

FLORIDA LEARNING COACH SUCCESS GUIDE

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WELCOME TO K¹²!

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 and post-secondary goals. This challenging and engaging curriculum was developed by renowned learning experts, instructors, and instructional designers.

Our 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 manual 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.

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

Information is subject to change and you will be informed of any updates.

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 Advisor or Content Area Teacher is always the first point of contact. Don't hesitate to get in touch with them if you have questions or need assistance accessing programs or tools.

ELEMENTARY GUIDE (GRADES K-5)

Learning Coach Responsibilities

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

- **Prepare for your student's school day:** 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:** The LC must input his or her password before the student can take an assessment. It is the LC's responsibility to keep this password safe and not share it with student until the appropriate time.
- **Log your Student's Attendance Daily: This includes online work, offline work, and live sessions (class connects and student connects).** 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 or her courses. Only Learning Coaches are allowed to log attendance. Students are not permitted to record attendance.
- **Check your School Mail Daily:** Your instructor(s), as well as the district, will send school mail with important and sometimes time-sensitive information. Checking your school mail daily will help to keep you informed. Respond to school mail within 24 hours for timely correspondence.
- **Review Student's Work and Progress:** It is important the LC monitor that all lessons on the Daily/Weekly Plan are completed to ensure the student is keeping up with the expected pace.
- **Ensure Student is Attending Required Live Sessions: *Please remember, ALL sessions are scheduled in Eastern Standard Time Zone (EST).** Particular **Class Connect** 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 phone or computer calendar 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 school mail daily.
- Respond to all school mail and/or phone calls within 24 business hours.
- Complete all lessons scheduled on the daily plan 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.
- Attend **Class Connects**, **Student Connects**, and additional intervention or enrichment assignments as scheduled by your instructor.
- Complete benchmark testing three times per year as scheduled by your instructor.
- Complete the required number of lessons in **i-Ready**. **Instructors will give specific requirements.**
- In case of a computer malfunction, make a backup plan for your computer files by using a thumb drive or cloud storage. **Also, print your student weekly plan ahead of time.**
- Participate in and do your best on the **mandatory** Florida Standards Assessments.

Required Standardized Testing

For more information, please visit <http://www.fsassessments.org>.

District virtual program students are required to participate in the Florida Standards Assessments. If this is a requirement for your student, testing dates, times, and location will be provided by your district and will be shared closer to the testing date window. Please keep in contact with your Advisor/Homeroom Teacher and school district counselors about testing.

Academic Integrity

Online and offline assessments, such as quizzes and tests, are a critical part of any academic program. They offer important information about students' 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.

Welcome to Online Learning (WOL 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, **Welcome to Online Learning (WOL)**.

The **WOL** 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 **WOL** course, log into the **OLS** account and select the **WOL** 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.

Navigating the Online School

Visit the **Engage** website [here](#) for a complete list of video resources and access to the **K¹²** Parent Network and calendar of events.

Many resources are available to get you get started in the Online School. Be sure to attend our live **Orientations** or view recordings if starting past the first day of school. Videos are available 24/7 to help you learn how to navigate through the platform.

Instructor Graded Assignments (Grades K-5)

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

How Grades are Calculated

Courses in the **Online School** include an external grade book called **Engrade**. Teachers post scores from OLS Unit Assessments, Teacher Graded Assignments, Strategies for Success (completion of test preparation lessons), Academic Effort (participation in required aspects of the program), and Aspects of Reading. The Grading Syllabus will be provided by your student's teacher.

Monitoring Student Grades

Click [here](#) to access the **Engrade** website. Instructors will school mail username and password information.

Logging into your student's **Engrade** 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.

Progress Reports and Report Cards

Students are issued a progress report each quarter. Grades are based on several categories and weights and can be viewed anytime in **Engrade**. Report Cards will be issued via school mail at the end of each semester.

SECONDARY GUIDE (GRADES 6-12)

Learning Coach Responsibilities

As a Learning Coach for a student in middle or high school, your role will be quite different than that of an elementary LC. Students work more independently on the Online Middle High School (6-12) platform than the Online School (K-5), but will still need support and assistance from their LC as they go through their day.

- **Computer/Internet accessibility is a requirement.** In case of a computer malfunction, make a backup plan for your computer files by using a thumb drive or cloud storage.
- **Phone Availability:** Teachers and Advisors must be able to reach learning coach by a working phone number and/or able to leave a voice message. Learning coaches are expected to return phone calls within 24 business hours.
- **Help your student prepare for the day:** Take 30 - 45 minutes either at night or in the morning, whenever it is convenient for you, and “prep” for the day. Review your student’s pacing guides to see upcoming assignments, assessments, and projects. As the school year progresses, students should become more independent with this task.
- **Monitor Student Work:** Learning Coaches must assure that students are maintaining Academic Integrity when completing assignments and assessments. All tests and quizzes should be treated as closed-book and single-browser unless otherwise noted.
- **Review Student’s Work and Progress:** Learning Coaches have their own view in the Online Middle High School where they can monitor their student’s progress and grades. Each course has its own pacing guide with assignment due dates. Please help your student adhere to these guides to stay on track. ***Find student gradebooks within each course by going to “GRADES” at the top of each course classroom page.*
- **Monday Zeroes:** Students will be assigned zeroes for assignments that were not completed the week before. This will cause the Overdue Assignments widget to show that there is no missing work. Students and LCs should check the gradebook periodically to make sure all assignments

are completed. **Most** Monday Zeroes can be made up without penalty (student must contact instructor for more information).

- **Log your Student's Attendance Daily:** Attendance must be logged by the Learning Coach through his or her account as this provides legal documentation of the time spent doing school work. Students are not permitted to record attendance. When you log attendance, be sure to manually type in the number of minutes your student actually spent in each of his or her courses. This includes coursework, independent reading, Class Connects, Student Connects, field trips, etc.
- **Check your School mail Daily:** Your student's teachers, advisor, and district counselors will send school mail with important and sometimes time-sensitive information. Checking your school mail daily will help to keep you informed. **Respond to all school mail and phone messages within 24 hours for timely correspondence.**
- **Ensure Student is Attending Required Live Sessions:** Certain **Class Connect** sessions are required during the week for the courses that have an associated FSA or EOC test. Ensure that your student is logged in on time to these sessions as he or she will receive a participation grade. Setting reminders on a cell phone or computer calendar 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

- **Computer/Internet accessibility is a requirement.** In case of a computer malfunction, make a backup plan for your computer files by using a thumb drive or cloud storage.
- Check school mail daily and respond to all school mail and/or phone calls within 24 business hours.
- Complete all lessons scheduled on the **Plan Calendar/Pacing Guide** Monday through 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.
- Attend **Class Connects, Student Connects**, and additional intervention or enrichment assignments as scheduled by your instructor.
- Complete benchmark testing three times per year as scheduled by your instructor.
- If you are enrolled in a course that requires the use of **I-Ready, Math Nation, A+**, be sure to complete these lessons as they are a part of the curriculum and will be graded.

- Participate and do your best on the **mandatory** Florida Standards Assessments. *Students are expected to complete all **mandatory** practice tests when requested by instructor.

Required Standardized Testing

For more information, please visit [HERE](#).

District virtual program students are required to participate in the Florida Standards Assessments. If this is a requirement for your student, testing dates, times, and location will be provided by your district and will be shared closer to the testing date window. Please keep in contact with your Advisor/Homeroom Teacher and school district counselors about testing.

Introduction to Online Learning course (ORN030)

Students are expected to complete the **Introduction to Online Learning ORN030** course on the first day of school. This course must be completed before beginning all other courses. The **ORN030** course should take approximately one school day to complete. Advisors will be monitoring **ORN030** course assignments and completion. Learning coaches may mark no more than 8 hours of attendance for this course.

The **ORN030** course is a six-lesson 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 **ORN030** course, log into the student account, select **Classes** from the left-hand navigation bar and click on the course card for **ORN030_OnlineLearn**. You will find further instructions in the course announcements found on this page.

Navigating the Online Middle High School

Visit the **Engage** website [here](#) for a complete list of video resources and access to the **K¹²** Parent Network and calendar of events.

Many resources are available to help you get started in the Online Middle High School. Be sure to attend our live **Orientations** or view recordings if starting past the first day of school. Videos are available 24/7 to help you learn how to navigate through the platform.

Grading and Progress Reports

Progress Reports and Report Cards

Students are issued a progress report each quarter and a report card at the end of each semester. However, current grades can be viewed anytime through the Gradebook areas of the Student and Learning Coach accounts.

How Grades are Calculated

Courses in the [Online Middle High School](#), include gradebooks for each course that can be viewed through the Student and Learning Coach accounts. Grades are calculated based on points earned for computer-graded assessments, teacher-graded assignments, discussion board posts, and participation in Class Connects and Student Connects. For complete grading information, please see the Grading Information posted in each courses' [Course Materials](#) page.

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. ***Find student gradebooks within each course by going to "GRADES" at the top of each course classroom page.*

Academic Integrity

Online and offline assessments, such as quizzes and tests, are a critical part of any academic program. They offer important information about students' 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.

ATTENDANCE REQUIREMENTS (ALL GRADES)

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

The goal for every student is to follow the **Daily Plan/Course(s) Pacing Guides** each day. Students should be completing lessons in order (not skipping around), and staying on pace with the **Course(s) Pacing Guides** schedules. 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. Your instructor will let you know if your child's attendance hours are on track during each student **Class Connect**. *The chart below is a general guideline of attendance requirements.*

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 live 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 time spent in the course that same day.
- **FOR EXAMPLE:** If there isn't a science lesson completed on Monday, there should not be attendance logged for science on Monday.
- Students are expected to work during normal school days/hours, however students are permitted to work any day/time of the week. Attendance **may** be logged on the weekend; however, *attendance must be logged each school day.*
- If your student is sick, school mail your instructor, and log zeroes for attendance to excuse your student from lessons that day.
- Attendance for **iReady, Mark12, DIBELS** 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.
- **Introduction to Online Learning** should have no more than 8 hours logged for attendance for the year.

- 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 on the platform.

- Students in grades K-5 will use the platform called **Online School (OLS)**.
- Students in grades 6-12 will access their courses through the **Online Middle High School (OLMHS)**.

Understanding Accounts

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

Learning Coach Account

- Learning Coaches will communicate with instructors through school mail or by phone. Students are not copied on school mails sent to and from the LC school mail account.
- Use for monitoring assignments and entering the LC password for assessments when complete (K-5 Only).
- Enter grades for offline work (K-5 Only).
- Use for logging attendance.

Student Account

- Use for **Student Connects**, **Class Connects**, and logging into any other live or recorded sessions.
- All school work must be completed through the student's account.
- Use for school mail correspondence directly from student. All school mails between instructor and student will be copied to the LC.

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.

BLACKBOARD COLLABORATE

Click [here](#) for instructions on how to set up Blackboard Collaborate on your computer.

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 **Class Connect** 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, **Class Connects**, and other school sessions. Most laptops have integrated microphone and speakers. However comfortable headphones with a microphone is preferred by many students.

SCHOOL MAIL

K¹² utilizes **school mail** for the majority of our instructor/parent/student correspondence. It is very important to check your **school mail** twice daily for important school updates and messages regarding your student. **School mail** should be responded to within 24 hours by students, LCs, and instructors.

- Student school mail is safe, and private student information is secure.
- Students' school 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.

STUDENT CONNECTS

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

For K-5 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.

For 6-12, teachers may utilize **Blackboard Collaborate (BBC)** classroom or phone calls to complete Student Connects.

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 day and time of your Student Connect, select the blue Student Connect session link from the **Plan** to access the Student Connect in **BBC**.

CLASS CONNECTS

A **Class Connect** 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 (ILP) will indicate which sessions are required.

A schedule of Class Connect sessions is available through the OLS and OLMHS in both the LC and the student accounts.

- To log on to the live session or the recording, simply click on the link directly from your calendar.
- A semester planning guide with topics will be sent out via **school mail**.

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 70% 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 (AIP)** is used to document the students **Rti** goals and progress monitoring data. The **AIP** 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.*

FIELD TRIP AND 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 school mail. K¹² also offers [National Virtual Student Clubs](#) on a variety of topics. Club information will be communicated out with dates and times via School mail.

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. Some materials will be returned at the end of the school year, therefore we recommend you save the boxes so you may reuse them to return these materials.

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](#) located in the **Learning Coach account**. NOTE: Course materials may arrive separately and on different days.

1. 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. Select 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

Log into **My Info** from within the **Learning Coach account** 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 Learning Coach account and then follow the directions.

1. Click the quick link to **My Info**, located on the right - hand side of the 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.
6. Return shipping labels will be sent, but additional labels can be created [here](#).

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

LOGISTICS

Contact Information

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

- Main Line: 904-232-8867
- Technical Support: 866-512-2273 or <http://www.help.k12.com>

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

TECHNICAL RESOURCES

Internet Browsers

For more information on browsers and K12 systems click [here](#).

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

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.

How to Clear your Browser Cache

Click [Clearing Your Java Cache](#) to access the help guide.

Clearing your Java Cache before you begin **Student Connect** or **Class Connect** 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.

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 homeroom teacher or advisor 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. Log into the Learning Coach account.
2. Select **My Info**.
3. Select **Overview**.
4. Select the **Student's Name** (a blue link).
5. Select the **School** tab.
6. Locate the **Student ID**.

HELPFUL WEBSITES

- **Learning Coach Common Questions/Answers.** 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://strongstart.getfueledservices.com/>
- **Technical Issue Help Site.** Another helpful website, focusing more on technical issues (logging into the OLS/OLMHS, how to clear your cache, required browsers, etc.)
<http://help.k12.com/>
- **Course Materials Information.** Lists all appropriate materials for each course, as well as how to use course materials.
<http://help.k12.com/support/materials>
- **Managing Accounts.** Link to video showing how to create, set up, and manage your accounts.
<https://fw.unitymg.com/rdr/C:7433>
- **Marking Attendance.** Link to video showing how learning coaches will mark attendance.
<https://www.help.k12.com/s/article/Attendance>
- **Using school mail.** Link to video showing how to use student school mail.
<http://training.getfueledservices.com/K12Systems/StudentSchool mail.mp4>
- **Blackboard Collaborate.** Click this link to learn how to get your computer ready to attend live online sessions.
<https://www.help.k12.com/s/article/ka9U0000004Ck2IAE/Blackboard-Collaborate-Launcher-for-Class-Connect>
- **Engrade (for K5 only).** Monitor your student grades using account log in.
<https://www.gradebookk12.com/>
- **iReady website**
<https://login.i-ready.com/>
- **Recommended Internet Browsers**
<https://www.help.k12.com/s/article/Recommended-Browsers>
- **Clearing Computer Cache** for improved computer performance.
<http://www.refreshyourcache.com/en/home/>
- **FSA (Florida Standards Assessment) Portal**
<https://www.help.k12.com/s/article/Attendance>

- **Link to additional workshop recordings**
<https://www.k12.com/enrolled-families.html>

HELPFUL TERMS

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

Online Middle High School (OLMHS) – K¹² Middle School and High School site with students’ pacing guides, school mail, course content, and links to Class 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 student/teacher, mandatory, monthly meetings 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.

Teacher Graded Assignments (TGA) – 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.