



# Waterfront Learning

*Where Education and Innovation Meet*

2018 – 2019 Liaison Handbook



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## WELCOME

Welcome to Waterfront Learning! The entire Waterfront Learning team is here to collaborate with you 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. 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 program is available to answer questions as well as provide support to its 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 Online Role Alike, as a venue for liaisons to learn, share, and discuss relevant issues and information regarding online 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 an online learning environment.

- Orientation
- Attendance
- Pacing
- Performance
- Communication



# Welcome to Waterfront Learning



To help liaisons identify key roles and responsibilities in facilitating communications between the district, students, parents, and the program, Waterfront Learning has outlined best and suggested practices. You will find that online learning programs accomplish greatest success through careful planning and coordination of the functions below.

New Student Coordination	Student Enrollment & Progress Monitoring	Intermediate Unit Engagement
<ul style="list-style-type: none"> <li>• Work closely with district personnel to identify and counsel potential new cyber students</li> <li>• Work closely with district guidance staff to ensure student residency, accuracy of course requests, and completion of graduation credit audit</li> <li>• Prepare cyber communication documents, i.e. Student Handbook, Transfer of Possession, Attendance Requirements, Tier III Intervention meeting and resulting plan, etc.</li> <li>• Coordinate IEP/504/GIEP team meeting to review with district special education personnel.</li> <li>• Provide IEP/504/GIEP, NOREP, and Modification Form to specify student needs</li> <li>• Design and execute all facets of student orientation</li> <li>• Request and distribute hardware as per program guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Create student accounts and request course enrollments</li> <li>• Access and monitor student progress, attendance, and communication data</li> <li>• Contact students and families regularly regarding student success, responding to Tiered Intervention notifications as appropriate</li> <li>• Organize and execute student specific Tier III Intervention meeting and resulting plan</li> <li>• Keep student and parent informed of school functions, e.g. student picture day, dances, school calendar, required testing, health screenings, graduation</li> <li>• Retrieve grades from Genius and record information into the district's student information system</li> <li>• Submit extension and withdrawal requests</li> </ul>	<ul style="list-style-type: none"> <li>• Act as the communication conduit for the school district, working hand in hand with IU identified staff</li> <li>• Facilitate the district designed implementation plan</li> <li>• Communicate needs of district and students as they relate to online learning</li> <li>• Coordinate curriculum review for course alignment with district teaching staff and administration</li> <li>• Coordinate and submit student specific curriculum alignment requests</li> <li>• Communicate instructional needs or concerns</li> <li>• Review quarterly billing summaries to finalize invoicing</li> <li>• Keep IU abreast of extenuating student circumstances, i.e. medical absences, placement, intervention, etc.</li> <li>• Attend quarterly liaison meeting</li> </ul>

# Support Services for Liaisons

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By creating a cyber learning spectrum, Waterfront Learning gives school districts high-quality choices in the world of virtual education. The program provides liaisons with the tools necessary to create a diverse menu of options for students including implementation services, role alike meetings, a protected webpage, systems training, and consortium contracts with several virtual learning providers.

## Implementation Services

We are your educational partner in designing and implementing your district's unique virtual learning programs. As such, Waterfront takes careful consideration of district goals throughout the WeBB (Waterfront eLearning Building Blocks) Framework. Waterfront Learning works with the district to use feedback and discussions from key stakeholders (administration, liaison, guidance, technology, special education) to work through the different blocks (Discover, Design, Develop, Deploy). It is Waterfront's intent to assist districts in designing, growing, and sustaining virtual learning environments.

## Role Alike Meetings

The Online Role Alike meeting is a venue for liaisons to learn, share, and discuss relevant issues and information regarding online learning. Meetings are held quarterly in the Allegheny Intermediate Unit central offices located at 475 East Waterfront Drive, Homestead, PA 15120. The meetings for the 2018-2019 year will focus on building relationships between liaisons and others from their district as guidance, special education, administration, and information technology staff is encouraged to attend.

## 2018-2019 Meeting Schedule

- September 26<sup>th</sup>, 9am – 12pm - Montessori Room
- December 5<sup>th</sup>, 9am – 12pm - Montessori Room
- March 6<sup>th</sup>, 9am – 12pm - Montessori Room
- May 8<sup>th</sup>, 9am – 12pm - Montessori Room

## 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 the program's website at [www.waterfrontlearning.com](http://www.waterfrontlearning.com).

Edgenuity (Grades 6-12)  
Pearson (Grades K-12)  
Calvert (Grades K-5)

EdisonLearning (Grades 6-12)  
First Steps Driving School (Online Driver's Theory Only)  
Zulama (Electives, Grades 9-12)

# Support Services for Liaisons

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## **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 into the Genius system to monitor and retrieve student data. Many districts allow for staff (i.e. guidance, special education, administration) to have access into 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>. Please know that Waterfront Learning is here to provide training on the Genius system to any district user.

## **Password Protected Website**

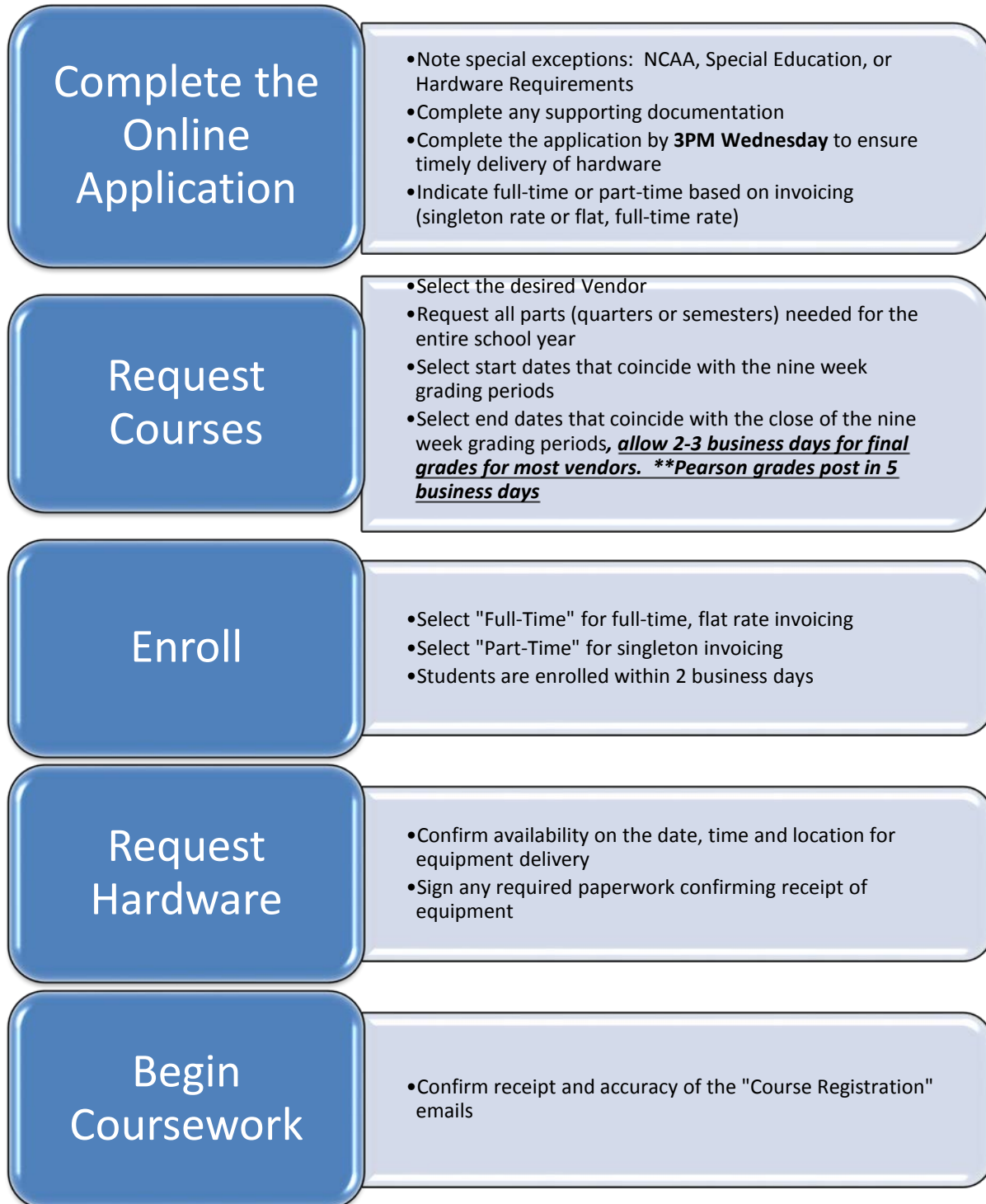
All program information is housed on the Waterfront Learning website at [www.waterfrontlearning.com](http://www.waterfrontlearning.com). To provide liaisons with information necessary to facilitate virtual learning programs, the program created a password protected page. Liaisons can log in to obtain: program announcements, course listings, Special Education Modification Form, Internet Reimbursement Form, transfer of equipment policies, role alike dates, role alike presentations, etc.

- Password: request from [WFLHelp@aiu3.net](mailto:WFLHelp@aiu3.net)

# Enrollment Processes and Procedures



The Waterfront Learning enrollment cycle requires course requests to be entered by 3:00PM 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.



# Progress Monitoring



Waterfront Learning stresses to each enrolled student that success is dependent on the five key areas of orientation, attendance, pacing, performance, and communication. Liaisons should align policies and procedures accordingly. Please note that Waterfront Learning can support districts through individual consultation and training.

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 which the student and family will sign appropriate paperwork, 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.	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/advisor 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 cyber 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, text messaging, 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.  If expectations are not met, the student will be referred for Intervention; district protocols will be followed.



# 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 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.

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 all assigned advisors, coaches, and/or 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 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>
<b>Tier III</b>	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>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>

# 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'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. The Transfer of Possession Policy along with the Internet Reimbursement Form can be found on the program's liaison protected web page. In addition, equipment transfer, liability, and replacement cost information is embedded within the district contract.

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 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.

**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.**

### An Important Message About Email Addresses

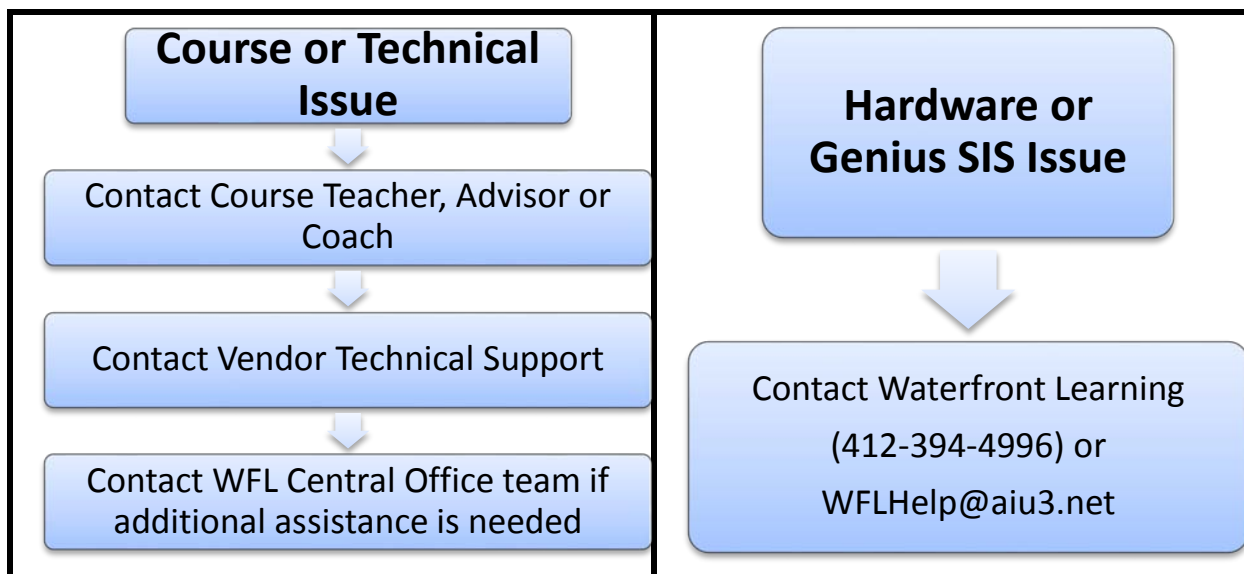
Students are required to utilize email as a means of sending and receiving communication. Districts using Waterfront Learning issued hardware should note that internet access is filtered, so vendor provided emails such as Google, Yahoo, Verizon, Comcast, etc. are blocked. Students with Waterfront Learning hardware who do not have a district provided email can receive a Waterfront Learning email address. Liaisons should request the email account at 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, 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. *Students should include your name, grade, contact information, and concern in all communications.*



If additional assistance is required beyond working with the teacher, advisor, or coach and the vendor technical support, students should 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)!