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Odysseyware®
ACADEMIC SERVICES

PARTNER HANDBOOK

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Introduction

Welcome to Odysseyware! This Partner Handbook is for Odysseyware Academic Services and Academy (OWAS) partners and it explains our policies, procedures, instruction and curriculum guidelines so that you understand our standard way of operating with school partners. If your school uses Academic Services and posts grades on your transcripts, you can customize how we serve your students through the Implementation Plan Process. If you have any questions that are not answered by this guide, please contact the Director of Implementations.

Implementation

We recognize that each school and program is unique with individual needs to best serve their students. Partner Admin from your school will be invited to attend an Implementation Planning with our Director of Implementations prior to students enrolling to more clearly establish how we can best meet the needs of the school. However, we know that implementation is an ongoing process, so updates and changes to a program can occur throughout the course of a school's partnership. Contact the Director of Implementation at any time to make updates/changes.

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. These can be customized at the global level for all of your students or can be changed at the student level (Extended Services students have an option to customize these settings).

- **Weightings:** determines what percentage of a student's grade is determined by our assignment types (lessons, projects, quizzes, tests). Grades for each unit are calculated using these weightings and then the final grade is determined by average unit grades. Default settings below:

Grade Weighting

Lessons	20%
Projects	25%
Quizzes	25%
Tests	30%

- **Thresholds:** determines what percentage a student must earn in order to move on to the next assignment or in the case of credit recovery mode, what score a student has to earn on the pretest to be able to skip that unit's content.

- **Attempts:** determines the number of additional attempts a student receives on an assignment if they don't meet the passing threshold. For example, if the lesson threshold is 80% and the student has 5 attempts, they will be automatically reassigned the lesson up to 5 times or until they score 80% or higher, whichever is first.

Default Thresholds and Attempts below:

Passing Thresholds and Attempts

Type	Threshold	Attempts
CRx	80	-
Lessons	80	5
Quizzes	70	1
Tests	70	1

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 plan to offer?
- Do you have students that need NCAA approved courses?
- Do you have students that require extended instructional services (students with IEP/504 plans, etc.)?
- What are your lab needs for science courses? (No labs, standard labs, Late Nite Labs)
- Do you need customized courses?
- What is the required passing grade to earn credit? (Our default is 60%)
- What is your grading period? (Our courses are set up as semester length courses by default)
- How are courses closed out if a student doesn't finish? (Drop them as is, enter zeros for missing assignments, complete as is)
- 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.

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.

- Will you hold parent/student nights prior to enrollments?
- How will students complete the Student Orientation Course?

Our most successful partnerships require students to successfully complete the Student Orientation Course in order to continue with their assigned courses.

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 this contact 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 enter this data?

Partner Expectations

As an Odysseyware partner, you are involved in the academic progress and decision making regarding your students. Odysseyware provides instruction, content and grading for students, but because the student remains a student in your district, you are responsible for monitoring student progress, guiding course selections, and being the liaison to Odysseyware regarding student, teacher and parent needs. Below is a list of roles and responsibilities; note that the Partner Admin and Partner Mentor can be the same person.

The Partner Admin is responsible for the following items:

- Complete the OW Academic Services Partnership training and Implementation Planning
- Enter student information and enrollment requests in the Odysseyware 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 Director of Implementations for requests or programmatic/academic items that need escalation
- Communicate with designated Lead Teacher for teacher concerns that require escalation
- Coordinate placement of all students and communicate needed changes to Director of Implementation and Registration/Enrollment Specialist as needed
- Oversee associated Mentors that monitor student progress

The Partner Mentor(s) are responsible for the following items:

- Complete the OW Academic Services Partnership training and Implementation Planning or a modified training (can be provided by the Director of Implementations when needed)
- Communicate directly with parents
- Monitor students' progress and pace, escalate concerns to the Partner Admin, Odysseyware Virtual Teacher or Lead Teacher as needed
- Supervise students' work (proctoring tests, monitoring daily work, etc.)

Recommended Mentor Case Load	
# of Students	Hours per week-Mentor
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 expected to:

- 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.
- Receive instructor communication daily through grading, phone or messaging.
- Reach out to their instructor(s) for help.
- Contact Technical Support for any software issues.
- Complete student orientation.
- Inform Odysseyware virtual teacher ahead of time when they are not going to be active in their course for one week or more.
- Use proper or formal language when communicating with instructors or academy staff via messaging (this includes lessons, quizzes, projects, and tests).
- Complete their own course and maintain academic integrity at all times.
- Always use their given name when attending live sessions or training, or when turning in projects or assessments.
- Always respond to teacher messages and staff messages that require a response.
- Follow Netiquette Guidelines as outlined in the [Virtual Student, Parent & Guardian Handbook](#)

Teacher Expectations

Teachers are expected to:

- Respond to communication/grading/feedback within 24 hours (Monday-Friday).
- Grade projects within four days (Monday-Friday).
- Maintain regular communication with students.
- Post their office hours and be available during those scheduled office hours.
- Provide additional resources to students as needed.

Technology Skills Necessary for Student Success

Odysseyware Student Orientation

To ensure success with the program, students should complete Odysseyware Student Orientation course. We automatically enroll all new students in this course for a period of two weeks (it takes approximately 30 minutes to complete if taken in one sitting).

Internet Access

Odysseyware curriculum requires internet access. Students need to know how to log in to the Odysseyware 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 OW 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. If a student uses Google Docs, they will not be able to share the file directly from Google to their teacher (see link below for user guide to convert docs). 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]

http://glvideos.s3.amazonaws.com/odw/pd_and_t/OWA/User%20Guides/Guide_Using%20Google%20Docs.pdf

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 Odysseyware LMS, External Links tab in the Odysseyware Portal, teacher communication via email, phone or during virtual office hours, and the Academic Hotline.

Typing

Because Odysseyware 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

Odysseyware 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 Odysseyware 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.
- Odysseyware cannot be held liable for any loss of data arising directly or indirectly from the failure of hardware, software, or from human error.

Odysseyware Academic Services Technology Requirements

The following table explains the system requirements for using Odysseyware.

Workstation

Each user workstation should have the following software installed.

Microsoft Internet Explorer	Version 11 and Higher	For users of Internet Explorer on Windows 8, the program must be operated in the Desktop version of Internet Explorer. (Students tend to have the best user experience if they use a browser other than Internet Explorer)
Mozilla Firefox	Version 44 or Higher	
Safari	Version 9 or Higher	
Chrome	Version 49 or Higher	
Adobe Reader	Version 2015 or Higher	Adobe Acrobat Reader DC or the latest version of a browser that supports built-in PDF viewing.

Browser Settings

Browsers should be configured with these recommended settings.

NOTE: for the best performance on tablet devices it is recommended to use a browser that supports Adobe Flash Player.

Otherwise some components may not function properly.

Passwords	Disable features that automatically save passwords.
AutoComplete	Disable AutoComplete, as it often looks like a list of answers to choose from.
Caching	Enable caching, but set browsers to clear the cache when closed.
Javascript	Javascript must be enabled for pages to render correctly.

Network Considerations

Filtering	*.glynlyon.com
	*.owschools.com
	*.odysseyware.com
	*.speechstream.net
	*.odysseywareacademy.com
	*.cas.sooschools.com
These must be added to the whitelist of any filtering, proxy, or firewall programs or servers that are in use.	

Student Instructional Supports

We have two different levels, or tiers, of instructional support for our students. A student's level is determined by you as the school.

Basic Enrollment

This enrollment level is for students who can work independently on their courses with minimal support. This tier includes providing Basic Instructional Services (support, grading, and feedback from the OW virtual teacher, access to weekly live office hours, and access to the Academic Hotline). In Genius, students with the Basic Enrollment support level are identified by a yellow box around Basic information on the Student's tab. To indicate this tier when adding a new student, select "tier 1" from the tier dropdown.

Extended Services

This tier is for students who 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. This tier includes Basic Instructional Services, as outlined above. Additionally, Tier 2 students receive adjusted course settings, accommodations, and support as outlined in their Extended Services Summary Form. This form does not replace the need for a formal IEP/504 plan at the school level, but rather is a guide for how we will 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:

- Select "tier 2" from the tier dropdown when adding a new student.
- Contact the Director of Implementations for a copy of the Extended Services Summary Form. This form needs to be completed and sent to Patrick Humphries, our Extended Services Coordinator, within 1 week of the student enrollment.
- Our Extended Services Coordinator will reach out to you to ensure that the student's needs are clearly articulated and will communicate those needs to our teachers. We ask that you as a school communicate this information to your staff, parent and students.

NCAA Students

If you have NCAA student athletes that need to take courses for NCAA eligibility, those students will need to take courses directly with Odysseyware Academy (if your school hasn't completed the nontraditional approval through NCAA). We will post the grades on our transcript and upload them directly to the NCAA High School portal (students will need to select Odysseyware Academy as a school in their NCAA student account).

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 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).
- NCAA students need to be registered for Late Nite Labs when they take a science course
- 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 (8 week minimum, 12 week maximum for block scheduling).
- Students will have the following course weightings:
 - Tests = 30%
 - Quizzes= 25%
 - Projects= 30%
 - Lessons= 15%
- Students are permitted to repeat a lesson, assignment and/or assessment as follows:
 - Lessons: As needed to increase mastery of subject matter (15% weighting for lessons)
 - Quizzes: If a score is less than 70%, an alternative quiz including different questions may be assigned. Only one alternative quiz offered per unit.
 - Unit Tests and projects: If a score is less than 70%, an alternative test or project including different questions may be assigned. Only one alternative test allowed per course. (30% weighting for projects)
- NCAA students need to attend office hours each week for each course they are enrolled in.

For a list of NCAA approved courses available at Odysseyware Academy go to the link below using our School Code of 163781:
<https://web3.ncaa.org/hsportal/exec/hsAction?hsActionSubmit=searchHighSchool>

Late Nite Labs

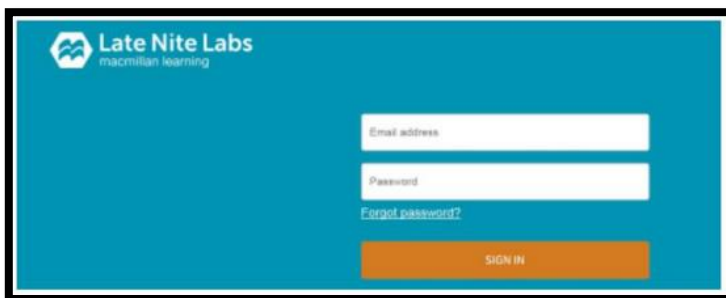
Late Nite Labs are one way in which Science teachers at Odysseyware Academy provide virtual labs for students. Some science courses will have no labs, some will have Odysseyware Academy created labs, and others will be linked to Late Nite Labs (www.latenitelabs.com). Odysseyware Academy uses Late Nite Labs for Biology & Chemistry courses. For these labs, students will need a separate log in that will be sent to them by the registrar upon enrollment in the course. Upon completion of the lab, students submit an Odysseyware Lab Report for final grading.

Registration and Sign In

At the time of course enrollment, the Odysseyware registrar will register the student for the corresponding Late Nite Lab course and share the sign in credentials with the student. The registrar will also share a helpful Late Nite Labs Overview presentation with the student. To sign in, students go to: <https://labs.latenitelabs.com/signin> and enter the username and password provided to them at the time of registration.

For assistance with sign in, students should contact our Registration/Enrollment Specialist Christine Gieseke at cgieseke@odysseyware.com

When contacting her, please be sure to share your full name and the Odysseyware course for which you are enrolled in the Late Nite Labs program.



Student Support for Late Nite Labs

Technical - students experiencing technical issues with the Late Nite Labs website should contact Late Nite Labs Technical Support at 1-800-262-0518.

Academic - students in need of academic support should contact their assigned Odysseyware teacher. The teacher can assist students with questions related to the curricular content of the labs and the completion and submission of the Late Nite Lab Odysseyware Lab Report.

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

Students can retake one quiz per unit and one test per course.

Note: *Odysseyware Virtual Teachers are instructed that Lessons should not be opened once a student has met the pass threshold set by the Partner School*

Quiz/Test Unlock Requests

All tests and quizzes need to be completed in one sitting. Be mindful that the system will log out the student after 25 minutes of inactivity, so students should regularly click on the screen during testing to ensure they aren't logged out. Should this happen, you can call the Academic Hotline on behalf of the student to have it reset.

Occasionally, due to technical issues, a student may need a quiz or test unlocked to allow them to access it again. If our OW Virtual Teachers feel that unlock requests have become excessive, they will ask the student to take the following steps: Student should not move onto new quizzes or tests until issue is resolved.

- Student must work with Tech Support to resolve current issue before proceeding.
- If excessive unlock requests continue, the teacher explains that quizzes and tests should be completed in one sitting. If available, the teacher can assign an alternate quiz/test.
- After two unlocks on the same test/quiz, the student is informed that this is their final attempt. If the student does not complete the final attempt, he/she receives a zero on the assignment.

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

Active Work Policy

It is highly recommended that only one unit of within a course be open at a time. Students should plan accordingly for projects that may require more than one day for completion (i.e. growing seeds, research, etc.). Projects can be work on concurrently.

Active Work Escalation Process

Inactivity in courses

If a student has not worked in his or her course for one week:

- Our teachers reach out to the student to inquire as to why the student has not logged into their courses. (Reasons may include illness, family emergency, death of a loved one, courses are difficult, vacation, difficulty managing time, etc.).

If a student has not worked in his or her course for two weeks:

- Our teachers reach out to parents or school personnel to inform them of the lack of activity and investigate possible concerns. Continue to monitor student progress and reach out to student, school and parents.

Not responding to communication

If our teachers note a pattern of not responding to communication that specifically states a response is expected:

- They reach out to parents to verify contact information is correct.

If information is correct and a student continues to not respond to communication after one week:

- Our teachers inform the parent and partner mentor about the lack of communication responses from the student. Responding to communication in a timely manner is an essential skill that students need to find success in today's workforce.

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 60% 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 20-week mark

- 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.

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. Odysseyware Virtual Teachers implement this policy with the intent of educating students so they can do better in the future.

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) Odysseyware 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).

Policy for Lessons and Projects

First Assignment offense- Warning One

- Parent/guardian is contacted by the teacher or Partner Mentor.
- The student must redo the assignment (must be lesson or project) for full credit after phone conference with the teacher.
- Academic Integrity issue is noted in the Odysseyware Portal.

Second Assignment Offense- Warning Two

- Parent/guardian is contacted by teacher or Partner Mentor.
- The student must redo the assignment (must be lesson or project) for 75% credit.
- Letter/email documenting second plagiaristic offense – Academic probation warning is sent and an academic probation warning is issued.
- The student must meet synchronously with the teacher to discuss the Academic Integrity Policy before reattempting the assignment.
- Academic Integrity issue is noted in the Odysseyware Portal.

Third Assignment Offense- Warning Three

- Parent/guardian is contacted by the teacher or Partner Mentor.
- The student receives a zero grade on the assignment and does not have an option for resubmission.
- Student receives a written warning about potential failure of course with habitual plagiarism.

Fourth Assignment Offense

- Habitual plagiarism may result in failure or course withdrawal from course.
- A meeting is held between the Lead Teacher, partner mentor, and parent to decide the final outcome.

Policy for Tests/Quizzes/Exams

First Offense

- Student receives an automatic zero on assessment.

Additional Offenses

- Student receives automatic zeros which may result in failure of units and ultimately the course.
- Habitual plagiarism may result in failure or withdrawal from course.

Odysseyware Portal- Entering New Students/Course Requests

Each Partner Admin and Mentor is set up with their own account to the Odysseyware Portal for the purpose of adding new students, submitting course requests, drop requests, monitoring student progress, send grade reports, and review current and historical data on course completion.

Entering New Students in the Portal

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

- Student first name
- Student last name
- Date of birth
- Gender
- Tier Level (Basic is Tier 1 and Extended Services is Tier 2)
- Address
- Student Email
- Student Phone
- Affiliation (partner school)
- Main Contact

The screenshot shows the Odysseyware Academy portal interface. On the left is a sidebar with navigation links: 'Dashboard', 'Add Application', 'Filter Applications', and 'Add New Application'. The main content area is titled 'Add New Application' and contains three sections: 'Basic Information', 'Address', and 'Academic'. Each section contains various input fields and dropdown menus for entering student data.

Note that an extended services summary form must be completed for tier 2 students within the first week of enrollment. See the Director of Implementation for a copy of the form.

For additional resources, see our quick guides on the Knowledge Base

<https://www.odysseyware.com/training-resources/academic-services-academy>

Enrollment Requests

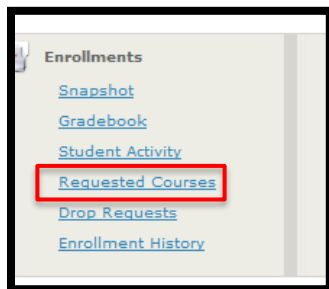
When requesting enrollments for students, the Partner Administrator must include the following information:

- Start and End date
- Course title
- Course section (A or B)
- Additional Information (choose from the dropdown to indicate custom courses, credit recovery, labs, etc.)

New student course requests can be entered after entering a new student by going to the Admission tab, selecting Submitted and selecting the student. On the left under Main Information is an option to Request Courses.



Course requests for current students can be submitted by searching the student in the student tab, selecting the student and then selecting Requested Courses under Enrollments.



Communication Log in Odysseyware Portal

Odysseyware 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 the original message is logged automatically, but subsequent replies that arrive in your Outlook email also need to be copied/pasted into communication log.
- Messages sent via Odysseyware LMS (V2)
- Phone calls received via the Academic Hotline
- Phone calls (inbound and outbound) about a student, including failed attempts at phone contact. This includes phone calls with the following individuals:
 - o Student
 - o Parent
 - o Mentor or other designated school contact
 - o Academic Advisor
 - o Another teacher, including Extended Services Coordinator
 - o Documentation of student attendance to office hours

Course Information

Odysseyware Student Orientation

Student Orientation is provided to ensure success in Odysseyware coursework. It is recommended that ALL students complete orientation annually to maintain program comprehension. Students are automatically enrolled in this course for a 2 week time frame (though it takes about 30 minutes to complete).

Course Explanation

Odysseyware Academy has both half and one credit courses 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 requesting courses for enrollment. One credit is equal to 1 Carnegie Unit. If you are unsure of which course to request for a student, please contact Odysseyware Academic Services. For a list of course descriptions and syllabi go to:

<https://app.smartsheet.com/b/publish?EQBCT=d0964566936840adb781eba27f93db19>

Grading Scale/Weighting for Assessments

Odysseyware Academic Services uses the following standard weighting and grading scale. If you need to make adjustments to the standard policy, contact the Director of Implementations if you haven't already set your own custom settings.

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%				

Weighting for Units With Projects

- Tests = 30%
- Quizzes = 25%
- Projects = 25%
- Lessons = 20%

Units Without Projects

- Tests = 43%
- Quizzes = 36%
- Lessons = 21%

Course End Dates, Drops & Extensions

End Dates

Students have the through the end of the day on the end date to complete assignments. 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/Closing Out Courses

Students are allotted no more than 20 weeks to complete a semester course. In the event that a course is not completed within 20 weeks, Partner schools have the option to drop a course as it stands, zero-out incomplete work and complete the course, or extend the course for the student to keep working.

The following extensions options are available:

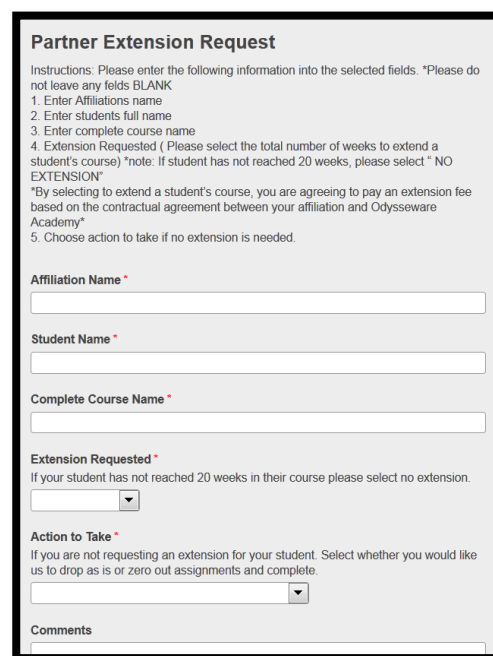
- Two weeks (grace extension- no cost)
- Five weeks (additional cost)
- Ten Weeks (additional cost)
- 20 Weeks (additional cost)

Prior to the 20-week end, Odysseyware staff collaborates with Partner schools so that appropriate time is allotted for resolution. Odysseyware holds the right to drop a course that is beyond 20 weeks.

All extensions must be requested by a Partner Admin. Please use the following web form to request all extensions:

<https://goo.gl/tSwmok>

If you have any questions regarding extensions, please contact your Director of Implementation



Partner Extension Request

Instructions: Please enter the following information into the selected fields. *Please do not leave any fields BLANK

1. Enter Affiliations name
2. Enter students full name
3. Enter complete course name
4. Extension Requested (Please select the total number of weeks to extend a student's course) *note: If student has not reached 20 weeks, please select " NO EXTENSION"

By selecting to extend a student's course, you are agreeing to pay an extension fee based on the contractual agreement between your affiliation and Odysseyware Academy

5. Choose action to take if no extension is needed.

Affiliation Name *

Student Name *

Complete Course Name *

Extension Requested *

If your student has not reached 20 weeks in their course please select no extension.

Action to Take *

If you are not requesting an extension for your student. Select whether you would like us to drop as is or zero out assignments and complete.

Comments

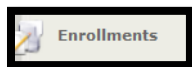
Dropping Courses

- A course may be dropped by requesting a drop within the Odysseyware Portal by going to the student's account and selecting "Drop Requests" under "Enrollments." Then select "Request new drop."

- If a student is dropped from a course within the grace period, the course price is credited in full.
- Courses dropped within the grace period appear with a status of "Dropped Error" in the student's enrollment history. Courses dropped after the grace period appear with a status of "Dropped".
- Course transfers done within the grace period are approved at no charge.
- After the grace period, no refund is available.

Monitoring Student Progress

When you log in you will see your main Dashboard. To look at an individual student's progress, go to the Student tab and click on the name of the student you would like to view. From here you can click on the following options on the left under



Snapshot	Get a quick overview of your student's course grades, pacing, and activity.
Gradebook	View comprehensive course assignment grades and due dates and see teacher contact and office hour information.
Student Activity	See how much time your student is spending logged in.
Enrollment History	See a student's grades for completed courses

What to watch for

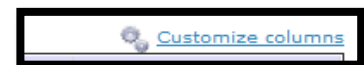
- Students behind in pacing or who have not started their course
- Students who use max attempts on lessons and score low on quizzes and tests; they probably aren't understanding the material and need additional support
- Students who have not completed assignments for a week or longer. Check the Gradebook to see dates of completed assignments.
- 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)
- 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 attending office hours (this is required for them to maintain academic eligibility). Attendance to office hours is documented in the communication log.

Reports

Current Enrollments

To run reports on progress of current enrollments, go to the Enrollments tab and select your school in the Affiliation drop down and select Get Data.

From here, you can customize the columns to show the data you want to review by clicking on Customize Columns on the right side of the page.



One field that is especially useful in monitoring student progress is the AssigBehind which shows the number of assignments a student is behind pacing for each enrollment. If the number in this column is greater than 0, the student is behind pacing. Negative numbers indicate students who are ahead of pacing.

Past Enrollments

Once an enrollment has been completed or dropped, it will no longer show in the active enrollment report above. You can see this data by going to the Affiliations tab, selecting your school and then Enrollment History under Historic Data. From here you can filter by time frame and status. To remove filters, choose Select for both fields and then Get Data.

Any enrollments with the status of Dropped Grace or Dropped Error are those schools are not charged for. In addition, schools are not charged for Student Orientation courses.

Reports can be exported to excel by clicking



located in the upper right of the page

Transcripts/Grade Reports

High School Transcripts

Official Odysseyware Academy Transcripts are for students taking courses directly with the Academy, following our standard policies and settings as well as students needing courses on our NCAA approved list. Grade Reports are given for schools that are posting the credit themselves. High school courses completed in previous schools are not included on Odysseyware Academy transcripts unless the student enrolled in OWA as their primary school with the intent to earn an OWA diploma.

Transcript Requests

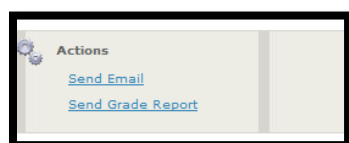
Transcript requests must be made in writing. Requests can be mailed, faxed or emailed to the registrar or to:

OWA@Odysseywareacademy.com

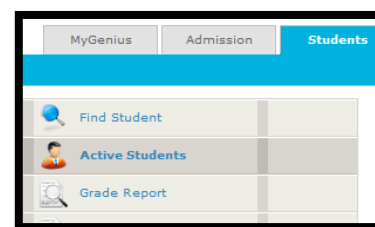
The request must include the OW Partner School's name, student's name, date of birth and where the transcript should be sent. OWA graduates or students 18 years of age and older may request their own transcripts. Please allow five business days processing, plus mail delivery time is required for each transcript request. Processing may take up to two weeks during peak enrollment periods. Requests are handled in the order they are received.

Grade Reports

To send a grade report to an individual student, go to the student tab, select the student and select Send Grade Report under Actions. From here, you can copy the guardian and the main partner contact at your school.



To send a grade report to a group of students, go to the Student Tab and select Grade Report on the left. From there you will be able to select your Affiliation, other filters, and then select which students you want to send a grade report to.



Resources/Support

Technical Support

1-888-399-4267 press Option 1, then press Option 1

Monday – Friday: 7:00am to 5:00pm Central Time

Our Technical Support department at Odysseyware provides an outstanding service to our students. Our expert team is ready to assist you with 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 owasupport@odysseyware.com. The Technical Support team responds to all emails in a timely manner.

Academic Hotline

1-888-399-4267 press Option 2, then press Option 2

Monday – Friday: 7:00am to 3:00pm Central Standard Time

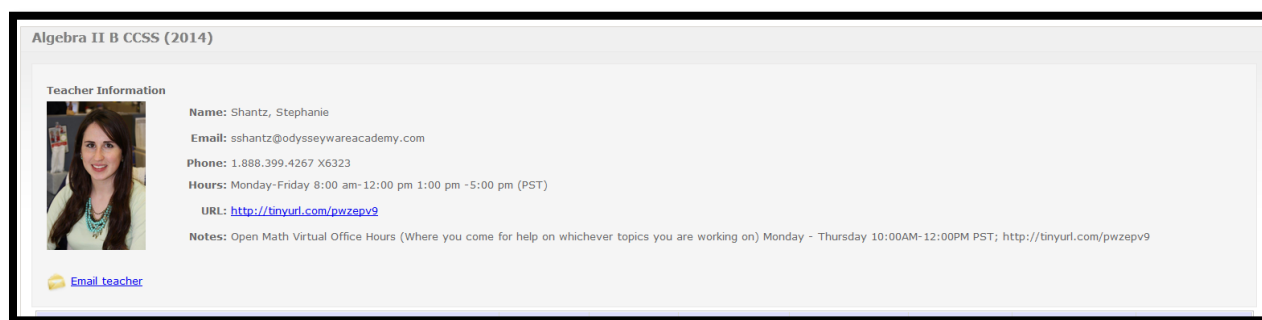
- Math – press option 1 and then option 2
- Spanish – press option 1 and then option 3
- Main Academic Hotline – press option 1 and then option 5

Our Academic Hotline is available for students who have questions about their courses outside of their teachers' office hours. If you need a teacher to unlock/reassign an assignment to move forward in the course or if you have forgotten your Odysseyware username and/or password, the Academic Hotline can assist you. Students may also receive content area support.

Odysseyware Virtual Teachers

888.399.4267 (See individual Teacher Office Hours)

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



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

Odysseyware Enrollment Services

Christine Gieseke

888.399.4267 x6310

cgieseke@odysseyware.com

The Odysseyware Enrollment Services team works to ensure timely and accurate processing of your student applications and course requests. Reach out for questions regarding enrollment requests/changes, drop requests, extension requests, and end date changes.

Director of Implementations

Carrie Gregersen

888.399.4267 x7809

cgregersen@odysseyware.com

The Director of Implementations works in partnership with you to clarify the academic requests and goals for your students. They can aid with implementation planning and updates, data/reports on student progress and success, program goal development, day to day program/system questions.

Director of Instruction

Stephanie Shantz

(888) 399-4267 ext 6323

sshantz@odysseyware.com

Contact for escalating instructional concerns, extended services needs, etc.

Lead Teachers

Contact for questions/concerns concerning Odysseyware Virtual Teachers and instruction.

- Suzanna Sharkey- Western Region

888.399.4267 X6328 ssharkey@odysseyware.com

- Marcus Curry- Mid West Region

(888) 399-4267 ext 6327 mcurry@odysseyware.com

- Ryan Ruegnitz- Eastern Region

(888) 399-4267 ext 6385 rruegnitz@odysseyware.com

Extended Services Coordinator

Patrick Humphries

(888) 399-4267 ext 6329

phumphries@odysseyware.com

Contact for questions regarding extended services and to develop an extended services plan for student with additional education needs such as IEP/504.

Director of Sales Operations

Tosha Vogel

712.472.6923 office

602.881.7911 cell

tvogel@odysseyware.com

Contact for questions about program expansion, pricing and quotes

Office Manager

Diane Maki

480.735.7802

dmaki@odysseyware.com

Contact for questions about billing

Knowledge Base

Additional resources and quick guides can be found on our Knowledge Base site:

<https://www.odysseyware.com/training-resources/academic-services-academy>

Guides included are course enrollment quick guides, Blackboard guides for virtual office hour attendance, how to convert Google docs to an appropriate format for assignment upload, progress monitoring guide for parents, and more! Those that are applicable to students are also linked in the External Links tab so students can access them via their Dashboard.

Reach out to the Director of Implementations if you have additional quick guide needs as we are continually adding resources to the site.

OWAS Partner User Guide

Version 2.0

Release Date: August 1, 2017

For more assistance, contact Odysseyware Academic Services:

300 N. McKemy Ave., Chandler, AZ 85226 Phone: 888-399-4267

[Email: owa@odysseywareacademy.com](mailto:owa@odysseywareacademy.com)