

Student/Parent Access Network (SPAN) Frequently Asked Questions Middle School

The SPAN system is designed to give students and parents at WCPSS middle and high schools up-to-the-minute access to their electronic records. When a middle school fully implements the system, parents and students will be able to view academic progress information, attendance, discipline and schedules online, as well as complete course selections for rising 9th graders online.

What data will I be able to access?

When a school fully implements SPAN, students and parents can view the following information online: schedule, daily grades, academic progress reports for current classes, report card and historical grades, attendance records, and discipline records. Students in grades 8 – 11 will use SPAN to select courses online for the high school. In the summer, rising 9th grade students can view their fall schedule and submit schedule change requests 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.