPT left side tab and when the transcript of this year comes up, go to the funnel located on the upper right side of the page and select "Current School" This will show you all grades and credits earned from 9th-12th grade.
- **View my child's schedule or find out the teacher's name?**-Go to the Family Top Tab, Schedule side tab. This is a live/current version of your student's schedule. Teacher names are included.
- **Get notifications when my student is absent, has a conduct issue, or when a grade is posted for my student that is below X (you decide what that number is)?**- Go to Family Top Tab, Notifications left side tab and click the box next to your student's name. Select the notification(s) you want to receive. If you are asking for the grade threshold notification, you will be notified when any grades below the number you choose are posted for your student. You need to enter the number in the box.
- **See if there have been any conduct issues with my student?**- Go to the Family Top Tab, CONDUCT side tab. You can view any incidents, actions taken regarding the incidents, and any detentions served for those incidents.
- **Find out how many absence/tardies my student has accumulated?**- Go to Family Top Tab, Daily Attendance left side tab and you will see a listing of all absences and tardies. At the top of the listing, you will see a total for each category.
- **See who is listed as a contact in my student's Aspen account?** - Go to Family Top Tab, CONTACTS side tab and you will see a list of your student's contacts. If you want to add a contact to your student's account, on the FHS website under PARENTS, click on FORMS. Use the Student Contacts Entry form to give us the new contact information. When we receive the new information, we will enter it into your student's file. If you wish to have someone removed as a contact, please notify Ivy Patten. patteni@franklin.k12.ma.us
- **Make sure you have all of my student's required forms for this school year?** Go to the Family top tab, DETAILS side tab, and STUDENT FORMS sub top tab. A "Y, N, a date, or or Opt Out" in the field for a form means you or your student completed and/or returned the form. A blank means you did not fill out this form(the exceptions is the pathways to PE form. There will be a blank for all 9th and 10th graders as they are not required to select a PE Pathway.

You can locate all of the form links on PAGES top tab/Student Information and Form Links, and Family Documents. You can still complete and submit these forms. All are online forms except the Handbook Receipt form. That can be printed and returned to the house office.

For any Aspen Parent Portal issues that have not been addressed in the FAQ's, please contact Ms. Ivy Patten at patteni@franklinps.net