



# Waterfront Learning

*Where Education and Innovation Meet*

2017 – 2018 Student & Parent Handbook

# Table of Contents

---



Welcome to Waterfront Learning.....	3
Pillars of Success.....	4
Tiered Intervention .....	5
Orientation Program.....	6
A Note about Integrity.....	7
How to Access Student Courses .....	8
How to Create and Access a Guardian Account .....	10
Support & Technical Assistance.....	12



# WELCOME!

Working together, we are confident that all students can be successful! Your success is dependent on five key areas:

- Orientation
- Attendance
- Pacing
- Performance
- Communication



Parents can monitor student attendance, performance and progress at any time during the online experience by creating a "Guardian Account" in our student information system. **Complete instructions on how to complete this process are included at the very end of this handbook.** This access, coupled with our desire to maintain student confidentiality, eliminates the need for the communication of confidential student information via weekly emails from the teacher.

**It is the expectation of the program that all parents create and consistently access their parent accounts to help support their online learner!**

# Pillars of Success



Pillar	Expectations	Student Actions
<b>Orientation</b>	Each student should complete the Orientation program provided within seven days of their start date.	<p>Complete the Orientation Program within seven days.</p> <p>Families will be provided with additional support materials when available.</p>
<b>Attendance</b>	Each student should log into their courses for at least one hour/course at least five days a week.	<p>Work in each course daily and use the tools in your course to monitor your pacing (assignment calendar, Daily Planner, or teacher provided guides) to ensure that your course is completed on time.</p> <p>Notify your district cyber liaison in advance if attendance for a particular week will be different than expected with an explanation for not working.</p>
<b>Pacing</b>	All students are expected to be "At Pace" or "Ahead" in all courses. Students should complete work as indicated in their assignment calendar, daily planner, or teacher/advisor provided pacing guide.	<p>Complete all assignments listed for their daily tasks (if provided) or as many activities as directed by the course teacher for a specific platform.</p> <p>Communicate concerns or questions regarding progress/pacing to your teacher.</p> <p>Notify your district cyber liaison and teacher in advance if there will be a reason for not completing assignments as expected.</p>
<b>Performance</b>	All program performance default settings are 70%. Modifications to the performance standard can be made on a case by case basis when approved by the district cyber liaison.	<p>Complete course work and assessments to the best of your ability.</p> <p>Contact the teacher and ask for help when having difficulty with understanding content or completing an assignment.</p>
<b>Communication</b>	The student will engage in communication with the teacher of the course at least once a week. (Phone, email, text messaging, chat, virtual classroom, etc.)	<p>Notify the teacher of when and how you wish for them to communicate with you. We recommend setting up a weekly schedule (ex: Phone calls on Wednesday at 6PM).</p> <p>Notify your district cyber liaison in advance if they will be unable to be contacted for a period of time.</p> <p>Respond to all teacher communications within 24 hours.</p>

# Tiered Intervention



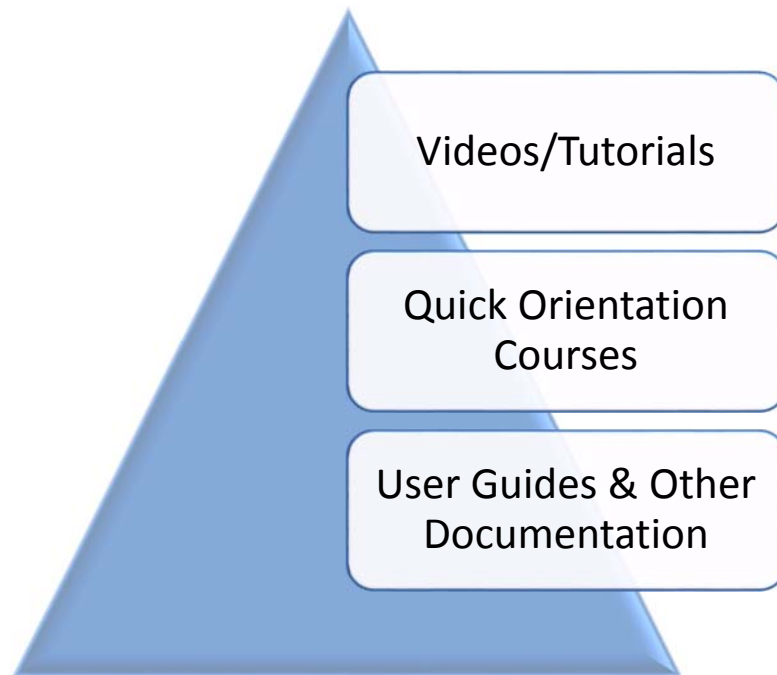
Waterfront Learning utilizes the following Tiered Intervention process for providing student support to all students. Please refer to the information below to better understand the communications you may receive should you not meet one or more of the expectations listed on the previous page for the “Pillars of Success.”

Tier Level	Explanation of Tier Level	Actions
<p><b>Tier I</b></p>	<p>All students begin on Tier I. Students that continue to meet the minimum expectations for the Pillars of Success will remain here.</p>	<p>Students will continue normal weekly communication with all assigned advisors, coaches, and/or teachers.</p>
<p><b>Tier II</b></p>	<p>Students not meeting the minimum expectations for the Pillars of Success are moved to Tier II.</p>	<p>An email notifying the student, family, and district will be sent indicating that the student has been added to the Tier II Watch List.</p> <p>The student will need to work with their assigned advisor, coach, and/or teacher to put together a plan to get back on track with all courses.</p> <p>Once back on track, the student, family, and district will receive an email indicating that the student has been removed from the Watch List.</p>
<p><b>Tier III</b></p>	<p>Students that showed little or no improvement after being placed on Tier II, and/or are at risk to not earn credit for the course(s) are moved to Tier III.</p>	<p>An email notifying the student, family and district will be sent indicating that the student has been added to the Tier III Watch List. This email will also request a meeting including the student, family, district and Waterfront Learning representatives.</p> <p>An intervention plan will be created at the meeting with a defined timeframe. At the end of the timeframe, the plan will be reviewed and the student’s continuation in the online program will be decided by the district.</p>

# Orientation Program



Each platform has a unique orientation program. Any of the following may be included in the orientation for a student, depending on the assigned vendor:



Through the vendor provided orientation materials, students can expect to learn how to:

- Navigate the learning management system (LMS) or platform
- Access courses and assignments
- Determine pacing
- Review grade information and feedback
- Utilize support features built within the system, such as digital textbooks or live support options

Please remember, if you ever have any questions on how to do something, you can review these materials again, or reach out to your teacher, advisor, or success coach for support.



## A Note about Integrity

At Waterfront Learning, we expect that students will do their own work, following all district policies, guidelines, and procedures. Cheating, plagiarizing, and acting in an inappropriate manner will not be tolerated. In the event that a student's actions violate program or district policies, **Waterfront Learning has the sole discretion to modify or remove the student's online course access.** To participate in Waterfront's program, students must have a signed *Acceptable Use Policy* form on file for the current school year with the district.

Our teachers will check student work to be sure the work is unique. If the work is found not to be the student's own, disciplinary action will be taken as per district and program policies.



<b>FIRST OFFENSE:</b>	The student, parents, and district will be called. Pending the outcome of this call, the student may be asked to redo the assignment.
<b>SECOND OFFENSE:</b>	The student, parents, and district will be called. Pending the outcome of this call, the student may receive a zero on the assignment.
<b>THIRD OFFENSE:</b>	The student, parents, and district will be called. Pending the outcome of this call, the student may lose partial or complete course access.

Examples of Integrity Mishaps:

1) Plagiarism

- Copying and pasting passages from Internet sources
- Copying work without properly giving credit to the source or person
- Taking credit for someone else's material

2) Cheating

- Providing questions/answers to other students
- Receiving questions/answers from another student
- Having someone else complete your assignments on your behalf

Some Prohibited Behaviors:

1. Giving or receiving answers
2. Attempting to have any person other than yourself complete your work
3. Copying or pasting information outside of your class
4. Displaying threatening or bullying behavior
5. Not following the rules set forth by Waterfront Learning and its partners, including entering into an unsupervised office hour and tutorial sessions.

***Waterfront Learning has the right to suspend access to platform features or entire courses if an Acceptable Use Policy violation occurs.***

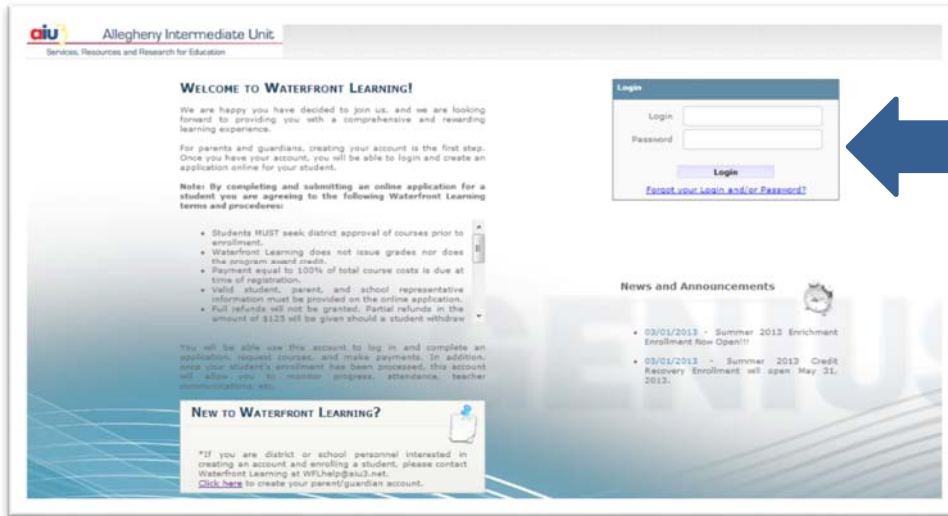
**Please note:** Students may not post any questions or answers to any website or social media, nor may the student share course files with anyone other than the teacher of their course.

# How to Access Your Courses



1. Go to <https://waterfront.geniussis.com> and type in the student username and password. Click on **Login**.

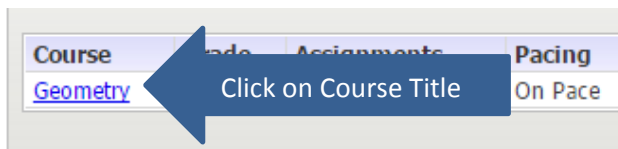
*Note: There is no "www" in the web address. Also, please be sure to use your student login provided in the "Course Registration" emails, not the Guardian's login information.*



2. Once logged in, the courses you are enrolled into will be shown in the **Academic Snapshot**.

Course	Grade	Assignments	Pacing
<a href="#">WFL Economics Q1</a>	58.98%	44 of 66	On Pace
<a href="#">WFL Earth Science Q3</a>	73.01%	59 of 84	On Pace
<a href="#">WFL Language Arts 9 Q3</a>	52.12%	63 of 109	Behind
<a href="#">WFL Algebra I Q3</a>	37.63%	55 of 124	Behind
<a href="#">WFL Lifetime Fitness Q1</a>	43.48%	63 of 131	Behind

3. Click on your course title and it will take you to the platform that where the course is located.



4. Click on a course and it will take you to the platform that where the course is located.



***Exceptions:** Please note that if you are to log in using another website, an additional email will be generated at the time of enrollment will provide you with the website, instructions, and credentials to log in. For those courses, the grades will not automatically update in Genius, the teacher will manually input the grading and progress information into the system weekly.*

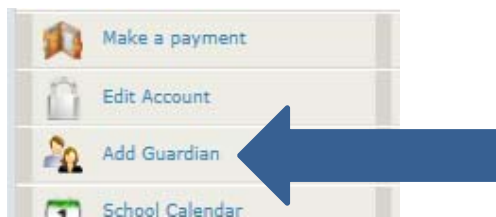
**NOTE: The Success Coach, Advisor, and District/Student Participation fee sections are only placeholders, and the students will not have any work associated with these "courses." Clicking on them will not gain access to the actual courses.**

# How to Create a Guardian Account



A “Guardian Account” in Genius is an account that a parent or guardian can utilize to progress monitor a child while working online through Waterfront Learning. This account will allow the parent to access the student’s attendance, performance, and progress at any time. Genius updates nightly with the course platforms; any work done on a specific day will be reflected in the Genius information the following day. Using this account regularly to progress monitor will help the parent to work in collaboration with the education team towards the common goal of student success.

1. Once logged in as a student (through <https://waterfront.geniussis.com>), click on **Add Guardian** on the menu on the left side of the screen.



2. Complete the required fields for the guardian and click **Save**.

 **ADD GUARDIAN ACCOUNT**

Here you can add your guardian to your account.

Last Name\*

First Name\*

Email Address\*

Phone ( ) -

Login\*

New Password\*

Confirm Password\*

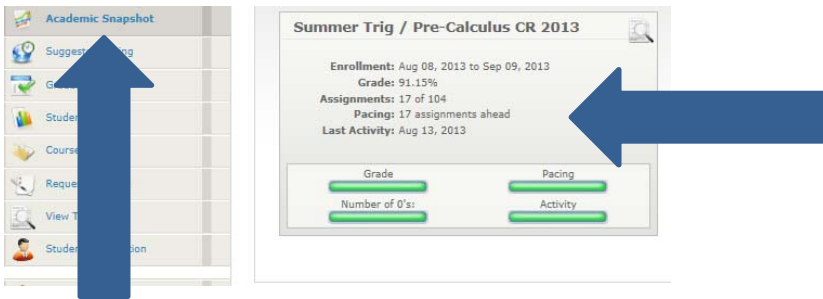
 Your answer to the secret question will be used to verify your identity in case you forget your password or need to speak to us.

Secret Question\*

Secret Answer\*

3. To access the guardian account, use the same website as the student account (see step #1).

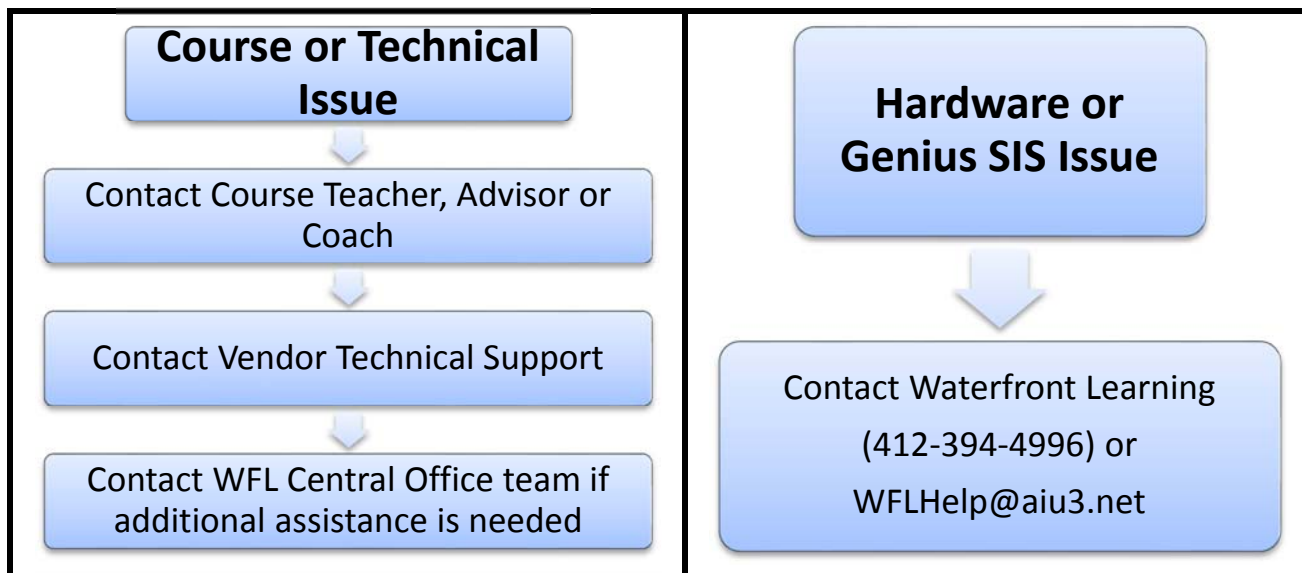
4. Click on *Academic Snapshot* on the left side menu to see the progress and grades for each course.



# Support & Technical Assistance



For course or technical assistance, students should reach out to their assigned teacher, advisor, or coach ***first***, and then to the Vendor Technical Support if necessary. The need for assistance would include, but is not limited to, assistance with content questions, grading, pacing, accessing quizzes/tests, viewing videos, needing additional attempts or retakes, etc. ***Please be sure to always include your name, grade, contact information, and concern in your communications.***



If additional assistance is required beyond working with your teacher, advisor, or coach and the vendor technical support, please then contact the Waterfront Learning Central Office. ***Please contact Waterfront Learning directly if the issue you have is related to passwords, the Genius Student Information System, or a WFL issued computer.***

Contact Information	
<b>Calvert Courses</b>	<ul style="list-style-type: none"> <li>• WFLHelp@aiu3.net</li> <li>• 412-394-4996</li> </ul>
<b>Edgenuity Courses</b>	<ul style="list-style-type: none"> <li>• 877-202-0338, ext. 3</li> </ul>
<b>Edison Learning Courses</b>	<ul style="list-style-type: none"> <li>• servicedesk_online@edisonlearning.com</li> <li>• 855-357-8776, option 1</li> </ul>
<b>First Steps Drivers Theory Courses</b>	<ul style="list-style-type: none"> <li>• WFLHelp@aiu3.net</li> <li>• 412-394-4996</li> </ul>
<b>Pearson Courses</b>	<ul style="list-style-type: none"> <li>• 844-597-3224</li> </ul>
<b>Zulama Courses</b>	<ul style="list-style-type: none"> <li>• WFLHelp@aiu3.net</li> <li>• 412-394-4996</li> </ul>
<b>Waterfront Learning Central Office</b>	<ul style="list-style-type: none"> <li>• WFLHelp@aiu3.net</li> <li>• 412-394-4996</li> </ul>

For more information about Waterfront Learning program offerings, please visit our webpage at [www.waterfrontlearning.com](http://www.waterfrontlearning.com)!