



Frequently Asked Questions

LTC District • Home of LTC High

2026–2027

3358 Big Pine Trail, Champaign, Illinois 61822

000.000.0000 • email@example.com

Contents

1. Enrollment, Registration & Residency
2. Attendance, Absences & Tardies
3. Academics, Grading & Schedules
4. Counseling, College & Career
5. Special Education, 504 & Multilingual Learners
6. Transportation & Parking
7. Food, Nutrition & Meals
8. Technology, Devices & Accounts
9. Health, Medication & the Nurse's Office
10. Behavior, Discipline & Code of Conduct
11. Dress Code
12. Athletics & Activities
13. Safety, Weather & Emergencies
14. Fees, Fines & Payments
15. Communication & Family Portal
16. Visitors, Volunteers & Getting Involved
17. Graduation, Transcripts & Records
18. General & Miscellaneous

This document is a fictional sample created for demonstration purposes. All names, figures, and details are illustrative.

Welcome

Thank you for being part of the LTC District community. This Frequently Asked Questions guide is designed to answer almost any question a student or family might have about life at LTC High. If you can't find what you're looking for, please reach out to the main office at 000.000.0000 or email@example.com, and a member of our team will be glad to help.

Enrollment, Registration & Residency

Q: How do I enroll my student at LTC High?

A: Complete the online registration packet in the Family Portal, then bring required documents to the main office to verify residency and finalize enrollment. New families should allow 3–5 business days for placement.

Q: What documents are required to register?

A: A certified birth certificate, up-to-date immunization and physical records, two proofs of residency, the student's most recent report card or transcript, and a parent/guardian photo ID.

Q: What are acceptable proofs of residency?

A: Two of the following dated within 60 days: a mortgage statement or lease, a utility bill (gas, electric, or water), a current Illinois driver's license, a vehicle registration, or a government letter showing your name and the in-boundary address.

Q: What is the LTC District attendance boundary?

A: LTC District serves families residing within its designated boundary in Champaign, Illinois. If you are unsure whether your address qualifies, contact the registrar at email@example.com or 000.000.0000.

Q: Can my student attend LTC High if we live outside the boundary?

A: Families outside the boundary may apply for tuition-based or reciprocal enrollment where space allows. Approval is at the discretion of the district and subject to availability.

Q: When does registration open each year?

A: Online registration for returning students typically opens in late June. New-student enrollment is accepted year-round.

Q: Is there a registration fee?

A: A nominal annual registration fee covers technology, activity access, and consumable materials. Fee waivers are available for families who qualify for free or reduced-price meals.

Q: How do I withdraw or transfer my student?

A: Submit a withdrawal form to the registrar at least three school days in advance. Return all district property (Chromebook, library books, athletic gear) and settle outstanding fees so records can be released to the new school.

Q: How do I request my student's records be sent to another school?

A: The receiving school sends a records request to our registrar. Records are forwarded within ten school days once fees and obligations are cleared.

Q: My student is being homeschooled part-time. Can they take some classes at LTC High?

A: Part-time enrollment for certain courses or activities may be available. Contact the Counseling Center to discuss eligibility and scheduling.

Attendance, Absences & Tardies

Q: How do I report my student absent?

A: Call the 24-hour attendance line at 000.000.0000 or report the absence through the Family Portal before 9:00 AM on the day of the absence.

Q: What counts as an excused absence?

A: Personal illness, medical or dental appointments, a death in the family, religious observance, required court appearances, and other reasons approved in advance by an administrator.

Q: What happens if I don't call in an absence?

A: Absences not reported within 48 hours are recorded as unexcused. Repeated unexcused absences may trigger a truancy review.

Q: How many absences are allowed before it becomes a problem?

A: Excessive absences (generally more than 10 in a semester) prompt a letter home and a meeting with the attendance team, regardless of whether they are excused, because attendance affects achievement.

Q: What is the tardy policy?

A: Students arriving after the bell are marked tardy. Accumulated tardies result in progressive interventions, from a warning to a parent conference and detention.

Q: Can my student leave campus during the day?

A: Students must be signed out by a parent/guardian or an authorized adult on file. Students may not leave campus without checking out through the main office.

Q: Does LTC High have an open or closed campus for lunch?

A: LTC High operates a closed campus. All students remain on campus during the school day, including lunch periods, unless signed out.

Q: How do I request a pre-arranged absence for a family trip?

A: Submit a pre-arranged absence form to the attendance office at least five school days in advance so teachers can prepare assignments.

Q: Will my student be able to make up work after an absence?

A: Yes. Students generally have one day per day absent to submit make-up work for full credit. Arrangements should be made directly with teachers.

Q: What is truancy and what are the consequences?

A: A chronic truant is a student with nine or more unexcused absences in a year. The district works with families on intervention plans and, when necessary, regional truancy services as required by Illinois law.

Academics, Grading & Schedules

Q: How many credits are required to graduate?

A: Students need a minimum of 24 credits, distributed across required subject areas. See the Academics page or the Student Handbook for the full breakdown.

Q: What is the grading scale?

A: A = 90–100, B = 80–89, C = 70–79, D = 60–69, F = below 60. Honors and AP courses are weighted on a 5.0 scale.

Q: When are report cards issued?

A: Report cards are issued at the end of each nine-week quarter. Mid-quarter progress reports and live grades are available in the Family Portal.

Q: How is GPA calculated?

A: GPA is calculated on a 4.0 unweighted scale, with weighted points added for honors, dual-credit, and AP courses. Both weighted and unweighted GPAs appear on the transcript.

Q: What is the honor roll?

A: Students earning a 3.5+ GPA make the Honor Roll; a 4.0+ earns High Honors. Recognition is published each semester.

Q: Can my student change their schedule?

A: Schedule-change requests are accepted during the first five days of each semester and must be approved by a counselor. Changes after the deadline require administrative approval.

Q: What Advanced Placement (AP) courses are offered?

A: LTC High offers AP courses across English, math, science, social studies, and world languages, including AP Calculus, AP Biology, AP U.S. History, AP Language, and more.

Q: What is dual credit?

A: Dual-credit courses let students earn high school and college credit simultaneously through a partnering community college. Talk to your counselor about eligibility and cost.

Q: Does LTC High offer summer school?

A: Yes. Summer school provides credit recovery and select original-credit courses. Registration opens in the spring through the Counseling Center.

Q: What support is available if my student is struggling academically?

A: Free after-school tutoring runs Monday–Thursday in the Library, peer mentoring is available, and teachers hold office hours. Counselors can also connect families with additional resources.

Q: What happens if my student fails a required course?

A: Required courses must be retaken or recovered through summer school or an approved credit-recovery program to meet graduation requirements.

Q: How does class rank work?

A: Class rank is based on weighted cumulative GPA and is reported on transcripts for juniors and seniors. Some scholarships and colleges request it.

Counseling, College & Career

Q: How is my student's counselor assigned?

A: Counselors are assigned alphabetically by last name. You can find your counselor in the Family Portal or by calling the Counseling Center.

Q: How do we schedule a meeting with a counselor?

A: Request an appointment through the Family Portal, by email, or by calling the main office at 000.000.0000.

Q: What college-planning support is offered?

A: The Counseling Center hosts college nights, assists with applications and transcripts, coordinates campus-rep visits, and helps students search for and apply to scholarships.

Q: When should my student take the SAT or ACT?

A: Most students test in the spring of junior year and again in the fall of senior year. Illinois administers the SAT during the school day for juniors at no cost.

Q: How does my student send transcripts to colleges?

A: Official transcripts are requested through the Counseling Center or the online transcript service. Allow several business days for processing.

Q: Does LTC High have career and technical pathways?

A: Yes. Pathways include business, health sciences, culinary arts, automotive technology, and digital media, with opportunities for certifications and work-based learning.

Q: What social-emotional support is available?

A: School counselors, a school social worker, and a school psychologist provide individual and group support. Crisis resources are available during school hours through any staff member.

Special Education, 504 & Multilingual Learners

Q: How do I request an evaluation for special education services?

A: Submit a written request to the Student Services office. The team will meet to determine whether an evaluation is warranted and guide you through the process.

Q: Who do I contact about my student's IEP?

A: Reach the Student Services office at email@example.com or 000.000.0000 to connect with your student's case manager.

Q: What is a 504 plan and how do we get one?

A: A 504 plan provides accommodations for students with a disability that limits a major life activity. Contact the 504 coordinator in Student Services to begin the process.

Q: What services are available for multilingual / English learner students?

A: LTC High provides English Learner (EL) services, language support, and interpretation for families. Contact the EL coordinator to discuss placement and support.

Q: Can I get school documents translated or an interpreter for meetings?

A: Yes. The district provides interpretation and translation for key communications and meetings upon request at no cost to families.

Transportation & Parking

Q: Does LTC District provide bus transportation?

A: Yes. Bus service is provided for eligible students who live beyond the state-defined walking distance or along a hazardous route. Routes are posted in the Family Portal before school starts.

Q: How do I find my student's bus route and stop?

A: Routes, stops, and pickup times are published in the Family Portal each August and updated as needed. Contact Transportation at 000.000.0000 with questions.

Q: What are the rules for riding the bus?

A: Students must remain seated, follow the driver's directions, and treat others respectfully. Bus privileges may be suspended for unsafe or disruptive behavior.

Q: Can my student ride a different bus to go to a friend's house?

A: For safety and capacity reasons, students ride only their assigned bus unless a written, office-approved exception is provided in advance.

Q: Can students drive and park on campus?

A: Eligible juniors and seniors may purchase a parking permit. Permits are limited and require a valid license, insurance, and good standing. Park only in designated student lots.

Q: What if the bus is late or doesn't arrive?

A: If a bus is significantly delayed, call Transportation at 000.000.0000. Delays due to weather or mechanical issues are communicated through the Family Portal when possible.

Food, Nutrition & Meals

Q: Does LTC High serve breakfast and lunch?

A: Yes. Breakfast is served before first period and lunch is served during the three lunch periods. Menus are posted monthly in the Family Portal.

Q: How much do school meals cost?

A: Current meal prices are listed in the Family Portal. À la carte items are also available.

Q: How do I add money to my student's meal account?

A: Add funds online through the Family Portal's payment system, or send cash or check to the cafeteria. Balances carry over during the school year.

Q: How do I apply for free or reduced-price meals?

A: Submit a meal-benefit application through the Family Portal or the main office. Applications are confidential and may be filed at any time during the year.

Q: Can the cafeteria accommodate food allergies or dietary needs?

A: Yes. Provide documentation to the school nurse and Nutrition Services so meals can be adapted safely. Contact Nutrition Services at 000.000.0000.

Q: Can my student bring lunch from home?

A: Absolutely. Students may bring their own lunch. Microwaves are not provided for student use; pack accordingly.

Q: Are there vending machines or snacks available?

A: Vending and à la carte snacks meeting nutrition guidelines are available at designated times.

Technology, Devices & Accounts

Q: Does each student receive a device?

A: Yes. LTC High is a 1:1 district; each student is issued a Chromebook for the school year, distributed at schedule pickup in August.

Q: What if my student's Chromebook is damaged or lost?

A: Report damage or loss immediately to the Technology Help Desk. Repair or replacement fees may apply unless an optional protection plan is purchased.

Q: Is there an optional device-protection plan?

A: Yes. An annual device-protection plan covers accidental damage. Details and enrollment are available during registration.

Q: How do I access the Family Portal?

A: Use the credentials provided at registration to log in to the Family Portal for grades, attendance, payments, and announcements. Contact the Help Desk to reset a password.

Q: What is the Acceptable Use Policy?

A: All students agree to use district technology responsibly for educational purposes. Misuse — including accessing inappropriate content or bypassing filters — may result in disciplinary action. The full policy is in the Student Handbook.

Q: Is internet access filtered?

A: Yes. District networks and devices use content filtering in compliance with federal law (CIPA), on and off campus.

Q: Can my student use their personal phone at school?

A: Phones must be silenced and put away during instructional time unless a teacher permits use for a specific activity. See the cell-phone policy in the Handbook.

Q: Who do I contact for tech support?

A: The Technology Help Desk can be reached at 000.000.0000 or email@example.com during office hours.

Health, Medication & the Nurse's Office

Q: What immunizations are required?

A: Illinois requires specific immunizations and health examinations for enrollment. A physical and required vaccinations must be on file; the nurse can provide the current list.

Q: Does my student need a physical to start school?

A: Students entering 9th grade and those new to Illinois schools must submit a current physical exam. Sports participation also requires a current sports physical.

Q: Can the school give my student medication?

A: Prescription and over-the-counter medications require a completed medication-authorization form signed by a parent and, for prescriptions, a physician. All medication is stored and administered through the nurse's office.

Q: Can my student carry an inhaler or EpiPen?

A: Yes, with the proper self-carry authorization form on file. Contact the nurse to set this up.

Q: What happens if my student gets sick or hurt at school?

A: The student is sent to the nurse, who provides care and contacts a parent/guardian when needed. Keep emergency contacts current in the Family Portal.

Q: When should I keep my student home?

A: Keep your student home if they have a fever of 100.4°F or higher, are vomiting, or have a contagious illness. They should be fever-free for 24 hours without medication before returning.

Q: Are vision and hearing screenings provided?

A: Mandated screenings are conducted at school per Illinois requirements. Families are notified of any results requiring follow-up.

Behavior, Discipline & Code of Conduct

Q: Where can I read the full Code of Conduct?

A: The complete Code of Conduct is in the Student & Family Handbook, available on this website and downloadable as a PDF.

Q: What is the discipline philosophy at LTC High?

A: LTC High uses progressive, restorative discipline that focuses on teaching expectations, repairing harm, and keeping students in class whenever possible while maintaining a safe environment.

Q: What behaviors can lead to suspension or expulsion?

A: Serious offenses — such as violence, weapons, drugs, or repeated major misconduct — may result in suspension or, in the most serious cases, expulsion, consistent with due-process rights.

Q: Does my student get due process before serious discipline?

A: Yes. Students are informed of the allegations and given the opportunity to respond. Families are notified, and formal hearings are available for expulsion recommendations.

Q: What is the bullying and harassment policy?

A: LTC District prohibits bullying, harassment, and intimidation in any form, including online. Reports can be made to any staff member or anonymously, and are investigated promptly.

Q: How do I report bullying or a safety concern?

A: Tell any teacher, counselor, or administrator, or submit an anonymous tip through the reporting tool. Urgent concerns should be reported immediately to the main office.

Q: What is the policy on academic integrity?

A: Cheating, plagiarism, and unauthorized use of AI or others' work violate academic integrity and result in academic and disciplinary consequences outlined in the Handbook.

Q: Can detentions or consequences be appealed?

A: Families may discuss and appeal consequences with the assigning staff member or an administrator. Suspensions and expulsions follow a formal appeal process.

Dress Code

Q: Does LTC High have a dress code?

A: Yes. The dress code emphasizes safety and a respectful learning environment while allowing reasonable personal expression. The full policy is in the Handbook.

Q: What is not allowed under the dress code?

A: Clothing depicting violence, drugs, alcohol, hate speech, or profanity; items that reveal undergarments or are unsafe for labs and PE; and anything that materially disrupts learning.

Q: Are hats or hoods allowed?

A: Head coverings worn for religious or medical reasons are always permitted. Other hat/hood rules are set in the Handbook and may vary by area of the building.

Q: What happens if my student violates the dress code?

A: Students are typically asked to change, cover the item, or call home for a change of clothes. Repeated violations are handled as minor discipline.

Athletics & Activities

Q: How does my student join a sport or club?

A: Watch the Athletics & Activities page and morning announcements for tryout and meeting dates. Athletes must have a current physical on file before participating.

Q: What are the academic eligibility rules for athletics?

A: Student-athletes must meet IHSA and district academic standards, including passing a minimum number of courses, with eligibility checked weekly.

Q: Is there a fee to play sports or join activities?

A: An activity/athletic participation fee applies per sport or activity. Fee waivers are available for qualifying families.

Q: What if my student wants to start a new club?

A: Students can propose a new club to the activities director with a faculty sponsor and a brief description of the club's purpose.

Q: How much does it cost to attend games?

A: General admission to home events is \$5 for adults and \$3 for students. LTC High students with valid ID are admitted free to regular-season home games.

Q: Where can I find game schedules?

A: Schedules are posted on the Athletics & Activities page and updated for weather changes.

Safety, Weather & Emergencies

Q: What safety drills does the school conduct?

A: LTC High conducts fire, severe-weather, and lockdown/ALICE-style drills throughout the year as required by Illinois law, coordinated with local first responders.

Q: How will I be notified in an emergency?

A: The district uses the Family Portal, phone, email, and text alerts. Keep your contact information current to receive notifications.

Q: How are weather cancellations or delays announced?

A: Closings and two-hour delays are announced via the alert system, the district website homepage, and local media as early as possible.

Q: What is the visitor and building-security policy?

A: All exterior doors are locked during the day. Visitors must check in at the main office with a photo ID and wear a visitor badge while in the building.

Q: How do I update my emergency contacts?

A: Update contacts any time in the Family Portal. Please review them at the start of each year and whenever your information changes.

Q: What is the reunification plan in a major emergency?

A: In the event of an evacuation, students are reunited with authorized guardians at a designated reunification site. Details are shared through the alert system during an event.

Fees, Fines & Payments

Q: What fees should I expect?

A: Typical fees include registration, course/lab fees for certain classes, athletic/activity fees, parking permits, and optional device protection. A full schedule is provided at registration.

Q: How do I pay fees?

A: Pay online through the Family Portal, or by cash or check at the main office. Payment plans may be available upon request.

Q: Are fee waivers available?

A: Yes. Families who qualify for free or reduced-price meals generally qualify for fee waivers. Submit a waiver application through the office.

Q: What happens if I have unpaid fees or fines?

A: Outstanding obligations (lost books, damaged devices, unpaid fees) may hold records or participation in certain activities until resolved. Contact the office to arrange payment.

Q: How are refunds handled?

A: Refunds for cancelled activities or overpayments are processed through the business office. Allow several weeks for processing.

Communication & Family Portal

Q: How does the school communicate with families?

A: Through the Family Portal, email newsletters, phone and text alerts, the website, and teacher messages. Set your preferences in the Family Portal.

Q: How do I contact a teacher?

A: Email is the fastest way to reach teachers; contact information is in the Family Portal. Teachers reply within two school days.

Q: How often should I check the Family Portal?

A: We recommend checking weekly for grades, attendance, announcements, and account balances.

Q: Can both parents/guardians have portal access?

A: Yes. Each guardian can have a separate login. Contact the office to set up additional access.

Q: How do I report a change of address or phone number?

A: Update your information in the Family Portal and provide a new proof of residency to the registrar if your address has changed.

Visitors, Volunteers & Getting Involved

Q: Can I volunteer at LTC High?

A: Yes. Volunteers complete a brief application and background check. Contact the main office to learn about current opportunities.

Q: How do I visit my student's classroom?

A: Arrange classroom visits in advance with the teacher and main office so instruction is not disrupted. All visitors sign in and wear a badge.

Q: Is there a parent/family organization?

A: Yes. The Family–Teacher Organization and various booster clubs welcome new members; meeting dates are posted on the website.

Q: Can I drop off items for my student during the day?

A: Drop-offs (forgotten lunch, homework, instruments) are left at the main office and students are notified between classes to minimize disruption.

Graduation, Transcripts & Records

Q: What does my student need to graduate?

A: Completion of all required credits, passing required courses, and meeting state requirements. Counselors review each senior's status throughout the year.

Q: How do I request an official transcript after graduation?

A: Alumni can request transcripts through the registrar or the online transcript service. A small processing fee may apply.

Q: Can my student graduate early?

A: Early graduation may be possible with an approved plan that meets all requirements. Discuss options with a counselor well in advance.

Q: How long does the district keep student records?

A: Permanent records (such as transcripts) are retained for 60 years; temporary records are retained for at least five years after a student leaves, per Illinois law.

Q: How do I access or correct my student's records?

A: Under FERPA, parents and eligible students may inspect records and request corrections. Submit requests to the registrar.

General & Miscellaneous

Q: What time does the school day start and end?

A: The instructional day runs from 8:05 AM to 3:05 PM. Doors open for students at 7:30 AM.

Q: What is the school mascot and colors?

A: LTC High's mascot is the Timberwolves, and the school colors are blue and gold.

Q: Is there before- or after-school supervision?

A: Supervision is provided beginning at 7:30 AM and during after-school activities and tutoring. Students not in a supervised activity should leave campus after dismissal.

Q: Does LTC High have a lost and found?

A: Yes, located near the main office. Unclaimed items are donated periodically, so check promptly.

Q: How do I leave a message for my student during the day?

A: Call the main office at 000.000.0000. For non-emergencies, messages are delivered between classes.

Q: Where can I find this FAQ and the Handbook?

A: Both are available on this website under the FAQ and Handbook pages, and can be downloaded as PDFs. For anything not covered here, contact the main office at 000.000.0000 or email@example.com.