



## **NEW STUDENT/FAMILY FAQS**

Please reference the [school handbook](#) for additional information.

### **ACADEMICS**

- Do we need to purchase everything on the supply list before school starts?
  - Please review supply lists carefully. If you have questions regarding needed items, please contact the individual classroom teacher. Teachers are available via email throughout the summer months. The Orientation event held prior to the first day of school is also a good time to ask specific questions of individual teachers.
- What do we do if our child is going to be absent?
  - If your student will be out for the day, please contact the front desk of either the middle or upper school. Please be sure to review the attendance policy in the school handbook.
- Who should we contact regarding questions related to behavior or grades?
  - Families should always contact a teacher first for questions regarding student behavior or grades. Should parents need additional information, they should contact either the Middle School or Upper School Assistant Academic Dean.
- Who should we contact for information on upper school clubs?
  - For information on Upper School clubs, please contact the Upper School Academic Dean. Club Day is held each fall and will highlight clubs that will be available for students to join.
- Where do we look to find other information throughout the year? (FACTS Family Portal)
  - Families will create an account with FACTS Family Portal. FACTS is the school information system and will allow families to review grades, homework, behavior, attendance, billing information, and medical data for their student(s). A FACTS Family Portal app (called Renweb Home) is also available for purchase for mobile devices.

### **ADMISSIONS, FINANCIAL AID, AND ENROLLMENT**

- Do I need to reapply each school year?
  - A student will submit one application for admission. After a student is admitted, the family will sign one enrollment contract the first year. New families that wish to apply for financial aid will submit an application via FACTS Financial Aid. The application can be found online. Returning families will be required to submit the prior year tax return in order to receive ongoing financial aid.

### **ATHLETICS**

- How do we register our child for a sport?
  - Typically sports sign ups are communicated to middle school students during their lunch period. Upper school students will contact the coach directly.



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- Questions regarding athletic teams may be directed to the Upper School Athletic Director, the Middle School Athletic Director, or the team coach. Contact information may be found on the school website under Athletics.

### BUSINESS OFFICE

- Who should I speak with regarding my payment account?
  - Tallulah Falls School is proud to offer families the ability to make payments for school tuition and school activities via their FACTS account. Families will choose payment plans at the time of enrollment. For questions regarding payments, families should contact the school business office.

### COUNSELING DEPARTMENT

- What are the important dates related to class scheduling? registration? school schedule? trips?
  - The school publishes a Google calendar and a PDF calendar on the school website. Parents may choose to subscribe to the Google calendar. Class scheduling is completed throughout the summer. For questions regarding scheduling, families should contact either the Middle School Assistant Academic Dean or MS Counselor, Upper School Counselor (grades 9-11), or the College Counselor (grade 12).
  - The school day starts at 8:00 am, the school doors open at 7:45 am. The school day ends at 3:00 pm, MS and 3:15 PM, US.

### HEALTH SERVICES

- Who should I contact if my child needs to take medication during the school day?
  - Please contact the school nurse and review the medication policy located in the [student handbook](#). Students may not carry medications with them unless permission is given by the school nurse.
- What if my child becomes ill at school?
  - A nurse is located on both the middle school and upper school campus. Students will visit the nurse if they are feeling ill and parents will be contacted.
- What if my child is injured playing a school sport?
  - An athletic trainer is available to assist students with injuries related to school athletics. The coach or school nurse will contact the trainer to initiate care.
- How does the school collect and maintain health information?
  - TFS uses Magnus Health to maintain all student health records. Families are expected to submit all required documents via Magnus Health. The school nurses use Magnus throughout the year to



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chart illnesses, injuries, and contact parents. Magnus Health is accessed through FACTS Family Portal under the Student > Medical menu.

### **INFORMATION TECHNOLOGY**

- When will my child be issued a computer?
  - Each student is issued a Google Chromebook and protective case for academic use throughout the school year. Each family should carefully read the policies related to the use of technology on campus carefully. The policies are located in the student handbook. If students have an issue with their device, they should contact the IT department. The IT department has offices on each campus. The cost of the Chromebook rental is included in tuition; however, damages must be paid by the student family.
- When will my student be issued an email address?
  - Students are given their Google login and email address when they receive their Chromebook, the first week of school.

### **NUTRITION/MENUS**

- How do I find out what will be served for lunch?
  - The daily school menu is published on the school website. Students do not pack lunches as there are many offerings each day. For students with dietary concerns, families should contact the Director of Food Services.
- How do I pay for my child's lunch?
  - Meals are included in tuition costs.

### **SECURITY**

- When must I stop at the front gate on the Upper School (main) campus?
  - Campus visitors must always stop at the front gate on the main campus. Parents dropping off or picking before and after school do not need to stop at the gate.
- Where should parents park when we come to school?
  - When visiting the upper school, families should park in the visitor spaces in the large lot directly in front of the academic building. Handicap spaces are available to the right of the front entrance.
  - When visiting the middle school campus visitors should park near the portico or the large lot in front of the Student Activity Center. Handicap spaces are available near the front entrance.
- Where should students park when they come to school?
  - Students must obtain a parking pass from the Director of Security in order to drive on campus.
- Where should we drop off our child before school?



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- Middle school students should be dropped off under the portico at the front entrance.
  - Upper school students should be dropped off near the stairs in the student parking lot located directly in front of the academic building.
  - Where should we pick up our child after school (if the student is leaving at the end of the school day)?
    - Middle school students should be picked up under the portico at the front entrance.
    - Upper school students should be picked up near the stairs in the student parking lot located directly in front of the academic building.
      - If a student is leaving following an after-school activity, parents should speak with their student regarding the place and time of pick up.
  - What is the process for pickup during the day?
    - Families must sign out their student at the front desk of either the middle or upper school. Student drivers may check themselves out, but must have parent permission in advance.
- When will my student be issued an ID card?
- Student photos for ID cards are taken during the first week of school.

### STUDENT LIFE

- What are the Student Center hours? Can I pick up my day student at the Student Center?
  - The Student Center is open after school for day students and additional hours for boarding students. Students may not be picked up at the Student Center after school. Families should pick up in the upper school student lot. Parking is available in the visitor spaces.
- Where can we find schedules, trip dates, etc. throughout the year?
  - The boarding office publishes a list of [annual trips](#) on the school website. The list is distributed to students at the beginning of each school year. Students are emailed each week regarding weekend activities/trips and may register via a Google form. Families should discuss the cost of each trip prior to the student registering to attend.
- How can I sign up for the day student shuttle?
  - The [shuttle registration](#) form is located on the school website. Since the shuttles do fill up quickly, parents are encouraged to sign up early.
- What pieces of the uniform are required?
  - [Uniform requirements](#) may be found under the Community tab on the school website.
  - Please direct all questions regarding school uniforms to the Dean of Students.