



# Waterfront Learning

*Where Education and Innovation Meet*

## 2023-2024 Liaison Handbook



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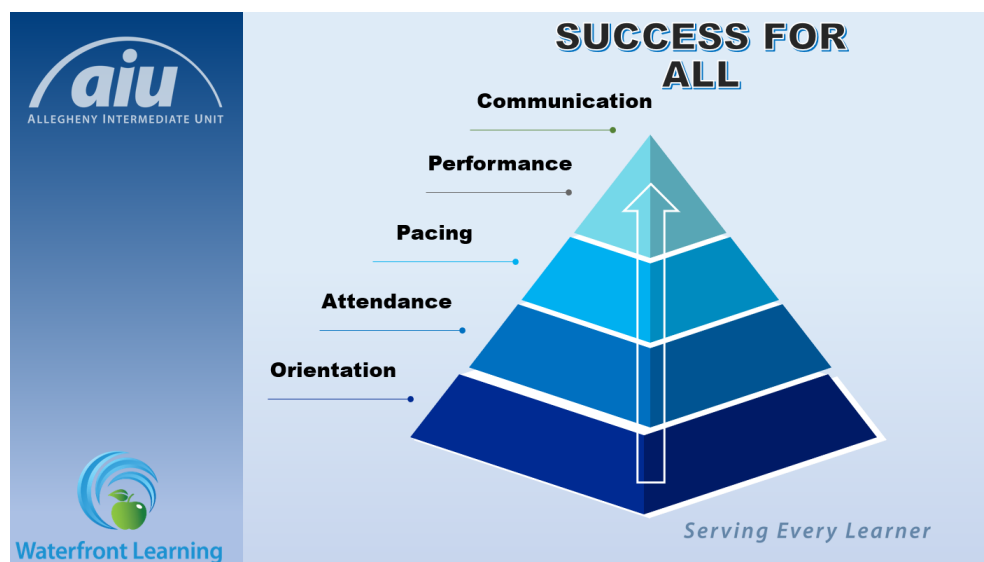
## WELCOME

Welcome to Waterfront Learning! The Waterfront Learning team is here to collaborate to help you, your district, and your families have the best virtual learning experience possible. This handbook is intended to assist district liaisons with educating students online through Waterfront Learning using either instructional services or content only licensing. In addition to the handbook, it is important for liaisons to review the district contract to become familiar with obligations, options, and pricing. Contracts can be provided at any time upon request.

Please know that the Waterfront Learning team is available to answer questions as well as provide support to districts on a regular and continual basis. Liaisons should contact the program's main office at 412-394-4996 or [WFLHelp@aiu3.net](mailto:WFLHelp@aiu3.net). In addition, the program holds a quarterly meeting, The Role Alike Meeting, as a venue for liaisons to learn, share, and discuss relevant issues and information regarding virtual learning.

It is important, as the district liaison, that you first understand the key areas on which Waterfront Learning believes student success is dependent. These "Pillars of Success" permeate all areas of student learning and are reflective of the important role a liaison has in supporting students in a virtual learning environment.

- Orientation
- Attendance
- Pacing
- Performance
- Communication



# Waterfront Learning Instructional Services



Districts that choose Waterfront Learning Instructional Services option have access to K-12 virtual courses that include a PA-certified teacher, access to Genius SIS, and Waterfront Learning customized, wrap-around services. To help liaisons identify key roles and responsibilities in facilitating communications between the district, students, parents/guardians, and the program, Waterfront Learning has outlined best and suggested practices. Virtual learning programs accomplish the greatest success through careful planning and coordination of the functions below. Districts implementing Waterfront Learning Instructional Services will also receive all additional services listed under the Content Only Licensing section.

<b>Student Enrollment</b>	<b>Student Supports</b>	<b>Communications</b>	<b>Technology Support</b>
Provides support to the district liaison in coordinating the launch of the virtual academy and new student orientation	Provides facilitation of courses with a certified teacher	Provides ongoing support to liaison through quarterly Waterfront Learning Liaison meetings	Provides support to students using program provided equipment (related to hardware, software, connectivity, and vendor courseware)
Collaborates on any needed curriculum modifications	Provides access to student attendance, performance, progress, and communication data within the SIS	Provides district liaison with information regarding PIMS reporting as requested	Shares information necessary for whitelisting sites, imaging hardware, filtering, and networking
Assists with SIS training for new district staff	Provides Genius SIS course build and integration	Provides marketing support as needed	Provides support to district staff importing users, courses, and enrollments in courseware systems
Updates enrollments as requested - new student enrollments, course changes, and withdraws	Assists in the execution of tiered interventions		
Communicates student course information (login, password, course start/end dates, platform URL, teacher, etc.) to liaison	Collaborates with special education staff to support the goals and Specially Designed Instruction included in the IEP for special education students		
Creates new student accounts in the vendor platform – enrolls students into vendor courseware			
Provides final percentages for schools to report			

# Waterfront Learning Content Only Licensing Services

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Districts that choose the Waterfront Learning Content Only licensing option have access to K-12 virtual courses in the selected vendor's learning platform. In the licensing model, school districts must supply their own teachers and implement all aspects of their virtual learning program. To help liaisons identify key roles and responsibilities in facilitating the content-only model, Waterfront has identified the following best practices.

<b>Student Enrollment</b>	<b>Student Supports</b>	<b>Communications</b>	<b>Technology Support</b>
Assists liaison with the preparation of virtual academy policy and procedures	Provides support for technology and virtual academy staff to monitor student attendance, performance, progress, and communication data within the district student information system (SIS)	Provides ongoing support to liaison through quarterly Waterfront Learning Liaison Meetings	Provides orientation for new online learning platforms
Assists in the bulk enrollment process with technology and virtual academy staff	Assists in the process for the district to support tiered intervention communications	Coordinates professional development training needs for the educational entity through Implementation Services or district-specific contracted professional development	Shares information necessary for technology specifications, whitelisting sites, imaging hardware, filtering, and networking
Reviews student enrollment process with the district liaison and supplies relevant support material	Collaborates with special education staff to support the goals and Specially Designed Instruction included in the IEP for special education students within the platform	Assists WFL liaison with the coordination of marketing initiatives and materials	Provides support to district staff importing users, courses, and enrollments in courseware systems
Assists district in query reports, grade submissions, and closing out final courses		Provides district liaison with information regarding PIMS reporting as requested	Acts as a liaison between the district and courseware vendor support for district issues

			Provides support to districts to guide students not using program-provided equipment (vendor courseware only)
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## Support Services for Liaisons



By creating a virtual learning spectrum, Waterfront Learning provides school districts with high-quality choices in the virtual education environment. The program provides liaisons with the tools necessary to create a diverse portfolio of options for students, including implementation services, role-alike meetings, monthly check-in meetings, a protected Digital Resource Library, systems training, and consortium contracts with several virtual learning providers.

### **Role Alike Meetings**

The Role Alike Meeting is a venue for liaisons to learn, share, and discuss relevant issues and information regarding virtual learning. Meetings are held quarterly both in person and virtually at the Allegheny Intermediate Unit Central Offices located at 475 East Waterfront Drive, Homestead, PA 15120. The meetings for the 2023-2024 school year will focus on building relationships between liaisons and others from their district such as guidance, special education, administration, and information technology staff. Meeting details will be announced in each meeting announcement.

2023-2024 Liaison Meeting Schedule – All meetings are held from 9:00 am to 12:00 pm..

- September 28, 2023
- March 21, 2024
- May 2, 2024

Instructional Services, Special Populations, and Licensing district meetings are scheduled throughout the year. Dates will be provided at the September 28 liaison meeting.

### **Vendors**

The program has obtained contracts with multiple vendors allowing for a wide variety of course offerings including advanced placement, enrichment, specialized electives, world languages, common core, test preparation, and remediation. These contracts allow for consortium pricing, reducing costs to districts. Course lists and descriptions can be found on Waterfront Learning's website at [www.waterfrontlearning.com](http://www.waterfrontlearning.com).

Imagine Learning (Formerly Edgenuity) (Grades K-12 and supplemental programs)  
 Accelerate Education (Grades K-12)  
 Pearson Blended Online (Grades K-12)  
 First Steps Driving School (Online Driver's Theory Only)  
 eDynamic Learning (Electives, Grades 9-12)

# Support Services for Liaisons



## **Genius Student Information System (SIS)**

Waterfront Learning utilizes a paperless enrollment process through our online student information system, Genius. Each district liaison is identified as the Genius Super-User and receives all teacher communications, program communications, and all auto-generated emails (welcome, course registration, course completion, etc.). In addition to the Super-User, the liaison has an Affiliation-User account which allows for access to the Genius system to monitor and retrieve student data. Many districts allow for staff (i.e. school counselors, special education, administration) to have access to Genius in addition to the liaison. Additional Affiliation-User accounts can be created upon request to [WFLHelp@aiu3.net](mailto:WFLHelp@aiu3.net). Genius can be accessed directly at <https://waterfront.geniussis.com>. The Waterfront Learning team is here to provide training on the Genius system to any district user. Waterfront Learning also works with each Liaison or district contact to provide updated PIMS data annually or as requested. Information pertaining to the process and data needed is sent to each Liaison and provided at the quarterly Role-Alike Meetings.

## **Professional Development and Training**

Waterfront Learning offers professional development and training options for district personnel. Whether the district utilizes instructional services or content-only licenses, the Waterfront Team will provide customized professional development and training to meet the implementation, process, integration, technology, or instructional needs of the district. This information is provided through SMORE and is updated with all offerings throughout the year. Additional professional development is provided through Waterfront Learning Drop-In Sessions. Districts are encouraged to send staff members to these short on-demand sessions. This information is also housed in the Digital Resource Library.

## **Digital Resource Library**

The Digital Resource Library, known as the DRL, is the key place to go to access support and information to assist with program implementation. On this drive, you will find a variety of resource guides and on-demand professional development for your district's virtual staff such as course catalogues, instructional videos, and implementation templates. Check out [this video](#) to learn more about the DRL.



## Enrollment Process – Instructional Services

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The Waterfront Learning **Instructional Services** enrollment cycle requires 2 business days from a course request for a student to be enrolled. If a student has an IEP, GIEP, or 504 plan ensure all relevant special education documentation (IEP, NOREP) is current, signed, and uploaded to Genius. The Waterfront Learning Modification Form must also be completed according to platform modifications needed for student success and signed. If this paperwork is not submitted or accurate, enrollment may be delayed. If the district is requesting hardware, course requests are to be entered by 3:00 PM Wednesday for courses starting on the following Monday. Liaisons should follow the process below. The program will assist liaisons in providing a smooth transition for students and families during the enrollment process. *Note: Districts that use content-only licenses would follow enrollment procedures specific to their own virtual learning program.*



## Complete the Online Application

- Note special exceptions: NCAA, Special Education, or Hardware Requirements.
- Complete any supporting documentation
- For districts that need hardware Only - Complete the application by **3PM Wednesday** to ensure timely delivery of hardware
- Indicate full-time or part-time based on invoicing

## Request Courses

- Select the desired vendor
- Request all parts (quarters or semesters) needed for the entire school year
- Select start dates that coincide with the nine week grading periods
- Select end dates that coincide with the close of the nine week grading periods, ***allow 2-3 business days for final grades for most vendors. \*\*Pearson grades post in 5 business days.***

## Enroll

- Select "Full-Time" for full-time students enrolling in four or more courses
- Select "Part-Time" for singleton invoicing
- Students are enrolled within 2 business days
- To enroll student with IEP, GIEP, or 504 plan copies of current IEP, NOREP, and Modification from must be submitted.

## Request Hardware

- Confirm availability on the date, time and location for equipment delivery
- Sign any required paperwork confirming receipt of equipment

## Begin Coursework

- Confirm receipt and accuracy of the "Course Registration" emails

# Progress Monitoring – Instructional Services



Waterfront Learning emphasizes to each enrolled student that success is dependent on the five key areas of orientation, attendance, pacing, performance, and communication. Liaisons should review district Virtual Learning Handbooks and district board policies in relationship the Waterfront Learning policies and procedures. Please note that Waterfront Learning can support districts through individual consultation and training. *Note: Districts using content only licenses should develop customized pillars that align to program criteria.*

Pillar	Student Expectations	Liaison Actions
<b>Orientation</b>	Each student should complete the Orientation program provided within seven days of their start date.	The district should hold an ON SITE orientation for the student and family. During this the student and family will sign appropriate paperwork, and receive necessary hardware (if applicable) and login information. Students should demonstrate the ability to access content independently prior to departure.
<b>Attendance</b>	Each student should log into their courses for at least one hour/course at least five days a week. * Review district or school attendance policy for Student Expectations.	The district will monitor attendance on a regular/weekly basis.  Students not meeting attendance requirements will be recommended for intervention. District protocols will be followed.
<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-provided pacing guide.	Pacing will be monitored on a regular/weekly basis by the district.  Students not meeting pacing requirements will be recommended for intervention; district protocols will be followed.
<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 liaison.	The district will monitor performance on a regular/weekly basis.  Students not meeting performance goals will be recommended for intervention; district performance protocols will be followed.
<b>Communication</b>	The student will engage in communication with the teacher of the course at least once a week. (Phone, email, chat, virtual classroom, etc.)	The district will record all communications (phone, email, face-to-face, etc.) in Genius. Communication between the student and teacher can be monitored through the Communications Section in Genius.

		<p>If expectations are not met, the student will be referred for intervention; district protocols will be followed.</p>
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## Tiered Intervention – Instructional Services



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 received should a student not meet one or more of the expectations listed on the previous page for the “Pillars of Success.” Waterfront Learning will assist liaisons and communicate regularly to ensure that student/parent interventions meet desired outcomes. *Note: Districts using content only licenses should develop customized Tiered Intervention Procedures based on district Multi-Tiered Systems of Support.*

Tier Level	Explanation of Tier Level	Actions
<b>Tier I</b>	All students begin on Tier I. Students that continue to meet the minimum expectations for the Pillars of Success will remain here.	Students will continue normal weekly communication with teachers.
<b>Tier II</b>	Students not meeting the minimum expectations for the Pillars of Success are moved to Tier II.	<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 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>
<b>Tier III</b>	Students that show little or no improvement after being placed on Tier II and/or are at risk of not earning credit for the course(s) are moved to Tier III.	<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 may 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 virtual program will be decided by the district.</p>

# A Note About Integrity – Instructional Services



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.** Some of the vendors Waterfront utilizes have plagiarism integrity systems embedded in the courseware.

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/guardians, and district will be notified. Pending the outcome of this interaction, the student may be asked to redo the assignment.
<b>SECOND OFFENSE:</b>	The student, parents/guardians, and district will be notified. Pending the outcome of this connection, the student may receive a zero on the assignment.
<b>THIRD OFFENSE:</b>	The student, parents/guardians, and district will be notified. 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'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.

# Acceptable Use



For eligible districts, hardware packages are available and include a laptop with coordinating power supply, required software, headset with microphone, mouse, and carrying case. An Internet reimbursement is also available for participating students/families. Please know that it is the district's responsibility to both inform the student of the reimbursement opportunity as well as provide the student with the applicable paperwork. Districts must adhere to the program's Transfer of Possession Policy prior to receiving Waterfront-issued hardware which is provided in Genius each time a request for hardware is submitted.

All students, regardless of hardware provider, must follow district policies relating to Acceptable Use and Internet safety. To participate in the Waterfront Learning program, **students must have a signed Acceptable Use Policy form on file for the current school year with the district.** Waterfront Learning expects the liaison to confirm that the district does have the signed copy on file. Per the contract, districts are required to provide the current Acceptable Use policies and procedures to the program annually by uploading this document to external files on Genius.

**Please note: The program has the sole discretion to modify or remove the student's online course access in the event that a student's actions violate the program or district policies.**

**Upon enrollment into Instructional Services courses, districts must indicate if students have ever been disciplined for a technology-related offense.**

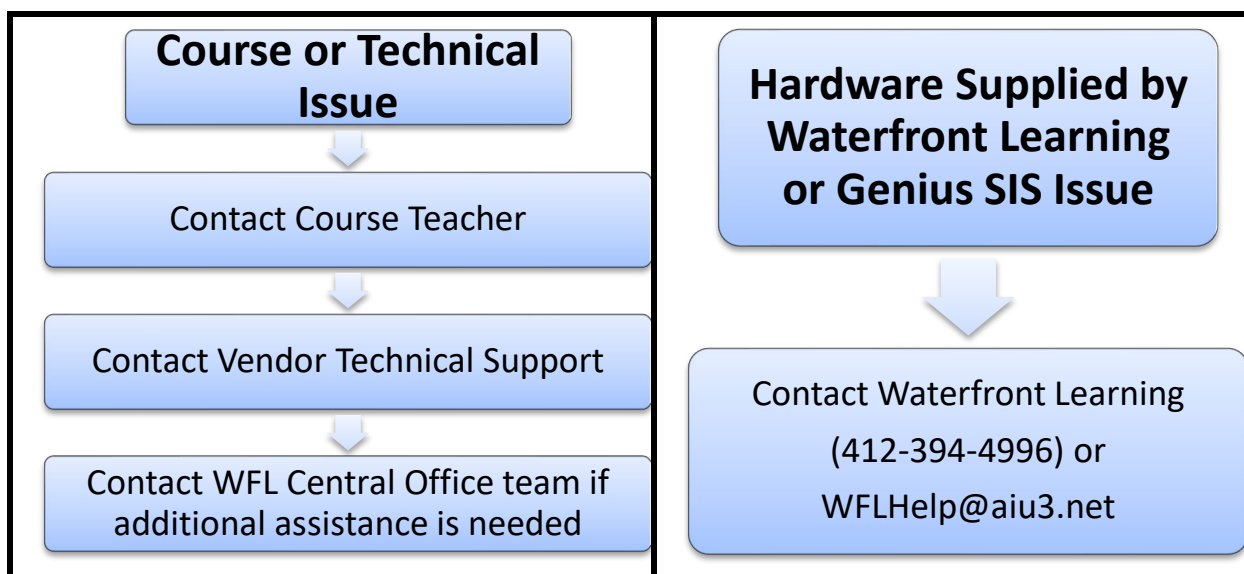
## An Important Message About Email Addresses

Waterfront Learning in partnership with the Allegheny Intermediate Unit Technology department, follows identified student data security practices and protocols. Students are required to utilize email as a means of sending and receiving communication. Districts using Waterfront Learning issued hardware should note that internet access is filtered, so vendor-provided emails such as Google, Yahoo, Verizon, Comcast, etc. are blocked. Students with Waterfront Learning hardware who do not have a district-provided email can receive a Waterfront Learning email address. Liaisons should request the email account at the time of enrollment by emailing [WFLHelp@aiu3.net](mailto:WFLHelp@aiu3.net).

# Support & Technical Assistance



For course or technical assistance, students should reach out to their assigned teacher first, and then to the Vendor Technical Support or Waterfront Learning Central office team 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 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	
Accelerate Education Courses	<ul style="list-style-type: none"><li>• 866-705-5575</li><li>• <a href="http://support.accelerate.education/">http://support.accelerate.education/</a></li></ul>
eDynamic Learning Courses	<ul style="list-style-type: none"><li>• WFLHelp@aiu3.net</li><li>• 412-394-4996</li></ul>
Imagine Edgenuity Courses	<ul style="list-style-type: none"><li>• 877-202-0338, ext. 3</li></ul>
First Steps Drivers Theory Courses	<ul style="list-style-type: none"><li>• WFLHelp@aiu3.net</li><li>• 412-394-4996</li></ul>
Pearson Courses	<ul style="list-style-type: none"><li>• 844-597-3224</li></ul>
Waterfront Learning Central Office	<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!)