

GUIDE FOR LEARNING COACHES AND STUDENTS TO A SUCCESSFUL YEAR

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WELCOME AND INTRODUCTION

WELCOME

Dear Parents:

Welcome to online learning with K¹²!

We partner with districts in Florida to provide exceptional virtual/online public education using the K¹² curriculum. We blend innovative instructional technology with a traditional curriculum for students across the state and county.

Our unique learning model includes many benefits such as a rigorous and comprehensive research-based curriculum, the flexibility of learning anytime, the support of Florida certified instructors, and an **Individualized Learning Plan** that prepares students to meet their educational, college, and career goals. This challenging and engaging curriculum was developed by renowned learning experts, instructors, and instructional designers.

This program requires a partnership between our instructors, administration, Florida school districts, and our dedicated families. Communication is central to your student’s achievement. This **Learning Coach**

Success Guide is a comprehensive guide to help your student succeed with the program. Please read it carefully. You will be able to refer to it throughout the school year as needed. *Information is subject to change and you will be informed of any updates.*

Our dedicated staff looks forward to working with your family during the upcoming school year!

HOW TO USE THIS GUIDE

This guide outlines procedures for the online learning environment in Florida. You may jump to the sections you wish to review in any order using the **Table of Contents**. Links within the guide will open another document or an instructional video.

Know the platform your student is working in. Be sure to read the sections that apply to your student.

The instructor is always the first point of contact. Don't hesitate to get in touch with the instructor if you have questions or need assistance accessing programs or tools.

PROGRAM EXPECTATIONS

LEARNING COACH / PARENT RESPONSIBILITIES

As your student's Learning Coach (LC), you will work with your student on a daily basis. As the learning coach, you have many important responsibilities to complete each day:

- **Prepare for your student's school day.** (*Online School platform*) Take 30 - 45 minutes either at night or in the morning, whenever it is convenient for you, and "prep" for the day. The **Online School (OLS)** has everything (lessons, student pages, and instructor guides) right there for you. Simply log-in to the OLS and look at your student's daily plan. Read through the lessons and the instructor guides corresponding to those lessons and ready the supplies needed for that day.
- **Monitor Assessments.** (*Online School platform*) Learning Coaches must provide a password to the student before the student can take an assessment. It is the Learning Coach's responsibility to keep this password safe and not share it with student until the appropriate time.
- **Log your student's attendance daily.** Access the attendance page through the OLS using your Learning Coach account. When you log attendance, be sure to manually type in the number of minutes your student actually spent in each of his/her courses. Only Learning Coaches are allowed to log attendance. Students are not permitted to record attendance.
- **Check your K-Mail daily.** Your instructor, as well as the district/school, will send **K-Mails** with important, sometimes time-sensitive information. Checking your **K-mail** daily will help to keep you informed. Respond to **K-Mail** within 24 hours for timely correspondence.
- **Review your student's work and progress.** It is important the Learning Coach monitor that all lessons your student completes are logged and recorded daily. Ensure that your student is keeping up with the pace of expected daily/weekly lessons.
- **Ensure your student is attending required classes.** Particular **ClassConnect** sessions are required during the week in addition to the individualized meetings between your student and instructor. Ensure that your student is logged in on time to these sessions. Setting reminders on cell phones is often helpful.
- **Ask for help.** Working with your student at home can sometimes become a challenge. Our team of experienced educators is here to support you and your student with time management,

motivation, or academic concerns. Reaching out for help is a sign of commitment to your child's success in school.

STUDENT EXPECTATIONS

- Check **K-Mail** daily.
- Respond to all communication within 24 business hours.
- Complete all lessons scheduled each day, Monday – Friday with the exception of holidays.
- All lessons begin online, but may include offline work as well. Be sure to complete all on- and offline work before taking the lesson assessment.
- Utilize **My Plan/Pacing** guide found within each course to remain on track. (Online High School only)
- Save your schedule in the subject folder on your computer and/or print out copies. (Online High School only)
- Attend **ClassConnect**, student connect sessions, and additional intervention or enrichment assignments as scheduled by your instructor.
- Submit **Instructor Graded Assignments** within one week of completion. (Online School only)
- Complete benchmark testing three times per year.
- Complete the required number of lessons in **iReady** (or other test preparation program), including monthly class connect cluster review each month.
- In case of a computer malfunction, make a backup plan for your computer files by using a thumb drive or cloud storage.
- Review grades daily to make sure there are no overdue assignments or discussion posts that require a response. (Online High School only)
- Use the **Locker** to save items you are working on (Online High School only)
 - Items in your locker are not graded by instructors. Submit to your instructor in the **Dropbox**.
- Use **My Plan** to add tasks for yourself. You can add items like doctor appointments or parts of a project you are working on. (Online High School only)
- Check feedback section for each of your graded documents. (Online High School only)
- Participate and do your best work on required state tests such as FSA, EOC, and FCAT.

REQUIRED STANDARDIZED TESTING

District virtual program students are required to participate in state testing. Testing dates/times/location are provided by your district and will be shared by the district closer to the actual testing date. There may be additional testing requirements as well. Please keep in contact with your instructor and school district about testing.

For all Florida students in grades 3 through 12, state testing is mandatory.

Per Florida statute 1002.45, all students enrolled in district virtual instruction programs are required to participate in statewide assessments.

Any student that does not participate in state testing will not be permitted to re-register in the K12 Virtual Instruction Program in the following year.

STUDENT PARTICIPATION REQUIREMENTS.—Each student enrolled in a virtual instruction program or virtual charter school must:

(a) Comply with the compulsory attendance requirements of s. [1003.21](#). Student attendance must be verified by the school district.

(b) Take state assessment tests within the school district in which such student resides, which must provide the student with access to the district's testing facilities.

ACADEMIC INTEGRITY

Online and offline assessments, such as quizzes and tests, are a critical part of any academic program. They offer important information about a student's progress toward mastery. This information is helpful only when accurate. It can be accurate only if the assessment represents the student's work alone.

Students are expected to honor the following principles while taking assessments:

- The student alone will take assessments.
- Students will not copy or redistribute any part of an assessment in any way—electronically, verbally, or on paper.
- Students will treat the assessment as “closed book”—meaning that they may not use any textbooks, references, or other materials (printed or electronic) during the assessment—unless the instructor or the specific assessment otherwise instructs (for example, a student may be specifically told to refer to certain pages in a book as part of the assessment).
- Answers will represent only the student's work, free of any outside assistance. The student will not plagiarize in any way.
- Students will not confer with other students, family members, or acquaintances, either in person or through electronic communication, during the assessment.

Written work should be completely free of plagiarism. Plagiarism is copying another person's work without providing direct reference to the author, original print material, or website. Put simply, always give credit where credit is due. Be sure to contact the instructor with questions regarding citing sources. Web tools that check for student plagiarism are used regularly.

Unless the instructor or specific directions include exceptions, students are expected to follow these principles while taking assessments and completing written assignments. Only by honoring these principles can both academic and personal integrity be ensured.

ATTENDANCE REQUIREMENTS

The goal for every student is to follow the **Daily Plan** each day. Best practices include learning in manageable bits each and every day in a consistent, habitual routine. The brain retains the information and recall is improved dramatically. The goal of learning is to master the content, not click the box.

Since K¹² programs are public school programs, districts require daily student attendance. **THE CHART BELOW IS A GENERAL GUIDELINE OF ATTENDANCE REQUIREMENTS.** Your instructor will let you know if your child's attendance hours are on track during each student **ClassConnect**.

Grade Level	Required Yearly Hours	Weekly Hours	Daily Hours
K-3	720	20	4
4-12	900	25	5-6

Attendance in virtual online education is comprised of multiple program elements including completing online lessons, attending synchronous sessions, participating in additional remediation, submitting work samples, and preparing for standardized testing. These individual pieces collectively form the instruction offered to students in a virtual setting. Students must comply with all facets of the program in order to be counted as present for attendance purposes.

- The attendance logged should match lessons completed that same day.

FOR EXAMPLE: If there isn't a science lesson completed on Monday, there cannot be attendance logged for science on Monday. Individual synchronous work or **ClassConnect** with the instructor is the only exception.

- You may log attendance on the weekend; however, attendance must be logged each school day.
- If your student is sick, **K-Mail** your instructor and log zeroes to excuse your student from lessons that day.
- Attendance for **iReady** or **Study Island** can be logged under the appropriate subject/course. For example, if a student completed 30 minutes in **iReady** working on math, thirty minutes can be entered under the Math course.
- Do not enter attendance hours under the homeroom course
- **Introduction to Online Learning** should have no more than 10 hours logged for attendance.
- Excessive lessons /attendance logged will be removed by the instructor.

Pursuant to FL Stat. 1003.21 and FL Stat. 1002.45(3)(b) non-participation in the virtual instruction program is considered an attendance violation, and if not corrected, students will be reported to the district to be withdrawn.

MANAGING SCHOOL

Students in Florida will complete their courses within an online environment. The curriculum and tracking tools are all located in the platform.

- Students in grades K-6 will use the platform called **Online School (OLS.)**
- Students in grades 7-8 will access their courses on both the **Online School (OLS)** and the **Online High School.**

- Students in grades 9-12 will access their courses on the **Online High School** platform.

Most of the topics below apply to students in grades K-12, unless otherwise noted.

UNDERSTANDING ACCOUNTS

Click [here](#) to view a video on your Learning Coach and Student account creation and set-up.

Learning Coach Account

- Use for **K-Mail** communication between instructor and learning coach. Students are not copied on **K-Mails** sent to and from the LC account.
- Use for daily lesson navigation with students in grades K-3. Students may work directly out of LC account for adult-guided lessons.
- Use for monitoring assignments and assessments when complete.
- Use for logging attendance.
- Use to monitor high school student grades.

Student Account

- Use for Student Connects, **ClassConnect**, and logging into any homeroom sessions.
- Use for **K-Mail** correspondence directly from student. All **K-Mails** from instructor to student will copy to LC account.
- Use for daily lesson navigation with students in grades 4 and up.
NOTE: If student is working independently, he/she should always be in student account. This applies to any grade level.
- Use to access all world language courses.

Protect the Learning Coach Password

- The student should **NEVER** be given the LC password
- **DO NOT** auto-save your LC password in the computer.
- If the student gains access to the password, it needs to be changed **IMMEDIATELY!**
- Please reach out to your instructor if you need help with changing the password.

INTRODUCTION TO ONLINE LEARNING (OLS PLATFORM)

Students should start working on lessons the very first day of school. Even if materials have not arrived, the student should begin working in the **OLS** course, **Introduction to Online Learning (IOL)**.

The **IOL** course is a five-day course which will help orient your family to the program, provide you with a daily checklist of things to do, as well as prepare you for a successful school year. To access the **IOL** course, just log into the **OLS** account and select the **IOL** lesson for the day.

Additional support videos are embedded in the first few lessons of each course. Be certain to view those videos to know how to best utilize the tools within each course.

INTRODUCTION TO ONLINE LEARNING (ONLINE HIGH SCHOOL PLATFORM)

Students will be assigned an orientation course which will give detailed information on how to navigate through the **Online High School** courses. Working alongside your student in the course will allow you to support him/her and understand the platform.

NAVIGATING THE ONLINE SCHOOL

Many resources are available to get you get started in the Online School. Be sure to attend our live **Orientations**. Videos are available 24/7 to help you learn how to navigate through the platform. Visit the **Strong Start** website by clicking [here](#) for a complete list of video resources, or click on the titles below for a partial list:

[OLS Login](#)

[Navigating the OLS](#)

[Accessing your Student's Lessons](#)

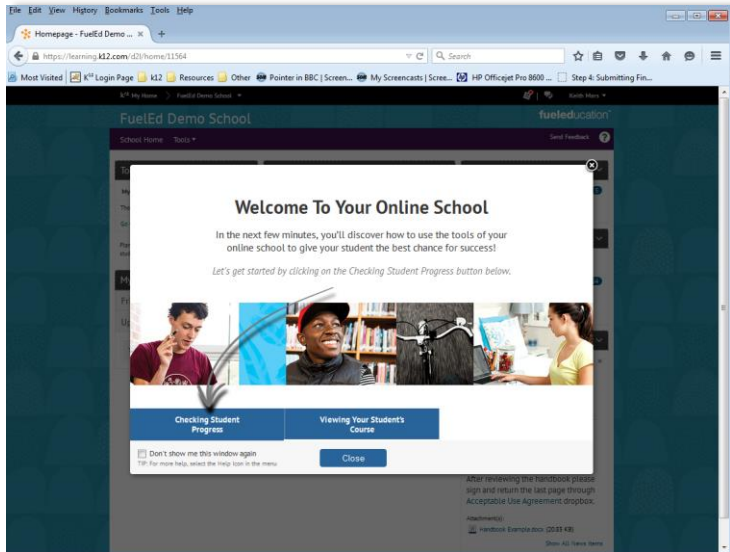
[K-8 Progress](#)

NAVIGATING THE ONLINE HIGH SCHOOL

The **Online High School** platform will be used for all high school courses, as well as several of our middle school courses. To reach the platform, begin by logging into the OLS. From the OLS, you can log attendance for your student.

To get to the **Online High School**, select **Courses** at the top of the screen, then **your student's name**, the **course**, and **Go to Course**.

A new window will open for **Online High School** platform, where a tutorial will be waiting to walk you through all the exciting new features that will help you track your student's progress. This tutorial will continue to appear each day you log in, unless you check the box labeled "Don't show me this window again." We suggest you leave this box unchecked, so that you can easily review the tutorial as needed.



The **Online High School** allows the Learning Coach to both check student progress and view the student's course. When viewing the course as the student, do not make any changes or enter any quizzes. As you will learn in the tutorial, it will appear as though your student has made the change (entering a quiz will lock your student out of the quiz when they are ready to take it).

Upon accessing the **Online High School** classroom, students are introduced to the course homepage. There they can view daily **Events**, which indicate what assignments are scheduled each day. A course pacing guide also clearly indicates when projects, assignments, and assessments are due throughout the semester. It is essential that students on the **Online High School** platform keep up with the pace of the course. Rushing to complete the course at the end of the semester is not beneficial to mastering content and long term retention. **Instructors issue zeroes each Monday for work not completed the previous week.**

ZEROS ARE REPLACED BY GRADES ONCE THE ASSIGNMENTS ARE COMPLETED BEFORE THE END OF THE QUARTER.

BLACKBOARD COLLABORATE

Blackboard Collaborate (BBC) is the system that supports the online classrooms for **K12**. Families will meet with their instructor each month in a **BBC** classroom. Students will also have the opportunity to attend **ClassConnect** sessions in all core subject areas each week. The first time you log into a session using a link, you will be asked to approve the system to run on your machine.

NOTE: It may take 15 minutes or longer to log in the first time. Please plan to arrive to your first online session 15 - 20 minutes early so that you can be certain to get through the process and be ready by the time the meeting starts.

In order to participate in the sessions, speakers or headphones are needed. Your student will need a working microphone to participate in other classroom activities, and you will also need a microphone at various points to speak with the instructors and other parents during meetings, **ClassConnects**, and other school sessions. A headset with microphone is preferable.

ATTENDANCE

Instructors monitor attendance daily. Part of the program requirement is for the LC to log student attendance each school day.

INTERNET ISSUES DO NOT EXCUSE THE ATTENDANCE REQUIREMENT AND OTHER ARRANGEMENTS MUST BE MADE.

K12 offers an attendance application for your mobile device!

Click [here](#) for a demonstration of how to enter attendance.

K-MAIL

Click [here](#) to view a video on how to navigate the K-Mail system.

K12 utilizes **K-Mail** for the majority of our instructor-parent-student correspondence.

- **K-Mail** is safe, and private student information is secure.
- **K-Mail** is permanent; there is no way to delete messages, but messages can be archived and tagged.
- There is no spam/junk mail or outside distractions from the important work of schooling students.

It is very important to check your **K-Mail** twice daily for important school updates and messages regarding your student. **K-Mail** should be responded to within 24 hours by students, LCs, and instructors.

STUDENT CONNECT

Student Connects are parent / instructor / student conferences where the instructor is able to assess for mastery of grade level benchmarks set by state standards. The learning conferences contribute to the student's progress and assessment of mastery.

For K-8 students, the instructor will meet with a student one-on-one using the **Blackboard Collaborate (BBC)** classroom. The instructor and student will spend time completing activities together that will show content mastery for given courses: reading, math, writing, history, science and electives. During this time, the LC is a silent observer. The LC may remain in the room but please allow your student the freedom to perform independently.

The goal of these conferences is to obtain a true assessment of the student's mastery of content. Any non-mastered content may result in lessons being placed back on the **Daily Plan** so the student has the opportunity to go over and relearn the material. **MISSED STUDENT CONNECTS WILL AFFECT YOUR STUDENT'S GRADE AND MAY BE REPORTED TO THE DISTRICT.** After the time spent with the student, the instructor will then meet with the LC to go over progress and answer any questions.

Student Connects Reminders

- A working microphone (headset) is required for these sessions.

- Provide your student with a quiet environment with minimal distractions.
- Turn off the television and radio. Relocate younger siblings.
- Your instructor will do his/her best to accommodate your schedule when scheduling your student's Student Connect. The instructor will then add the link to the **Plan** for the day and time it was scheduled. LCs will see it on their **Plan** with your student's name appearing in the title of the Student Connect.
- On the correct day and time of your Student Connect, select the blue Student Connect session link from the **Plan** to access the Student Connect in **BBC**.

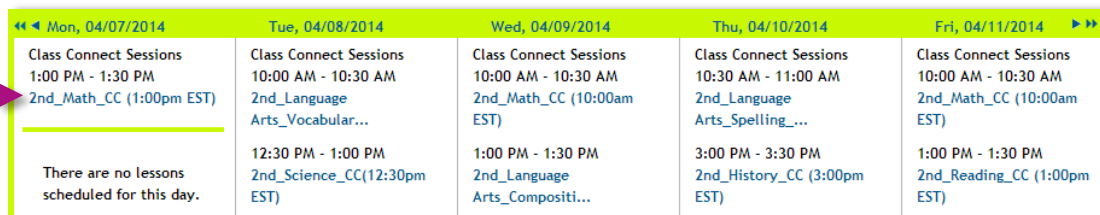
All students working on the **Online High School** will have monthly voice-to-voice contact with their instructors, either in **Blackboard Collaborate** or via phone, to check mastery and discuss any concerns with students. This communication is mandatory and an important part of your student's program.

CLASSCONNECT

A **ClassConnect** is a whole group, synchronous session taught through **Blackboard Collaborate**. Sessions are held multiple times each week focusing on Math, Language Arts, Science, History and Electives. In most cases, attendance is suggested but there are certain sessions where **attendance is required** for all students. Your student's **Individualized Learning Plan** will indicate which sessions are required.

A schedule of **ClassConnect** sessions is available from the **OLS** in both the LC and the student account.

- To log on to the live session or the recording, simply click on the link directly from your plan.
- Monthly calendars with topics will be sent out via **K-Mail** by your instructor.
- You may access the schedule via your daily or weekly plan as seen below.



Mon, 04/07/2014	Tue, 04/08/2014	Wed, 04/09/2014	Thu, 04/10/2014	Fri, 04/11/2014
Class Connect Sessions 1:00 PM - 1:30 PM 2nd_Math_CC (1:00pm EST)	Class Connect Sessions 10:00 AM - 10:30 AM 2nd_Language Arts_Vocabular... 12:30 PM - 1:00 PM 2nd_Science_CC(12:30pm EST)	Class Connect Sessions 10:00 AM - 10:30 AM 2nd_Math_CC (10:00am EST) 1:00 PM - 1:30 PM 2nd_Language Arts_Compositi...	Class Connect Sessions 10:30 AM - 11:00 AM 2nd_Language Arts_Spelling... 3:00 PM - 3:30 PM 2nd_History_CC (3:00pm EST)	Class Connect Sessions 10:00 AM - 10:30 AM 2nd_Math_CC (10:00am EST) 1:00 PM - 1:30 PM 2nd_Reading_CC (1:00pm EST)
There are no lessons scheduled for this day.				

INSTRUCTOR GRADED ASSIGNMENTS (GRADES K-8)

The state of Florida requires that we maintain samples of student work for accountability purposes. Instructors will grade these assignments and provide feedback to assure adequate educational progress. Each family will be supplied a list of the required assignments that are to be submitted to your child's instructor.

Instructor-graded assignments are part of the student's grade in the course. Failure to submit assignments will result in a zero for the assignment grade.

OPTIONAL LESSONS

Our curriculum identifies several lessons as “optional”. The optional lessons are intended to provide enrichment for students who wish to be challenged or for extra practice to understand a concept. Optional lessons do not count toward student pacing and may be skipped in order to focus on other course assignments or completed as listed.

GRADING AND PROGRESS REPORTS

PROGRESS REPORTS

Students are issued a progress report each quarter. Students’ grades are based on several categories and weights.

HOW GRADES ARE CALCULATED

For courses on the **Online High School**, a built in grade book calculates the scores on tests, quizzes, assignments, and discussion posts. Some assignments are computer graded, while others are instructor graded. Instructors will enter a zero each Monday for any missing assignments from the previous week.

Courses in the **Online School**, include an external grade book called **Engrade**. Instructors post scores on OLS Unit Assessments, Instructor Graded Assignments, Strategies for Success (completion of test preparation lessons), Academic Effort (participation in required aspects of the program), and Aspects of Reading (for K-2.) Review the **Grades Syllabus** [\[here\]](#) for a complete description of the weights and categories.

Online School (K-8) unit assessments are set to allow for one attempt. If students do not master the assessment, instructors will give the student an opportunity to retake the assessment after working with the instructor to review the concepts in that unit.

MONITORING STUDENT GRADES

Logging into your student’s grade book frequently will allow you to monitor his/her current grades. Encourage your student to maintain a well-organized schedule in order to ensure an optimal learning pace and sufficient time to master skills.

Training will be available on **Engrade**, our online grade book. Instructors update the grade book every two weeks.

The **Online High School** grade book will be updated as instructors grade assignments within the 72 hour window. The grade book may take 24 hours to update.

SUPPORT FOR STUDENTS

INDIVIDUALIZED LEARNING PLAN

Instructors will work with learning coaches and students to develop **Individualized Learning Plans (ILP)** within the first four weeks of enrollment. The **ILP** will outline the student's program goals for the current school year.

The **ILP** will be reviewed and updated on a regular basis by instructors to ensure that students are meeting expectations. Appropriate supports and interventions are put in place to assist struggling students in meeting state standards and personal academic goals.

STUDENT SUCCESS PLAN

If your student's grade drops below 71% in any course or if your student is not compliant with expectations set forth on the **ILP**, the instructor will provide a plan to help your student get caught up. A **Student Success Plan** will be implemented to outline your student's short term goals and expectations. Instructors and LCs will work together to ensure student goals are reached. Failure to make progress towards goals will be escalated to the district.

RESPONSE TO INTERVENTION (RTI)

Response to Intervention (RtI) is a multi-tier approach to the early identification and support of students with learning and behavior needs. The RtI process begins with high-quality instruction and universal screening of all children in the general education classroom.

Currently, instructors provide Tier 1 and Tier 2 interventions to students. Students will have access to benchmark testing three times a year and that data along with state test scores and student academic performance will be used to provide interventions to struggling students. Instructors and Learning Coaches are responsible for providing and documenting students' Tier 1 and Tier 2 interventions. Students who need more intensive interventions will be referred to the school district.

The **Academic Intervention Plan** is used to document the students RtI goals and progress monitoring data. The Academic Intervention Plan becomes part of the Individualized Learning Plan.

SPECIAL EDUCATION

Instructors will receive a copy of the IEP and/or 504 Plan and must follow the general education accommodations that are relevant to the online environment. It is important for Learning Coaches and mentors to share with their instructor information about their student's disability and how it may affect their learning in the online environment. Instructors will provide general education notes for the student's IEP and 504 meeting, and may attend the IEP/504 meeting at the request of the school district.

NOTE: K¹² does not supply special education services. That is the responsibility of the school district.

RESOURCES

INTERNET BROWSERS

The following browsers are recommended when accessing **K12 Online School (OLS)**:

- Internet Explorer 9.0 and higher
- Google Chrome 17.0 or higher
- Mozilla Firefox 10.0 or higher
- For more information on browsers and K¹² systems click [here](#)
- Also, the Browser Compatibility Chart below is helpful when choosing an internet browser.

	WINDOWS OS												MAC OS							
	Internet Explorer		Firefox						Chrome				Safari			Firefox			Chrome	
	9	10	4	8	10	13	15	Latest Version	17.0963	19	23	Latest Version	4	5	6	4	10	13	Latest Version	Latest Version
Bb Collaborate	•	• P						•				•	•	•	• P				•	•
Turn It In	•						• ↑				• ↑			•	•					
Scantron	• P						•			• ↑			•	•					•	•
eCollege /Exam Guard	•	•	• ↑					NC 23 ↑				•	•	•	•	• ↑			NC 23 ↑	•
Study Island	•	•	•	•	•	•	•	•	•	•	•	•	NT	•	NT	•	•	•	•	
OLS	•	• P	•	•	•	•	•	•	•	•	•	•				•	•	•	•	•
K-Mail	•		•	•	•	•	•	•	•	•	•	•				•	•	•	•	•
TTV	•		•	•	•	•	•	•	•	•	•	•				•	•	•	•	•
OMS	•																			

KEY: • = Compatible P = Provisional NC= Not Compatible NT = Not Tested ↑ = and higher

CLEARING CACHE AND COOKIES

About Cache, Cookies, and History

- Each time you access a file through your web browser, the browser caches (i.e., stores) it. Thus, the browser doesn't have to newly retrieve files (including any images on the page) from the remote web site each time you click the **Back** or **Forward** buttons. You should periodically clear the cache to allow your browser to function more efficiently.
- A cookie is a file created by a web browser, at the request of a web site, that is stored on the computer. These files typically store user-specific information such as selections in a form, shopping cart contents, or authentication data. Browsers will normally clear cookies that

reach a certain age, but clearing them manually may solve problems with websites or your browser.

- A browser's history is a log of sites that you visit. When you press a browser's Back button, you are moving back one entry the history log. Browsers will normally clear history at regular intervals, but you may want to clear it manually for privacy reasons.

HOW TO CLEAR BROWSER CACHE

. Clearing your Java Cache before you begin **Student Connect** or **ClassConnect** can clear up many problems (choppy audio, echo) and components not fully installed. This procedure should be done regularly as many problems in **Blackboard Collaborate** are due to overloaded browser caches. Click below to access the “Clearing Your Java Cache” help guide.

[Clearing Your Java Cache](#)

HELPFUL WEBSITES

<http://strongstart.getfueledservices.com/>

A one-stop-shop for all Learning Coach questions. Here you will find orientation videos, curriculum help and resources, checklists for getting started, and FAQ's.

<http://help.k12.com/>

Another helpful website, focusing more on technical issues (logging into the OLS, how to clear your cache, required browsers, etc.)

<http://help.k12.com/support/materials>

Lists all appropriate materials for each course, as well as how to use course materials.

HELPFUL TERMS

Online School (OLS) – K12 Elementary/Middle School site with your daily and weekly plans and all of your links to Class Connects and Student Connects.

Blackboard Collaborate (BBC) – Interactive online platform that your instructor will use to host synchronous (real time) Class Connect sessions and Student Connects.

Class Connect (CC) – Whole group session through BBC where your instructor will present a live lesson to her class.

Student Connect (SC) – One on one, mandatory, monthly meetings through BBC where your instructor will assess your child for mastery of the content of the courses.

Learning Coach (LC) – The adult that is primarily responsible for monitoring the student's school work and lessons.

iReady – Test preparation website that complements OLS coursework and is mandatory depending on grade-level.

K-mail – K¹²'s secure email that can only be assessed through the OLS. The instructor's primary method of contact with the Learning Coach.

Instructor Graded Assignments – samples of your student's work submitted to your students' instructor.

Mandatory Testing – Some tests your student may be required to complete: Florida Assessments for Instruction in Reading (FAIR), Stanford Achievement Test (SAT), End of Course Exam (EOC), FCAT, Florida Standards Assessment (FSA) and **iReady**. Testing requirements differ depending on the student and the grade level. Your student’s instructor will share more information on the requirements throughout the year.

COURSE MATERIALS

USING MATERIALS

Students will receive a shipment of materials to use during the school year. Students use both offline materials and online materials throughout the day.

Courses are full of activities and resources such as student guides and the latest assessments. Most materials are available online for easy reference. Be certain to particularly review any Learning Coach or Student Guides. Some materials are not included, such as common household items needed for projects.

TRACKING MATERIALS SHIPMENT

Follow the instructions below to track shipping status for both course materials in **My Info**.

NOTE: Course materials may arrive separately and on different days.

1. Log into the **OLS**.

NOTE: LCs must log into the LC account to access **My Info**.

2. Select **My Info** located on the right-hand side of the **OLS** homepage.

3. Select the **Student Name**.

4. Select the **Orders** tab to see a list of all material orders.

5. Select the **Order Number** that you would like to view.

6. Scroll down to **Course Materials** to view a summary of your order. The summary includes a list of the materials provided for each course, the kit name, SKU number, the order status and tracking information.

7. Click the arrow (>) to see the items provided in each course kit.

MISSING OR DAMAGED MATERIALS

For a list of materials included in each course kit, or to browse support topics on how to use materials, please visit the [K12 Customer Support](#).

Please complete the [K₁₂ Support Form](#) to report missing or damaged course materials.

RETURNING MATERIALS AT THE END OF THE YEAR

Login to **My Info** from within the **OLS** to access a list of all materials your student(s) will receive for the upcoming school year as well as which items can be written in versus which items will need to be returned once the course and/or school year has ended. Log into the LC account and then follow the directions.

1. Click the quick link to **My Info**, located on the right - hand side of the **OLS** homepage.
2. Select student name, and click the **Orders** tab to see a list of all orders for materials.
3. Select the **Order Number** that you would like to view.
4. Scroll down to **Course Materials** to view a summary of your order; this includes a list of the materials provided for each course, the kit name/SKU number, the order status, and tracking information.
5. Select the arrow (>) to see the items provided in each course kit. Use the icons (next to each item) and the return status, to determine which materials will or will not need to be returned once the course and/or school year is complete.

NOTE: Students may write in the books that are consumable and will not be returned at the end of the year.

ASSESSMENTS

SCANTRON AND IREADY

All students in **grades 9–10** will take the **Scantron Performance Series Assessment** and students in grades 3-8 will complete **iReady** benchmark assessments. These tests are computer-adaptive assessments that are completed in your home up to three times a year. At the beginning of the year, their purpose is to provide your student's instructor with information on your student's strengths, as well as to inform him/her of areas in which your student may need additional focus this school year. These are not high-stakes assessments, but your student will receive a grade for completing the assessments. The assessments are used to measure your student's growth over the course of time and to allow your instructor to provide your student with the individualized education he/she deserves.

BY SIGNING IN TO TAKE THE TEST, YOU ARE ASSURING THAT YOUR STUDENT IS COMPLETING THE WORK ENTIRELY ON HIS/HER OWN.

DIBELS

Students in grades K-5 will periodically be administered the **DIBELS (Dynamic Indicators of Basic Early Literacy Skills)** assessment with their homeroom instructor during a **Student Connect** session. The DIBELS assessment is a set of procedures and measures for assessing the acquisition of early

literacy skills. Your child's instructor will use the information gained to monitor and measure growth in reading, as well as provide individualized support and interventions as needed.

FLORIDA STANDARDS ASSESSMENT (FSA)

Students in grades 3-10 will participate in the **Florida Standards Assessment** for Language Arts and Math. Instructors will help prepare students for this rigorous assessment during Strategies for Success sessions in grades three and up.

- To find out more about this assessment please visit the [Students and Parent Portal](#).
- The dates for the **FSA** will begin in March for writing (grades 4-11) and continue through May for Language Arts and Math, depending on grade level.

Each district creates an assessment schedule based on the Florida statewide calendar. We work with districts to coordinate testing dates and locations for students. As the testing window approaches, please be sure to watch for important communication from your district or K¹² regarding your child's testing days and times.

NOTE: It is a requirement of the virtual program to participate in **ALL STATE REQUIRED ASSESSMENTS** and **EOC EXAMS**.

END OF COURSE EXAMS (EOC)

Students enrolled in Algebra I, Geometry, Algebra II, Civics, Biology and US History will need to complete an **End of Course Exam (EOC)**. The **EOC** in most cases counts as a part of the student's final grade in the course. Certain **EOC** exams are a graduation requirement. You will get details on **EOC** testing from your child's instructor throughout the year.

FCAT SCIENCE

Students in 5th and 8th grade will complete an **FCAT** exam in Science.

TEST PREPARATION PROGRAMS

Students in grade three and up are given access to a Florida test preparation program to help master the Florida standards specific to your student's grade level and gain valuable test preparation exposure. This may include programs such as **Study Island**, **i-Ready**, **FCAT Explorer** or **FCAT Focus**.

- The focus on these standards enables students to improve their performance in all skill areas tested on the state-mandated Florida assessments.
- We use various programs which are best suited for the specific test and subject.
- You will receive log in information from your instructor.

- Completion of the test preparation program is calculated as part of the student's grade for the related subject.

VIRTUAL FIELD TRIPS / COMMUNITY EVENTS

K¹² and some districts sponsor opportunities for families to get together and meet instructors and other families throughout the school year. Monthly newsletters with both virtual and face to face events will be sent via K-Mail. K¹² also offers National Virtual [Student Clubs](#) on a variety of topics. Club information will be communicated out with dates and times via K-Mail.

LOGISTICS

CONTACT INFORMATION

Should you need to contact the administrative office, please contact:

- Main Line: 904-232-8867
- Testing and Accountability Manager: 904-647-7311
- Fax Line: 904-519-7727
- Technical Support: www.help.k12.com

Teacher Contact Information is provided to Learning Coaches and Students via kmail. It can also be found in the Course Page of the Online High School. Teachers can be contacted via kmail or phone, as well as during Class Connect sessions.

CHANGE OF HOME ADDRESS

If you move within the same school district, you will need to fax **TWO PROOF OF RESIDENCES** to the K¹² Florida office to update your address in our system. Proof of residence include utility bill, mortgage statement, or lease agreement. Also, please contact your school district to make sure they have your current contact information and address. **THIS IS VERY IMPORTANT FOR STATE TESTING COORDINATION.**

Florida K¹² Office Fax: 904-247-3276

If you move out of the district or state, please contact your instructor to determine if a district or state transfer is an option.

WITHDRAWAL FROM PROGRAM

Reach out to your instructors if you are considering a withdrawal. Our instructors are trained and dedicated to making this program successful for your student and family. We strive to provide support for families that may need some additional time transitioning to virtual and our instructors are devoted to setting up your student to succeed.

If you move out of district or decide to remove your student from the virtual program please **CONTACT YOUR INSTRUCTOR AS SOON AS POSSIBLE**. In order to transition your student, paperwork must be filled out. Please let your instructor know the name of the school and the reason for the withdrawal. You must also

contact the district to complete any necessary paperwork they have in place. Failure to do so may delay your student's withdrawal from the program and lead to truancy.

LOCATING YOUR STUDENT'S K12 ID NUMBER

There are times you will need your student's K¹² student ID number.

1. Go to your OLS Home Page.
2. Click on **My Info**.
3. Click on **Overview**.
4. Click on the **Student's Name** (a blue link).
5. Click on the **School** tab.
6. Locate the Student ID.

WHO TO CONTACT

Inquiry	Who To Contact	Contact Information
Administration Office		904-232-8867
Instructional Manager, 6-12	Cassandra Jones	cajones@getfueled.com
Instructional Manager, K-5	Jessica Hawkins	jehawkins@getfueled.com
Special Programs Coordinator	Nydia Burgos-Ruwe	nburgos-ruwe@getfueled.com
Change of Address	Fax to Administrative Office and Local District	Florida K ¹² Office Fax: 904-247-3276
Course Changes, Missing Courses	K-5: Homeroom Teacher 6-12: Advisory Teacher	Use Kmail
Withdrawal	K-5: Homeroom Teacher 6-12: Advisory Teacher	Use Kmail
Attendance	K-5: Homeroom Teacher 6-12: Advisory Teacher	Use Kmail
State Testing	Testing and Accountability Manager:	904-647-7311
Grades	Content Teacher	Use Kmail
Curriculum and Lessons	Content Teacher	Use Kmail
K12 Computer Return Label	K12 Inc. Customer Support	http://help.k12.com/ 866.512.2273
Course Material Returns, Shipping, Damages	K12 Inc.	http://help.k12.com/ 866.512.2273

Course Content-Comments and Minor Errors	K12 Inc.	OLS Feedback in your Online School
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