Frequently Asked Questions – General

Do I have to pay for my course?

- No, there is no direct cost to families for students under the age of 22 taking online courses through Sask DLC. School divisions are invoiced directly.
- School divisions in Saskatchewan are provided with provincial funding for students living in their area. Students and families have the option to study full-time online or attend the local school in their area and take a course(s) from Sask DLC. This ensures that the provincial funding provided to the school division follows the student – wherever they choose to learn.

What technology do I need?

- You will need access to a computer with a reliable internet connection, headset/headphones and camera. A printer is also recommended to allow you to print materials and work off-screen.

Do I have access to programs like Word, Excel and Power Point?

- Yes, all Sask DLC students are provided with a Microsoft 365 account that gives access to programs like Word, Excel, PowerPoint and Teams to complete schoolwork, attend live classes and connect with teachers.
- You will receive your individual Microsoft login information in your welcome email, once your registration is processed. If you can't find this email, please email helpdesk@saskDLC.ca, providing the name you registered under to request your username and password.

Do I have to register before September?

- No, registration is ongoing once the school year starts, but you are encouraged to register before the school year or as soon as possible. All course work needs to be completed between September and June each school year.
- Registration for the school year closes at the end of April, to ensure students have time to complete their work.

Why can't my child use my email address when I register them?

- Each student must have their own email address because our system uses it for identification. This email is also essential for direct communication with their teacher.

How long does it take for my registration to be processed?

- Registration processing times can take up to a week, depending on the time of year. Late August and early September are especially busy due to a high volume of registrations, so we recommend registering early to ensure a quicker processing time. Please check your spam or junk email and mark emails from Sask DLC as safe.

How do I access my classes?

- You can access all your online classes at dlcgo.ca. Your username and password will be emailed to you when your registration is processed. If you have misplaced or forgotten them, you can email helpdesk@saskDLC.ca and request a new username and password. If you have just forgotten your password, click ***Forgot Password*** and a new one will be emailed to you.

Can I do my online courses whenever I want to?

- Our online course materials are available 24/7 offering you structured flexibility and allowing you to work ahead while staying on-pace with teacher-created timelines and scheduled work submissions. You have the flexibility to decide how many hours you work each day, provided you maintain your progress. Courses follow a traditional 180-day school calendar from September to June.

How do I get started?

- When you log into DLCgo, you will see your dashboard where subjects are available to click on. We recommend starting with the orientation course because it will answer many of your questions. You will need to complete seven tasks which will help you learn and practice the skills needed to be successful with online learning such as creating and submitting assignments and taking a quiz.

Should parents do the orientation course in DLCgo?

- We recommend that a parent also take the orientation course. This will help them navigate DLCgo and assist in planning a successful learning schedule with you. The orientation course provides examples for organizing daily, weekly and yearly schedules - helping you create a plan that works best for you and your family.

When will I have access to my classes?

- If you have registered for September classes, you will have access to your classes on the first day of school. To access the school calendar visit saskDLC.ca.
- If you have registered during the school year, you will have access to your courses as soon as your registration has been processed, and you have selected the learning model that works best for you.

Are there opportunities to meet other students outside of the classroom?

- Yes, our K-12 students have the option to attend field trips throughout the year at various locations across Saskatchewan. On some field trips, you may be able to bring your siblings.
- You can also connect with other online students through live class sessions with your teacher.

Are there school clubs to join?

- Clubs are open to all students enrolled in at least one Sask DLC course, regardless of grade level. They're a great way to get involved, meet new friends and explore your interests! Find a club that interests you at saskDLCandMe.ca.

How can I purchase Sask DLC clothing?

- We love school spirit, and we'd love to see you representing Sask DLC. To purchase Sask DLC clothing, visit saskDLCandMe.ca, where you'll find the link to order. You can choose your clothing item, customize the logo placement and select wording options. Payment is made online and your order will be shipped directly to you.

Frequently Asked Questions – Full-Time Grade 10-12 Students

Do I get credit for taking a course with Sask DLC?

- Yes, you will earn one credit for each Grade 10-12 course you complete with us, just as you would at your traditional school. The credit will appear on your transcript and count toward the 24 credits required for graduation.

Am I graded on a percentage or scale base?

- All of your exams and homework will be graded on a percentage. A minimum overall average of 50% is required to pass and receive a credit for the course.

How do I register?

- New students wanting to register with Sask DLC can go to saskdlc.ca and click on the green register button.
- If you haven't registered with us before, click **Don't have an account? Register** below the login button. If you've previously registered but forgot your password, select **Forgot your password?** to receive a new one. Once on the registration page, follow the steps provided—it should take about 5–10 minutes to complete.

What do I need to register?

- You will need to provide your name, address and guardian information as well as provide copies of your birth certificate and three pieces of documentation that show you are a Saskatchewan resident. Examples include utility bill, driver's license or rent receipt/lease agreement in either the guardian or student's name or the student's health services card. Each registered student will need their own individual email address.

What happens after I register?

- After submitting the registration, you will receive an email from Sask DLC confirming that it has been processed and introducing the available learning models, Synchronous Live Class or Asynchronous.
- You will receive a call or email from your Academic Advisor to discuss which learning model best suits you and your family and discuss what courses you need to enrol in to fulfil your graduation requirements. Once you have made your decisions, your Academic Advisor will enrol you in the grade-specific course.
- During the first week of school, you and your parents will receive a welcome email from the teacher introducing themselves and indicating what the orientation week and school year will look like (live classes, homeroom get togethers).

How do I get additional support?

- Our Student Support Team collaborates with classroom teachers, administration, students and parents to identify individual needs and provide appropriate support. We help in reading, writing and math intervention, as well as programs that help students with self-regulation, social-emotional skills, executive functioning, organization, time management, mental health and goal setting. Our team currently includes Student Support Teachers, Consultants, Educational Assistants, a Psychologist, a Speech-Language Pathologist and Social Workers.

What courses are available through Sask DLC?

- We offer more than 150 high school online courses for you to choose from. These courses are taught by certified Saskatchewan teachers and follow the Ministry of Education's curricular outcomes. We offer core, elective and practical applied arts courses. Some of courses also have work placements so students can gain hands-on experience in the career areas they are interested in. All core courses are available as a Synchronous Live option.
- To view a complete list of our courses, visit saskDLC.ca.

Frequently Asked Questions – Part-Time Grade 10-12 Students

Do I have to withdraw from my traditional school to take a course from Sask DLC?

- You do not need to withdraw from your traditional school to take a course with us. Anyone can enrol in our online courses to supplement their classroom learning. The principal or guidance counsellor at your school will process the enrolment and the course can be scheduled during a spare period in your daily timetable.

Do I get credit for taking a course with Sask DLC?

- Yes, you will earn one credit for each Grade 10-12 course you complete with us, just as you would at your traditional school. The credit will appear on your transcript and count toward the 24 credits required for graduation.

If I temporarily transfer to Sask DLC and then go back to my traditional school, will all my credits transfer?

- Yes, all the credits you earn by passing your course(s) will transfer with you, whether you attend a traditional school or Sask DLC. These credits remain yours, regardless of where or how long you choose to attend school.

How do I get help?

- If you need help with a course-related issue, please reach out to your teacher.
- If you need information about a course, local Sask DLC Online Learning Facilitators can help you. If your school does not have a Sask DLC Online Learning Facilitator, please speak with your school's guidance counsellor or principal.
- If you need technical assistance, you can email helpdesk@saskDLC.ca or sign up for access to the Student Support Portal, where you can find helpful articles, request support and track the status of your request. It is always very helpful to include screenshots of your issue and/or relevant links when requesting support.
- You can reach out front office at 306-252-1000 or toll free at 1-844-515-3276 Monday to Friday, except on holidays, from 8:30 a.m. – 4:30 p.m.

How do I take a course?

- To enrol in a course, visit our website to explore your options and find what interests you. Once you've made your choice, speak with your guidance counsellor or principal and they can register you.

What happens after I register?

- After submitting the registration, you will receive an email from Sask DLC confirming that it has been processed and introducing the available learning models, Synchronous Live Class or Asynchronous. You will be asked to review this information and choose the option that best suits you and your traditional school course schedule. If you would like to discuss these options further, you are welcome to call Sask DLC directly. Once you have made your decision, you will be enrolled in the grade-specific course.
- During the first week of school, you and your parents will receive a welcome email from the teacher introducing themselves and indicating what the orientation week and school year will look like (live classes, homeroom get togethers).

What courses are available through Sask DLC?

- We offer over 150 high school online courses for you to choose from. These courses are taught by certified Saskatchewan teachers and follow the Ministry of Education's curricular outcomes. We offer core, elective and practical applied arts courses. Some courses also have work placements so students can gain hands-on experience in the career areas they are interested in. All core courses are available as a Synchronous Live option.
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