



Waterfront Learning

*Where Education and
Innovation Meet*

2024-2025 Liaison Handbook



Table of Contents

Waterfront Learning Instructional Services 4

Waterfront Learning Content Only Licensing Services 5

Support Services for Liaisons..... 6

Enrollment Process – Instructional Services 8

Progress Monitoring – Instructional Services.....10

 Orientation..... 10

 Attendance..... 10

 Pacing..... 10

Tiered Intervention – Instructional Services.....11

 Non-start..... 12

 Tier I 12

 Tier II 12

 Tier III 12

A Note About Integrity – Instructional Services.....15

Acceptable Use16

Support & Technical Assistance17

Welcome to Waterfront Learning

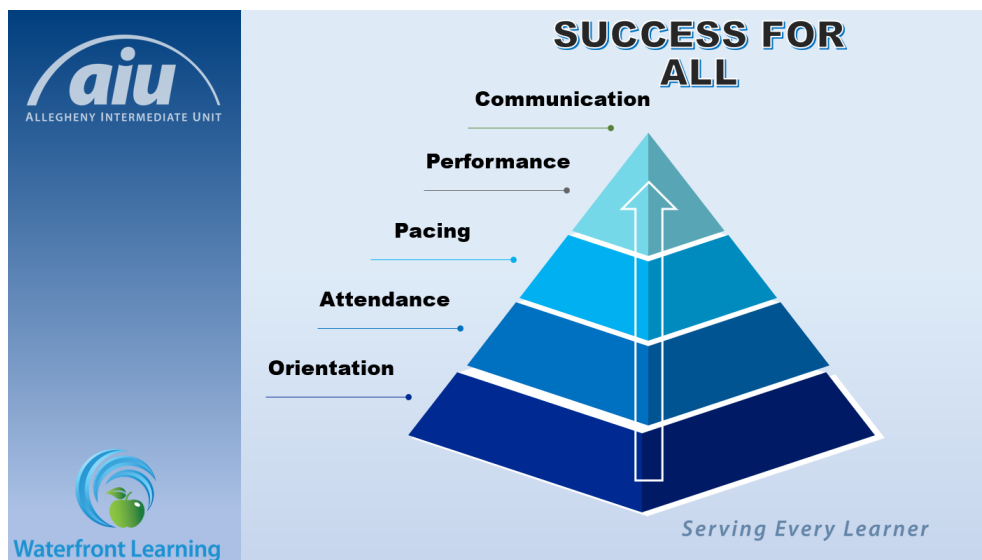


Welcome to Waterfront Learning! The Waterfront Learning team is here to collaborate to help you, your district, and your families have the best virtual learning experience possible. This handbook is intended to assist district liaisons with educating students online through Waterfront Learning using 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. 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, 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.

Student Enrollment	Student Supports	Communications	Technology Support
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 and access to a customized marketing toolkit.	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

Districts choosing 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.

Student Enrollment	Student Supports	Communications	Technology Support
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)



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, a marketing toolkit, an intervention toolkit, 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 2024-2025 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 shared in each meeting announcement.

2024-2025 Liaison Meeting Schedule – All meetings are held in the morning. Specific times will be announced via email and waterfrontlearning.com.

- September 26, 2024
- December 4, 2024
- March 11, 2025
- May 7, 2025

Special Populations Collaboration Meetings will be held on the following dates. District liaisons and special education staff who support virtual learners are encouraged to attend these meetings. Discussion will focus on processes and procedures to ensure students who receive special education services find success online. Times will be announced via email and waterfrontlearning.com.

- October 9, 2024
- March 25, 2025

Waterfront Learning Drop-Ins will be scheduled throughout the year as needed.

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.

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)

Genius Student Information System (SIS)

Waterfront Learning utilizes an electronic 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. 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 via staff communication 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

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, it will be shipped once per week. Liaisons should follow the enrollment 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.*

In addition to collecting data related to IEPs, GIEPs, and 504 Plans, Waterfront Learning will also request accommodation information and data regarding English Language Learners (ELLs). Although districts continue to provide ELL instruction to students, Waterfront Learning can provide appropriate accommodations to meet the needs of ELLs.

Complete the Online Application

- Note special exceptions: NCAA, Special Education, or Hardware Requirements
- Complete any supporting documentation
- Indicate full-time or part-time based on invoicing (singleton rate or flat, full-time rate)

Request Courses

- Select all quarters needed with 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 grade reporting, 5 business days if selecting Pearson MS/HS courses.***
- ***SENIOR Q4 END DATES*** - Be sure to set senior Q4 end dates early enough to receive grades prior to graduation.

Enroll

- Select "Full-Time" for full-time, 4 or more courses; courses will be invoiced quarterly
- Select "Part-Time" for 3 courses or less; courses will be invoiced at the end of the quarter enrolled.
- *Please note for Accelerate Education elementary level courses, it takes up to 10 days for workbooks to be delivered to the building/student.*

Request Hardware

- Confirm availability on the date, time and location for equipment delivery.
- Hardware will only be delivered once per week for each school district.

Begin Coursework

- Confirm receipt and accuracy of the "Course Registration" emails that contain the student login credentials.

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 relation to 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
Orientation	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.
Attendance	Each student should log into their courses for at least one hour per 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. Waterfront learning can provide session logs to support with tracking attendance at the request of a district. Students not meeting attendance requirements will be recommended for intervention. District protocols will be followed.
Pacing	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.
Performance	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.

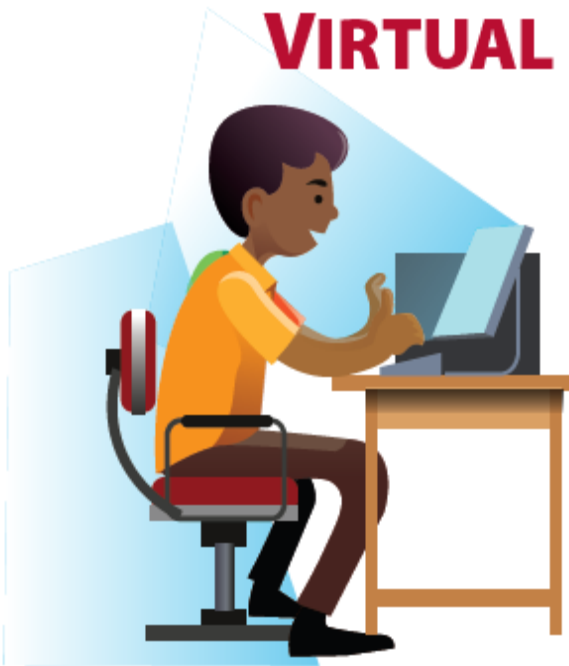
Communication	The student will engage in communication with the teacher of the course at least once a week. (Phone, email, chat, virtual classroom, etc.)	The district will record all communications (phone, email, face-to-face, etc.) in Genius. Communication between the student and teacher can be monitored through the Communications Section in Genius. If expectations are not met, the student will be referred for intervention. * District protocols will be followed.
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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 expectations. Waterfront Learning will assist liaisons and communicate regularly to ensure that student/parent interventions meet desired outcomes. Waterfront Learning has created an Intervention Toolkit. Should we link the toolkit here? to assist districts and families in supporting students. *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
Non-start	Non-start emails will be sent to students who have not begun their course(s). This will place students on the watchlist. Non start emails provide suggestions specifically to support students in getting started on the class.	Students will communicate with districts and/or Waterfront learning login errors are happening or occurring or are experiencing other issues preventing them from beginning the course (for example, hardware, internet).
Tier I	All students who have begun their courses begin on Tier I. Students who continue to meet the minimum expectations for the Pillars of Success will remain here.	Students will continue normal weekly communication with teachers.
Tier II	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>
Tier III	Students who show little or no improvement after being placed on Tier II for 3 weeks 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 recommend 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>

Best Practices to Promote Student Success in **VIRTUAL LEARNING**



How teachers and administrators can help

Weekly check-ins with students

- Meetings with administrators, counselors, or case managers
- Provide drop-in centers for in-person support
- Review modifications available within each platform

Develop systems and expectations for contact

- Traditional methods: email; phone; in person
- Virtual platforms: Zoom, Teams, Google Meet

Include families

- Guardian accounts
- Orientation sessions for families

Support social, emotional needs:

- How will the district address social/emotional learning needs of students working remotely

Help student set a schedule

Examples per course, per day:

- Elementary: 45 minutes
- Secondary: 1 hour

Make it visible
Age appropriate
Moveable
Include breaks

Develop a plan to catch up if students fall behind

- *Example:* I'm 20 activities behind. How many do I need to do to be on pace in 2 weeks?

Learning Coaches Are a Part of the Picture

Encourage Students and Parents to Utilize Supports Within Each Platform

Elementary

- Meet with teachers
- Learning Coach resources
- Orientation videos

Secondary

- Imagine Learning Live Help
- Course maps
- Course outlines
- Course reports
- Meet with teachers
- Orientation videos



WATERFRONT LEARNING | WFLHelp@aiu3.net | 412-394-4996 | Fax: 412-394-5892 | waterfrontlearning.com

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Best Practices to Promote Student Success in **VIRTUAL LEARNING** **AT HOME**



For Families and Students

Create a space

- Access to technology and charging stations
- Appropriate and comfortable seating
- Good lightning
- No distractions

Help student set a schedule

Examples per course, per day:

- Elementary: 45 minutes
- Secondary: 1 hour

Make it visible
Age appropriate
Moveable
Include breaks

Create a contacts list –

Who do I reach out to when I need help?

- Teachers
- Counselors
- Waterfront Learning

Utilize Supports Within Each Platform

Elementary

- Meet with teachers
- Learning Coach resources
- Orientation videos

Secondary

- Imagine Learning Live Help
- Course maps
- Course outlines
- Course reports
- Meet with teachers
- Orientation videos



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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.



FIRST OFFENSE:	The student, parents, and district will be notified. Pending the outcome of this interaction, the student may be asked to redo the assignment.
SECOND OFFENSE:	The student, parents, and district will be notified. Pending the outcome of this connection, the student may receive a zero on the assignment.
THIRD OFFENSE:	The student, parents, 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/machine/technology (i.e. AI) 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 may be available to families using the Waterfront Learning hardware package. 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.

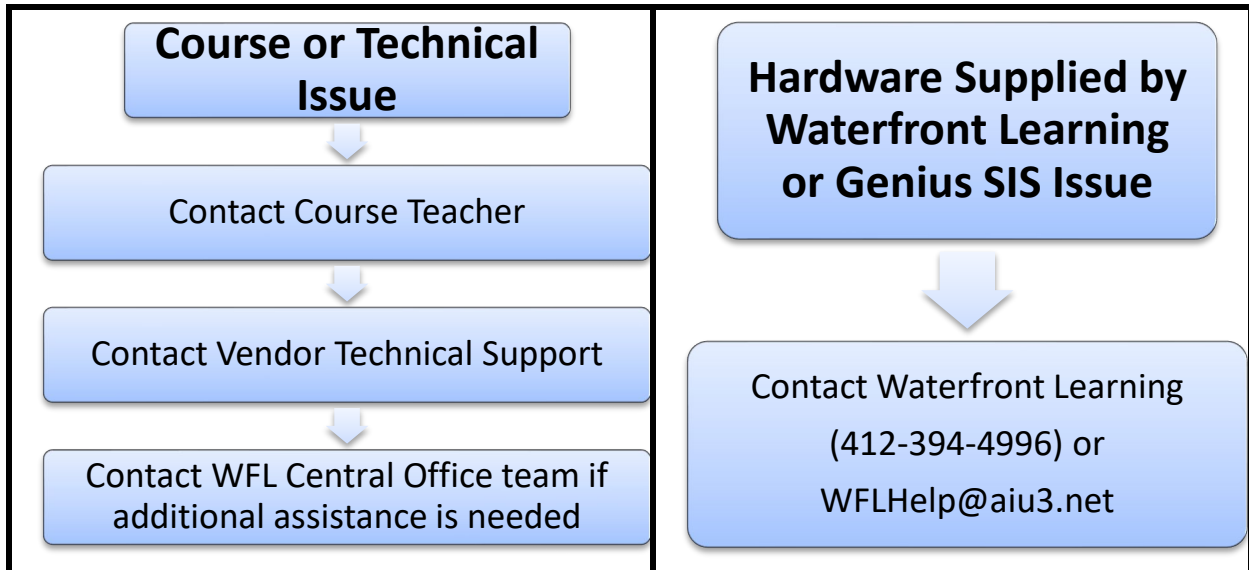
Upon enrollment into Instructional Services courses, districts must indicate if students have ever been disciplined for a technology-related offense.

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.

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"> • WFLhelp@aiu3.net • 1-866-705-5575 • http://support.accelerate.education/
eDynamic Learning Courses	<ul style="list-style-type: none"> • WFLHelp@aiu3.net • 412-394-4996
Imagine Edgenuity Courses	<ul style="list-style-type: none"> • WFLHelp@aiu3.net • 877-202-0338, ext. 3
First Steps Drivers Theory Courses	<ul style="list-style-type: none"> • WFLHelp@aiu3.net • 412-394-4996
Pearson Courses	<ul style="list-style-type: none"> • WFLHelp@aiu3.net • 1-844-597-3224
Waterfront Learning Central Office	<ul style="list-style-type: none"> • WFLHelp@aiu3.net • 412-394-4996

For more information about Waterfront Learning program offerings, please visit our webpage at www.waterfrontlearning.com!