CHATTAHOOCHEE COUNTY SCHOOL DISTRICT:

Virtual Academy Information

Welcome

Welcome to CCSD Virtual Academy using the Edgenuity platform. CCSD partnered with Edgenuity because of their mission aligns with the vision of the school district:

- Provide a successful student-centered virtual instruction program by using innovative, rigorous, and best-in-class curriculum.
- Empower students to achieve academic goals through flexible hands-on education that builds on strengths and targets areas in need of improvement.

By registering your child for the Virtual Learning option, you are agreeing to all the requirements of Virtual Learning:

- The student has access to reliable internet connection.
- The student will remain enrolled in Virtual Learning for at least one semester.
- The student will have adequate supervision to complete the requirements of Virtual Learning.
- The student will complete the assigned modules as expected.
- Grading will be based on the performance of the student as recorded by the technology platform.
- Attendance requirements will be met by the student completion of all items assigned.

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Student Support Services

Edgenuity Virtual Academy uses a multi-level approach to guide you on your academic journey. This model allows students to have continuous support through coaches and instructors.

Virtual Teacher provides core instruction and application of new skills through Edgenuity curriculum. This occurs through student-teacher one to one meetings, online group activities, threaded discussions, and other communications.

Concept coaches provide additional coaching through re-teaching and direct intervention when you are having difficulty mastering your course content.

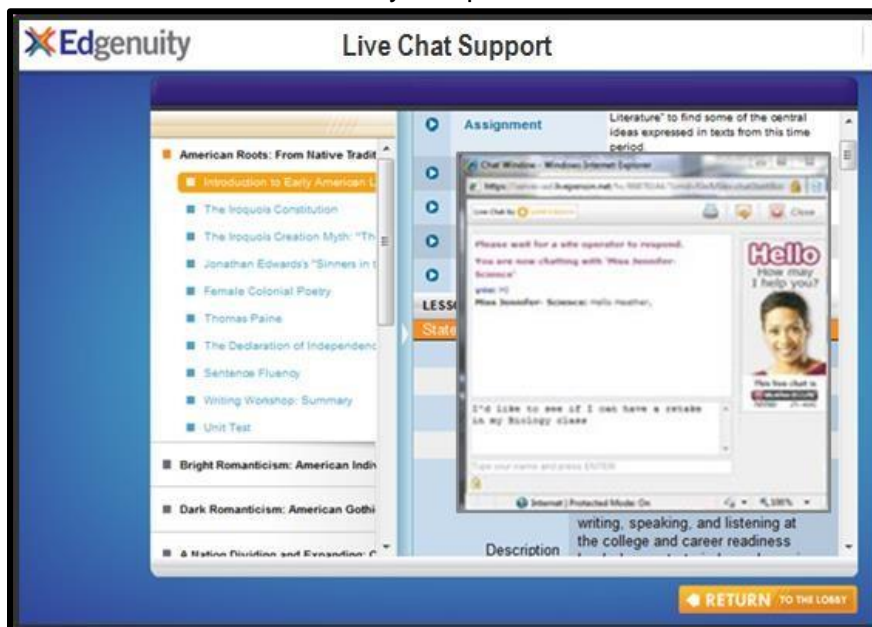The multi-tiered Support Model consists of three key components.
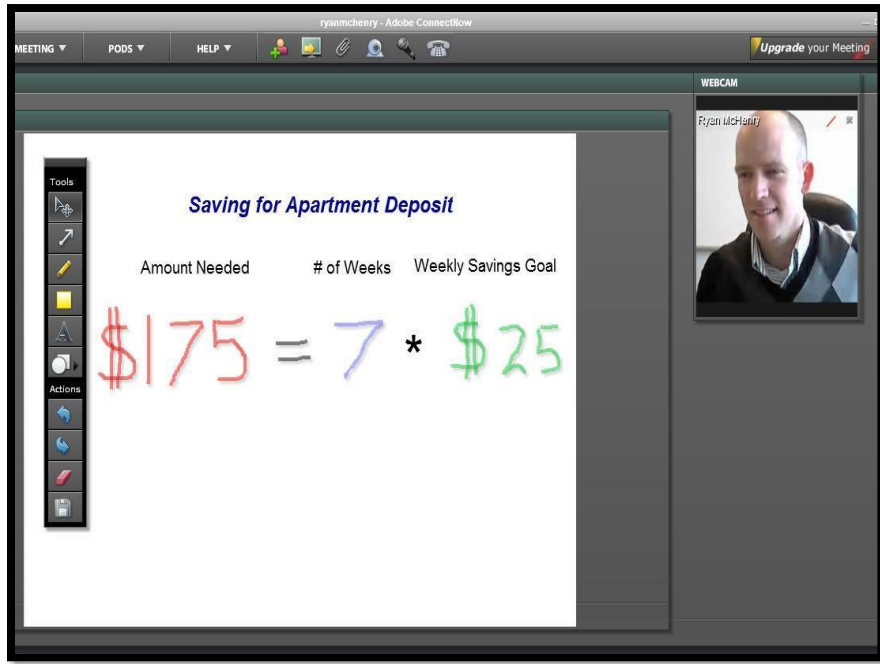

Figure 1: Live Chat Support

Figure 2: Whiteboard Session

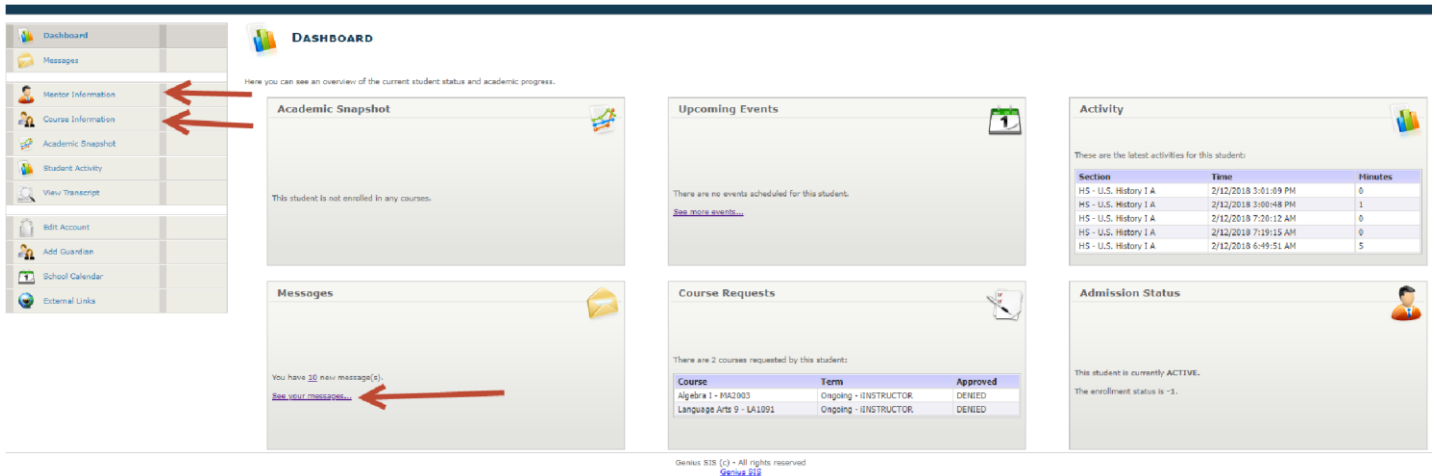Support through Dashboard Messaging! Check your messages and reach out to your instructors/ facilitators regularly!

Figure 3: Student Dashboard

Student Expectations for Success

REQUIREMENTS FOR SUCCESSFUL ONLINE LEARNING

Our main objective is for students to find success with online learning and in the Edgenuity virtual classroom. There are many strategies for success and the information below outlines different guidelines, skills and tips to help you along the way.

To prepare for a successful online learning experience, you should:

- Commit to working on your courses on a regular basis.
- Schedule specific days and times as "school work" time.
- Use the Assignment Calendar and Progress Reports as your measure of course completion.
- Make frequent contact with your Virtual Instructors when you need help progressing through your course.
- Ask for help when you need it. Concept Coaches are available to clarify subject matter.
- Attend all group discussions and meetings with your Online Instructor.

SPACE, TIME, PRODUCTIVITY

- **Space:** Make sure you have a quiet area in which to work, where you can concentrate and focus, without too many distractions.
- **Time:** Schedule enough time to complete your daily assignments at a pace that is most effective for you. Make sure to include time to review course work and eNotes before taking assessments. Your grades will be higher if you take the time to review.
- **Productivity:** Stay on task as you work through your courses. Do your best to not get distracted or daydream, as you will miss important course information, which may lead to lower assessment grades. Staying focused and productive will also help ensure that you complete your course on time.

ASSIGNMENT CALENDAR

Your Assignment Calendar identifies the assignments that you should work on each day. The assignments are color-coded so you can easily see your progress in each course you are taking:

- **Green Text**: Assignments you have successfully completed.
- **Blue Text**: Assignments to work on today.
- **Gray Text**: Assignments past due, future assignments, and assignments that have been bypassed by your teacher.
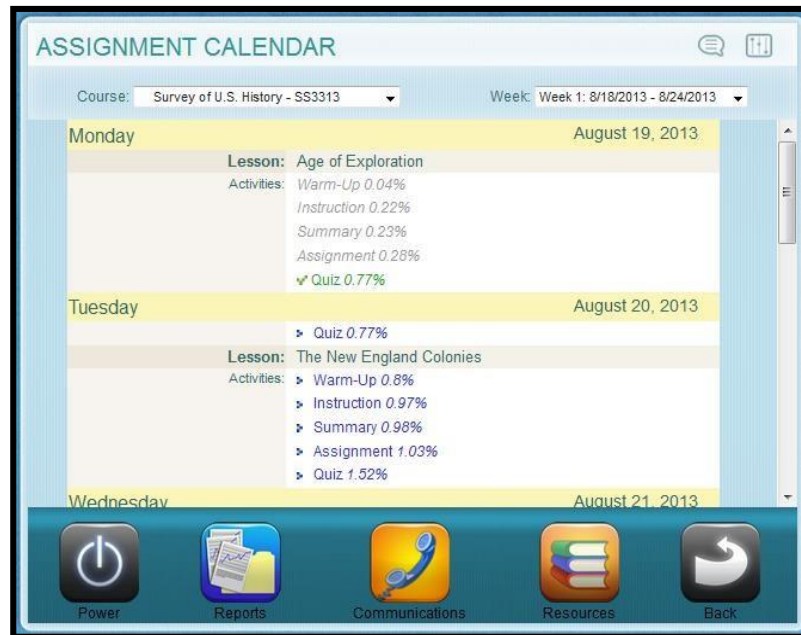
Figure 4: Assignment Calendar

SET HIGH EXPECTATIONS FOR YOURSELF

Use the Assignment Calendar to track course work you should complete each day. Setting and achieving daily goals will keep you motivated and determined to succeed.

ASK YOURSELF THESE QUESTIONS EVERYDAY

- What did I learn today?
  - Do you have eNotes that summarize what you learned today? Did you discuss or share your notes with someone to review?
- What did I accomplish today?
  - Are you on track? If not, how do you plan to catch up? Make a commitment to follow the calendar and pacing. Establish goals for tomorrow.
- What did I find challenging today?
  - List out today's challenges. How were you able to overcome these challenges? Did you document how to fix the problem and avoid it in the future? Did you ask for help? What can you do to overcome similar problems in the future?

TIME MANAGEMENT AND GOAL SETTING

It is a good strategy to have a plan and schedule to manage your time. This will help you reach your goals. Visualizing goals is important. It is easy to create goals mentally, but it is hard to reach goals unless they are formalized.   A time management plan will help you prioritize properly and avoid missing deadlines. Using your Assignment Calendar, create a formal time management plan that can provide you with a visual display of course obligations. Ensure you are devoting enough time in your day, week, and month to successfully complete all of your course requirements. After some practice, creating a time management plan will be a normal part of your study routine. It is a really great way to reach goals!

COMMUNICATIONS

Although courses are delivered entirely through an online format, course success is dependent upon interaction between students and their academic team. As a student, you are expected to utilize the Live Chat feature within the **Virtual Classroom. Use your messaging system to respond regularly to emails sent by your instructor. Regularly contact your CCSD facilitator.**

Additionally, please respond to your CCSD facilitator weekly. Using the @chattco.org email, your correspondence will be responded to during business hours with the facilitator within a 24-hour period.

WE ARE HERE TO SUPPORT YOU!

Your instructors will contact your family or guardian if you are struggling with your academic workload and the instructor is unable to work out an alternate schedule with you. Signs of struggling include not taking quizzes, missing assignments, lack of participation in class meetings, or failing to maintain communication with the instructor.

If you display a pattern of missed weekly contacts, (for example, your instructor sends emails but you do not reply to them) your instructor will contact your parent/guardian. In the event that no progress is made, you will be contacted by the System Social Worker to determine if there is a violation of mandatory school attendance.

If you have technical difficulties that are preventing you from sending or receiving emails, log onto Live Chat support and request assistance or call 888-866-4989 option 1.

Help!

Everyone needs a little help every now and then.
Use this guide to know where to go when you need it.

If you need help with your **grades, class requirements, or feedback** on your progress:
Contact your teacher! **Use the messaging center** from your Dashboard to create and send a message.

If you are awaiting a "**Teacher Review**":
Some courses will stop you so an instructor can review your work. You should **contact your teacher by phone or through the messaging center** to ask for a review.

If you need help with concepts in the subject you are studying you can:
Call: 888-866-4989 option 2
Email: conceptcoaching@edgenuity.com

Use your Student Support button and select the subject you need help with! You will be connected to a coach who will immediately provide you support.

If you are having **technical difficulties:**
You can either **use your Student Support button** and choose that drop down, or, if you can't log in, **call 877.202.0338.**

Academic Guidelines

ACADEMIC INTEGRITY POLICIES AND PROCEDURES

Students enrolled in CCSD's Virtual Academy with Edgenuity's courses will adhere to the same academic integrity policy as students in traditional courses. Any violation of this policy can result in disciplinary action and may jeopardize the student's continuation in the course and the award of academic credit.

STUDENT CODE OF CONDUCT

The following items constitute the Student Code of Conduct policy. These policies are in place to guarantee that our online school is a great place for all students to learn.

- Contribute to a positive and fun learning environment, knowing that what I share and how I participate in class affects my classmates' learning experience
- Take credit for work that is mine and mine alone.
- Use the online systems respectfully and appropriately, knowing they are shared among all my classmates.

ACADEMIC INTEGRITY

Students are expected to conduct themselves in accordance with five fundamental values:

(1) Honesty

(2) Trust

(3) Fairness

(4) Respect

(5) Responsibility

A student who adheres to high standards of academic integrity maintains that **all work turned in is his or her own and is based on the knowledge and skills that he or she has acquired**.

PLAGIARISM AND CHEATING

Plagiarism is copying or using ideas or words from another person or source such as the Internet or a print source, and passing it off as your own. When in doubt, be sure to cite your resource. If an instructor confirms that a student has plagiarized work in any manner, the student will be subject to consequences determined by administration.

Cheating on assessments or tests may include copying from another student or using unauthorized materials on the exam. A student found guilty of cheating in examinations or term assignments is also subject to serious academic penalties.

HARASSMENT AND DISCRIMINATION POLICY

Discrimination and harassment based on race, age, color, religion, national origin, gender, sexual orientation, disability or veteran status are prohibited. Prohibited conduct includes, but is not limited to, derogatory remarks

and acts, including slurs, epithets and other verbal, written, graphic or physical conduct of a hostile, intimidating, abusive, degrading, threatening or violent nature. This prohibition shall include harassment perpetrated by or against a student, employee, patron, vendor or associated school individual.

ACTION TAKEN

Students found in violation of any academic integrity policy may be subjected to any and all disciplinary action that may be imposed by the school's policy regarding student behavior.

ATTENDANCE POLICY

In order for students to achieve academic success in an online learning environment, they must attend class, participate in class, and master the content. In the CCSD Virtual Academy, every effort is made to provide an online learning environment that promotes successful learning and course completion.

CCSD facilitators will monitor student attendance within the Virtual Classroom through the Student Information System and reports of completed modules. This information is available to students and parents. Students found in violation of not completing modules as assigned are deemed absent and will be referred to the appropriate support services.

ACCEPTABLE USE POLICY

The operation of the Edgenuity network relies upon the proper conduct of all students, who must adhere to strict guidelines.

1. All use of the system must be in support of education and research and consistent with the mission of Edgenuity. Any use of the system must be in conformity to state and federal law, network provider policies and licenses, and CCSD and Edgenuity policy.
2. No use of the system shall serve to disrupt the operation of the system by others; system components including hardware or software shall not be destroyed, modified, or abused in any way. Malicious use of the system to develop programs that harass other users or gain unauthorized access to any computer or computing system and/or damage the components of a computer or computing system is prohibited.
3. Students are responsible for the appropriateness and content of material they transmit or publish on the system. Hate mail, harassment, discriminatory remarks, or other antisocial behaviors are expressly prohibited. The system shall not be used to access or publish information potentially endangering the public (e.g. bomb construction or drug manufacturing) or an individual. Use of the system to access, store, or distribute obscene or pornographic material is prohibited.
4. System accounts are to be used only by the authorized owner of the account for the authorized purpose. Users may not share their account or password with another person or leave an open file or session unattended or unsupervised. Account owners are ultimately responsible for all activity under their account. Users shall not seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or misrepresent other users on the system, or attempt to gain unauthorized access to the system.
5. Personal information such as addresses and telephone numbers should remain confidential when communicating on the system. Students should never reveal such information without permission from a parent/guardian. Students should never make appointments to meet people in person that they have contacted on the system without knowledge and permission from a parent/guardian.
6. Students should notify their CCSD facilitator immediately if they come across information or messages that are dangerous, inappropriate or make them feel uncomfortable.

7. The unauthorized installation, use, storage, or distribution of copyrighted software or materials on the Edgenuity network is prohibited.

ACCOMMODATIONS

Using the Edgenuity platform, CCSD will provide accommodations in courses, course content, assignments, testing, grading, and academic support for students with an IEP or 504 plan. In addition to individualized accommodations, the team utilizes the Edgenuity courses that are designed to provide many interventions that support the learning of all learners:

- Monitoring of individual student progress by teacher, facilitator, and parent
- Personalized, descriptive, and immediate feedback for student work
- Opportunities for differentiated instruction based on a variety of learning styles
- One-on-one access to the teacher through the use of @chattco email
- Additional time for completion of course activities and assessments
- Lecture notes provided in advance
- Allowing notes on exams, assignments or both
- Frequent breaks and save and exit options
- Creation of detailed Student Learning Plan (to support the needs for acceleration and re-teaching)
- Individualized academic support procedures (to support the needs for acceleration and re-teaching)

GRADING PROCESS

Students will have the ability to re-take a lesson up to 3 times. Quizzes and tests may be taken up to 2 times to demonstrate mastery of the concept.
The Actual Grade on the student Dashboard will be used for Progress Reports and Final Grades.
Grades will be calculated as:

10%	quiz
30%	test
20%	exam
40%	daily assignments/lessons

GRADE DISPUTE PROCESS

If a student believes a grade is incorrectly calculated or unfair, the student may appeal the grade by contacting the CCSD Facilitator. Grade appeals must be filed within 3 days of the student receiving the disputed grade.

Technical Information: Getting Started

Students will receive notification by email when they are enrolled in the system. This introductory email will include the student's login username and password along with the system URL. In addition, general program guidelines and a student guide will be provided.

When logging in for the first time, the student will participate in an orientation presentation that may include a video along with some specific activities. This orientation prepares the student for the various lesson activities and the expectations for successful completion.

Online Instructors will make initial contact with the student to establish goals and set benchmarks for student progress.

To fully participate in the Edgenuity Online program, students will need to ensure that they meet certain technical requirements.

PLEASE VISIT THIS PDF FOR MORE INFORMATION:

https://www.edgenuity.com/techsupportdocs/edgenuity_techinstallguide.pdf

Edgenuity Minimum System Requirements: User Workstations

Edgenuity Minimum System Requirements

Operating Systems [1]

- Android™ 5.0+
- Apple iOS 10.3+
- Mac® OS X® 10.9+
- Chrome™ OS™ 57+
- Windows® 7, 8, 10
- Windows RT

Browsers

- Chrome 58+
- Firefox® 53+
- Safari® 9.0+
- Internet Explorer® 11
- Microsoft® Edge

Processor

- **Processor:** 2.33 GHz AMD® -or- Intel® 1.33 GHz
- **Memory:** 1+ GB RAM

Network / Speed Connection [2]

- LAN 100/1000 switched to desktop
- Internet access of 384 kbps per concurrent user
- Wi-Fi with 54 mbps access points or better

Sound [3]

- OS supported sound card
- Microphone, Speakers or Headsets

Plug-Ins [4]

- Adobe® Flash® Player 18+

Example Mobile Devices [5]

Android:	Chromebook:	iPad:
Google™ Pixel C	Acer® Chromebook 15 C910	iPad® 4
Samsung™ Galaxy Tab® 3	Dell™ Chromebook 11	iPad mini™
Dell Venue 10 7000	Chromebook Pixel™	iPad Pro™

Mobile Data Requirements

Access to an Edgenuity Media Appliance is unavailable over a mobile data connection. Mobile data usage will average 110 MB per lesson. Semester courses consist of approximately 40-50 lessons.

Activity Type	Bandwidth Average	Bandwidth Peak	Average Download per Activity
Vocabulary	40 kbps	480 kbps	2.1 MB
Warm-up	728 kbps	22.4 mbps	11 MB
Instruction	856 kbps	47.5 mbps	73 MB
Online Content	200 kbps	3 mbps	10 MB
Assignment	136 kbps	2.65 mbps	8 MB
Assessment	80 kbps	9.6 mbps	5 MB

PLEASE NOTE:

1 The Android operating system is supported by Edgenuity, but the Android browser is not. Android users should download and only use the Chrome browser to access Edgenuity.

2 Slow internet connections will affect the performance of multimedia elements found in the Edgenuity courses. Recommended workstation internet access speeds are based on use of an Edgenuity Media Appliance.

3 Students will need access to audio capabilities including microphones, speakers and/or headsets.

4 Content within Middlebury PowerSpeak World Languages courses rely upon Adobe Flash. Edgenuity Courseware does not require this plug-in. Adobe Flash is required when using desktop and laptop workstations. Adobe Flash is not supported on mobile devices.

5 Example mobile devices listed above have been tested to be functional when using Edgenuity. Devices not listed may be used providing they meet the minimum requirements. Smart phone and smart watch devices are not supported by Edgenuity.

Frequently Asked Questions

1. What should I do if I received a low score on a homework assignment?

    a. Use the student support button located inside your course to speak with a concept coach regarding lesson mastery, or reach out to your Virtual Instructor.

2. I am having technical problems with the program. What should I do?

    a. Check the required plugins. Go to the Organizer under Resources you can review the plugins status or call 888-866-4989 option 1 to speak to technical support.

3. Can I use notes on a quiz or test?

    a. Yes, notes are permitted on quizzes and tests.

4. Is tutoring provided?

    a. Yes. We call it concept coaching. Students must have notes and a specific question in order to receive the concept coaching.

5. Why am I getting a message saying "a teacher needs to review my work before I can take the test"?

    a. Topic Tests are a checkpoint in which your course work is reviewed by an online instructor before taking the test. Please reach out to your Virtual Instructor if you are stopped for any reason.

6. Does pretesting count as an attempt?

    a. Yes, pretesting counts as a quiz attempt.

7. How much work should my student be completing each day they work on a course?

    a. The average student can complete 7 activities in one hour. Plan on working at least 1 hour per day per course or at least 5-7 hours per week per course. Each student is different so you may spend less or more time depending on your pace and lesson mastery.

8. How long should I be working on my class each day?
    a. Each class has a different amount of activities; the time spent working on courses should be based on completing the day's activities scheduled in your assignment calendar.

9. What are your Hours? And are you open weekends?

    a. Mon-Sat 8:00am-11:00pm EST

10. As a parent/guardian - how can I check my student's progress?

    a. Each week a progress report can be set up to automatically be emailed to the parent/guardian email address. Also, we can provide parents/guardians with access to a portal to monitor progress and attendance daily.