

Student Continued Engagement Plan When Course Access is Interrupted

Introduction

This is NCVA's plan for continued student engagement in the event that course access is interrupted. This plan should be implemented when learning systems are unavailable during the regular school day.

At the beginning of the year, teachers will share the "fire drill" policies and the "fire drill" activities so that students are aware of the procedure during interruptions as well as activities that can be completed during those times.

Scenario 1:

Access to the OLS or the Online MS/HS is interrupted. Students have regularly scheduled Class Connect sessions and there are no issues with Blackboard Collaborate. Students cannot access Class Connect sessions from the scheduler in the OLS/Online HS due to the service interruption.

In the event of partial interruption: If teachers are able to enter the OLS to access their class connect sessions, teachers should hold the class as scheduled and for any students who are able to enter. Teachers should be sure to record their class so that others who missed the class are able to watch the recording at a later time. If teachers are unable to enter their class, they should see if someone else is able to log in in order to cancel their class and should let the academic administrator know.

In the event of a full outage: Teachers should be available by phone in the event that students or learning coaches call regarding the outage. Teachers should check every 5 minutes to see if access to the system has been restored.

During this type of outage, students should work on work outside of these systems. This could be supplemental work, PE, book work, online work in different system, etc... Students should still document 6 hours of instruction time. Depending on the length of the outage, administration may use the autodialer to notify families of the outage and remind them of the plan.

Scenario 2:

System access to the OLS or the Online MS/HS is interrupted. Students do not have any regularly scheduled Class Connect Sessions.

Teachers should be available by phone in the event that students or learning coaches call regarding the outage. Teachers should check every 5 minutes to see if access to the system has been restored.

During this type of outage, students should work on work outside of these systems. This could be supplemental work, PE, book work, online work in different system, etc... Students should still document 6 hours of instruction time. Depending on the length of the outage, administration may use the autodialer to notify families of the outage and remind them of the plan.

Scenario 3:

Blackboard Collaborate is experiencing a service disruption and students are not able to access Class Connect.

Teachers should cancel the Class Connect session no sooner than 5 minutes before class begins. Teachers should send a school email to the class that was canceled to let them know of the cancellation due to the outage. In that school email, teachers should communicate the plan for making up that class. This may include sending students a recording link at a later time or teaching that material in a different day's class. This decision is at the discretion of the academic administrator. In the event of a short term outage where a recording link was sent, attendance will still be recorded.

Teachers should continue to monitor the outage and cancel one class at a time if the outage continues. Academic Administrators may approve more broad cancellations if they are aware of a long term outage.

Scenario 4:

There is a systems outage in an assessment system during a critical testing window. During the outage, all other platforms, including OLS/ Online MS/HS and Blackboard Collaborate are working without any issues.

Teachers should send students a school email to let them know of the outage and the expected length. Students should work in the OLS/Online HS and attend their class connect sessions. Teachers will communicate by school email when system access has been restored so that students are able to reenter the system. If an outage has shortened an assessment window to the point it could hinder testing participation, academic administrators may choose to change class connect schedules in order to offer students more time to complete the assessments once access is restored. Depending on the length of the outage, administration may use the autodialer to notify families of the outage and remind them of the plan.

NCVA “Fire Drill” Policy

While we make every effort to have all school systems functioning at all times, there are times of access interruptions. Consider these times a “fire drill.” These are the “fire drill” policies.

I can’t get into the OLS/ Online MS/HS

- Clear your cookies and cache on your computer. (Press Ctrl+Shift+Delete) Try again.
- Reach out to your teacher by phone to determine if it is an interruption.
- If there is not an interruption, call K12 help, 866-512-2273.
- If there is a confirmed interruption, work on “fire drill” activities.
- Continue to check the OLS/Online HS to see if access has been restored.
- Once it’s restored, be sure to check your school email for information/announcements.
- Be sure to log 6 hours of instruction. Attendance may need to be logged later if the interruption has not been resolved.

I can’t get into my Class Connect Session, but can get into the OLS/ Online MS/HS

- Clear your cookies and cache on your computer. (Press Ctrl+Shift+Delete) Try again.
- Check your school email to see if there is an announced interruption. If not, school email your teacher to find out.
- If there is not an interruption, call K12 help, 866-512-2273.
- If there is a confirmed interruption, work on your lessons within the OLS/Online HS.
- Watch your schedule for class cancellations or to retry accessing them.
- Continue to check your school email for information/announcements.
- Be sure to log 6 hours of instruction.

I can’t get into another system I need in order to take an assessment

- Clear your cookies and cache on your computer. (Press Ctrl+Shift+Delete) Try again.
- Check your school email to see if there is an announced interruption. If not, school email your teacher to find out.
- If there is not an interruption, ask your teacher to advise you regarding the next steps.
- Work on your lessons within the OLS/Online HS and attend your scheduled class connect sessions.
- Watch your school email for information/announcements.
- Take the assessment as soon as possible once access has been restored.

NCVA “Fire Drill” Activities

K-5

While we make every effort to have all school systems functioning at all times, there are times of access interruptions. Consider these times a “fire drill.” Below is a list of activities that a student can use towards their 6 hours of required attendance in the event that a student is unable to access the OLS/Online HS due to a systems interruption.

First Priority: Complete any required offline work that you know of for the day. This could include book work, a writing assignment, or a project. Also, if there are assessments that need to be taken that do not involve the OLS/Online HS, complete those during a “fire drill.”

Math

- Working in educational sites such as www.kahacademy.org, www.coolmath4kids.com, <https://www.ixl.com/math/>, Or <http://www.sheppardsoftware.com/math.htm>
- Completing any downloaded math worksheets
- Off line assignments and work
- Anything else the teacher may suggest

Language Arts

- Working in educational sites such as <https://www.ixl.com/ela/> or <http://www.k5learning.com/free-grammar-worksheets>
- Reading library books or novels that come with the K12 curriculum
- Read online stories from places such as <http://www.magickeys.com/books/> or <http://www.read.gov/kids/>
- Offline assignments and work

History

- Work on offline assignments and work
- Read books relating to history concepts.

Science

- Work on offline assignments and work
- Read books relating to Science concepts.

PE

- Exercise of choice
- Research a health topic of choice

NCVA “Fire Drill” Activities (6-12)

While we make every effort to have all school systems functioning at all times, there are times of access interruptions. Consider these times a “fire drill.” Below is a list of activities that a student can use towards their 6 hours of required attendance in the event that a student is unable to access the OLS or Online MS/HS due to a systems interruption.

First Priority: Complete any required offline work that you know of for the day. This could include book work, a writing assignment, or a project. Also, if there are assessments that need to be taken that do not involve the OLS or Online MS/HS, complete those during a “fire drill.”

Math

- Work on off line assignments and work such as work samples
- Completing any downloaded worksheets
- Work in educational sites such as [SAS Curriculum Pathways](#) on activities assigned by the teacher

Language Arts

- Work on off line assignments and work such as work samples/research papers/project
- Completing any downloaded worksheets
- Work in educational sites such as [SAS Curriculum Pathways](#) on activities assigned by the teacher

History

- Work on off line assignments and work such as work samples/research papers/project
- Completing any downloaded worksheets
- Work in educational sites such as [SAS Curriculum Pathways](#) on activities assigned by the teacher

Science

- Work on off line assignments and work such as work samples/Gimzo labs/project
- Completing any downloaded worksheets
- Work in educational sites such as [SAS Curriculum Pathways](#) on activities assigned by the teacher

PE/Health

- Middle school - Complete activities found in the health/pe resource guide
- High School - Exercise of choice

Other/Electives

- Work on off line assignments and work such as work samples/research papers/project
- Completing any downloaded worksheets