The Crowden School
Student Google Workspace Account FAQs

Q: Why does Crowden create Google Workspace accounts for students?
A: While some students already have a personal email, many students do not. With students spending more time online, Crowden recognizes the need to encourage appropriate usage and ensure student safety by tailoring student permissions settings. Therefore, Crowden sets up Google Workspaces for all students so they can access email and Google Docs in a controlled environment. This email also allows students to access Crowden's gradebook, Thinkwave, with an account that linked (but separate to) their parents. Access to email and Google Docs are necessary if there is ever a need to switch to remote learning.

Q: What are the account's permission settings? What limitations come with these settings?
A: Students cannot receive email from anyone outside of the @crowden.org domain. Likewise, students cannot email anyone outside the @crowden.org domain and student emails cannot be forwarded to non-school accounts. Students will not have access to instant messaging applications like Google Chat. We will continue to monitor which applications are constructive to online learning. We welcome parents' input when it comes to these permission settings. If you have additional concerns, please let us know.

Q: Why does Crowden encourage parents/guardians to set up the account for the student?
A: We encourage parents/guardians to sign into their student account first before handing the password over to the student. We do this so that parents/guardians reset and maintain the password for the student and, thus, could access and monitor the student's account at any time.

Q: Will my student get to keep their account after they graduate?
A: Student accounts will be suspended after the end of their final academic term and eventually be deleted. If you wish to save any emails or documents, it should be downloaded to a personal computer.

Q: Who do I contact if my student or I needs help with their Google account or a password needs to be reset?
A: Please contact frontdesk@crowden.org.