



## Family and Student Q & A

This Q&A is provided specifically for Jefferson Virtual Academy families. The information within will be updated as new questions are received. Please continue to use the JCS WV website for updated information.

**Q: My child has received no communication from his/her virtual teacher. When can I expect to hear something?**

A: All students should have had either a phone call or email communication from their child's teacher this week. At middle school, that may involve multiple teachers as your child will have different teachers for different classes. At high school every student will have received communication via LiveGrades by the end of this week with Jefferson Virtual Academy orientation instructions. Anyone who has not been contacted by the teachers on their child's schedule by Friday, September 11<sup>th</sup> should contact their school administrator directly.

**Q: How do I reach out to my teacher? I tried and have received no response.**

A: USE THE TEACHERS K12 EMAIL or LIVE GRADES. Please do NOT email your teacher through Google Classroom. The email function in Google Classroom does NOT go to your teacher. West Virginia Department of Education utilizes Microsoft 365 as the official/secure communication tool for staff. While outside programs are often convenient, they do not have the same digital security safeguards that are built in through the state's Microsoft education accounts. If you do not receive a response after emailing please contact the school directly.

**Q: I have tried logging on and been unsuccessful. Will my child be held accountable for attendance since I know these are instructional days?**

A: Student attendance in virtual will be taken every Monday at 8am. Attendance is determined by your child's completion of the previous week's assignments. If your child's assignments are not in by Monday at 8am the following week, you are counted as absent. Therefore, your child will receive their first written assignment NO LATER THAN the week of September 14-18. This means all of that week's work must be completed and turned in by Monday, September 21<sup>st</sup> or they will be counted as absent for the week of 9/14-9/18.

**Q: I am so very confused about all the different platforms my child has to use. What exactly do we need to use, where do I go to learn it and why can't we just use one?**

A: Just like you, we wish we could use just one platform that does everything we need. Unfortunately, there are many things that we must do to make school work (content, videos, document submission, communication, grading, submitting data to the state) and there is no one program that does them all. To explain, we have listed the programs we are using below, what they are intended to do and where you can go to learn how to use them:

PROGRAM	WHAT IT'S FOR	WHERE YOU CAN LEARN IT
GOOGLE CLASSROOM	Google Classroom is our main system for storing our lessons and delivering them to students. It has the tools for students to access video, written lessons, store on-demand material and communicate our expectations.	<a href="http://www.jcswv.org">www.jcswv.org</a> : RESOURCES  Look for the GOOGLE LOGO and click
TEAMS	The state of West Virginia uses Microsoft Office as their official platform. Every teacher and student in the state must have a Microsoft 365 account and it is the system that guarantees student data security from our state IT team. TEAMS is the program that allows for live/real time face to face instruction with teachers and social interaction for children. This was a hugely important factor for our system. We understand that Zoom is a more intuitive platform for social interaction, but it does not have the approval of WVDE as a secure primary tool for student interaction.	<a href="http://www.jcswv.org">www.jcswv.org</a> : RESOURCES  Look for the TEAMS logo and click
LIVEGRADES	This is the grading tool that is directly linked into WVEIS which is the WV Education Information System. It has been used for many years by our staff, parents, and students. They are all familiar with the platform and it has functions that allow for not only schedules and for parents/students to track their grades, but secure communication for parents separate from students.	<a href="http://www.jcswv.org">www.jcswv.org</a> : RESOURCES  Look for the LiveGrades logo

**Q: I am so worried that my child is falling behind. What grades are being taken now? If not, when does grading begin?**

A: Currently, the expectation for students are as follows for the first two weeks. Grades will be taken for work beginning the week of September 14-18. Please see below to know what you should expect your child to be doing for the first two weeks of school during our "training" phase.

## **September 8-11 (Week One of Orientation)**

### **ALL SCHOOLS (elementary and secondary)**

Digital Citizenship – Teachers should share the “Netiquette Expectations” with students. For some students this may be our JVA video on Digital Citizenship which was developed primarily for younger students while older students may receive more detailed expectations.

Log Ins – All students should have received their user name and log in for all 3 primary programs (Google Classroom, TEAMS and LiveGrades). There may be specialized programs in a limited number of classes (ie: digital art program for high school Art class), but only these 3 programs are used in all virtual classes.

Video Review and Practice session: Students should have been provided a link for video training and a practice session for each of the 3 primary programs

Virtual Open House: Every parent should have already attended or been provided a date for attending a Virtual Open House prior to September 11th

### **SECONDARY (Middle / High)**

- Schedules at Middle and High School are a bit different. EVERY secondary student in the county is now on an A day/ B day schedule. On-site this helps us to spread kids out. We have to mirror it in virtual or children who want to transition at mid-year will be at a completely different point and unable to transition.
- To help students acclimate to the A day/B day (which is new this year) our on-site and virtual students are doing things differently JUST for the two ORIENTATION WEEKS. All of week one (9/8-9/11) are spent on the students’ “A day schedule”.
- All of week two Monday-Thursday (9/15-9/17) are spent on students’ “B day schedule”.
- The purpose of this time is to learn procedures, get to know their new classmates and have some consistency in schedule. As of September 18<sup>th</sup>, all middle and high schools will do alternating A day/ B day according to the JCS calendar.

## **September 14-18 (Week Two of Training)**

### **ALL SCHOOLS (elementary and secondary)**

Every student should be engaged in instruction in their full schedule with lesson delivery and work production.

Grades will be taken for all work assigned this week.

### **JUST SECONDARY (Middle / High)**

\*\*Remember that during week 2 of TRAINING WEEKS, secondary is only following B schedule\*\*

**Q: I was on the waitlist because I changed my mind after the deadline. What can I expect?**

A: As you can see, scheduling and assigning staff and training parents/students on the “new school” has been an overwhelming amount of logistical work. We simply cannot accommodate the same level of change as we previously could from parents. That said, we are doing all we can to accommodate those parents that we can safely accommodate once we have met the needs of everyone who signed up originally. ALL JCS parents will have the option of switching programs at semester break.

Elementary – all waitlist requests that could be accommodated have been met.

Middle – all waitlist requests that could be accommodated have been met.

High – all waitlist requests that could be accommodated have been met.

**Q: I was on the waitlist or I missed my school device distribution. What do I do now?**

A: If you missed the original distribution date for devices, you have been contacted by your school administration on at least two separate occasions and, for most, many more. We are accommodating parents as quickly and well as we are able. Please email your building administrator and be prepared to receive a date/time to pick up that may not coincide with your wishes. We are now serving nearly 6,000 students on-site and our ability to stop and run a laptop out to the curb is limited. If you were on the waitlist, you are now on a waitlist for a device. We will contact you when a device is available for pick up.

**Q: Is there any paperwork I should have completed?**

A: Every parent of a Jefferson Virtual Academy student should have received and signed an “Acceptable Use Policy” document. This document is your agreement that you understand the rules around a digital environment and will follow them as well as an explanation of what will occur if they are not followed. IF you received a device (laptop) from us then you should also have signed a Take Home Device Agreement.

**Q: I heard in the initial presentation that my child could turn in all of their work by Monday at 8am, but their teacher gave them work that is due tomorrow. Which is it?**

A: Teachers may assign assessments (ie: Quiz or Test) that is due the following day. In those cases, the work is due by the date assigned by the teacher and may be reduced or failed if the student fails to submit by the deadline assigned regardless of whether the student submits by Monday the following week. Teacher may schedule due dates for specific assignments for a specific day and students have until the following Monday at 8am to make up the missed assignment.

**Q: Virtual schools seems to be a lot of work for parents and there are so many unknowns. Where do I go for information?**

A: Virtual certainly is more difficult and time consuming for parents. Teachers have been committing their lives to this work for years and some days it is still hard (smile). However, we are doing our best to support you through this process. Please go to our website at [www.jcswv.org](http://www.jcswv.org) and click on VIRTUAL at the top of the page. If you don't find what you need there is an ASK A QUESTION button on the left-hand side that will go directly to the Superintendent's email inbox and you will receive an answer in a timely manner.