



K¹² FLORIDA LLC TECHNOLOGY AND TECHNICAL SUPPORT

- **System availability and reliability—hours/days when system is available, % down time, fault tolerance and redundant capabilities to ensure system availability; off-site backup for student data and other critical information; protection from viruses, hackers**

The K¹² Online School (OLS) is available for students and parents 7 days a week, 24 hours a day. A scheduled maintenance window is available for our technology teams to complete necessary maintenance, perform upgrades, etc., twice a month – the 1st and 3rd Saturdays, 12 a.m. to 6 a.m. ET. K¹²'s online learning systems exceed 99% uptime; have never been down for an entire day; and have been deployed in a fully redundant configuration into a world-class biometrically secured level 3 data center. Our technology architecture includes complete data redundancy with mirrored file systems, hourly data snapshots, daily backups, secured off-site backup storage and a secondary data center for disaster recovery in a distinct geographic location.

As part of good preparation, parents are requested to print their students' lesson guides two weeks in advance. These lesson guides reference the materials, activities, and lessons that students are required to complete on a daily basis. Alternatives to logging into the OLS in the event of OLS system down time and, instead, using the materials cited in the lesson guides to complete each activity and lesson are clearly explained. Upon request, these materials could be mailed in hard copy to families experiencing an interruption in Internet service. Additionally, if the K¹² OLS were unavailable at any time, students are invited to visit websites where activities and/or test preparation lessons are offered using their school log-in credentials (examples: www.studyisland.com, www.streaming.discoveryeducation.com, and <http://kids.nationalgeographic.com/kids/?source=NavKidsHome>, www.solpass.org)

K¹² employs a multi-layer firewall and intrusion detection system to prevent unauthorized access to our systems and data. We also maintain a services contract with a third-party information security firm. This firm performs regular technical testing, which includes external penetration testing and an information security architecture review to ensure the security of our network and systems. K¹² has multiple full-time staff with current Certified Information Systems Security Professional (CISSP) credentials. MS Windows servers and all personal computers are protected by up-to-date industry leading anti-virus protection software.

- **Student and Internet Safety—protection from predators and other system resources to promote student and Internet safety**

Currently, all K¹²-issued student computers which will be used at students' homes or other locations away from a school site are pre-installed with web filtering software to restrict sites accessed using the Microsoft Internet Explorer web browser. To maintain this protection, students with these computers and their parents or other learning coaches are advised not to use another browser unless instructed by the school/program or customer support. If a website is rated "restricted" by the software, the end user will see a prompt stating that the website is blocked and will point them to a folder on the desktop for further information.

Access to the Internet via computer equipment and resource networks provided to qualifying students as a result of enrollment in a K¹² virtual instruction program are intended to serve and pursue educational goals and purposes. Communications and Internet access should be conducted in a responsible and professional manner reflecting the program's commitment to honest, ethical, and non-discriminatory practice. Therefore the following is prohibited:

- Any computer use that violates federal, state, or local law or regulation.
- Knowing or reckless interference with the normal operation of computers, peripherals, or networks.
- The use of virtual instruction program Internet-related systems to access, transmit, store, display, or request inappropriate materials.
- Any use that is deemed to adversely affect the virtual instruction program or its students.
- If a student or family abuses or destroys any part of the computer or peripherals they may be held responsible for payment to fix or replace the unit.

CYBERBULLYING / BULLYING POLICY

Every virtual instruction program student has the right to an educational environment that is reasonably free from intimidation, harassment, harm or threat by another student.

Bullying and/or cyber-bullying is prohibited during school, via school equipment, at virtual instruction program sponsored events, or by any electronic act that results in the disruption of the orderly operation of the program or educational environment, whether or not the electronic act originated on school property or with school equipment.

"Bullying" is considered to be the intentional harassment, intimidation, humiliation, ridicule, defamation, threat or incitement of violence by a student against another student or school employee by a written, verbal, electronic, or physical act that causes or creates a clear and present danger of:

- a) Physical harm to a virtual instruction program employee or student or damage to the employee's or student's property
- b) Substantial interference with a student's education or with a virtual instruction program employee's role in education
- c) A hostile educational environment for one (1) or more students or virtual instruction program employees due to the severity, persistence, or pervasiveness of the act
- d) Substantial disruption of the orderly operation of the virtual instruction program or educational environment.

“Electronic act” means, without limitation, a communication or image transmitted by means of an electronic device, including without limitation, a telephone, wireless phone or other wireless communications device, computer, or pager.

“Harassment” means a pattern of unwelcome verbal or physical conduct relating to another person’s constitutionally or statutorily substantial interference with the other’s performance in the virtual instruction program environment.

“Substantial Disruption” means, without limitations, that any one or more of the following occur as a result of bullying:

- a) Necessary cessation of instruction or educational activities
- b) Inability of students or educational staff to focus on learning or function as an educational unit because of a hostile environment
- c) Severe or repetitive disciplinary measures are needed in the classroom or during educational activities
- d) Exhibition of other behaviors by students or educational staff that substantially interfere with the learning environment.

Virtual instruction program employees who witness bullying, or have reliable information that a pupil has been the victim of bullying, as defined in this policy, shall report the incident to the Administrator immediately. Students who engage in bullying during school, on school property, during and/or while in route to or from any virtual instruction program function in connection to or with any virtual instruction program sponsored activity or event, or by an electronic act that results in the disruption of the orderly operation of the virtual instruction program or educational environment are subject to disciplinary action, up to and including suspension or expulsion by the district.

The person or persons who file a complaint will not be subject to retaliation or reprisal in any form. A school or virtual instruction program employee who has reported violations under the school district’s policy shall be immune from any tort liability that may arise from the failure to remedy the reported incident.

CONFIDENTIALITY

Every effort will be used in maintaining the confidentiality of virtual instruction program students. Before confidential student information is transferred over the Internet, it is password protected or encrypted, and can only be decrypted by another party employed or assigned by the virtual instruction program. The virtual instruction program is committed to protecting the confidentiality of personally identifiable data regarding students with disabilities. Student files are accessible only to virtual instruction program or district officials. Parents and students should be careful not to share their K¹² Online School (OLS) username and password with any unauthorized individuals. In any case, where a parent or teacher believes the security of the OLS has been compromised, the parent should use the tools provided in the OLS to change their username and password.

- **Technical support for students, teachers, school staff and parents—training provided for LMS and use of technology, types of technical assistance provided, methods of obtaining technical assistance, hours/days technical support is available; staffing levels for technical support; most frequent requests for assistance; average response time**

Training for LMS and Use of Technology

Prior to the start of the school year, parents of virtual instruction program students will be invited to parent orientation sessions that will be conducted in convenient locations or online. At the orientation session, parents will meet the administrative staff, teachers, and K¹² representatives. Sessions will be designed to inform parents about navigating the program including the Learning Management System, technical support, lesson delivery, effective communication, and the virtual instruction program’s policies. This is mandatory for parents. Parents will receive a school or program handbook, depending on the virtual instruction program. Follow up regular parent training may include speakers at the administrative offices, convenient community locations, and online; modeling; webchats; roundtables; and the K¹² online school community.

Customer Support

Customer support will be provided to our students and their families by K¹²’s knowledgeable Customer Support Team (made up of a Technical Team and a Customer Care Team) according to the terms of the educational products and services agreement or contract.

K¹²’s Customer Support Team provides support in two (2) general areas:

- 1) Customer Care includes the following web-based support areas:
 - 1) Using the K¹² Online School (OLS)
 - 2) K¹² Supplied Computer Equipment
 - 3) Connectivity- ISP, Firewall, Troubleshooting
 - 4) Materials
 - 5) Account Information
- 2) Technical Support to help solve problems relating to accessing the OLS. K¹² provides technical assistance for students and parents including web-based and phone support. All technical support personnel are knowledgeable in K¹² systems use and have received training on resolving technical support problems.

Students and families can choose to access support through three separate channels; information about all three channels is available via the “Customer Support” portal on the K¹² website:

- *Phone:* K¹² Customer Care and Technical Support are staffed to handle technical support issues 24 hours per day, 7 days per week.
- *Web:* A web-based form to request support is available 24 hours per day, 7 days per week. The form-driven front end is accessed via the K¹² Customer Support portal, and

guides the customer to provide all necessary information to allow a fast and accurate response. K¹² responds via email or phone within 24 business hours of receiving a customer inquiry.

- *Self Help*: Self-help is available 24 hours per day, 7 days per week. This web-based channel is accessed via the K¹² Customer Support portal; it provides answers to frequently asked questions (FAQs), video tutorials, instructional resources, software downloads, and other information on common issues.

Internal escalation processes are in place to provide quick access to second-line technical support as necessary, as well as access to resources in other groups such as Systems & Technology, Product Development, Customer Fulfillment, etc., if required.

K¹² will provide technical support for K¹² issued computer equipment and software and has extensive experience and success providing this support for families in all 50 states and in 70 countries. If deemed necessary, K¹² will replace the computer to ensure that the student has an operational computer throughout the school year. If students are using their own computer equipment, their families are responsible for the maintenance and repair of that equipment.

K¹² will ask that all families first contact their Internet Service Provider (ISP) if they are experiencing Internet connectivity problems. If the ISP determines there is a problem with K¹² issued hardware or software, families will contact the K¹² Technical Support staff for further assistance.

If the primary or supplied computer experiences technical issues, the student can use another computer within the environment to access required instructional content until the primary or supplied computer is repaired since the required content is accessible using any computer that has Internet access. If there is a technology services (ISP) failure, the student can temporarily access local publicly available Internet (e.g., at a local public library or school) and use a computer to access the OLS and all other K¹² systems required to for instructional content until the ISP failure is corrected.

Computer equipment and software are tracked by the serial number associated with each piece of equipment and software. The serial numbers are included in K¹²'s student information system for school administrators to see and review. The information in the student information systems is the basis for invoicing.

When a student has completed the virtual instruction program, they are no longer eligible for the loan of the computer equipment and it must be returned to K¹². K¹² will contact the parent with return instructions. Typically, this involves receiving return labels, packing the computers into their original boxes, and dropping off at a shipping center or scheduling a home pick-up.

The most frequent requests for assistance are:

- Shipping status questions for materials and computer equipment
- Login information (e.g., can't remember Username or Password, creating student accounts, etc.)

- How to use features in the Online School
- Materials received (e.g., didn't match what was expected, missing item, damaged item, etc.)
- Requesting labels to return materials/computer equipment
- Virus on computer equipment

A majority of these issues are resolved by the end of a call with a support representative. Our average First Call Resolution Rate, as rated by our customers, is 95% for the current school year. Issues which cannot be resolved are escalated to a Tier 2 team for further troubleshooting or assignment to other teams such as Systems & Technology, Product Development, etc. Our Customer Care team's average Customer Satisfaction rate is 87%, again as rated by our customers.

For further documentation please see:

- <http://www.k12.com> (K¹² Florida LLC disclosure website)
 - <http://www.k12.com/flva/who-we-are/board> to access the FLVA Handbook for a K¹² virtual charter school (linked to disclosure website)
 - <http://www.k12.com/participating-schools/florida> to access individual district Virtual Instruction Program information
- <http://help.k12.com/>