



Somerset Virtual Academy

- **How to contact the instructor via phone, email, or online messaging tools.**

TEACHER AVAILABILITY AND RESPONSIVENESS

Frequent student-teacher communication in the virtual learning environment requires commitment above and beyond the traditional work day by staff in a brick and mortar environment, as communication is the critical element to the success of the program. Instant Message (IM) communication and email are considered essential and are expected on a regular basis. Voice to voice communication is expected, at a minimum, during the initial start as well as at the end of the term. SVA makes the following commitments to its students, parents and schools:

- All email, voicemail and instant message communication will be responded to within 24-48 hours during the work week.
- Teachers will establish office hours and post them within the virtual classroom. During those hours, teachers will be available to answer phone calls, emails, and instant messages. Each request for correspondence will be answered in as timely of a fashion as possible with a minimum turnaround target of 24 hours. No response to a student/parent contact shall exceed 48 hours from the time of initiation.
- Teachers are expected to talk personally with each student and their parent at least once a month as well as at the beginning and end of the term.
- Teachers will update course announcement pages frequently.
- At the beginning of the course, each student will receive a Welcome Call / Orientation from their teacher as well as required monthly calls.
- Teachers will provides targeted and timely feedback to students on submitted assignments and completed assessments within a period of time not exceeding 72 hours.

PARENT/GUARDIAN'S RESPONSIBILITIES

As a parent/guardian of a virtual school student, it is very important to understand the responsibilities associated with that role. With the many distractions students have today, it can be difficult for some students to set aside time to work on courses when not in school. It is the responsibility of the parent/guardian to encourage the student to manage their time

in an effective way. Teachers will keep the parent/guardian apprised of the student's progress and will initiate contact if they fall behind in their coursework.

Parents are expected to supervise and monitor their student's progress throughout the duration of the course. This can be accomplished by accessing the parental account periodically to monitor student progress.

Parents should support Academic Integrity. Academic Integrity is one of our core values and one of the most important areas of focus as a learning organization. Students with Academic Integrity make decisions based on ethics and values that will prepare them to be productive and ethical citizens.

You may contact your child's teacher directly via email and/or instant messaging to answer questions about the course that you may have. When a parent/guardian has a concern about the child's performance or behavior, the parent/guardian should set up a conference with the child's teacher.

Parents/guardians should also be aware of the course progression plan that their student is following and use that to help plan for the child's academic and educational future.

- **How to contact technical support via phone, email or online messaging tools.**

STUDENTS & PARENTS WITH DISABILITIES

SVA makes every effort to ensure that all our electronic and information technology is accessible people with disabilities. At a minimum, we strive to maintain compliance with Section 508 of the Rehabilitation Act as amended, 29 U.S.C. Section 794d. If you have difficulty accessing any portion of our content or platforms, or would like to request a specific accommodation, please contact us at support@aveteaching.com.

TECHNICAL SUPPORT

Students will be provided with professional technical support throughout the course as needed. SVA is committed to providing technical assistance within 24-48 hours of a request for assistance. To access technical support, please email support@aveteaching.com.

- **How to contact the administrative office via phone, email, or online messaging tools.**

The contact number for our main office is (305) 669-2906.

The administrative offices can be contacted through email/online messaging tools via the SVA website. The image below reflects how the administrative offices can be contacted.

The image shows a screenshot of the Somerset Virtual Academy website's contact form. The header includes the school logo, navigation links (HOME, ABOUT US, OUR CLASSES, STUDENTS & PARENTS, TEACHERS), and utility links (Login to Courses, Translate, Follow Us). The form is titled "Contact Us" and instructs users to use it to send an email to Support. It contains several required fields: Name, Email, Subject, and Phone. There is also a dropdown menu for "Are you looking for enrollment information?". The form is divided into two sections: "Enrollment Information - Inside US" and "Enrollment Information - Outside US". The "Inside US" section includes fields for State, County or City, Student Currently Attends, Student Current Grade Level, and Type of Enrollment Interest. The "Outside US" section includes fields for Country, Region, State or City, and School Student Currently Attends. Below these sections is an "Additional Information" section with a message box. At the bottom, there is a reCAPTCHA "I'm not a robot" checkbox and a "Submit" button.

- **Any requirement for regular contact with the instructor for the course and clear expectations for meeting the requirement.**

See pages 13-14 in the Student-Parent Handbook

- **The requirement that the instructor in each course must, at minimum, conduct one contact via phone with the parent and student each month.**

See page 4 in the Faculty Handbook.