



# Edgenuity Partnership Guide



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# Introduction

Welcome to Edgenuity! This Instructional Services Partner Handbook explains our policies, procedures, instruction, and curriculum guidelines so that you understand our standard way of operating. If you have any questions that are not answered by this guide, please contact your Instructional Services Point of Contact.

## Implementation

We recognize that each school and program is unique, and has individual needs to be met in order to best serve their students. Partner administrators from your school will be invited to attend an Implementation Planning and Training session before enrollment opens to more clearly establish how we can best meet your needs. However, we know that implementation is an ongoing process, so updates and changes to your program can be made throughout the course of your partnership. Contact us at any time to make any updates or changes, or to ask questions about doing so.

The key components to consider when planning for implementation include the following:

### Settings, Instruction, Orientation, and Monitoring/Reporting

#### SETTINGS

This refers to the course settings we have for your school, which can be customized at the global level for all of your students or at the student level to fit individual needs.

**Grade Weights:** These determine the percentage by which grades on assignment types affect the final grade in the course. Grades for each unit are calculated using these weightings, and the final grade is determined by average unit grades. Default settings are shown here:

Grading Weights	
Quiz	<input type="text" value="20"/>
Test	<input type="text" value="30"/>
Exam	<input type="text" value="20"/>
Assignment	<input type="text" value="20"/>
Additional	<input type="text" value="0"/>
Project	<input type="text" value="10"/>
Total	100

**Thresholds:** These determine what percentage a student must earn in order to move on to the next assignment or, when in credit recovery mode, what score a student has to earn on the pretest to be able to skip that unit's content. Defaults are shown here:

Passing Thresholds	
Quizzes	<input type="text" value="70"/>
Tests	<input type="text" value="70"/>
Exams	<input type="text" value="70"/>

**Retakes:** This number indicates the number of additional attempts a student will receive on an assignment if the minimum grade/threshold is not reached before automatically moving on to the next section. If the quiz threshold is 70% and the student has 2 retake attempts, they will be automatically reassigned the quiz up to 2 times or until they score 70% or higher, whichever happens first.

- The default number for retake attempts is 2 to meet the passing threshold. After that, the highest score will be accepted or there is an option to require teacher review before the student is allowed to move on. If teacher review is enabled, the student will not be able to progress in the course until the teacher reviews his or her progress and either accepts the highest score or adds in an additional retake.

*\*Note: When pre-testing is enabled, the default attempts will be set to 3 to allow 1 attempt for the pre-test and 2 additional attempts for the quiz at the end of the lesson.*

## INSTRUCTION

This refers to your schools' needs related to instruction and curriculum. Some of the key questions to consider are:

- Do you require teachers to be certified in your state? For all courses or only core?
- What courses do you plan to offer?
- Do you have students that need NCAA approved courses?
- Do you have students that require instructional supports (IEPs/504 plans, ELL, etc.)?
- Do you need customized courses?
- What is the required passing grade to earn credit?
- What is your grading period? (Our courses are set up as semester length courses by default)
  - Generally 18 week courses with a possible 2 week extension.
- What do you require for a student to be complete in the course?
  - By default, students are set to "complete" if they have reached 80%+ complete in the class by the end date and are set to "incomplete" if they are under 80% complete in the class at the end date.
- Who on your team do our teachers contact with questions related to student work or progress?
- How will you measure attendance? (If this is required for your schools' reporting.)
- Will you allow students to have extensions if they don't complete by the scheduled end date?

## ORIENTATION

This refers to how students and families are screened and oriented to your program. Our most successful schools have clearly defined screening and orientation procedures that are communicated in advance to students and parents.

Questions to consider include:

- How are students screened to ensure a good fit for the online learning environment? (Application, On Site/Virtual Meeting, Assessment)
- How will you communicate expectations for the program, emphasizing the rigor of online courses and required access to technology? (Required Onsite/Virtual Meeting, Signed Contract) If the school is not providing a computer and access to reliable internet, it is important to ensure that the student has regular access to a device and internet to be successful in their courses.
- Would you like students to be required to take the online orientation video prior to starting classes?

Many students believe the myth that online courses will be "easier" than taking a course in the brick and mortar setting. It is important to dispel that myth early on and set clear expectations.

MONITORING/REPORTING

This refers to how school partners monitor and report student progress. While our teachers monitor, and reach out to students, our most successful implementations have designated school personnel who regularly monitor and reach out to students and parents. For most schools, this is typically the Partner Admin or designated Partner Mentor(s).

- Who will monitor student progress?
- How frequently and in what communication methods? (phone, email, onsite meetings)
- Are students required to work onsite? (Some of our most successful partnerships require students to work on site at least once or twice a week)
- How does the school admin/mentor interact with our teachers?
- How do you report student completion? (Grade Reports, grade is entered on school’s transcript, etc.) Who on the staff is responsible for collecting and entering this data?

Partner Expectations

As an Edgenuity partner, you are involved in the academic progress and decision making regarding your students. Edgenuity provides instruction, content, and grading for students. However, because students remain a student in your district you are responsible for monitoring student progress, guiding course selections, and being a liaison between Edgenuity, the student, the parents/guardians, and your district. Below is a list of roles and responsibilities.

*\*Note: The Admin and the Mentor may sometimes be the same person.*

THE PARTNER ADMIN IS RESPONSIBLE FOR THE FOLLOWING ITEMS:

- Complete the Edgenuity Partnership training and Implementation Planning
- Enter student information and enroll students in the Edgenuity Portal
- Monitor program progress, pace, and overall program success
- Communicate directly with parents of students on all school related issues including but not limited to test results, course assignments, graduation requirements, lesson plans, completion of daily course work, study habits, attendance, etc.
- Communicate with the your Edgenuity contact for requests or programmatic/academic items that need escalation
- Communicate with designated Edgenuity teachers or supervisors for teacher concerns that require escalation
- Coordinate placement of all students and communicate needed changes to Edgenuity contact
- Oversee associated Mentors who monitor student progress

THE PARTNER MENTOR(S) ARE RESPONSIBLE FOR THE FOLLOW

- Complete the Edgenuity Partnership training and Implementation Planning or a modified training (can be provided by the Edgenuity contact when needed).
- Communicate directly with parents
- Monitor students’ progress and pace, escalate concerns to the Partner Admin, Edgenuity Virtual Teacher or Supervisors as needed
- Supervise students’ work (proctoring tests, monitoring daily work, etc.)
- Please see the diagram to the right for an estimate of time to dedicate to online learning and student monitoring.

RECOMMENDED MENTOR CASE LOAD	
# of Students	Hours per week-
40–90	10–15 hrs/week
91–120	15–20 hrs/week
121–150	21–25 hrs/week
151–200	26–33 hrs/week
201–235	34–40 hrs/full time

# Student/Teacher Expectations

## STUDENT EXPECTATIONS

Students are responsible to accomplish the following items:

- Complete student orientation.
- Log in daily and make progress in their course(s).
- Be willing to put forth effort and complete the course(s) in the allotted time frame.
- Attend regularly scheduled teacher office hours when requesting help.
- Respond to communication daily through grading, phone, or messaging.
- Reach out to their instructor(s) for help.
- Contact Technical Support for any software issues (888-866-4989 option 1)
- Inform Edgenuity virtual teacher ahead of time if the student is going to be inactive in a course for more than one week.
- Use proper or formal language when communicating with instructors or academy staff via messaging (this includes lessons, quizzes, projects, and tests). **\*\*Please review netiquette policies\*\***
- Complete coursework and maintain academic integrity at all times.
- Always use their given name when attending live sessions, tutoring chats, training, or when communicating with instructors or Edgenuity staff.
- Always respond to teacher messages and staff messages that require a response.

## TEACHER EXPECTATIONS

Edgenuity Teachers are responsible to:

- Respond to all communications within 24 hours (Monday-Friday).
- Grade all teacher graded assignments within 72 hours (Monday-Friday).
- Provide comprehensive and specific feedback to students.
- Post their office hours and be available during those scheduled office hours.
- Provide access to their virtual office meeting space as needed.
- Provide additional resources to students as needed.
- Proactively communicate with students through personalized communication weekly.

## TECHNOLOGY SKILLS NECESSARY FOR STUDENT SUCCESS

**Edgenuity Student Orientation:** To ensure success with the program, students should watch the Edgenuity Student Orientation video. By default, students are generally required to watch this video before starting courses.

**Internet Access:** Edgenuity curriculum requires internet access. Students need to know how to log in to the Edgenuity Portal using a provided username and password to access the online classroom.

**Create and modify documents:** Students need to know how to create, edit, modify and submit documents. Because Edgenuity Assignments may require students to create and modify documents for completing their work, students need to know how to use documentation programs, such as Microsoft® Office and/or Google Docs.

**\*Note:** *If a student uses Google Docs, they will not be able to share the file directly from Google to their teacher (reach out to your teacher if you would like assistance on converting documents). They will need to download the assignments and upload it directly into their assignment submission box in one of the accepted file type listed below.*

Accepted File Type : [csv, doc, docx, pdf, xls,xlsx,txt,rtf,ppt,pptx,odf,odt,ods,odp,mdb,accdb,pub,jpg,jpeg,pages,numbers, key]

**Resources and where to go for help:** Students need to be willing to utilize the resources provided to them when they need help. These resources include the Help Page within the Edgenuity LMS, External Links tab in the Edgenuity Portal, teacher communication via email, phone or during virtual office hours, and Edgenuity Concept Coaches for core classes (student support button located within the course).

**Typing:** Because Edgenuity requires students to type answers, students need to know how to type or be in the process of learning to type. It is expected that high school level students can type fluently.

**Netiquette Internet/Email etiquette:** Students need to know the proper way to use the internet and write professional emails and messages.

## Acceptable Use Policy

Edgenuity users are expected to abide by the rules of network etiquette. These include, but are not limited to, the following:

- Be polite.
- Use appropriate language.
- Abusive messages and the use of vulgarities or other inappropriate language is not permitted.
- Take responsibility for any and all activity initiated by the students account.

Use of Edgenuity must be in support of the education program in which the user is enrolled. Students could have their privileges revoked for any of the following reasons:

- Impersonation of other users
- Misrepresentation of self to others
- Sending of hate or harassing email
- Obtaining/modifying files or other data belonging to other users
- Unauthorized entry into networks
- Transferring or creating computer viruses
- Loading or using unauthorized games, programs, and/or files
- Illegal use of copyrighted software
- Using the network to disrupt the work of others

The same standards of intellectual and academic honesty and plagiarism apply to electronic information as to other forms of published work:

- All internet sources used in student work need to be appropriately cited.
- Appropriate administrative sanctions may be imposed upon students who violate Internet policies.
- Edgenuity cannot be held liable for any loss of data arising directly or indirectly from the failure of hardware, software, or from human error.



# Edgenuity Academic Services Technology Requirements

The following table explains the system requirements for using Edgenuity.

Please visit this link to see the most up to date technology requirements and installation guides. <https://www.edgenuity.com/support/technical-requirements/>

## Edgenuity Minimum System Requirements



Edgenuity Minimum System Requirements	
Operating Systems <sup>1</sup>	Browsers
<ul style="list-style-type: none"> <li>• Android™ 5.0+</li> <li>• Apple iOS 10.3+</li> <li>• Mac® OS X® 10.9+</li> <li>• Chrome™ OS™ 57+</li> <li>• Windows® 7, 8, 10</li> </ul>	<ul style="list-style-type: none"> <li>• Chrome</li> <li>• Firefox®</li> <li>• Safari®</li> <li>• Microsoft® Edge</li> </ul>
Processor	<p>* Edgenuity products are tested on the latest supported browser versions.</p> <p>* Internet Explorer is not supported for Middlebury PowerSpeak World Languages.</p>
<ul style="list-style-type: none"> <li>• <b>Processor:</b> 2.33 GHz AMD® -or- Intel® 1.33 GHz</li> <li>• <b>Memory:</b> 1+ GB RAM</li> </ul>	
Sound <sup>3</sup>	Network / Speed Connection <sup>2</sup>
<ul style="list-style-type: none"> <li>• OS supported sound card</li> <li>• Microphone, Speakers or Headsets</li> </ul>	<ul style="list-style-type: none"> <li>• LAN 100/1000 switched to desktop</li> <li>• Internet access of 384 kbps per concurrent user</li> <li>• Wi-Fi with 54 mbps access points or better</li> </ul>

EDGENUITY NETWORK REQUIREMENTS AND WHITE LIST			
Network Requirements <sup>1</sup>		White List <sup>2</sup>	
<b>Required Ports</b> The following outgoing communication ports For required IP ranges must be applied within the network when using Edgenuity.  Port 80 Port 443  <b>Additional PowerSpeak Protocols</b> The following protocols are required when using courses containing PowerSpeak content.		<b>Required White List</b> *.edgenuity.com <sup>1</sup> *.speechstream.net *.sophia.org *.edgenuity.us *.bam.nr-data.net *.pglms.com *.middleschool.com *.ucopenaccess.org *.k12hsn.org *.education2020.com <sup>1</sup> desmos.com/calculator *.learnosity.com *.education2020.us google.com/jsapi *.explorellearning.com google.com/uds emissary.edgenuity.com *.onetonline.org office.microsoft.com *.brightcove.com labs.eddynamiclearning.com el-gizmos.s3.amazonaws.com	
		<b>Teacher Specific Required White List</b> *.box.com *.box.net *.boxcdn.net *.boxcloud.com *.boxrelay.com *.zendesk.com *.zoom.us *.smartsheets.com *.walkme.com d2qhvajt3imc89.cloudfront.net d3sbxpiag177w8.cloudfront.net	
		<b>Instructional Services</b> The additional sites below are required when using <i>Instructional Services</i> and <i>LivePerson®</i> for tutoring chat purposes.  sas.illuminate.com liveengage.com liveper.sn server.iad.liveperson.net liveperson.com lpsnmedia.net e2020.geniussis.com liveengage.net liveperson.net	



# Student Instructional Supports

All students using Instructional Services have access to our highly qualified and certified teachers. All students are supported by various methods and through multiple communications. Our goal is student success and we know each student is different. We like to take an individualized approach with our students while understanding the goals of the district/program. The relationship between the instructional services staff and the district mentors are important we look forward to working with you!

## TYPICAL SERVICES

The beauty of an online program is that the students can work faster or slower as needed to understand concepts (while adhering to district guidelines and end dates. Instructional Services supports district student through outreach, grading, and feedback from the Edgenuity virtual teacher, access to weekly live office hours, and access to the Concept Coaches – or on-demand tutors for Core Classes.

## GOING THE EXTRA MILE

We know some students require more intensive support and intervention plans. These students may lack basic skills, have significant learning gaps, or have attendance or behavior issues, resulting in the need for an increased level of support from their teachers. These students may need additional support through adjusting course settings, accommodations, and more. This interaction does not replace the need for a formal IEP/504 plan at the school level, but rather is a way to help accommodate the student in the virtual environment. Schools are still responsible for maintaining, updating, and providing services that are not a part of our program.

### If you need to add a new student who needs these services:

- Please ensure you let your Edgenuity contact know that students may need additional accommodations. Upload necessary documents into the Genius SIS system, and ensure you are in contact with our Special Education Services team at [SpecialEducation@edgenuity.com](mailto:SpecialEducation@edgenuity.com)

## SUCCESS COACHES AND REGIONAL ADMINISTRATORS

Your school will either be assigned a success coach or an instructional administrator. Their role is to develop and maintain relationships with school/ district virtual program mentors. They also provide support and guidance regarding student success and academic achievement, discuss data, and even give suggestions on classroom management, motivation, and more!

## NCAA STUDENTS

If you have NCAA student athletes that need to take courses for NCAA eligibility, please ensure that your Edgenuity contact is aware of this as soon as possible. There are specific guidelines and course requirements that we want to ensure are adhered to on our side and the district side.

We have certain responsibilities for NCAA students per our NCAA approval that are different from other enrollments including the following:

- NCAA students cannot take a course in credit recovery or prescriptive testing mode.
- NCAA students cannot take more than one course in the same academic discipline at the same time (e.g., Biology and Chemistry).
- NCAA students cannot take courses that are sequential at the same time (e.g., Algebra I and Algebra II simultaneously or English I A and English I B).

- The shortest period of time a student is permitted to complete a course is 12 weeks and the longest is 20 weeks- no extensions are allowed (Block Scheduling: 8 week minimum, 12 week maximum).
- Students will have the following course weightings:
  - Tests = 30%
  - Quizzes= 25%
  - Projects= 30%
  - Lessons= 15%
- NCAA students are expected to regularly communicate with their virtual instructors.
- Edgenuity NCAA code is 850147

## Instructional Policies

The policies outlined below are our default policies. If your school has needs different from the policies outlined in this handbook, contact the Director of Implementation to include those needs on your school's Implementation Plan.

### RETAKE POLICY

The teacher of record (TOR) sets their retake policy for their course. Students should reach out directly to their ToR for questions related to retaking graded assignments. Students are automatically given 1 retake on quizzes, tests, and exams from the system. Additional retakes are added in by teacher policy or according to IEP/504 requirements.

***\*Note:** Edgenuity Virtual Teachers are instructed to require students to review their lessons, notes, and attend tutoring before they are permitted additional retakes on assignments, quizzes, tests, and exams.*

### QUIZ/TEST UNLOCK REQUESTS

All tests and quizzes need to be completed in one sitting for students to be successful. Students are able to "save and exit" from their quizzes, tests, and exams if they are not finishing it all in one setting.

NOTE: The previously viewed questions will be locked from the student view when they log back in to continue working. Students cannot view the quiz/test questions, click on "save and exit," then reopen the quiz to answer the questions. The questions they did not answer will be scored as a 0.

The quizzes, tests, and exams have these set time limits. These can be adjusted if need be for IEP/504 Reasons.

Quizzes (10 questions) – 60 minutes

Tests (25 questions) – 120 minutes

Exams (50 questions) – 180 minutes

***\*Note:** As a school you can develop your own policy for unlock requests other than those above and inform your Edgenuity Contact so it is documented in your Implementation Plan.*

# Performance Indicators

From your current enrollments screen you can choose to have the “performance indicator” column. This is the same column that our teachers use with students to identify when a student needs intervention. If you need assistance in customizing your columns, please see the “HOW TO” section of the School Resource Center.

Indicator	Description	Criteria	Color Coding Logic
<b>S4</b>	Strong Start Student Success Plan - Intervention targeting no-show student enrollments	Course Progress = 0%	Always displays this color
<b>E</b>	Engagement - Lack of recent participation	Last Activity >= 7 days AND course progress > 0%	Always displays this color
<b>M</b>	Mastery - Low scores on submitted activities	Overall grade <= 70 AND percent complete >= 10%	Displays this color except when E is present
<b>P</b>	Pacing - Behind target progress for today's date	Pace > 10% behind	Displays this color except when E or M present
<b>W</b>	Waiver - Enrollment is exempt from performance-based intervention outreach	Client requested	Always displays this color
<b>RCO</b>	Responsive Communication Only - Client requests teacher-initiated communication be restricted and ask teachers to only respond to student-initiated communication.	Client requested	Always displays this color

Edgenuity teachers use the performance indicators to escalate communications and interventions with students.

Interventions could include:

- Increased frequency of parent/guardian contact
- Personalized pacing plans for the student
- Weekly mastery goals to bring up grade
- Alternative assignments and projects

## Student Behaviors

### INAPPROPRIATE STUDENT BEHAVIOR/COMMUNICATION

If a student engages in inappropriate behavior/communications:

- Our teachers will contact the school with information on the behavior and any action/response the teacher took.

### STUDENTS EARNING A FAILING GRADE

If a student's grade falls below 70% at any point in the course:

- The teacher contacts the student to create a plan for bringing up the grade. This occurs each week until the student has reached at least a passing score in the course.

If a student has completed all assignments and earned an overall failing grade at or before the end date:

- The course will be completed after reaching out to the student/school to discuss opportunities to bring up their grade. If an extension, reinstatement, or new enrollment is required, the school will make the request.

## STUDENTS NOT COMPLETING 100% OF THE COURSE

- A student who completes at least 80% of the course will be closed out at the end date as “complete.” The actual grade is recorded as their score in the class.
- A student who completes less than 80% of the course will be closed out at the end date as “incomplete.” The actual grade is recorded as their score in the class.

*\*Note: The overall grade is the performance grade on work completed so far in the class. The actual grade takes into account the pacing. A student who is behind pacing will have a lower actual grade. A student who is behind pacing will have a lower actual grade because anything that is overdue is considered a “0” until completed.*

# Academic Integrity Policy

As we know, the internet can be an awesome resource. While students can use the internet to facilitate learning, there are some students who do not use this resource appropriately. Two main instances of academic integrity issues are plagiarism and cheating. Our definition and policy for academic integrity are outlined below. We recognize that many of our students are still learning what is and is not considered plagiarism and cheating. Edgenuity Virtual Teachers implement this policy with the intent of educating students so they can do better in the future.

Academic Integrity Policy:

Students enrolled in course served by Edgenuity teachers will adhere to the academic integrity policy outlined below. Any violation of this policy can result in disciplinary action and may jeopardize the student’s credit in his or her online course.

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.

## Academic Integrity Escalation Process\*

Students who are found violating policies regarding academic integrity, plagiarism, harassment, or inappropriate conduct will be subject to our formal Student Academic Escalation Policy which may include the following:

**First Offense:** The student will be notified of the violation and will meet with the Teacher to discuss the violation. The student will complete the AI Video (enrolled in the video course located in the LMS entitled Academic Integrity). The offense will be documented on the student’s SIS record. The student may have an opportunity to resubmit work or an alternate assignment.

**Second Offense:** A student found violating the academic integrity policy for a second offense will be cited a 2nd time and the following may be implemented at the discretion of the Online Instructor:

A formal letter may be sent to parents, mentors, and administrator listed on the student’s profile.

An essay or assignment related to the offense may receive a “0” or be substituted by an alternate assignment per the teacher’s directive.

Formal review and re-acknowledgments of all academic integrity policies.

Third Offense: A student found violating for 3rd or subsequent offense will receive a zero on the assignment(s) and be referred for disciplinary review at the discretion of the zone school district administration.

\*Escalation is based on the severity of offense violation and subject to behavioral review.

## DEFINITION OF PLAGIARISM

- The act of passing off the literary or academic work of another as your own (including ideas, thoughts, direct quotes, reports, essays, research papers, projects, publications, articles, etc.).
- The act of intentionally or unintentionally copying and pasting literary or academic work from another source or reference material without properly citing the source as a reference (including journals, newspaper articles, internet sources, magazines, etc.).
- The act or attempt of reusing your own work that may have been previously submitted for another assignment or course.

## DEFINITION OF CHEATING

- The act of giving or receiving answers on assessments including lessons, projects, quizzes, tests or final exams.
- The act of allowing someone else to complete a quiz or test on your behalf in courses that you are enrolled.
- The act of seeking or providing (publishing) Edgenuity curriculum content, questions, or answers to internet sources or answer banks.
- The act of using materials during closed book assessments (including lessons, notes, the internet, text books, etc.).
- The act of copying answers that have been previously submitted by another student.
- The act of working with another student to complete an assignment, test, quiz or project (including working side by side, accessing another student's work by logging in as them, and/or printing completed materials to share).

# Edgenuity Portal- Entering New Students/ Course Requests

Each Partner Admin and Mentor is set up with their own account to the Edgenuity Portal for the purpose of adding new students, enrolling students, dropping, withdrawing, monitoring student progress, sending grade reports, and reviewing current and historical data on course completion.

## ENTERING NEW STUDENTS IN THE PORTAL

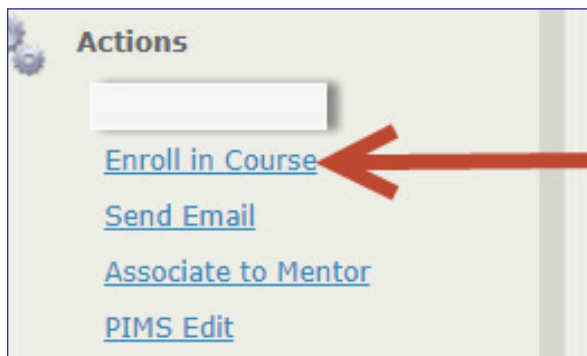
When entering new students in the Edgenuity Portal, the Partner Admin must include, the following student information:

- Student first name
- Student last name
- Date of birth
- Gender
- Student Athlete (Yes or No)
- Address
- Student Email
- Student Phone
- Guardian Information

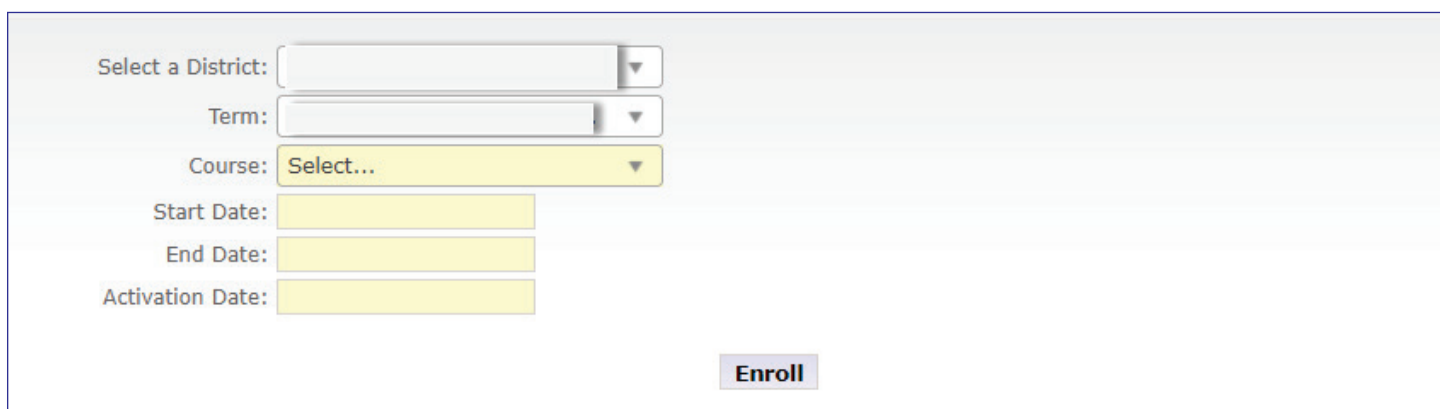
The screenshot displays the Edgenuity Portal form for entering new students. The form is organized into several sections: Districts and Schools (top), Basic Information (First Name, Last Name, Preferred Name, Middle Name, Gender, Date of Birth, Test Results, Transcript Notes), Address (Street, State, City, Country, ZIP, Race), Contact Information (Email, Primary Phone), and Academic (Status, Local School Name, Local ID). The form includes dropdown menus for Districts, Schools, Gender, State, Country, and Status. There are also text input fields for names, dates, addresses, emails, and phone numbers. A 'Select All that Apply' button is present for the Race field. The form is designed to collect comprehensive student information for enrollment.

## ENROLLING STUDENTS

1. Find your student in Genius SIS
2. Under “Actions” click on “Enroll in course.”



3. Choose your course name, start date, end date, and activation date

A screenshot of a web form for enrolling a student. The form has a light gray background. At the top left, there are three dropdown menus: "Select a District:", "Term:", and "Course:". The "Course:" dropdown is highlighted in yellow and shows "Select..." as the current selection. Below these are three text input fields: "Start Date:", "End Date:", and "Activation Date:". All three input fields are highlighted in yellow. At the bottom right of the form is a gray button with the text "Enroll" in bold.

- a. You can set the start date to any date – this is also how you enroll in a “future start date.”
  - b. The end date will auto-populate at 18 weeks. You can change this if you desire.
    - i. \*Changing dates may affect NCAA compliance, please let us know if you have questions\*
  - c. Your activation date – it is recommended to activate a day prior to the start date
4. Click enroll and wait for the notative that the enrollment has been completed.

Do you have more to enroll? Stay on this screen! Just change the course information and you are good to go!

Tip: When determining the end date for your students, keep a 3-4 day buffer from when you want the student to last submit work and when you need to submit grades to allow time for our teachers to grade.

# Communication Log in Edgenuity Portal

Edgenuity Portal Communication logs are the main location where we document our ongoing contact with students, their parents, and Partner Admin/Mentors. A student's communication log is accessed from the Students tab under Communications. To see all communications for a student, click "View Communications". To add a communication as the school Partner Admin/Mentor, click "Add Communication".

We require our team to log the following types of communication:

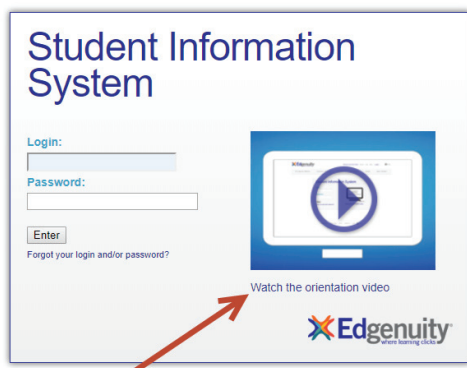
- Messages sent via Genius messaging are automatically logged into the communication logs. Any replies that comes to the teacher email are logged into Genius using the "Add Communication" page.
- Emails between the teacher and the student, mentor, and/or guardian.
- Virtual office meetings between teachers and students. These are logged as "In person meetings."
- Phone calls, emails, and texts between teachers and students
- Phone calls, chats, and emails between concept coaches and students
- Phone calls (inbound and outbound) about a student, including failed attempts at phone contact. This includes phone calls with the following individuals:
  - Student
  - Parent
  - Mentor or other designated school contact
  - Academic Advisor
  - Another teacher

## Course Information

### EDGENUITY STUDENT ORIENTATION

Student Orientation is provided to ensure success in Edgenuity coursework. It is recommended that ALL students complete orientation annually to maintain basic program comprehension. Most students are automatically presented with orientation videos as they log into their classes, however the video can always be accessed from the main login page:

<https://sislogin.edgenuity.com/>





## COURSE EXPLANATION

Edgenuity Instructional Service courses are general set up as half credit courses or full credit courses. One credit courses (or full school year courses) are divided in two parts (Part A = ½ Credit and Part B = ½ Credit). This is in place for all grade levels (elementary, middle school, and high school). Please be mindful of this when enrolling students so that there are clear expectations on completing course for the students.

## GRADING SCALE/WEIGHTING FOR ASSESSMENTS

Edgenuity Instructional Services uses the following standard weighting and grading scale. If you need to make adjustments to the standard policy, contact your Edgenuity Point of Contact.

A+	97.00-100%	A	93.00-96.99%	A-	90.00-92.99%
B+	87.00-89.99%	B	83.00-86.99%	B-	80.00-82.99%
C+	77.00-79.99%	C	73.00-76.99%	C-	70.00-72.99%
D+	67.00-69.99%	D	63.00-66.99%	D-	60.00-62.99%
F	0-59.99%				

Each content area has different weighted categories for graded work. Please work with your Edgenuity Point of Contact if you have questions or want to make adjustments at the school level to course assignment weights.

# Course End Dates, Drops & Extensions

## END DATES

Students will be closed out within three days of their listed end date. Many teachers will close the students out the day after the end date. Students have access to the course materials until the ToR closes out the class. Please keep in mind when setting end dates for students that teachers often need time after the end date to grade submitted work, especially in cases where students submit large numbers of assignments the last few days of the course.

In order for our teachers to provide quality grading of assignments, please provide a 3-4 business day buffer from the end date to when you are required to submit final grades.

## EXTENSIONS

Each semester enrollment is available for up to 18 weeks when possible and may include a two week extension if needed. You may choose a start/end date that is less than 20 weeks to better match your school's calendar. If a student is approaching their end date and you would like to give them more time to complete courses, you can ask for an additional extension through your account executive. Please note that an additional charge may occur for student courses past 20 weeks for a semester course and past 11 weeks for a summer course.

**\*Note:** *To ensure that your student isn't dropped from courses due to not completing by the end date, please extend courses or speak to your Edgenuity contact prior to the scheduled end date.*

## DROPPING COURSES

5. You may drop courses at any time. You may request a student to be dropped from their course by:
6. Finding your student in the Genius SIS system.
7. Click on "Current enrollments."
8. Click on which course(s) you wish to drop
9. Modify the status
10. Select the time stamp
11. Apply changes

**Main Information**

- [Main Page](#)
- [Dashboard](#)
- [Edit Information](#)
- [External Files](#)
- [View Calendar](#)
- [Ledger](#)
- [Assets](#)
- [Guardian Accounts](#)

**Historic Data**

- [Student Log](#)
- [View Transcript](#)
- [Transcript Analysis](#)
- [Test History](#)

**Communications**

- [View Communications](#)
- [Add Communication](#)

**Enrollments**

- [Current Enrollments](#)
- [Snapshot](#)
- [Student Activity](#)
- [Requested Courses](#)
- [Drop Requests](#)
- [Enrollment History](#)
- [State Core Mastery](#)

**Actions**

- [Enroll in Section](#)
- [Enroll in Course](#)
- [Transfer Sections](#)
- [Send Email](#)
- [Reinstate](#)

**Search criteria:**

Days since last login:  days

Attendance (last 7 days):  minutes

Pacing:

Performance Indicator:

Mastery Alert:

Pacing Alert:

Attendance alert:

LMS Alerts:

On Recess:

[Get Data](#)

There is 1 active enrollments for this student:

☐ Check All

Search:

Select	Edit	Start	End	SID1	Teacher Email	Course	Local School Name	School	District	Grade Actual Value	Grade Overall Value	Grade Relative Value	Pacing	Percent Complete
<input checked="" type="checkbox"/>		06/11/2019	06/28/2019	46665	vermesj@duvalschools.org	M/J Grade 8 Pre-Algebra ADV-FL-1205070-002		DVIA - FULL TIME (IS)	DCPS	-1.00	0	0	0%	0%

Modify Status:

Start Date:

Reset LMS Alerts

Select Time Stamp:

[Apply Changes](#)

[Change Dates](#)

[Set/Unset to Waiver](#)

[Set/Unset to RCL](#)

WITHDRAWN FAILED  
WITHDRAWN PASSED  
COMPLETE SELECTED  
INCOMPLETE SELECTED  
DROPPED GRACE

Drop Grace is used for students who are dropped within the time frame to not incur a charge. This is used when the student has the wrong course or perhaps you need to change the student's schedule.

Semester course drop grace = 2 weeks (14 days)

Summer course drop grace = 1 week (7 days)

All other courses must have the appropriate course codes (usually incomplete)

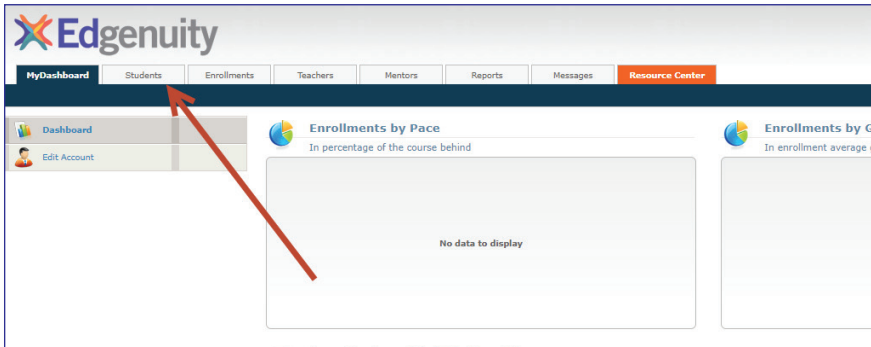
## DROPPING ALL COURSES AND DEACTIVATE A STUDENT (WITHDRAWAL)

**\*Note:** This is not available for all accounts. Generally only admins have this permission. Please contact your Instructional Services team if you have questions!

This is used to withdraw a student and deactivate access and all courses in one action.

Please ensure that you make the student “active” again if the student returns.

1. Locate the student in Genius SIS (Student Information System)
  - a. Click on the “students” tab to find active students
  - b. Type in the student name in the white “search” box
    - i. Please be advised that this search must match the name exactly

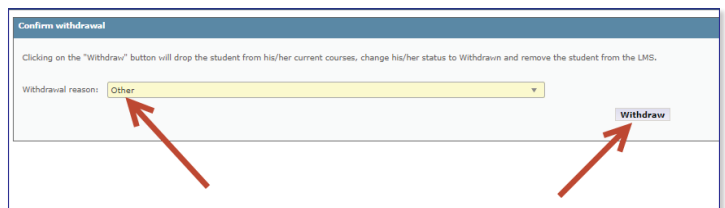
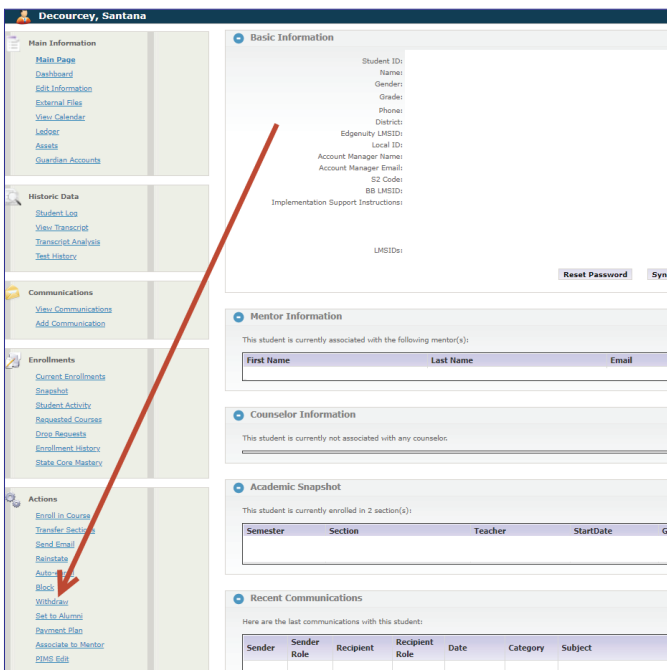


2. Choose the option “Withdrawal” under “Actions” on the left side of the screen



3. Choose the withdrawal reason (if unsure select “other.”)

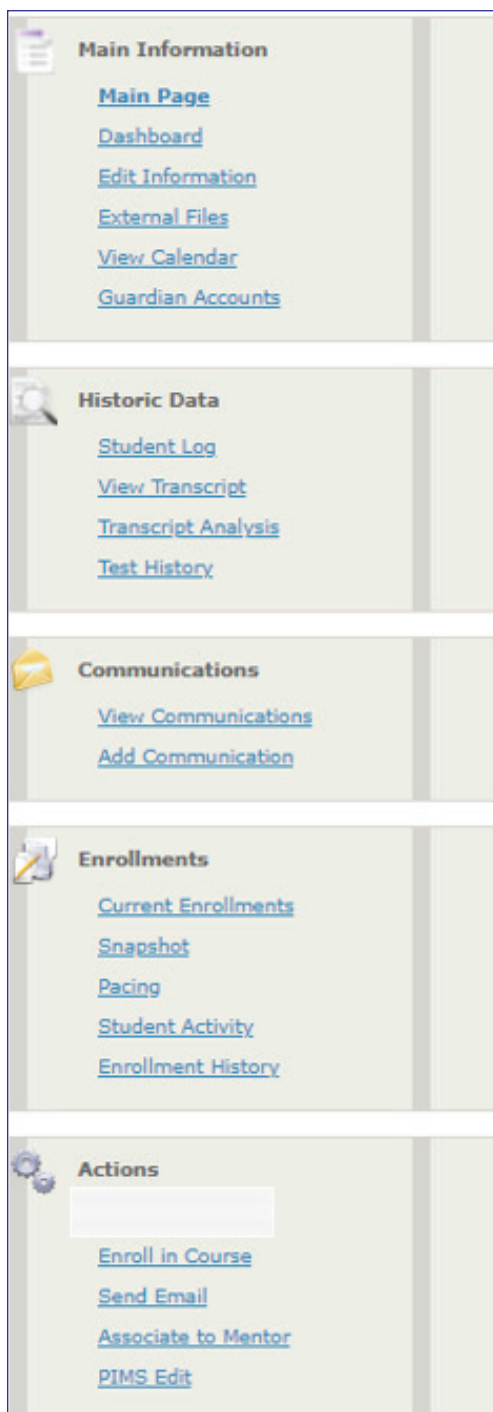
4. Click “Withdraw”



# Monitoring Student Progress

District admins and mentors have the ability to monitor students with real-time data, pull reports, and keep tabs on student progress with a click of a button.

When you log in you will see your main Dashboard. To look at an individual student's progress, click on the Student tab and click on the name of the student you would like to view. Although you will see many options on the left – we will highlight a few of the most important



**Edit Information:** Click here to add or update student demographic information, add “sticky notes” (notes that pop up when you open the student file), and add

**External files:** Upload documents here, such as forms, IEP's, etc.

**Guardian Accounts:** You can create an account for the student's guardian to help monitor student activity, see messages, and view courses. \*Note, guardians cannot log into any actual classes.

**Student log:** Click here to view all activity on this student's account. You can view when a student was enrolled, by whom, etc.

**Transcript/Analysis:** This is not used as the district is the school of record.

**View Communications:** Click here to view all communications with this student by all users. School admins, teachers, etc. You can also view all auto emails such as login credentials and more.

**Add Communications:** Click here to add notes and communications. We recommend that all student interactions are recorded here. Edgenuity teachers will add interactions through phone, text, and email. SIS to SIS emails are automatically logged, however emails sent to outside email providers must be copy and pasted into the file.

**Current Enrollments:** Click here to view current courses and additional data on those courses. Also use this screen to make changes to start dates, end dates, drop courses, etc.

**Student Activity:** Click here to see all student activity in all courses. This activity is active time only (time when students are moving forward in a class). If the student is re-reading material – time will not show here.

**Enrollment History:** Click here to see all courses the student has been enrolled into through the history of this account. This is the best place to see historic grades.

**Enroll in course:** Click here to enroll your student into courses!

**Send email:** Click here to send an email through the SIS, remember these are automatically logged.

**Associate to Mentor:** If there is more than one mentor working with the student or perhaps there is a mentor missing, please click here to associate a mentor to the account. This helps ensure that teachers are contacting the correct people to discuss the student activity and course work.

## ENROLLMENTS SCREEN

To truly gain important insights into the student activity, pacing, mastery and more, please click on “current enrollments” and ensure that you “customize your columns.”

Below are suggestions to best customize the mentor view for student data. These can be changed to suit the mentor/program lead view at any time and for any specific data one would like to see. Remember, the Success Coach will also provide data within their tailored communications biweekly or weekly.

To access:

Log into the mentor account or program lead account at <https://sislogin.edgenuity.com>- click the schools tab- select a specific school- on the left hand side under the Academic box, click Current Enrollments- on the right hand side below the yellow box, click the blue Customize Columns link.

The screenshot shows the Edgenuity interface for the 'Schools' tab. The left sidebar has a 'Main Information' section with links to 'Main Page', 'Grading Scales', and 'Metrics'. Below it is an 'Academic' section with a highlighted 'Current Enrollments' link, indicated by arrow 2. The main content area has a 'Search criteria' section with various filters like 'Days since last login', 'Attendance (last 7 days)', 'Pacing', 'Performance Indicator', 'Mastery Alert', 'Pacing Alert', 'Attendance alert', 'LMS Alerts', and 'On Recess'. There are also filters for 'Grade Overall', 'Grade Actual', 'Days since last Teacher Communication', 'Days since last student communication', 'Days since', 'Progress increase last 7 days', and 'Percent complete'. A 'Get Data' button is at the bottom of this section. Arrow 1 points to the 'Schools' tab in the top navigation bar. Arrow 3 points to a 'Customize columns' link in the bottom right corner of the search criteria section. Below the search criteria, it states 'There are 9 active enrollments for this affiliation:' and includes a 'Check All' checkbox and a search bar. A table of enrollments is displayed below.

Select	Edit	Student	School Name	Course	Grade Overall Value	Pacing	Attendance last 7 days	Start	End	Grade Actual Value	Percent Complete	Grade Relative Value	Teacher Email
<input type="checkbox"/>		Richard	(IS)	Common Core ELA 9 B-CR	0	-2.79%		06/10/2019	08/02/2019	0.00	0.43%	0	...@edgenuity
				Common Core									

Next you will see the Customize Columns Screen. Select the following headlines then proceed to the bottom and click save.

Student Name is chosen by default and will appear as the first item in your column. We suggest you set up your columns as listed below.

The screenshot shows a 'Customize Columns' interface with a list of 14 columns. Each column has a dropdown menu and up/down arrows. The columns are:

Column	Selected Value
Col. 1:	School Name
Col. 2:	Course
Col. 3:	Grade Overall (Value)
Col. 4:	Pacing
Col. 5:	Attendance (Last 7 Days)
Col. 6:	Enrollment Start Date
Col. 7:	Enrollment End Date
Col. 8:	Grade Actual (Value)
Col. 9:	Percent Complete
Col. 10:	Grade Relative (Value)
Col. 11:	Teacher Email
Col. 12:	Teacher Phone
Col. 13:	Edgenuity Main Contact Email
Col. 14:	Edgenuity Main Contact Phone

(column 1) **School**

(column 2) **Course**

(column 3) **Grade Overall (Value)** = content mastery

(column 4) **Pacing** = “attendance” percentage- how often student is logging and progressing in the courseware, idle time does not count

(column 5) **Attendance (Last 7 days)** = number of minutes student logged in and worked in the last 7 days

(column 6) **Enrollment Start Date** - customizable to suit student/school’s needs

(column 7) **Enrollment End Date** - customizable to suit student/school’s needs \*Semester course duration- 9 weeks; Full year course duration- 18 weeks\*

(column 8) **Grade Actual (Value)** = Overall Grade + Pacing %

(column 9) **Percent Complete** = how much of the course student has completed

(column 10 ) **Grade Relative (Value)** = “drop out grade” if the course were closed out and the grade were to be submitted “as is”

(column 11) **Teacher Email**

(column 12) **Teacher Phone**

(column 13) **Edgenuity Main Contact Phone** = the mentor/ program lead’s I.S. person to contact for student progress data and help with adding and enrolling students, and all trouble shooting questions related to I.S.

\*Billing questions- contact the Account Sales Executive\*  
If unsure, ask the Success Coach for this person’s contact information. They would be happy to help!

(column 14) **Edgenuity Main Contact Email**

Scroll down and click **SAVE**.

*\*Note: You are able to add the “Performance Indicators” column as detailed earlier under the teacher section of this document. You can use this column to quickly check on student progress.*

## WHAT TO WATCH FOR

Sometimes we take a look at data and might not be too sure what to focus on. Below are some ideas of what to focus on as a mentor and how to catch concerns early on.

- **Mastery:** Mastery is easily viewed by looking at the Overall Grade. The overall grade can help you understand a few things about student work. A high overall grade means the work the student turns in is great work! However, if the student is not working regularly, they will have a low Actual Grade – meaning although the student turns in great work – the student is not working enough hours per day per class.

*\*Note: We recommend 1 hour per day per class*

- **A low Mastery score means the student is either rushing or not understanding the work.** Please encourage the student to speak with their virtual instructors or to reach out to our concept coaches in their core classes by clicking on the “tutoring” button within the classroom.
- **Non-Starts:** Students who have not started their courses. Not starting a course is putting the student behind pace and not setting up the student for success. The student may need to have their start date changed or prompted to begin the course.
- **Pacing:** Pacing is how much of the course the student completes every day. There is a pacing/assignment guide in the mentor and student view of the courses, plus the Actual Grade takes into account the Overall Grade (Mastery) and the Pacing to give an accurate view of the grade. (It includes what the student has completed plus takes into account what the student should have completed. If the student is behind pace the actual grade will always be lower).
- **Students who have not completed assignments** or who have not been active for a week or longer.
- **Changes in typical progress.** A student could have outside factors influencing completion such as illness, emergency, technical problems, etc. For example:
  - A student who typically completes assignments every day has multiple days in a row that they are not completing work (even if there are still on track with pacing)
  - A student who rarely works is suddenly completing large amounts of assignments at an unrealistically fast pace with higher scores than would be expected for the student (may want to look at possible academic integrity issues).
- **Students with upcoming end dates** (ensure that they are on pace or request extensions as needed) – this is especially important to note when there are seniors looking to graduate. Please remember that we should give our teachers 3 days to grade work. Ensure there is a buffer in your end dates.
- **Projects that show a status of “Completed” in the Gradebook but the posted grade is 0.** This could indicate an issue with the student properly uploading files or could indicate that the student is submitting blank work to avoid doing projects.
- **Activity minutes that consistently only show 25 minutes.** Our system automatically logs students out after 25 minutes of inactivity, so activity minutes that show multiple periods of 25 minutes could indicate a student logging in and then not working and waiting for the system to automatically log them out.
- **Prospective NCAA student athletes not communicating** with their teachers through email, phone, or chats.



# Reports

## How to run reports in the SIS

Navigate to your “Current Enrollments” Screen:

If you want data for the entire roster:

1. Select the “mentors” tab.
2. Select your name from the list.
3. Click on “Current Enrollments” on the left hand side navigation.
4. Click on the “Export Results to Excel” button at the top right.
  - a. The data will populate as it is displayed in the current enrollments screen.
5. Make sure you have all the columns listed that you want data for (if you need assistance on customizing columns, see the “How To” that covers that topic).
  - a. You can sort your roster using the “search criteria” if you want just certain information.

If you would like more options – please click on “customize columns” so that you can see more robust data.

Mentor	ID	Email	Phone	Cap	Students	School
	176004				3	All

**Main Information**

- [Main Page](#)
- [Edit Information](#)
- [Dashboard](#)

**Academic**

- [Current Enrollments](#)

**Tracking**

- [Contact History](#)
- [Supervisor](#)

**Search criteria:**

Days since last login: Select... days

Attendance (last 7 days): Select... minutes

Pacing: Select... Sel... Select...

Performance Indicator: Select options

Mastery Alert: Select...

Pacing Alert: Select...

Attendance alert: Select...

LMS Alerts: Select...

On Recess: Select...

Grade Overall: Select... %

Grade Actual: Select... %

Days since last Teacher Communication: Select... days

Days since last student communication: Select... days

Days since: Select... Select... days

Progress Increase last 7 days: Select... %

Percent complete: Select... %

[Get Data](#)

[Customize columns](#)

If you would like more options – please click on “customize columns” so that you can see more robust data.

**Customize Columns**

Col. 1: Select...

Col. 2: Select...

Col. 3: Select...

Col. 4: Account Manager

Col. 5: Assignment Total

Col. 5: **Assignments Behind**

Col. 6: Assignments Completed

Col. 7: Assignments Expected

Col. 8: Assignments Left

Col. 9: Attendance (Last 7 Days)

Col. 10: Attendance Alert

Col. 11: Attendance Overall

Col. 12: Completed weeks

Col. 12: Select...

Col. 13: Select...

Col. 14: Select...

### TO CUSTOMIZE YOUR COLUMNS:

(choose which data you want on your excel spreadsheet) click on “Customize columns” and choose some options. They are regularly updated!

The columns you customize will show up on your excel data export as well. This makes the data very user friendly!

When you click customize columns a box will pop up and allow you to choose your data points.

Scroll down in this box and then **SAVE**.

**Search criteria:**

Days since last login: Select... days

Attendance (last 7 days): Select... minutes

Pacing: Select... Sel... Select...

Performance Indicator: Select options

Mastery Alert: Select...

Pacing Alert: Select...

Attendance alert: Select...

LMS Alerts: Select...

On Recess: Select...

Grade Overall: Select... %

Grade Actual: Select... %

Days since last Teacher Communication: Select... days

Days since last student communication: Select... days

Days since: Select... Select... days

Progress Increase last 7 days: Select... %

Percent complete: Select... %

[Get Data](#)

[Customize columns](#)

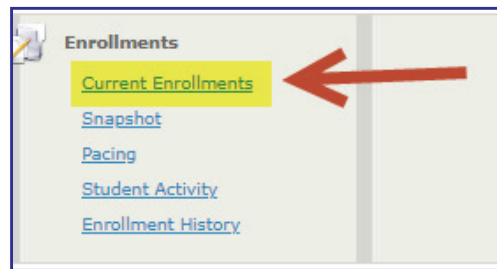
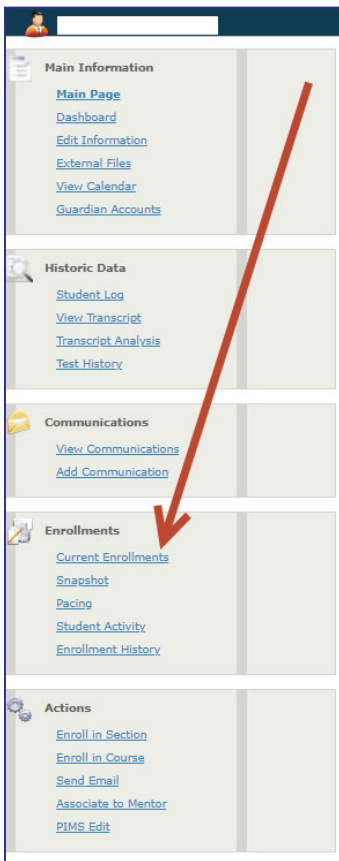
Once you have selected everything you would like – click on Get Data (to refresh your data)

Choose the data you would like to see.

Click on GET DATA

If you want data for just one student:

1. Click on the student you need the data report for.
2. From that student's main page, click on "current enrollments" from the left hand side navigation.



3. Click on the "Export Results to Excel" button at the top right.
  - a. The data will populate as it is displayed in the current enrollments screen.
  - b. Make sure you have all the columns listed that you want data for (if you need assistance on customizing columns, see the "How To" that covers that topic).
  - c. You can sort the student classes using the "search criteria" if you only want certain classes on the report.

A screenshot of the search criteria and export options section. On the left, under 'Search criteria:', there are dropdown menus for School, District, Department, Course, Teacher, Special Ed, LEP/ELL, Free/Reduced Lunch, Part Time/Full Time, and Mentor. On the right, there are dropdown menus for Grade between, Term, Start Date, End Date, Grade Level, Catalog, Pacing, Logins, On Recess, and Future Start. At the bottom center is a 'Get Data' button. At the top right are 'Print page' and 'Export Results to Excel' buttons. A red arrow points from the 'Export Results to Excel' button towards the bottom right.A screenshot of the data table and the 'Customize columns' button. The table has a header row with columns: Select, Edit, Start, End, SID1, Teacher Email, Course, Local School Name, Section, Grade Actual Value, Grade Overall Value, Grade Relative Value, Pacing, Percent Complete, LHS SBID, Progress Increase last 7 Days, Attendance Overall, Assignments Left, Mentor, Mentor Email, and Student Email. Below the table is a 'Get Data' button. A red arrow points from the 'Get Data' button towards the 'Customize columns' button, which is located at the bottom right of the table area.

## PROGRESS REPORT

Progress reports and Course Completion reports are sent to students from our virtual instructors. If you ever need another progress report you can reach out to the virtual instructor assigned to that student's course.

You can find teacher information in two places:

Academic Snapshot								
This student is currently enrolled in 2 section(s):								
Semester	Section	Teacher	StartDate	Grade	Assignments	Percentage Completed	Pacing	LastActivity
Ongoing	Career Planning and Development - (CTE105)	Lee, Jeremiah	06/12/2019	-1.00%	0 of 188	0%	On Pace	
Ongoing	English II Sem 2 - (EN202) '19	Holland, Jennifer	06/12/2019	-1.00%	0 of 176	0%	On Pace	

To find more information about a teacher, please click on the “teacher” tab at the top of your dashboard.

Enrollments **Teachers** Mentors

There are 1333 active teachers in the system:

Search:

[Lee, Jeremiah](#) 1512

If you would like to send additional progress reports – click on the “enrollments” screen, and click on Send Progress Report.

MyDashboard Admission Students **Enrollments** Teachers Mentors

Basic Search  
Advanced Filter  
Public Course Requests  
Emails  
Auto-Emails  
Add new Auto-Email  
Send Progress Report

Search criteria:

Affiliation: Select...  
School: Select...  
Department: Select...  
Course: Select...  
Teacher: Select...  
Special Ed: Select...  
LEP/ELL: Select...  
Free/Reduced Lunch: Select...

From here, choose your affiliation, select get data, check the box next to the student you would like to send a progress report to and then click on “customize and send report” at the bottom of the screen.

Affiliation: Select...  
School: Select...  
Department: Electives  
Courses: Select...  
Teacher: Select...  
Special Ed: Select...  
LEP/ELL: Select...  
Free/Reduced Lunch: Select...

Grade between: 70 and 80  
Term: Select...  
Start Date: Select...  
End Date: Select...  
Grade Level: Select...  
Catalog: Select...  
Pacing: Select... S Select... Select...  
Logins: Select... Select... in Select... days

Get Data

There are 5 students matching your criteria:

Select	Student	School	Grade Level
<input type="checkbox"/>			10
<input type="checkbox"/>			11
<input type="checkbox"/>			9
<input type="checkbox"/>			12
<input type="checkbox"/>			12

Customize and Send Report

Genius SIS (c) - All rights reserved

You can adjust the Subject Line of the email and copy Student and Guardians from here:

Clicking on Send will send this email to the 1 students selected in the previous screen. **Send**

Template: Select... **Subject:** STUDENT\_PROGRESS\_REPORT **Attachment:** Choose File No file chosen

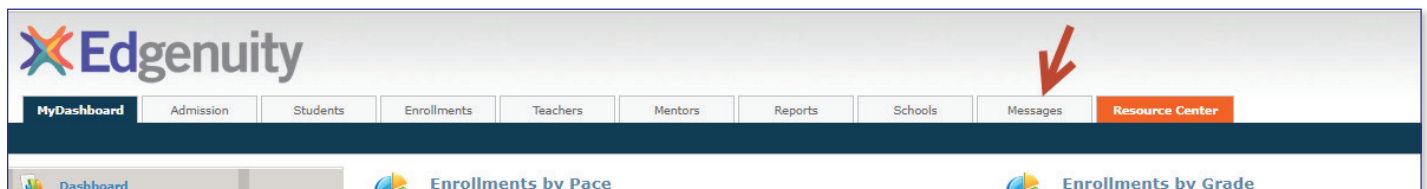
☒ Send To Student ☐ Copy Guardian ☐ Copy Affiliation

Body: Normal Font 2 Color B I U **Select variable...**

Sample: Select Template... Update Sample

## Messages

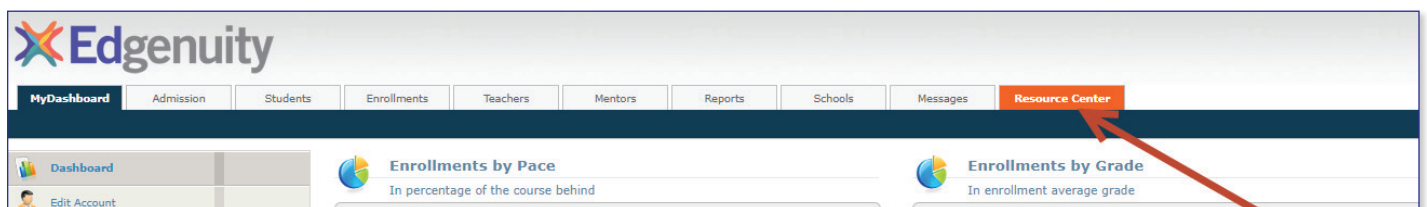
All internal messages are recorded in the GENIUS SIS program if sent through Genius. Please use this tool to communicate with students, parents, and guardians. Please ensure you check your messages tab daily to ensure you do not miss anything from a teacher, students, or guardian who is needing assistance with a course.



## Resources/Support

### RESOURCE CENTER

We are regularly updating this website to include additional information, resources, guides, and videos to assist you with regular Genius SIS activity or classroom management.



### TECHNICAL SUPPORT

1-888-866-4989 option 1

Open 7 Days a week

Our Technical Support department at Edgenuity provides an outstanding service to our students. Our expert team is ready to assist you with navigating the system, setting up your school or home workstation with the necessary system requirements to view and work in the academy's online platform. Due to nature of working on digital courses, when you have a technical issue, use the toll-free number to get your issue resolved quickly.

It is important that when you or students call Technical Support, you are at or near your computer so that you can answer questions and adjust as needed. If your technical issue does not require immediate attention, you can email the details to the Technical Support team at [customersupport@edgenuity.com](mailto:customersupport@edgenuity.com). Please note that peak business times may result in a longer wait for an email request. Calling into our 888 number is the fastest way to receive help.

## CONCEPT COACHES

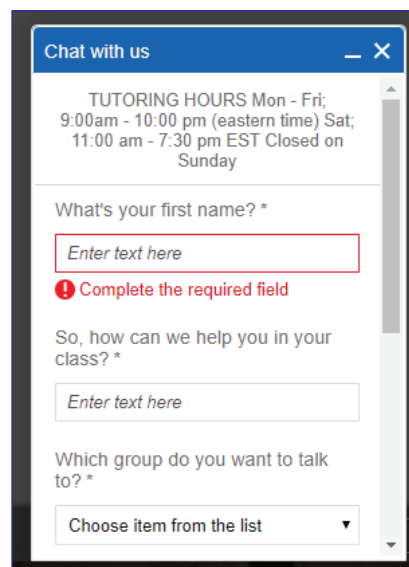
Our Concept Coaches are available to assist your students with a myriad of topics including: Core classes, Spanish lessons when available, note-taking skills, test preparation, motivational support, and more.

**Direct your students to click on the Tutoring Support button to connect with one of our coaches, call 888-866-4989, option 2 or contact [conceptcoaching@edgenuity.com](mailto:conceptcoaching@edgenuity.com).**

Our concept coaches (tutors) are available six days a week. Please contact us as hours may change to accommodate availability, student needs, and/or seasonality. Please note that hours will always be posted in the Tutoring Chat Box.

Alternatively, we would also be happy to have a concept coach call your student to discuss course content.

*\*Note: Alternatively, we would also be happy to have a concept coach call your student to discuss course content.*



The screenshot shows a 'Chat with us' window. At the top, it lists 'TUTORING HOURS Mon - Fri: 9:00am - 10:00 pm (eastern time) Sat: 11:00 am - 7:30 pm EST Closed on Sunday'. Below this, there are two text input fields. The first is labeled 'What's your first name? \*' and contains the placeholder text 'Enter text here'. Below it is a red error message: 'Complete the required field'. The second input field is labeled 'So, how can we help you in your class? \*' and also contains the placeholder text 'Enter text here'. At the bottom, there is a dropdown menu labeled 'Which group do you want to talk to? \*' with the option 'Choose item from the list' selected.

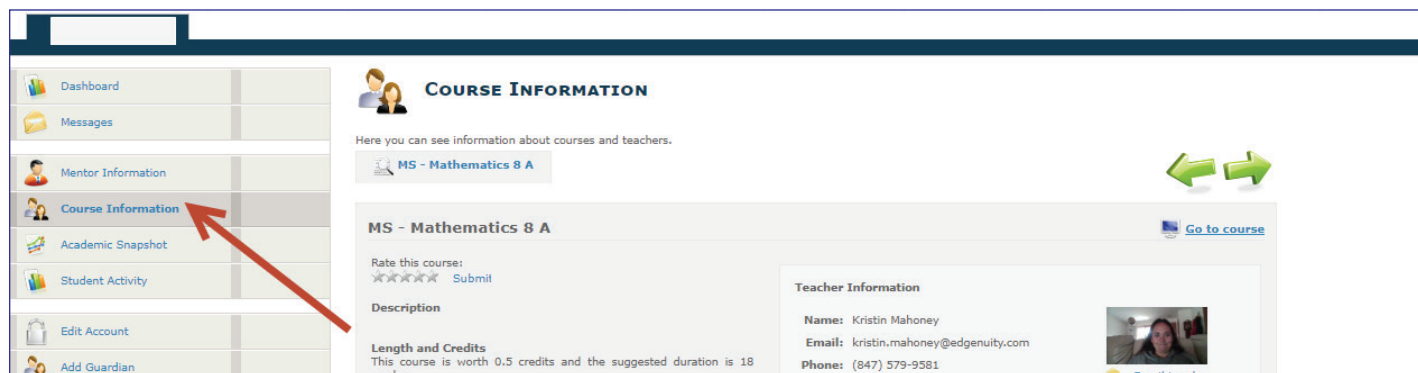
## EDGENUITY VIRTUAL TEACHERS

### See individual Teacher Office Hours

Students may contact teachers via phone during individual teacher office hours or attend virtual classrooms.

From the SIS Genius dashboard on the student login page, click on course information. Students with multiple courses can cycle through multiple courses by clicking on the green arrows.

From here, students can click on “email teacher” or call the teacher to receive assistance.



The screenshot shows the SIS Genius dashboard. On the left is a sidebar with navigation links: Dashboard, Messages, Mentor Information, Course Information (highlighted with a red arrow), Academic Snapshot, Student Activity, Edit Account, and Add Guardian. The main content area is titled 'COURSE INFORMATION' and shows details for 'MS - Mathematics 8 A'. It includes a 'Rate this course' section with a star rating and a 'Submit' button. Below that is a 'Description' section. To the right, there is a 'Teacher Information' section with fields for Name (Kristin Mahoney), Email (kristin.mahoney@edgenuity.com), and Phone ((847) 579-9581). There is also a small video feed of the teacher. At the top right of the course information section, there are two green arrows pointing left and right, and a 'Go to course' link.

Students may also email or message teachers 24 hours a day (teachers are expected to respond within one business day to all communication Monday-Friday). Edgenuity Virtual Teachers can provide assistance with academic questions, tutoring, clarifying project instructions/expectations, and questions regarding grading or progress.

**We appreciate your partnership! Please let us know if we can assist you further!**



[edgenuity.com](http://edgenuity.com)