

PA Distance Learning
CHARTER SCHOOL

Parent/Student Handbook

2019-20

CONTACT INFORMATION

Pennsylvania Distance Learning Charter School
2100 Corporate Drive, Suite 500
Wexford, PA 15090

Main Toll-Free Phone Number 1.888.997.3352

Enrollment – press 1

Technical Support - press 2

Counselors - press 3

Attendance – press 4

Special Education – press 5

Records – press 6

Testing – press 7

Shipping, School Materials, Internet Reimbursement, FLEx Funds – press 8

For other inquiries – press 0

Administration –

Homeless Liaison: Mrs. Desrochers, Director of Special Education –
ext. 105

Foster Care Liaison: Mrs. Rossetti, Chief Executive Officer – ext. 114

Right to Know Officer: Dr. Posney, Elementary School Principal –
ext. 150

Title IX (Office of Civil Rights): Mrs. Rossetti, Chief Executive Officer
ext. 114

School Safety & Security Coordinator: Mr. Kocuba, Director of
Technology – ext. 109

Main Toll-Free Fax Number 866.977.3527

Dear Families,

Welcome to the Pennsylvania Distance Learning Charter School family! Congratulations on making a choice to be actively involved in your child's education through our online educational model. We value the opportunity to partner with you in providing your child a supportive learning environment. We are confident that your decision to enroll in Pennsylvania Distance Learning Charter School is because you are seeking unique solutions for your family. Our service mission is to create a meaningful learning experience for all students and families. Thank you for selecting our school to be a part of your child's academic growth. Welcome!

Teachers, Administration, and Support Staff



2100 Corporate Drive, Suite 500
 Wexford, PA 15090
 Phone: 1-888-997-3352
 Fax: 1-866-977-3527

2019 – 2020 Calendar

July 2019

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Students - 0 days

August 2019

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Students - 5 days

September 2019

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Students - 20 days

October 2019

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Students - 22 days

November 2019

S	M	T	W	Th	F	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Students - 17 days

December 2019

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 14 days

January 2020

S	M	T	W	Th	F	S
						4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Students - 17 days

February 2020

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Students - 19 days

March 2020

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 22 days

April 2020

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Students - 20 days

May 2020

S	M	T	W	Th	F	S
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Students - 20 days

June 2020

S	M	T	W	Th	F	S
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Students - 4 days

Notes:

- July 4: Independence Day – School Closed

- Aug. 1: New Staff Reports

- Aug. 5: Current Staff Reports - Prof. Dev. Week

- Aug. 26 : First Day of School

- Sept. 2: Labor Day – No School

- Oct. 14: Columbus Day – No School

- Oct. 24: Open House

- Oct. 30 : First Day - Quarter 2

- Nov. 11: Veterans' Day – No School

- Nov. 27-Dec 2 : Fall Break – No School

- Dec. 3-13: Keystone Testing

- Dec. 23- Jan. 3: Winter Break – No School

- Jan. 20: Martin Luther King Jr. Day – No School

- Jan.23-24 : PD Staff Only – Students: No School

- Jan.27 : First Day Quarter 3

- Feb. 17: Presidents' Day – No School

- Mar. 31 : First Day – Quarter 4

- Apr 10 – 13: Spring Break

- Apr 20 – May 8: PSSA Testing

- May 11-22: Keystone Testing

- May 25: Memorial Day – No School

- Jun 4: Last Day of School

- June 6 : 2020 Graduation Ceremony

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INTRODUCTION

Welcome to the Pennsylvania Distance Learning Charter School. Throughout this Parent/Student Handbook, the school is referred to as “PDLCS” and the parent/guardian is referred to as “parent”.

Choosing a school for your child or children is an important decision. PDLCS places a great deal of responsibility on the parent and student to make distance-learning work. To better understand this responsibility, parents (and students 18 and older) who are enrolling or continuing enrollment at PDLCS are required to read this Parent/Student Handbook and to sign the Agreement Form found at the end of this document. By signing, the parent is stating that the handbook has been reviewed and that both the parent and student agree to the regulations and guidelines within the handbook.

Mission

The mission of PDLCS is to blend proven classroom teaching techniques with educational technologies to promote academic growth for all students.

Vision

PDLCS believes our first responsibility is to provide quality online educational opportunities. Our teachers, with the support of all departments in the school, are committed to building positive relationships with our families as we equip our students with the necessary tools to succeed. We want to be known as a school that fosters academic integrity and individual academic growth.

Shared Values

PDLCS believes in personalizing the learning experience for our students by providing a supportive online community. We believe all students will achieve academic growth when engaged in live learning sessions and daily online lessons with quality teachers and peers. We value adherence of public cyber school regulations and continuous professional growth of our staff as essential components to student achievement.

Non-Discrimination Policy

PDLCS accepts students of any race, creed, gender, gender expression, sexual orientation, disability or ethnic origin. PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability, immigration status or ethnic origin in the administration of its educational programs and activities.

Our Commitment

PDLCS is committed to providing a barrier-free learning environment. We strive to ensure access and opportunities for ALL students, believing that ALL students can learn. Through our culturally responsive teaching and personalized learning, we will transform the lives of our students.

ENROLLMENT

PDLCS does not charge tuition to parents or students. PDLCS will be in full compliance with open enrollment regulations and withdrawal requirements specified by the school's Charter and Pennsylvania Law. When demand exceeds space available (as determined at the sole discretion of the School's Board of Trustees), enrollment will be determined by a Lottery of all applicants in a given category, except that returning students and their siblings will be given priority over new students. After the Lottery is completed, those students not selected for enrollment will be placed on a waiting list in order of their random selection. Students whose application for enrollment is received after the Lottery is completed shall be placed on the waiting list and admitted on a first-come, first serve basis as long as the last date for enrollment to PDLCS has not passed.

Non-Discrimination Policy

PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability or immigration status, or ethnic origin in the administration of its educational programs and activities.

Age Requirements

Children entering the kindergarten program must be five years of age prior to the cut-off date outlined by the home school district's enrollment requirements. Students may not be more than 21 years of age at the time of Enrollment, but may be permitted to complete the school year in which his/her 21st birthday falls, subject to change based on rules and regulations established by the Pennsylvania Department of Education.

Enrollment Application

The Enrollment Application represents the first step in a multi-step process. By completing, signing and submitting the Enrollment Application, the parent expresses a desire to have his/her child attend PDLCS. Completing the application does not mean the child will be automatically enrolled in PDLCS. The parent will submit copies of the following documents for each student as required by law:

- Proof of age (Birth Certificate)
- Immunization Record
- Proof of Residency (Driver's License, Mortgage Statement, Utility Bill, etc)
- Parent Registration Statement
- Home Language Survey

After signing and submitting these forms to the Enrollment Department, the parent/guardian will be contacted by a PDLCS Enrollment Specialist to discuss the next steps. The student is officially enrolled at PDLCS when he/she is assigned an official start date which is within five business days after all required documentation is received.

PDLCS also requests the following information, which will not delay enrollment of a student:

- Private Physician Medical Form
- Private Dental Form
- Proof of Custody, if applicable
- Copy of most recent K-8 Report Card or High School Transcript
- Enrollment Notification Form
- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form, if applicable
- Signed Computer/Internet Acceptable Use Policy
- Income Verification Form (Free & Reduced Lunch Form)

Health Certification and Immunization Requirements

In order for a student to be admitted to PDLCS, the parent must submit satisfactory evidence that all required immunizations have either been administered, are in the process of being administered, or must file a certificate of exemption. In special circumstances, the student's physician may recommend additional immunizations.

If there are any questions about immunizations or where to get them, the parent should contact his/her county or city Public Health Nurse.

Official Enrollment

On the official start date provided to the parent, the student must attend orientation and begin completing his/her school work daily as outlined in the student's course calendars.

In order to maintain a student's enrollment, the parent must:

- Assure that a working phone and Internet connection (high-speed) are maintained at the location where the student is being educated at all times;

- Call the PDLCS Records Department, to provide updated Proof of Residence and Enrollment Notification form for any and all parent or student address and phone number changes within 10 days. Failure to submit up-to-date proof of residency information may result in the removal of a student from PDLCS rolls;
- Monitor daily attendance and completion of course work via the course delivery system. Attendance may be substantiated by course work completed as outlined by the teacher in each course the student is enrolled.

Continuous Enrollment

PDLCS students will automatically be re-enrolled from school year to school year. Parents of re-enrolling students will be sent annual forms to complete, print, sign, and return.

Annual forms for Continuing Enrolling students are:

- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form (if applicable)
- Home Language Survey
- Signed Computer/Internet Acceptable Use Policy
- Private Physician Medical Form with required immunizations for students entering 1st, 6th and 11th Grades
- Private Dental Form for students entering 1st, 3rd and 7th Grades
- Income Verification Form (Free & Reduced Lunch Form)

ACADEMIC PROGRAM

Curriculum – General

PDLCS' curriculum and graded courses of study meet ALL requirements set forth by the Commonwealth of Pennsylvania. The curriculum will be explained to all parents during student course scheduling.

Curriculum – Credit Recovery

PDLCS offers a Credit Recovery program. This program is for students who have experienced setbacks in their education for many reasons. It allows students to recover lost credits in a set amount of time moving them towards graduation from high school. This program is fully on-line. For more information you can contact your Counselor.

Curriculum – Advanced Placement (AP)

PDLCS offers Advanced Placement (AP) classes allowing students to earn credits for college. Most four-year colleges award course credit, advanced placement or both on the basis of AP Exam scores. Talk with your Counselor for more details.

Daily Schedule

- Attendance is recorded by evidence of student active online engagement each day.

Families follow different schedules depending on classes and/or grade of the child. Families have the flexibility to set up their child's schedule. The important thing for families to know is that your child's success increases with consistency. Set a schedule and stick to it.

Synchronous Class is time spent during live learning. Students gather in the virtual classroom with their teacher and learn together. *Asynchronous Class* is learning through the lessons that are set up in the virtual course. Students are required to complete assigned daily lessons independently with the guidance of a parent throughout the day.

Students have synchronous class (live learning) in all grades for every class. Asynchronous lessons are available to students 7 days a week, 24 hours a day. The table below gives an idea of average daily instruction and learning time.

Elementary students (grades K-6) are required to complete a minimum of 5.0 hours of schoolwork daily. Middle and high school students (grades 7-12) are required to complete a minimum of 5.5 hours of schoolwork daily. It is up to families to determine how a student will make up their total number of required learning hours. Families can do this by combining Synchronous and Asynchronous learning spaces.

	Synchronous (approximate time of live learning) Monday - Friday	Asynchronous (in addition to virtual lessons completion of daily calendar lessons with supervision of parent)	Total
Kindergarten	2.5 hours/day	2.5 hours/day	5
Grades 1-6	2.5 hours/day	2.5 hours/day	5
Grades 7-12	2.5 hours/day	Varies 2.5-5.5 hours/day	5.5

Daily Assignments

Each grade or course teacher will share with students how to turn in assignments. All assignments are submitted electronically. Students learn how to submit assignments during school and course orientations.

Grading

Grades K-12 Academic Letter Grades

- A+ 97%-100%
- A 93%-96.99%
- A- 90%-92.99%
- B+ 87%-89.99%
- B 83%-86.99%
- B- 80%-82.99%
- C+ 77%-79.99%
- C 73%-76.99%
- C- 70%-72.99%
- D 60%-69.99%
- F 0%-59.99%

Course Selection

Teacher assignments are based on certification, prior to student course selection. Students enrolled in our school are scheduled into classes using a system that does not provide visible income information. Course selection forms are completed by the student in high school, and by the counselor in grades K-8. Students and counselors can only see the student's name, course name, day(s) and time(s) the course is offered. There is no other identifiable information in the system. The scheduling system automatically enters students into course sections based on the student's availability to attend his or her selected courses. The system then randomizes the students and balances the number of students in each section of a course.

Course Completion

High school courses are scheduled as semester long courses receiving credit for successful

completion (“D” grade or better). There are two semesters scheduled within one school year. Students are expected to complete each course according to the due dates required by the course teacher within the semester given.

High School Credits and Grade Level Assignments

Number of Credits Earned	Grade Level
0 – 5.5 Credits	9 th Grade
5.6 – 10.9 Credits	10 th Grade
11 – 16.5 Credits	11 th Grade
16.6+ Credits	12 th Grade

PDLCS Minimum Graduation Requirements (22 credits)

English: 4 credits

All students must demonstrate proficiency on the Literature Keystone Exam

Mathematics: 3 credits

All students must pass Algebra I and demonstrate proficiency on the Algebra I Keystone Exam

It is recommended that all students take 4 credits of mathematics

Science: 3 credits

All students must pass Biology and demonstrate proficiency on the Biology Keystone Exam

It is recommended that all students take 4 credits of science

Social Studies: 3 credits

All students must pass U.S. Government and U.S. History

It is recommended that all students take 4 credits of social studies

Business/Technology: 0.5 credits

Physical Education: 1.0 credits

World Language: 1.0 credits

Fine Arts: 1.0 credits

Health: 0.5 credits

Electives: 5 credits

High School Drop/Add Period

PDLCS understands that a student may need a schedule change. High school students may contact their Counselor to discuss the need for schedule changes. Classes will only be changed within a 2 week period of the start of a semester. Students may not drop a course after the 2 week period.

Standardized Testing

Like all public schools in Pennsylvania, PDLCS is required to administer several standardized tests each year. Further explanation of the tests currently in place appears below.

PSSA (Pennsylvania System of School Assessment)

The PSSA is a standards-based assessment administered in all Pennsylvania public schools. They are administered in a face-to-face environment, usually in the month of April, to students in grades 3-8. There are currently three content-specific assessments including English Language Arts, Math, and Science.

PASA (Pennsylvania Alternative School Assessment)

The PASA is a standards-based alternative assessment administered in all Pennsylvania public schools. They are administered in a one-on-one face-to-face environment, usually in the months of February and March, for students in grades 3-8 & 11. There are currently three content-specific assessments including English Language Arts, Math, and Science. The student's IEP team will determine if the alternative assessment is appropriate.

Keystone Exams

The Keystone Exams are end-of-course assessments designed to evaluate proficiency in academic content. Students must demonstrate proficiency on the Algebra I, Literature, and Biology Keystone Exams to graduate. Students will be offered multiple face-to-face opportunities to take the Keystone Exams throughout their high school careers.

Universal Screener

All students will be administered a Universal Screener in the area of mathematics and reading at the beginning of the school year or upon enrollment. The results of the assessment will help to determine the best personalized path of learning for the student.

Benchmark Assessments

Benchmark Assessments are computer-adaptive tests that measure the proficiency level and academic growth of students in grades K-12 in the subjects of Math, Reading, Language Arts, and Science. Benchmark tests are administered three times each school year and students complete the tests online at home.

ACCESS Testing (Assessing Comprehension and Communication in English State-to-State for English Learners)

ACCESS for English Learners is an English language proficiency assessment that is administered to all Kindergarten-12th grade students identified as English Learners. The test is given annually to monitor students' progress in acquiring academic English. The ACCESS for English Learners assesses students in the four language domains of Listening, Speaking, Reading, and Writing.

For more information about testing, please contact the PDLCS Testing Department.

Honesty in Schoolwork

It is important that students complete their own work. While families can help students develop study habits and encourage organization of time and materials, families must resist the temptation to provide answers for the student. This may be misleading to the teacher who then thinks the student is applying their learning on their own. If you see your child struggling on an assignment, direct them to their resources to find answers – online program, study guide, course folder. It is also good advice to tell your child to write down questions and ask the teacher in class, in an email, by chat or by calling on the phone. Students may also join a teacher in regularly scheduled Office Hours for assistance.

What is plagiarism?

Plagiarism is the act of presenting the words, ideas, images, sounds, or the creative expression of others as your own. In more common terms – you are “copying” someone else’s ideas, words, or expression as your school work. There are two types of plagiarism:

Intentional

- Copying a friend’s work
- Buying or borrowing papers
- Cutting and pasting blocks of text from electronic sources without documenting

- “Borrowing” from print sources without documentation

Unintentional

- Careless paraphrasing
- Poor documentation
- Quoting excessively
- Failure to use your own “voice”

Avoid Plagiarism by using Documentation

There is nothing wrong with using other people's words or ideas, but you must give them credit. Giving credit is called *documentation*. It is a simple process, and it turns a dishonest essay into true scholarship. Documenting sources has two steps:

- Indicate in the text where the information was found. Most modern writers put that information in parentheses.
- Have a *Works Cited* page at the end of the paper providing the full bibliographic information about the source. Documentation is taught in your courses when outside research is required. Information about documentation can be obtained from teachers at any time.

Tips when documenting, or citing, someone else’s work:

- When using quotes, be sure to cite the source.
- When paraphrasing information from a source, be sure to cite the source.
- The only time you do NOT need to cite information is if it is common knowledge and you knew it before beginning your research. For example, “William Shakespeare is a poet and playwright from the 16th century.”

If you plagiarize your work, you will not receive credit for the assignment. Continued acts of plagiarism will constitute a referral to administration and in extreme cases *can* result in legal action. Plagiarism is an illegal action and is taken very seriously in this environment to protect academic integrity.

Reporting Progress

Families receive Progress Reports each quarter, or every 45 school days. Report cards are issued at the end of the each semester (January and June) for secondary students, and in June for elementary students. These are mailed to families through the U.S. Postal Service. Students and parents have

24/7 access to view grades by logging into the Student Information System at sis.padistance.org with their school issued login.

Retention

PDLCS may retain an elementary student in a grade level if mastery of that grade level's curriculum has not been achieved. The student's teachers may complete a *Recommendation for Retention Form*. In the case of a student with an Individualized Education Plan (IEP), the Director of Special Education must agree and sign off on the form. Documentation, evidence, and/or explanation must accompany the form. There will be an opportunity for the parent to schedule a conference with an Administrator and the student's teachers to review the child's academic progress and educational plan.

Recommendations for retention consider the following data:

- Benchmark Assessment and Standardized State Test Scores
- Rate of attendance is poor – Student Attendance Improvement Plan (SAIP) has not been successful
- Grades earned in courses are less than 60%
- Performance lacks evidence of required standards-based mastery level
- Failure to complete grade-level curriculum by last day of school

Code of Conduct

As part of the Enrollment/Continuing Enrollment process, both the parent and student are required to sign the Agreement Form (found at the end of this handbook) and submit it at the time of Enrollment and annually thereafter. The signed agreement is kept in the student's cumulative file and, among other things, expresses the acceptance of the PDLCS Code of Conduct by both parent and student. Failure to adhere to the Code of Conduct by either the student or parent is cause for expulsion of the student from PDLCS. If a student is expelled from PDLCS, or leaves PDLCS for any reason, he/she must return all PDLCS property and materials, including, but not limited to, the computer, hardware, software, textbooks, workbooks, and other materials and supplies loaned by PDLCS.

All suspensions and expulsions will be conducted in accordance with due process procedures. Only the Administrator may suspend or expel a student. The Administrator will provide the student and the parent/guardian with written notice of the intent to suspend/expel, which will include reasons for the intended suspension/expulsion. The notice will state the time and place to appear for a hearing on the matter, which will not be less than three (3) days or later than ten (10) days after the

Notice of Intent to Suspend/Expel was provided to the student and parent. The student, parent and/or legal representative will have an opportunity to appear on request before the Administrator at a PDLCS chosen location to challenge the suspension/expulsion, or to otherwise explain the student's actions that led to the intended suspension/expulsion. The Administrator may grant an extension of time for the hearing date. If granted, the Administrator will notify all parties in writing of the new date, time and place of the hearing.

Suspension and expulsion of students with disabilities will comply with all federal and state laws, policies and procedures. The IEP Team will meet to review the student's IEP and consider the development of a Behavioral Intervention Plan any time the suspension exceeds 5 days in the academic year. Any student with an IEP who is suspended for more than 10 days during an academic year will continue to receive special education services via a change of placement as determined by the IEP Team. In the event that the student is being disciplined for an expellable action, the IEP Team will meet and conduct both a Manifest Determination and Functional Behavior Analysis. An Alternate Interim Placement will be identified for a period of time not to exceed 45 school days. The suspension shall not exceed 10 school days. No expulsion shall exceed one year, except as otherwise allowed or required by law. A written notice of the suspension/expulsion will be sent or given within one school day to the parent of the student. The notice will contain the reasons for the suspension/expulsion and the right of the student to appeal the suspension/expulsion to the Administrator or Board of Trustees, or its designee. **If a student is expelled from PDLCS for the remainder of the school year, that student may not attempt to re-enroll with PDLCS during the same school year without the approval of the PDLCS Administrator.**

Following are the infractions of the Code of Conduct that may subject a student to discipline up to and including suspension or expulsion, if the same occurs during the presentation of any learning opportunity or at any school event, activity or function.

Cheating – To act dishonestly, copying or using someone else's work.

Insubordination- Not accepting directions; refusing to cooperate with PDLCS employees, agents, and other representatives.

Theft – To take the property of another without right or permission.

Fighting – To participate in physical contact with one or more students, faculty, or staff of PDLCS or any other person with the intent to injure.

Possession or Intake of Alcohol, Illegal Controlled Substances or Tobacco Products.

Vandalism – Purposeful destruction, misuse or defacing of PDLCS property or another's personal property. This includes the computer, printer/fax/scanner/copier unit, and all hardware loaned to the student by PDLCS.

Profane/Obscene Language or Gestures toward Students/Staff/Teachers/Others. Use of unacceptable, disrespectful words stated audibly or in text, terms or gestures intended to embarrass or insult.

Inappropriate use of Internet access, as detailed in the Technology & Internet Acceptable Usage Policy.

Wrongful Conduct – Any action or inaction not specifically referenced in the listing above that impedes, obstructs, interferes with, or violates the mission, philosophy, policies, procedures, rules, and/or regulations of the PDLCS and/or is disrespectful, harmful, or offensive to others or property.

Truancy - as defined in the Attendance section of this Handbook.

Materials, Technology, and Supplies

Certain equipment, supplies and services will be on loan to PDLCS students, which have been deemed necessary to ensure the functionality and ability to participate in the PDLCS educational program. The textbooks, computers, software, hardware, and other materials loaned to the parent and/or student are the property of PDLCS and no parent and/or student has any right to these except for usage in strict accordance with the school's educational model, Code of Conduct, rules, regulations, policies and procedures. Parents and students are responsible for the care and safekeeping of textbooks, computers, software, hardware, and other materials loaned to the parent and/or student during the school year. Materials and property must be used solely in connection with the education services provided by PDLCS.

Internet Cost Provision

PDLCS strongly recommends that all families use high-speed Internet to help their children succeed in the program. PDLCS will provide Internet reimbursement to families at the conclusion of each quarter. Complete instructions on how to submit the form for reimbursement can be found in the "How to Use Internet Reimbursement" document located in the Student Support Services homepage.

Loaned Materials and Property

Pursuant to Pennsylvania law, each family enrolled in PDLCS has the right to have one computer provided per child enrolled in the program. PDLCS loans families a computer, a combination printer/scanner/copier, and other curriculum materials. Parents must return the materials and property promptly if their student withdraws, is removed or expelled from the program. Parents must return curriculum materials at the close of the semester and/or school year.

Recovering and Returning Materials

Recovery of the computer and printer/scanner/copier commences when any of the following occurs:

- A parent’s written Notice of the Intent to Withdraw;
- A student’s mandatory withdrawal after 10 consecutive school days of non-attendance;
- A student’s graduation from PDLCS; or
- A student’s expulsion

Within thirty days after four corresponding authenticated attempts of recovery have been made by an authorized PDLCS de-installer, a written notification is sent to the parent informing them that the following actions may be taken:

- A police report will be filed with the appropriate law enforcement agency to recover the computer, printer, accessories and all other Material and Property from the parent.
- A credit complaint against the parent may be filed with the three major credit-reporting agencies. Other legal action permitted by law and in equity may be taken to secure the return of the school’s materials and property, including civil and criminal actions.

Technical Support and Technology Repair

PDLCS offers technical support services during regular office hours (7:30 am to 4:00 pm on school days) by telephone, 1-888-997-3352, option 2. Students and families may call to receive assistance with setting up or troubleshooting issues with school-owned and/or issued hardware, software, and websites.

PDLCS helpdesk staff will make every attempt to resolve issues remotely via guidance over the phone, or by using software or apps to remotely access the student’s computer. In the event that a computer or other hardware must be shipped back to the school for repair, the school will mail or email return shipping labels. Parents must ensure shipping of equipment to the school upon receipt of the labels. Technical Support will repair or replace, then ship out the hardware within one (1) business day of receipt of the equipment.

Most initial repairs will be completed at the school’s expense. Families may be charged for repairs of obvious physical abuse of the equipment is evident, or when a pattern of repeated damage is evident. Please refer to the letter included with your computer to see a list of potential fees associated with hardware repair.

Attendance

Pennsylvania Public School Law requires children to receive the following Educational Learning Hours:

- Kindergarten: 5.0 per day hours (25 hours per week, completing a minimum of 900 hours per year)
- Grades 1-6: 5.0 hours per day (25 hours per week, completing a minimum of 900 hours per year)
- Grades 7-12: 5.5 hours per day (27.5 hours per week, completing a minimum of 990 hours per year)

Accordingly, parents are required to supervise daily school attendance to avoid truancy issues. **Under the supervision of their parent, students must log into the SIS (Student Information System) daily (this is the school homepage), complete and submit assignments as outlined in the student's course calendar.** Parents are responsible for providing PDLCS with written verification of the reason for an absence **within three (3) days** of such absence. A partial day of absence is considered a day of absence from school requiring documentation to be submitted by the parent to PDLCS. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Truancy Prevention Process

It is the belief of PDLCS that students **achieve academic success through consistent attendance**, engagement in daily coursework and on-going communication with teachers. In order for a student to learn expected skills, it is important they develop a positive and responsible approach to study habits through regular school attendance.

Preventing truancy issues is important to PDLCS and involves many people. **Parents** are responsible for ensuring students attend school. **Students** are responsible to complete daily coursework with the guidance of teachers and parents. The PDLCS **Attendance Officer** is responsible for enforcing, tracking and reporting attendance, as well as developing a Student Attendance Improvement Program to aid families in complying with public cyber-charter school regulations.

Attendance is taken on each school calendar day. Attendance involves daily log-in to the Student Information System (SIS).

Parents are notified of a full-day of absence through an automated phone reporting system. Parents may submit an Excused Absence Form within 3 days of a reported absence. There is a maximum limit of ten parental excuses in one school year. Medical excuses, from a physician's office, must be submitted for all subsequent absences.

Unlawful or unexcused absences occur following a student's absence for which a parental or medical excuse is not submitted within 3-days of the reported absence. Parents are notified after the 3rd unexcused absence. Children and Youth Services are notified for students age 16 years and under with 6 days of unexcused absences, as well as for those who do not participate in the Attendance Improvement Program. Students who continue to accumulate absences will be referred to the local magistrate.

Partial days of absence are considered full-days of absence under Pennsylvania school regulations requiring parental or medical excused absence forms be submitted. Failing to make adequate progress in courses and/or course grades below 60% are often a direct result of unexcused partial days of absences.

Excused Absences

Parents are responsible for providing PDLCS with written verification of the reason for each absence within three (3) days of such absence. Legal excused absences constitute valid excuses for absence of a student from PDLCS, provided satisfactory evidence or documentation is submitted to PDLCS Administration within 3 days of such absence. This includes absence of partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days should require an excuse from a physician. Legal excused absences include, without limitation, the following:

- Observance of a Religious Holiday. An absence may be considered excused if the tenets of a bona fide religion, to which a student or his/her parent adhere, require observance of a religious event. (22 PA. CODE § 11.21) The parent must submit written request for the excusal **prior** to the absence.
- Tutorial Work. An absence may be excused for the purpose of the student receiving tutorial instruction in a field not offered by PDLCS only if (i) the excusal does not interfere with the student's regular program of studies, and (ii) the qualifications of the instructor are approved by PDLCS Administration. (22 PA. CODE. § 11.22)
- Medical or Dental Appointments. An absence resulting from a medical (health care or therapy) or dental appointment, if: (i) such appointment cannot be scheduled outside of regularly scheduled academic calendar days, (ii) the health or therapeutic services are to be rendered by Commonwealth of Pennsylvania licensed practitioners, or (iii) the time of necessary absence from PDLCS involves a minimum of interference with the student's regular program of studies. Notice should be given to the teacher and/or the Attendance Officer prior to the absence, except in the case of an emergency. (22 PA. CODE § 11.23)
- Illness or Injury. An absence resulting from illness or injury, which prevents the student from being physically able to attend PDLCS. Any student missing more than three (3) consecutive school days requires a note from a physician. (22 PA. CODE § 11.25)
- Urgent Reasons. An absence resulting from an urgent reason may be excused. PDLCS shall strictly construe the term "urgent reason" as it applies to such absences and such excuse does not permit irregular attendance. (22 PA. CODE § 11.25)
- Educational Opportunities or Family Educational Trips. An absence may be excused when it is demonstrated that the purpose of the absence is to take advantage of a valid educational opportunity (including classes for religious instruction totaling not more than 36 hours per academic school year) pursuant to 22 PA. CODE § 11.21, if (i) the student's parent submits a written request for the excusal **prior** to the tour or trip, (ii) approval for such an absence is granted prior to the absence in accordance with the Student Educational Leave of Absence Policy, and (iii) there is an adult who is directing and supervising the student during the tour or trip who is acceptable to both the parents and PDLCS. (22 PA. CODE § 11.26)

- Death in the Immediate Family. An absence resulting from the death of a member of the student's immediate family. The immediate family of a student includes, but is not necessarily limited to, parents, grandparents, brothers and sisters.
- Court or Administrative Proceedings. An absence resulting from the attendance of a student at the proceedings of a court or an administrative tribunal if the student is a party to the action or under subpoena as a witness.

In the event that a medical excuse cannot be provided, the parent may submit an Excused Absence Form to PDLCS Administration, requesting approval of the absence. Absences resulting in three (3) or more consecutive days require a medical excuse and Excused Absence Forms are not applicable. Students may only accumulate a maximum of 10 (ten) per school year. This includes partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Excused Absences and Making up Schoolwork

Students whose absences are excused are required to make up all assignments missed or to complete alternative assignments as deemed appropriate by PDLCS. Work missed because of absence must be made up within the timeline set forth by the course teacher. Any work not completed within this period shall result in no credit for the missed assignment. In the case of an extended illness or other extenuating circumstances, the parent must contact PDLCS Administration.

Unexcused/Illegal Absences

Any day that the student has not logged into PDLCS that is not determined to be legal or excused will be considered as an unexcused/illegal absence. The following reasons for absences are illegal and unexcused in accordance with the Pennsylvania State Attendance Laws:

- Truancy
- Lack of transportation
- Trips not approved in advance
- Shopping
- Birthday or other celebration
- Hunting, fishing, attending ball games or sporting events
- Gainful employment

- Sleeping in
- Babysitting
- Any other reason not listed in the Excused Absences section above

Attendance Notification

- All Absences – reported to parents using an automated phone reporting system
- Excused Absence Form – parents submit an Excused Absence Form or Medical Excuse within three (3) days
- Unexcused Absence – when no Excused Absence Form or Medical Excuse Form is received after three (3) days
 - 1st Unexcused Absence – reported to parents via the school automated phone system
 - 2nd Unexcused Absence – reported to parents via the school automated phone system
 - 3rd Unexcused Absence – students are considered truant by law
 - Parent is contacted immediately after the 3rd unexcused absence occurs via phone call by the automated system and the Attendance Officer. A letter outlining the absences will also be sent to the parent via school issued parent email account and postal mail.
 - The Attendance Officer will set a Student Attendance Improvement Plan (SAIP) meeting with the parent and student as well as the appropriate staff members to put a plan in place to eliminate truancy and assist in academic success.
 - 6 Unexcused Absences – students are considered habitually truant by law
 - The student will be referred to our Attendance Improvement Program (AIP).
 - A meeting with the parent/guardian, student and Attendance Officer is required to document the AIP plan for achieving regular attendance and full participation in the school's academic program.
 - Students and parent/guardians of children under the age of 16 years old who refuse to participate in the AIP or do not regularly attend school following the plan's implementation will be referred to Children and Youth Services.
 - A truancy citation will be filed with the local magistrate (where the student resides) for students who fail to participate in the AIP or fail to attend school

regularly.

- Failure to comply with the AIP for ten consecutive days may result in truancy violations that may lead to the removal of the student from active membership at PDLCS.

Emergency School Closing

Should it be necessary to close the offices or testing centers of PDLCS for weather or other unforeseen emergencies, information will be posted on the PDLCS website or provided in a telephone recording on the school's main telephone line.

SAFE 2 Say Something (SS2S)

PDLCS participates in Pennsylvania's Safe 2 Say Something program, which is enforced and operated by the Pennsylvania Office of the Attorney General. S2SS is a program that provides an easy and confidential way for youth (students in grades 5-12) to report safety concerns to help prevent school violence, suicide, abuse and other tragedies. More information regarding the program can be obtained from the school's Administration or by visiting www.safe2saypa.org.

Crises Plan Action Steps

If a student threatens to harm themselves, employees of PDLCS should keep the student on the phone, chat or in class. The employee should continue talking to the student and engage the student so he/she does not hang up the phone or leave the location. The employee should find a nearby teacher, counselor or administrator and inform him/her of the situation. This staff member should call home immediately to speak with the parent or guardian and if no one answers the phone, the staff member will call 911. The staff member should provide the student with the crisis hotline (Lifeline 1-800-273-8255, available 24 hours per day). If the student will speak with someone immediately on the crisis line, a three way call with the student should be initiated. After the incident, the staff member should report the incident to the student's counselor and to an administrator and should prepare a SAP (Student Action Plan) referral, if necessary.

If a student threatens to harm others, employees of PDLCS should gather as much information as possible. The staff member should keep the student on the phone, chat or in class. In addition, the staff member should enlist the help of a nearby colleague, who will call 911. It is imperative to keep the student on the phone. Following the incident, the staff member must make a report to Childline and report the incident to a school administrator. If necessary, a SAP (Student Action Plan) referral should be documented.

If a student tells a staff member something of concern such as prior bullying, family conflict, depression, etc., the staff member should gather as much information as possible and determine if there is an immediate threat. If there is an immediate threat, the staff member should refer to the previous steps listed. If there is not an immediate threat, the staff member should contact the student's counselor and complete a SAP (Student Action Plan) referral, if necessary.

Harassment Policy

Harassment is any form of hostility, conduct or language that alters the condition of the student's school environment and which creates a hostile, intimidating or offensive school environment. Additionally, sexual harassment can consist of unwelcome sexual advances, intentional and unwelcome touching, verbal remarks and requests or demands for sexual favors.

The prohibition against harassment is applicable to all employees of the PDLCS, which includes all staff members, teachers, administrators, managers, and officers. The prohibition also applies to all PDLCS students and parents, prohibiting them from harassing other students, staff or other persons.

Any student that believes another student has harassed him/her, or any person employed by PDLCS, should immediately report the incident to a teacher. If there is any hesitation to discuss the matter with a teacher, the incident should be reported to the PDLCS Administrator. If a student is uncomfortable about reporting to an Administrator, a parent should make the report. Reported incidents will be investigated immediately and the results of the investigation will be thoroughly discussed with the parent and student. Corrective action will be taken if deemed appropriate and the student will be referred to the Student Assistance Team.

Anti-Bullying Policy

General Statement of Policy

The PDLCS Board of Trustees recognizes the negative impact that bullying can have on the health and safety of students and the learning environment. PDLCS strives to preserve a learning environment that is devoid of bullying; therefore, bullying is prohibited at school-sponsored events and activities, at annual testing, and other school sponsored venues.

Definition of Bullying

"Bullying" means repeated behavior by an individual student, an individual student within a group of students, or group of students that is intended to cause the victim(s) to feel frightened,

threatened, intimidated, humiliated, shamed, disgraced, ostracized, or physically abused. Bullying implies an imbalance in power or strength in which the student being bullied has difficulty defending himself/herself. Bullying manifests itself in many forms, including physical, verbal, social/relational and/or cyber bullying.

Bullying occurs in several forms, including but not limited to, the following:

- Written, verbal, or nonverbal threats
- Intimidating or threatening gestures
- Unwanted physical contact, violence, or assault
- An intentional display of force that would give the victim reason to expect or fear physical contact or injury
- Jeering, taunting, or mocking
- Teasing
- Degrading, insulting, or derogatory comments
- Extortion
- Theft of money or possessions
- Vandalism of a student's personal property
- Unauthorized exercise of control over a student's personal property

Cyber Bullying

Cyber bullying, which is sometimes referred to as online social cruelty or electronic bullying, involves but is not limited to:

Sending mean, vulgar or threatening messages or images; posting sensitive, private information about another person; pretending to be someone else in order to make that person look bad; intentionally excluding someone from an online group (Willard, 2005).

Cyber bullying can occur through:

- Emails
- Instant messaging,
- Text or digital imaging messages sent on cell phones, Web pages,
- Web logs (blogs),

- Chat rooms or discussion groups, and
- Other information communication technologies

Preventative Measures

The following preventative measures will be taken:

- A copy of this policy will be provided to staff, students and parents on an annual basis.
- The staff will discuss bullying with students and will provide age appropriate examples to assist students in identifying bullying and understanding why it is inappropriate.
- All students shall be informed that bullying will not be tolerated in any form.
- All students shall be encouraged to report any bullying regardless of whether they are the victim or an observer.
- When bullying has occurred and it has been dealt with in accordance with this policy, preventative measures shall include:
 - Counselor will check in with the student who has been bullied;
 - Counselor will check in with parents/guardians to see if bullying has continued.

Additional preventative measures may include encouraging students to become involved in activities such as friendship groups, peer support groups, new student orientation groups and extracurricular activities and clubs.

The PDLCS Board of Trustees will review this policy at appropriate intervals to ensure its continued efficacy. As part of its review, the Board may require that a survey be conducted to determine the scope and extent of bullying in the school.

Reporting Procedures

Victims/Targets. All students who believe they have been the victim/target of bullying shall promptly report the bullying to a teacher, Administrator or other school staff.

Parents/Guardians. All parents/guardians who become aware of any bullying are encouraged to report the bullying to a teacher, Administrator or other school staff.

Student Witnesses. All students who witness or become aware of bullying shall immediately report the bullying to a teacher, Administrator or other school staff.

School Personnel. Any staff person who witnesses bullying shall immediately intervene and take appropriate action to stop the bullying. In addition, any staff person who witnesses or receives a report of bullying shall make a report to a school Administrator and follow any other processes put in place by the school for reporting bullying incidents.

School Administration. An Administrator who observes bullying or receives a report of bullying shall document the incident and ensure that the school process for investigating and following up on bullying incidents is implemented in a timely manner.

Disciplinary and Other Actions

Consistent and appropriate disciplinary action will be taken for bullying behavior. The primary purpose of such action is to protect the victim and to deter bullying behavior in the future. The discipline imposed should match the offense.

In regard to investigating reports of bullying, Administrators or their designees shall discuss bullying with the victim in a place where the victim feels secure. The initial discussion with the victim shall not take place in the presence of the offending student(s). If more than one student is involved in perpetrating the bullying, the Administrator shall talk to each of the offending students separately. If an investigation substantiates that bullying has occurred, the Administrator or their designee shall take appropriate action consistent with this policy, including placing a written record of the behavior in the offending student(s)'s discipline file. Students involved in bullying situations will also be referred to the Student Assistance Team who will follow-up with the appropriate post-vention procedures.

PDLCs recognizes that parents can play an important role in educating their children and preventing bullying. Accordingly, the parents of each offending student shall be informed of any bullying incidents involving their child. Parents of offending students may be encouraged to attend one or more conferences with an Administrator or their designee to review the bullying behavior and cooperative strategies for correcting it.

The school's Administrator or designee shall also inform the victim's parents as soon as reasonably possible of any and all bullying behavior involving their child. Parents of students who have been bullied may also be provided with bullying prevention resources to support their child and receive ongoing communications from the school regarding the bullying situation. The Administrator or designee will inform the parents of the victim when the investigation has been completed.

Disciplinary action for bullying may include suspension of privileges, removal from class, suspension, and expulsion or exclusion. If the PDLCs Administrator believes that the conduct rises to the level of a crime, disciplinary action will also include referral to law enforcement officials.

The penalties and prohibitions in this policy are in addition to, and do not replace or supersede, any related provisions in school policy prohibiting conduct such as harassment, violence, assault, and

hazing.

Without disclosing personally identifiable data, PDLCS shall make summary information about violations of this policy available to the public, upon request, consistent with the Pennsylvania statutes.

Reprisal

PDLCS will discipline or take appropriate action against any pupil, teacher, administrator or other school personnel who retaliates against any person who reports alleged bullying or any person who testifies, assists or participates in an investigation, or who testifies, assists or participates in a proceeding or hearing relating to such bullying. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment.

Dissemination of Policy and Training

This policy shall be presented to staff, student and parents upon enrollment or re-enrollment. Staff members, students, and parents will be required to sign a statement that they are aware of the policy and agree to adhere to its terms.

PDLCS will develop and implement a method of discussing this policy annually with students and employees.

This policy shall be reviewed at least annually for compliance with state and federal laws.

Child Abuse/Sexual Abuse Policy

School staff members who come into contact with children are mandated to report when they have reasonable cause to suspect that a child under the care, supervision, guidance or training of that person or of their agency, institution or organization is an abused child. In addition, any person may report suspected abuse, even if the individual wishes to remain anonymous. All suspected child abuse situations will be referred to the Student Assistance Program (SAP).

Grief Policy

Mental health issues as well as the death of a family member or friend may disrupt daily life at home, at school or in the community. Without help, mental health problems and unaddressed grief issues can lead to school failure, alcohol or other drug abuse, family discord, violence or even suicide. However, help is available through the Student Assistance Program at PDLCS. Any student experiencing barriers to learning that are social-emotional in nature, or who experience the loss of a loved one will be referred to the Student Assistance Program for follow-up and referral to

outside community resources if needed.

School community members wishing to memorialize a loved one within school parameters must discuss their wishes with the Student Assistance Team to determine the appropriateness of the proposed memorial.

Safe and Drug Free School Policy

In accordance with Federal Law, the PDLCS prohibits the use, possession, concealment or distribution of drugs by students on the PDLCS grounds, in any school building, or at any PDLCS related event, activity or function (e.g. standardized testing). Drugs include any alcoholic beverage, tobacco products, anabolic steroid, and dangerous controlled substance as defined by State or Federal statute, or any substance that could be considered a “look alike” controlled substance. Compliance with this PDLCS policy is mandatory for all students, and any student who violates this policy will be subject to disciplinary action, in accordance with due process and as specified in the PDLCS Code of Conduct as listed in this Parent/Student Handbook, up to and including expulsion from the PDLCS. The Student Assistance Team will be notified in any case of a student suspected of violating the Drug-Free School Policy. When required by the state law, the PDLCS will also notify law enforcement officials.

Suicide Prevention Program

The Pennsylvania Distance Learning Charter School Board of Trustees recognizes that suicide is a major cause of death among young people and that all suicide threats must be taken seriously. The school’s Administrator or designee shall establish procedures to be followed when a suicide attempt, threat or disclosure is reported. Counselors and the School Nurse shall also provide training for students, parents/guardians and staff to help them recognize the warning signs of severe emotional distress and take preventive measures to help potentially suicidal students.

Staff shall promptly report suicidal threats or statements to the Administration, Counselors, or School Nurse, who shall promptly report the threats or statements to the student’s parents/guardians. These statements shall otherwise be kept confidential. In addition, if a student self-reports that they are considering suicide, demonstrates any suicidal ideation or reports are received by any school member that another student may be suicidal, they will automatically be referred to the Student Assistance Program (SAP).

Technology and Internet Appropriate Usage Policy

The use of technology is a privilege and an important part of the overall curriculum of the school.

PDLCS does not warrant that technology resources will meet any specific requirements the student, or other users may have, or that they will be error free or uninterrupted. PDLCS will, from time to time, make determinations on whether specific uses of technology are consistent with school policies for students and school employees. PDLCS always reserves the right to monitor and log technology use, to monitor file server space utilization by users, and to examine specific network usage (as may be deemed necessary) for maintenance, safety or security of the technology resources or the safety of the user. It is the policy of PDLCS to:

- Annually require students and parents to sign the Technology and Internet Acceptable Usage Policy;
- Prevent user access over its computer network to receive or transmit inappropriate material via Internet, electronic mail, or other forms of direct electronic communications;
- Prevent unauthorized access and other unlawful online activity and damage to school resources;
- Prevent unauthorized access and other unlawful online activity and/or damage to school resources;
- Prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and
- Comply with the Children’s Internet Protection Act [Publ. L. No. 106-554 and 47 USC 254(h)].

The Google G Suite for Education is utilized across all aspects of the school for educational purposes in grades K-12. This account will potentially provide the student’s name to Google G Suite Applications and other third party applications. Parents/Guardians consent to the creation of a Google G Suite account for all students by the School to be utilized for school communication, lesson activity completion and as a means for logging into third party educational applications that utilize a Google account single sign on protocol.

Weapons Policy

The PDLCS Board of Trustees recognizes the importance of a safe school environment relative to the educational process. Possession of weapons in the school setting is a threat to the safety of students and staff and is prohibited by law.

Purpose

Weapons serve no educational purpose. The Board of Trustees directs that any student of PDLCS found to be in possession of a weapon at a school related function shall be subject to discipline as outlined herein.

Definitions

Weapon - the term shall include but is not be limited to any knife, cutting instrument, cutting tool, martial arts device, firearm, air rifle, pistol, slingshot device, explosive device, replica of a weapon, and/or any other tool or instrument capable of inflicting serious bodily injury.

According to statute, “weapon” shall be defined as a device, instrument, material or substance (animate or inanimate) that is used for, or is readily capable of, causing death or serious bodily injury, except that such term does not include a pocket knife with a blade of less than 2 ½ inches in length.

Possessing - a student is in possession of a weapon when the weapon is found on the person of the student, in the student’s vehicle, under the student’s control while on school property or on property being used by the school, at any school function or activity (testing locations or field trips) , or at any school event.

Prohibited Activity

Any student of the school who is in possession of a firearm, explosive, or weapons as defined herein, at any school function or activity, including school authorized events held away from school property, shall be in violation of this policy.

Investigation Procedures

An investigation based upon reasonable suspicion requires specific objective facts that reasonably lead one to believe that the individual in question is in possession of a weapon(s).

When determining if there is reasonable suspicion, there are some factors that a school official may consider. These factors include the student’s age, history and school record, the prevalence of weapon(s) in the school, the importance of not delaying the search, the value and reliability of the school official’s information, and the school official’s personal experiences with the student.

Only areas and spaces that could potentially contain a weapon may be searched. This is called the “scope of the search”. If there is reasonable suspicion that an individual is in possession of a weapon, a police officer should be summoned to conduct the search.

- School officials should only search individuals of the same gender.
- The individual should be moved to a private area in which the search should take place. Such search should be witnessed by one individual who should note all of the surroundings and circumstances as well as all of the actions that take place.

- The police officer will pat-down the individual in a manner consistent with all applicable Federal and State laws and guidelines as well as the officer’s training.
- If the search of the individual and/or his/her belongings does not reveal any weapon(s), then all removed items will be returned to the individual. The search is complete.
- If the search reveals any weapon(s), the police officer will immediately confiscate the item(s) and take appropriate action.

After the search is completed, the site employee shall notify and/or summon:

- Local police;
- PDLCS Chief Executive Officer and Principals;
- Parent(s) or guardian(s) of any student(s) involved in the violation;
 - Any employee at the site of a school related activity, upon learning of a possible violation of this policy, shall immediately notify the school’s Administration of the violation and the identity of the student(s) involved.
 - After the Administrator has confirmed the violation of the policy, he/she shall immediately notify the student(s) and the parent(s) or the guardian(s) of the student(s) in writing that the student(s) is/are suspended from school as outlined in the “Penalties” provisions of this policy.
 - The Administrator shall be directly responsible for investigating the violation on behalf of PDLCS with the requested assistance of other school personnel.

Penalties

PDLCS shall expel for a period of not less than one (1) year any student who violates this weapons policy. Such expulsion shall be given in conformance with formal due process proceedings required by law. The school’s Administrator may recommend modifications of such expulsions on a case-by-case basis.

In the case of an exceptional student, the school’s Administrator shall take all necessary steps to comply with the Individuals with Disabilities Education Improvement Act (IDEIA).

Reenrollment to School

Before any student found in violation of this policy may be reenrolled to school, a conference involving parents and school officials shall be held to determine if any remediation and/or guidelines for reenrollment are necessary.

As a condition of Reenrollment to PDLCS, the following items shall be considered:

- Recommendation for outside counseling;
- Referral to the Student Assistance Program;
- Referral to a school counselor.

Any student discovered, without previous plan or knowledge that he/she is in possession of a weapon as defined, shall:

- Immediately report the weapon to a school official;
- Not be in jeopardy of the discipline code unless it can be shown the student had knowledge of the weapon prior to his/her admitted discovery.

Enrolling Students

When the school receives an application from a student who was previously expelled from a Pennsylvania public school for an offense involving a weapon, PDLCS will not accept the student during the expulsion period without prior approval of a PDLCS Administrator.

School Records

Student records are directly accessible only to the professional staff and to the students' parents until the student reaches eighteen years of age. Parents have the right to review records, and a request for that viewing should be made through the Administrator.

An official cumulative record is maintained for each student. Recognizing students' rights for privacy, this record shall contain only verified information of recognized importance.

Release of Records

School records are only released to another school upon request from that school stating that the student is now enrolled in that school, from a signed release by the parent or guardian or as otherwise required by law.

Updates

To keep the student's records up to date and for times of emergency, parents must keep PDLCS informed of any address, and/or telephone changes that may occur during the school year. Parents are required to provide at least one working phone number at all times.

Requests for Records

The Records Department will request the student's records upon completion of the enrollment process. Pennsylvania mandates that the requested records must be received within 10 days. If the

records are not received within 10 days, the local law enforcement agency will be notified. The requirement in Pennsylvania that records must be received in a given time comes from school mandates relating to missing children.

Student Directory Information

It is the policy of the PDLCS not to release any personal information such as names, home address, and phone numbers to outside agencies or requesting parties without the direct written consent of the parent or as otherwise required by law. If the parent authorizes release of this information, a completed Authorization to Release Information Form must be on file in the student's record folder.

Access to Student Recruiting Information

All local educational agencies (LEAs) must provide to military recruiters or institutions of higher education, upon request, access to secondary school students' (i.e., juniors and seniors) names, addresses and telephone listings. The state military affairs law requires the release of directory information consisting of a list of senior male and female students by name, home address and telephone number. The list will be compiled by the first day of the academic year in which the senior students will graduate. Additionally, parents are notified that the school routinely discloses names, addresses, and telephone numbers to military recruiters upon request, subject to a parent's request not to disclose such information without written consent. Please contact your child's counselor if you would like to opt-out of the public, non-nonconsensual disclosure of directory information. You must contact the counselor and submit the opt-out form no later than the first day of the academic year in which the senior students will graduate.

Parents' Rights

Teacher Qualifications

PDLCS will annually notify parents of their right to request the following regarding their child's teacher(s): 1) licensure and certification information emergency or provisional status educational background; 2) qualifications of Instructional Aides.

Title I LEA and School Parent and Family Engagement Policy

The Title I program of PDLCS will foster and enhance parent/involvement in the school. PDLCS wants to involve parents in their children's learning and to form an open line of communication between school and home. This will be accomplished through the following programs, activities and procedures that will be planned and implemented with meaningful consultation with parents and families. This policy was

- Developed jointly with and agreed upon by parents and family members of Title I children;
- Written in an understandable format and provided in a language parents can understand;
- Distributed to all parents and family members of Title I children;
- Made available to the local community;
- Updated annually to meet the changing needs of parents, family members and the school.

Commitments:

1. PDLCS will hold an Annual Title I Meeting. Parents have the opportunity to review Title I programs and provide input into the planning process during the annual Title I meeting held at the school during flexible dates and times. Additionally, parents' rights and Title I requirements will be discussed. Information about the Title I program will be included in the student handbook.
2. Parent/Family meetings, events, conferences, etc., will be offered at different times of day to encourage as much parent participation as possible.
3. Parent and family members will be involved in the planning, review and improvement of this Parent and Family Engagement Policy through Title I meetings and written and verbal feedback opportunities.
4. Parents and family members will be involved in the planning, review and improvement of the Title I program and Family Engagement through Title I meetings. For parents and family members who cannot attend the meeting, they will be offered other opportunities to provide feedback, including surveys, etc.
5. PDLCS will provide parents and family members with timely information about the Title I program, a description and explanation of the high-quality curriculum at the school, and forms of assessments used to measure student progress. PDLCS will provide, if requested by parents, opportunities for regular meetings to formulate suggestions and to participate, as appropriate, in decisions relating to the education of their children and respond to any such suggestions as soon as practically possible.
6. PDLCS will involve parents and family members in the joint development of the Schoolwide Program Plan.
7. A school-parent compact will be jointly developed with parents and family members. The compact outlines how parents/family members, the entire school staff and students will share in the responsibility for improved student achievement. The compact will be reviewed at Title I meetings and distributed in the Fall or when students enter the Title I program, and included in the student handbook.

8. PDLCS will address the importance of communication between teachers and parents/family members on an ongoing basis. Opportunities for communication include:
 - a. Parents are informed about school activities and events through interim progress reports, report cards, mailings, email correspondence, school announcements, parent newsletters, parent/teacher conferences and informal personal and telephone conferences.
 - b. Reasonable access to staff, opportunities to volunteer on any given day of the week and participate in the child's class and observation of classroom activities.
 - c. All parents in grades K-12 are scheduled for a mid-year parent-teacher conference. At any other time, a parent may ask to schedule a conference with the student's teacher(s) or an administrator.
 - d. Ensuring regular two-way, meaningful communication between family members and school staff and to the extent possible, in a language that family members can understand.
9. PDLCS will provide assistance to parents and family members in understanding the challenging State academic standards, State and local academic assessments and how to monitor a child's progress and work with teachers to improve the achievement of their children. PDLCS will also provide assistance materials and training to help parents work with their children to improve their children's achievement, such as literacy training and using technology including education about the harms of copyright piracy, as appropriate, to foster parent engagement.
10. PDLCS will education teachers, support personnel and other staff, with the assistance of parents/family members, in the value and utility of contributions of parents and family members, and in how to reach out to, communicate with, and work with parents and family members as equal partners, implement and coordinate parent programs and build ties between parents and family members and the school.
11. To the extent feasible and appropriate, PDLCS will coordinate and integrate parent and family engagement programs and activities with other Federal, State and local programs.
12. PDLCS will ensure that information related to school and parent programs, meetings, events, and activities is sent to parents and family members in a format and to the extent practical, that family members can understand.
13. PDLCS will provide opportunities for the informed participation of parents and family members (including parents and family members who have limited English proficiency, parents and family members with disabilities, and parents and family members of migratory children) in the Title I program.

Conferences

Parents have the right to request at any time conferences referring to the cumulative progress of the student with an Administrator.

School Contacts with Non-Custodial¹ Parents

Access to student records will be in accordance with the Family Educational Rights and Privacy Act of 1974 and other relevant Federal and State laws as pertaining to the release of records. Upon request, non-custodial parents shall be entitled to exercise all parental rights to the extent that such rights are not restricted by a legally binding instrument or court order.

If there is a court order concerning legal custody of a child, the information must be shared with PDLCS and filed in the child's cumulative record.

Special Education

PDLCS fully complies with state and federal laws regarding the education of students with disabilities. In the event that a parent, or a teacher, suspects that a child may have a disability, instructional intervention strategies will be provided through the Response to Intervention Team. When it has been determined that intervention strategies have not been successful, and the child continues to demonstrate a learning deficit, a multi-factored evaluation may be conducted to determine if the child does have a disability. PDLCS shall comply with all mandated timelines to complete the evaluation process.

When a child is identified as having a disability, an IEP will be provided to meet the specialized needs of the child. As a distance-learning school that relies upon parent educators, PDLCS may deliver educationally appropriate services to students with an IEP using methods that differ from those used at traditional public schools. These methods and services will be determined by the IEP Team. It is the responsibility of the student's parent to take his/ her child to a location specified by PDLCS, for state-mandated standardized testing and other purposes, including certain special education related services.

Policy and Procedure for Parental Complaints

Any parent may file a complaint regarding a violation of school policies, regulations, rules or procedures or federal, state or local law to the Board of Trustees of PDLCS by filing the same in writing with the School Administrator. To file a complaint with the Administrator, the parent shall deliver the written complaint containing:

¹ A non-custodial parent refers to the parent who does not have physical custody of the child, but does have the right to information about the child's education.

- The student's and parent's name (anonymous complaints will not be processed);
- The signature of the complainant;
- The complainant's name and phone number;
- The specific violation of school policy, regulation, rule and procedures, and/or federal, state or local law. The complaint may be delivered in person or by U.S. Mail properly addressed to PDLCS in care of an Administrator.

Upon filing of any complaint, PDLCS will do the following:

- Date stamp the complaint upon receipt;
- Notify the President of the Board of Trustees and the Board's attorney;
- Send a letter of acknowledgement to the complainant within 7-10 business days. The letter should address the general procedures that will be followed.
- Conduct an investigation as directed by the President of the Board of Trustees. This process may include the following:
 - Collaborating with other offices, employees and personnel within the school;
 - Conducting a telephone or personal interview and/or conference(s) with complainant and other necessary parties; and/or
 - Sending written correspondence.
- The Administrator will inform the President of the Board of Trustees of the investigation process and findings.
- The investigation will be based on fact and findings specific to the allegation(s) stated in the complaint. (The reason for the decision will be outlined in the letter of findings.)
- The Board of Trustees, or its representative, will issue a letter (or approve the letter) to the complainant of:
 - Compliance – (findings were unsubstantiated and school has complied); or
 - Non-Compliance – noting the areas of non-compliance, recommending possible changes/technical assistance and requesting that the school respond to the complainant with a corrective action plan letter within 10-15 business days. All documentation of the complaint, findings and any corrective action plan(s) must be placed in the appropriately market complaint file for closure.

Withdrawal

It is against Pennsylvania state code for a student to be simultaneously enrolled in PDLCS and another school district; therefore, the parent is responsible for contacting the PDLCS Records Department before his/her student enrolls in another public school. It is critical that parents send

PDLCS a written request for withdrawal as soon as the decision to withdraw a student has been made.

To withdraw a student from PDLCS, the parent must contact the School to obtain the necessary forms, sign and submit the forms to PDLCS Records Department. This signed form gives official notice of the child's withdrawal and grants permission for PDLCS to send records to the student's new school. Except as prohibited by law, the student's grades and credits will not be released until all obligations are met, including the return of all textbooks, equipment, and materials as detailed in this handbook. PDLCS will contact the family via telephone to discuss the reasons for the withdrawal and what steps may be taken to keep the student enrolled in PDLCS.

Should a student decide to return to PDLCS, the enrollment process will be the same as for newly enrolled students and required documentation must be received prior to enrollment.

PDLCS has an obligation under Pennsylvania Law to immediately initiate proceedings to withdraw a student in the event that said student, without a legitimate excuse, fails to participate in 10 consecutive school days (the equivalent of 55 Continuous Educational Learning Hours of curriculum-based educational learning) during any academic year.

REQUIRED ANNUAL NOTICES

Student Records

It is the intent of this Annual Notice and policy to inform parent/guardian(s) and eligible children (i.e. students 18 and older) of their rights relevant to their privacy rights in the collection, maintenance, release and destruction of these records as required by the *Family Educational Rights and Privacy Act (FERPA)*, 20 U.S.C. '1232g. 34 C.F.R. part 99.

Annual notice of this policy is provided on the PDLCS website, in Student and Family Handbooks, and is available at the school.

The different categories of information maintained by PDLCS are as follows; educational and health records, personally identifiable information and directory information. Information known as directory information can be released without consent. Parents may opt out of this by requesting in writing to the school principal that some or all directory information not be released. In addition, photographs, audio, videos may be used in publications, websites, or social media highlighting various school activities or coverage of school events. If you do not wish your child to be photographed or videotaped for these purposes, you must inform PDLCS principal in writing.

Educational Records include records directly related to a student that are maintained by Pennsylvania Distance Learning Charter School (PDLCS). The educational records of PDLCS students may include all of the following (this list is not intended to be exhaustive): grades, standardized test results, student evaluation reports, samples of student work, records transferred from sending schools, discipline records, medical records and any other records created and maintained by the school district directly related to the student. Educational records do not include communications with legal counsel that are attorney client privileged. Educational records do not include records maintained solely by the creator for their personal use, not shared with others. The contents of a student's educational file shall be determined by the District unless a specific parental request is made or a complaint is made consistent with this Notice

PDLCS shall permit the parent/guardian(s) of a student or an eligible special education student, who is or has been in attendance in the school, to inspect and review the education records of the student upon written request. The school will comply with a written request to review records within a reasonable period of time (never to exceed 45 calendar days from the date of written request) after the request has been made. When there are special cases and where necessary, a parental request to review records will be granted and arranged as soon as possible. Visits to review a student's records shall be arranged and facilitated by a Principal or designee, or any party selected by the school, for the purposes of security and assistance in explaining or interpreting the data. The right to inspect and review education records includes:

1. The right to a response from PDLCS to reasonable requests, made in writing, for explanation and interpretations of the record; and
2. The right to obtain copies of records from PDLCS where failure of PDLCS to provide the copies would effectively prevent a parent or eligible student from exercising the right to inspect and review the educational records (e.g. where the parent lives too far to come review the records personally). *A reasonable fee of \$0.25 will be charged per page for duplicate copies of documents already provided to parents/guardians.*

In accordance with FERPA, PDLCS will not produce or compile documentation that does not already exist.

It is presumed by the school that both natural parent/guardian(s) of a student has authority to inspect and review the educational records of the student at the school in the conference room by appointment unless there is evidence that there is a legally binding instrument, or a State law or court order governing such matters as divorce, separation or custody, which provides to the contrary. A school designee will sit with the parent when the parent reviews the records in a private conference area of the main office.

Under federal law, parental consent is not required for the release of Directory Information, which is information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

PDLCS designates the following as **Directory Information**: information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

(a) Directory Information typically includes, but is not limited to, the student's name; address; telephone listing; date and place of birth; dates of attendance; participation in officially recognized activities and sports.

(b) Directory Information does not include a student's:

(1) Social security number; or

(2) Student identification (ID) number, except as provided in paragraph (c) of this section.

(c) Directory Information includes a student ID number, user ID, or other unique personal identifier used by the student for purposes of accessing or communicating in electronic systems, but only if the identifier cannot be used to gain access to education records except when used in conjunction with one or more factors that authenticate the user's identity, such as a personal identification number (PIN), password, or other factor known or possessed only by the authorized user.

A written record of this information, or electronic copy of the same, including grade level completed and year completed, may be maintained at least 100 years after a student attains age 21. A parent/guardian or eligible student may notify the school in writing of their refusal to allow the school to release directory information without prior consent. Such written refusal for consent must be sent to the Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 .

The school is required to release student directory information (access to names, addresses, and phone numbers of high school juniors and seniors) to **military recruiters and college admissions officers**. The law requires high schools to release information to colleges or other higher learning institutions upon request. Any parent/guardian or student who has reached age eighteen may notify the School **in writing of their refusal** for this information to be released. Letters seeking the withholding of information to military recruiters should be sent to: The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Per federal guidance, **student medical records**, maintained by the nurses' office, are considered educational records and will be shared with staff who the school determines has a legitimate educational interest in the information and a need to know medical information to protect the safety and health of the student. **Once provided to the School, specific parental consent will not be sought to share information on a need to know basis. Parental requests to maintain the confidentiality of specific medical information must be made in writing to the nurse's office.** Requests for complete confidentiality of medical information will be granted at the discretion of the nurse. These requests will be granted unless dangerous to the student.

If an agency reports a crime committed by a student with a disability, the school will ensure that copies of the special education records and disciplinary records of the student will be transmitted properly and only to the extent possible that the transmission is permitted by the Family Educational Rights and Privacy Act.

The school can communicate about sex offenders from agency to agency.

The school shall obtain the written consent of the parent(s)/guardian(s) of a student age eighteen before disclosing Personally Identifiable Information, other than directory information, from the education records of a student to a third party. Consent is not required where the disclosure is to the parent/guardian(s) of a student who is not an eligible student or the student himself or herself.

Personally Identifiable Information for Educational Records

The term includes, but is not limited to:

(a) The student's name;

(b) The name of the student's parent or other family members;

(c) The address of the student or student's family;

(d) A personal identifier, such as the student's social security number, student number, or biometric record;

(e) Other indirect identifiers, such as the student's date of birth, place of birth, and mother's maiden name;

(f) Other information that, alone or in combination, is linked or linkable to a specific student that would allow a reasonable person in the school community, who does not have personal knowledge of the relevant circumstances, to identify the student with reasonable certainty; or

(g) Information requested by a person who the educational agency or institution reasonably believes knows the identity of the student to whom the education record relates.

Uses of Personally Identifiable Information

The school may disclose Personally Identifiable Information from the education records of a student without written consent of the parent/guardian(s) or the student or the eligible student in several situations. (See 34 C.F.R. § 99) Some important examples of when no consent to release information include (list not exhaustive):

1. To other school officials, including teachers, guidance counselors, nurses, and Intermediate Unit personnel within the School who have been determined by the School to have legitimate educational interests or are providing instruction or services to students. The School has determined that all school employees involved in the direct supervision of a student (academic or non-academic) (including support staff) have a legitimate education interest in academic and health related student information if the information is necessary to ensure appropriate fulfillment of their professional duties and to ensure the health and safety of the student.
2. To officials of another school or school system or post-secondary schools in which the student seeks or intends to enroll, subject to the requirements set forth in 99.34. Parents may request a copy of the record sent.
3. To appropriate parties in a health or safety emergency, subject to the conditions set in 34 C.F.R. § 99.36, if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
4. Information designated by the School as Directory Information.
5. Generally, schools must have written permission from the parent/guardian or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - Specified officials for audit and evaluation purposes
 - Appropriate parties in connection with financial aid to a student
 - Organizations conducting studies for or on behalf of the school
 - Accrediting organizations
 - To comply with a judicial order or lawfully issued subpoena
 - State and local authorities, within the juvenile justice system, pursuant to specific state law
 - Contracted, consultant, volunteer, or other party to whom an agency or institution has outsourced institutional services or functions may be considered a school official under this paragraph--

(1) Performs an institutional service or function for which the agency or institution would otherwise use employees;

(2) Is under the direct control of the agency or institution with respect to the use and maintenance of education records; and

(3) Is subject to the requirements of 34 C.F.R. §99.33 (a) governing the use and redisclosure of personally identifiable information from education records.

(ii) An educational agency or institution must use reasonable methods to ensure that school officials obtain access to only those education records in which they have legitimate educational interests. An educational agency or institution that does not use physical or technological access controls must ensure that its administrative policy for controlling access to education records is effective and that it remains in compliance with the legitimate educational interest requirement.

When providing records to authorized third parties, the school will make a reasonable attempt to notify the parent/guardian(s) of the student or the eligible student of the transfer of the records at the last known address of the parent(s)/guardian(s) or eligible student. Per state law, the school will not provide any notice of transfer of records of a student to a school in which a student seeks or intends to enroll.

The school maintains student records in locked filing cabinets within the confines of PDLCS. This storage space contains special education student records, student health records, 504 Student Service Plan records, etc. Current original special education records with psychological records are maintained in the Special Education Department. All school records of students (K-12) who were evaluated by the school psychologist(s) and found not to be non-exceptional are kept and are secured in the school(s)' offices. All records are kept in a secure location and access to files is limited.

PLEASE NOTE: PDLCS BOARD POLICY PROVIDES RESIDENT STUDENTS AND THEIR PARENTS WITH NOTICE THAT THE SCHOOL MAY DESTROY RECORDS UNDER THE FOLLOWING CIRCUMSTANCES AND TIMELINES:

a. Records that include a student's name, address, grades, attendance records, classes attended, grade level completed and year completed may be destroyed once 100 years have passed since the student's 21st birthday.

b. **Special Education records**, Section 504 records, Response to Intervention (RTI) records, and health records **may be destroyed once 7 years have passed from the date a student has graduated or reached graduation age** (if exiting the school before graduation) as long as there is no outstanding request to inspect and review the records and the records are no longer deemed useful to the school.

c. **Notice of destruction of these records is provided annually via this publication.** Educational records of a student are no longer needed by PDLCS to provide educational services at the end of one year following a student's graduation from PDLCS. A parent/guardian may submit a written request for the destruction of all education records at that time.

d. Destruction will proceed where parents or eligible students have not requested copies by July 1 of the year the records may be destroyed as per paragraphs *a* and *b* above. Parents or students over eighteen have the right to request a copy of their record before destruction.

Parents are reminded that copies of the records might be needed for the acquisition of Social Security benefits or for other purposes.

Amendment of Education Records

A parent/guardian or eligible student has the right to request amendment of a student's educational file if it is believed that any information is inaccurate, or in violation of a student's rights. The educational agency shall decide within a reasonable time whether to amend the record. If PDLCS decides not to amend the educational record it shall notify the parent/student of the right to and arrange an informal hearing. The hearing will be conducted by an official of the school without an interest in the outcome, who will be either the Right to Know Officer or their designee. The parent may present relevant evidence. The school will issue a written decision based on the hearing. Informal inquiries may be sent to: ferpa@ed.gov or ppra@ed.gov. The website address is: www.ed.gov/policy/gen/guide/fpcd

Complaints regarding violation of rights accorded parent(s)/guardian(s) and eligible students with respect to student records are to be submitted to the a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352. All complaints will be investigated and responded to in writing within a reasonable period of time. If complaints cannot be satisfactorily resolved by the school, complaints can be filed with the following

**Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-4605**

Questions regarding the above information or requests for a copy of the records policy may be referred to The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Screening and Evaluation

The PDLCS employs the following procedures for locating, identifying and evaluating the needs of school age students who may require special education programs and/or services. These procedures, as required by state regulation, are as follows:

As prescribed by Section 1402 of the Pennsylvania school code, PDLCS helps families make provisions for health screenings for kindergarten (K) through 12th grade students and new students without history of recent exams: Vision (Gr. K-12); Hearing (Gr. K, 3, 7 and 11 and any student with a known history of hearing loss); Mandated Physical Exams (Gr. K, 6, and 11); Dental Screenings (Gr. K, 1, 3, and 7); Scoliosis Screening (Gr. 6, 7) and Body Mass Index (BMI) screening (Gr. K-12).

Speech and language skills are screened in kindergarten and on a referral basis by speech clinicians.

Gross-motor and fine-motor skills, academic and social-emotional skills are assessed by the teachers and support staff. Screening activities include: review of group-based data such as cumulative enrollment and health records, report cards and

academic skills scores. Identified needs from these screening sources, as well as information obtained from parents and outside agencies, is assessed, noted within the student's record and discussed with parents.

PDLCS has intervention/prevention teams in place to support students as a pre-referral system. A **Student Academic Team** has been established as part of the pre-referral intervention process. The team consists of principal, guidance counselor, regular education teachers, reading specialists, school psychologist when needed and special education staff when needed. Parents are also part of this process and are contacted and strongly encouraged to participate in all phases of the Student Academic Team process. The Student Academic Team assists teachers and parents with supporting students who are experiencing academic, behavioral, medical, emotional and social skills difficulties.

The **Response to Instruction and Intervention (RTII)** model is utilized as part of the pre-referral intervention process. The MTSS-RTII team coordinates and oversees the MTSS-RTII pre-referral process. The team coordinates all meetings between parents and staff and identifies researched evidenced-based strategies that can be implemented in the regular education classroom setting for students who are at-risk. The MTSS-RTII team will develop appropriate academic goals that the students need to achieve in order to succeed academically in the regular classroom setting. The MTSS-RTII teacher also monitors the effectiveness of the instructional strategies that are utilized in the regular classroom environment. The teacher also works with students on study skills, organizational skills, preparedness, and will, on occasion, provide individual or small group focused tutoring sessions.

The **Student Assistance Program (SAP)** is an additional support used by the school to identify at-risk students. SAP teams are currently in place at the middle and high school levels. SAP is a cooperative effort with parents, utilizing the support staff, students, and community services. It is a proactive prevention/intervention program that attempts to provide intervention before school performance is seriously compromised. The SAP Core Team of individuals are trained in the SAP Model and focus on screening/intervention for student who may be experiencing drug and alcohol, depression, and/or family issues, and will make referrals to appropriate agencies or treatment facilities, aftercare for those returning from treatment, and crisis intervention as needed. If appropriate, a referral process is initiated at each building level through the Student Academic Team, Response to Intervention Team, and Student Assistance Teams, guidance departments, principal or the Department of Special Education. Assessment data is used by the team to meet the student's specific needs by recommending modifications or adaptations to the regular education program, creating interventions to address the problem and monitoring the student's response to intervention, or to document the need for further evaluation.

If it is determined that a student is in need of further evaluation, the student is referred for a multidisciplinary team (MDT) evaluation, which requires parent permission and includes parent input. Next, a "Permission-to-Evaluate Consent Form" is issued to the parent to sign giving the school district permission to conduct the evaluation. The school has 60 calendar days to complete the evaluation. After the evaluation is completed, an evaluation report is prepared which includes specific recommendations for the types of intervention necessary to meet the needs of the student and to determine the child's eligibility for special education services based upon a disability.

When the evaluation report is completed, parents are invited, if necessary, to a multidisciplinary team meeting to review findings and plan for the student's needs. After the MDT evaluation is completed, parents are given a Notice of Recommended Educational Placement/Prior Written Notice (NOREP), which they sign to indicate their agreement or disagreement with the recommendation.

Parents of students who suspect that their child has a disability and is in need of special education may request a Response to Intervention meeting or multidisciplinary team evaluation of their child through a written request to a PDLCS Principal.

You may find information regarding the appropriate developmental milestone descriptors for infants and toddlers at the Center for Disease Control (CDC) website: <http://www.cdc.gov/ncbddd/actearly/milestones/index.html> For additional information regarding the signs of developmental delays, please contact PDLCS, Director of Special Education, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 x105

Services for School Age Students with Disabilities

PDLCS provides a free, appropriate public education to students with disabilities according to state and federal rules. To be eligible, the child must:

- Be of school age.
- Have a disability *and* be in need of specially designed instruction.
- Meet eligibility criteria for one or more of the following physical or intellectual disabilities as set forth in the Pennsylvania State Standards: autism, deaf-blindness, blindness, visual impairment, emotional disturbance, specific learning disability,

other health impairment, traumatic brain injury, and speech/language impairment, orthopedic impairment, hearing impairment, deafness, multiple disabilities or intellectual disabilities. Services designed to meet the needs of eligible disabled students include:

- The annual development of an individualized education program (IEP).
- A triennial multidisciplinary re-evaluation for students with disabilities (except for those students with intellectual disabilities where evaluation remains biennial).
- A range of supports for students from itinerant level to supplemental level to full time level special education support within the school district or placement in a full-time special education disabilities class outside of the regular school.

The extent of special education services for disabled students and the location for the delivery of such services are determined by the parents and the district staff at the IEP team meeting and are based on the student's identified needs and abilities, chronological age and the level of intensity of the specified intervention. PDLCS also provides related services such as speech therapy, physical therapy, occupational therapy and assistive technology if they are required to enable the student with disabilities to derive educational benefits.

Prior to initiation of services, parents of a student with disabilities are presented a "Notice of Recommended Educational Placement/Prior Written Notice" (NOREP) with which they agree or disagree. If parents agree to the program outlined by the multidisciplinary team, the parent signs either the NOREP or NORA, and the program is implemented for the student. If parents disagree with the program being recommended, they have the right to request IEP facilitation, mediation and/or a due process hearing. Parents are issued "Procedural Safeguards" which outlines in detail their legal rights as a parent of a child identified as having a disability. If a child proves to have a disability or handicapping condition under PA Chapter 15 and the American Disabilities Act and it is determined the child is entitled to services and accommodations that are necessary to enable them access and safety when participating in programs and activities of the school, then a 504 Student Services Plan is outlined between the parent, district LEA and district staff. Parents are also given "Procedural Safeguards" for Chapter 15 504 Student Services Plans which outlines their rights as a parent of a student who has a disability and requires accommodations.

Detailed information regarding Chapter 14 Special Education, Chapter 711 Charter School and Cyber Charter School Programs for Children with Disabilities, and Chapter 15 504 Service Plan/Agreement procedures and services may be obtained by contacting a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Services for Students in Nonpublic Schools

Public school education may be accessible to resident students attending nonpublic schools on a dual enrollment basis in a special education program operated in a public school. A multidisciplinary evaluation which determines the child's eligibility for services must be conducted and, if eligible, an individualized education program plan (IEP) is developed. Parents of nonpublic school students who suspect that their child is disabled and in need of special education may request a multidisciplinary evaluation of their child through a written request to a PDLCS Principal or Director of Special Education.

Services for Protected Handicapped Students

The school will provide to each protected handicapped student without discrimination or cost to the student or family those related aids, services or accommodations which are needed to provide equal opportunity to participate in and obtain the benefits of school programs and extracurricular activities to the extent appropriate to the student's abilities. To qualify as a protected handicapped student, the child must be of school age with a physical or mental handicap which substantially limits or prohibits participation in or access to an aspect of the school program.

Services for protected handicapped students are distinct from those applicable to disabled students enrolled in special education programs. Protected handicapped students fall under Pennsylvania's Chapter 15, sometimes known by its federal name, Section 504 (of the 1973 Rehabilitation Act). In contrast, students with disabilities who qualify for special education services are covered by regulations contained in Pennsylvania's Chapter 14. While both Chapter 14 and 15 provide services to students, there are technical differences between the two. Additional information about evaluation procedures and provision of services to protected handicapped students is available by contacting a School Administrator.

Services for Preschool Age Children

Act 212, the Early Intervention Systems Act, entitles all preschool age children with disabilities to appropriate intervention services. Young children experiencing developmental delay or physical or intellectual disabilities are eligible for early intervention services if it is determined that they meet eligibility requirements.

The **Pennsylvania Department of Public Welfare** is responsible for providing services to infants and toddlers, defined as children from birth to three year of age. Contact the Early Learning Institute, 2510 Baldwick Road, Pittsburgh, PA, 15205-4104, 412-922-8322.

The Pennsylvania Department of Education is responsible for providing services to preschool age children from ages three through five. Contact the **Allegheny Intermediate Unit, Project DART**, 425 East Waterfront Drive, Homestead, PA 15120, 412-394-5941.

Confidentiality of Student Records

The privacy rights of parents and students are mandated by federal legislation known as the Family Educational Rights and Privacy Act of 1974 (FERPA - C.F.R. Part 99), most recently amended in November 1996, state regulations (Chapter 14-Special Education Services and Programs, Chapter 12-Student Rights and Responsibilities) and district policy.

Highly Qualified Teachers

All Pennsylvania public school teachers with primary responsibility for direct instruction in one or more of ESSA's core content areas are required to demonstrate that they satisfy the State's certification and licensure requirements. This requirement includes:

- Elementary level (grades K-6) teachers who teach all subjects to a particular grade;
- Middle- and secondary-level (grades 7-12) core content area teachers;
- Special education teachers who provide direct instruction in one or more core content areas;
- English as language (EL) teachers who provide direct instruction in one or more core content areas

Pennsylvania's Definition of Highly Qualified Teacher

PDLCS staff meets the Every Student Succeeds Act (ESSA) for highly qualified teachers. A highly qualified teacher, according to the United States Department of Education, is fully certified, has a bachelor's degree, a content area major and has passed a content area test. In addition, fully certified teachers in Pennsylvania have completed pedagogical course work in education, including student teaching. We take pride in the tremendous skill and dedication of our faculty and staff.

Please note that, as parents, you have a right to request and receive timely information regarding the professional qualifications of your child's classroom teacher. If you have any questions about our Title I Program or about your child's teacher, please feel free to contact a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090; 888.997.3352.

Parents' Right to Know

As stipulated in ESSA, parents/guardians may request information regarding the professional qualifications of their child's classroom teacher(s). Specifically, individuals have the right to ask for the following information:

- Whether the student's teacher has met state qualifying and licensing criteria for the grade level or subject he/she is teaching;
- Whether the teacher is teaching under emergency or other provisional status;
- The teacher's college major, the baccalaureate degree, and/or any advanced degrees earned by the teacher;
- Whether the child is provided services by paraprofessionals and, if so, their qualifications.

To obtain this information, please submit your request in writing to a PDLCS Administrator who oversees teacher/paraeducator certifications/qualifications. Each request should include the child's name, and his/her teachers' names. Please be certain to include your name, address and a telephone number at which you can be contacted during the day.

Pennsylvania Distance Learning Charter School

Attn: PDLCS Principal

2100 Corporate Drive

Wexford, PA 15090

888.997.3352

Surrogate Parents for Students with Special Needs

Surrogate Parent Program

Federal law establishes the right of a free and appropriate public education for all children with disabilities. To ensure that this right is realized for all such children, procedures are written into the laws to ensure that children with disabilities who are wards of the state, or whose parents are unknown, unavailable, or have had their parental rights legally terminated, have appropriate representation when educational programming decisions are made. This is provided through the recruitment, training and assignment of volunteer surrogate parents who represent the child during the educational process. In Pennsylvania, Intermediate Units have been given the responsibility of recruiting, training and assigning parents to children meeting the qualifications listed. PDLCS works with the Allegheny Intermediate Unit #3 in providing this service.

Identification of Children Eligible for Surrogate Parents

Special needs preschool and school-aged children receiving a free and appropriate education in a public school or an approved private school, who meet one of the following criteria, are eligible for the assignment of a qualified surrogate parent:

1. No IDEA parent can be identified;
2. The local educational agency, after reasonable efforts, cannot locate a parent;
3. The child is a ward of the State as defined by State law (Pennsylvania does not have a state law definition of ward of the State so this provision does not apply in Pennsylvania); or
4. The child is an unaccompanied homeless youth as defined in the McKinney-Vento Homeless Assistance Act (i.e., a youth who lack a fixed nighttime residence and are not in the care of a parent or guardian).

To be identified as being in need of a surrogate parent, the preschooler or school-aged child must have special needs, or be thought to have special needs, and be in need of special education services at PDLCS.

Qualification for Surrogate Parents

Surrogate parents must meet the following qualifications:

- Be a person of good character,
- Be at least 18 years of age,
- Possess reasonable abilities to make decisions regarding a child's educational needs,
- Be willing to acquaint themselves with the child's educational needs and with the special education system in the Commonwealth of Pennsylvania,
- Have no vested interest that would conflict with the primary allegiance to the child they are representing. The surrogate parent should not be an employee of the agency responsible for the care of the child,
- Foster parents may be considered if they meet all other qualifications,
- Have Act 33 and Act 34 clearances from the Commonwealth of Pennsylvania,
- Be willing to complete a training program conducted by the Allegheny Intermediate Unit.

Responsibilities of the Surrogate Parent

The surrogate parent is expected to act in place of a parent for the student concerning his or her educational program. This involves:

- Attending a planning conference to develop an individualized educational program
- Being familiar with appropriate procedures for due process and confidentiality of school records
- Receiving and responding to requests and notices concerning the evaluation and/or educational placement of the assigned student
- Making self familiar with the unique educational needs of the assigned student

The surrogate parent takes on certain quasi-legal responsibilities in order to serve the best interests of the child. The primary function is to represent the student in those circumstances in which decisions need to be made concerning the student's educational program or placement. It is necessary for the surrogate parent to receive considerable training to familiarize him or herself with all aspects of the

surrogate parent role. The demands of the role may be extensive and require the volunteer to make a significant commitment of time and learning in order to serve the best interest of the child.

If you are interested in being a surrogate parent for a child/youth with disabilities, please contact the Director of Special Education or Principal, at 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

English as a Second Language Services (EL)

In accordance with federal law and state regulations, the PDLCS must identify all students who have “limited English proficiency” (LEP). These students typically have a primary language other than English that is used in their homes. Students identified with a limited English proficiency are eligible for ESL instructional services to help them attain proficient skills in their use of the written and spoken English language.

All students must have a Home Language Survey completed by their parents prior to admission into the school district. This survey allows the PDLCS to identify possible LEP students. Our EL Coordinator will conduct a family interview as indicated by EL regulations of any student identified as possibly having a limited English proficiency and will facilitate services to students based on their level of need.

Parents or guardians who feel that their child may have a limited English proficiency should the EL Coordinator, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 for more information.

Title I Performance Report

The PDLCS receives Title I funds annually. This funding is used schoolwide to assist students who are below basic or basic in reading and math skills.

Title I Home-School Compact

The Pennsylvania Distance Learning Charter School, the families and the students agree that this compact outlines how the families, the entire school staff, and the students will share the responsibility for improved student academic achievement. This will serve as the means by which the school and families will build and develop a partnership that will help children achieve Pennsylvania's high standards.

School Responsibilities

PA Distance Learning Charter School will:

- Provide high quality curriculum and instruction in a supportive and effective learning environment that enables the participating children to meet Pennsylvania's Core Standards as follows:
 - All students will participate in the curriculum which is driven by Pennsylvania Core Standards. Students will be supported in a learning environment that provides multiple levels of instruction, considering a variety of learning skills. Supplemental resources will be provided to the students to enhance their curriculum and extend or reinforce learning.
- Hold parent-teacher conferences periodically over the course of the school year to discuss the individual child's achievement.
 - Parent-Teacher conferences will be held mid-year (February) for students in grades K-8 and as needed for students in grades 9-12. All parents may request a conference at any time to discuss their individual student.
- Provide parents with frequent reports on their child's progress.
 - All students in grades K-8 will receive quarterly report cards. Students in grades 9-12 will receive quarterly progress reports. Standardized assessment results will also be communicated and reported to parents.
- Provide parents reasonable access to staff.
 - Specifically, staff will be available for consultation with parents Monday – Friday between the hours of 7:30 a.m. – 3:30 p.m. by phone or email.
- Provide parents opportunities to volunteer and participate in their child's educational program as follows:
 - Parents may participate in their child's class by having access to the Student Information System (SIS) for communicating with school staff, accessing daily

lessons and recorded live learning sessions and having access to their child's Guidance Counselor course.

Parent/Guardian Responsibilities:

We, as parent(s)/guardian(s), will support our child's learning in the following ways:

- Ensure that my child is ready for school each day.
- Develop a schedule to monitor my student's attendance on a daily basis to ensure they are attending live classes and completing daily lessons and assignments
- Participate in as many meetings, conferences, trainings, etc., as possible to help make decisions related to my child's education
- Promote positive use of my child's extracurricular time
- Communicate with all classroom teachers concerning my child's academic progress
- Read daily with my child or ensure that my child is reading each day.
- Encourage a positive attitude towards school.

Student Responsibilities:

We, as students, will share the responsibility to improve our academic achievement and achieve the state's high standards in the following ways:

- Login to the school each day to complete my lessons in all of my courses.
- Attend live learning sessions on a regular basis.
- Believe that I can and will learn.
- Let my teachers and family know if I need help.
- Participate and try my best in standardized testing.
- Read at least 15-30 minutes every day outside of school time.
- Give my parent/guardian any notice or information received by me from my school.
- Keep a positive attitude towards school at all times.

Please sign on the appropriate line below, acknowledging that you have read and agreed with the above compact. Return this signed form to your teacher as soon as possible.

_____ Date

School

_____ Date

Parent/Guardian

_____ Date

Student

SIGNATURE PAGE

Pennsylvania Distance Learning Charter School PARENT/STUDENT INFORMATION HANDBOOK

The Parent/Student Handbook is available to all families who are enrolled in PDLCS. Please take the time to review the content with your child/children. We provide you with a copy of the handbook, but it is also available electronically.

The intent and the spirit of the handbook is what will help us create an emotionally and physically safe environment for all our children.

(Please call your child's teacher or Principal if you need any clarification or explanation).

"We have reviewed the PDLCS 2019-20 Parent/Student Handbook received from the school. We have discussed the content with our child/children."

PLEASE SIGN AND RETURN THIS FORM TO THE ENROLLMENT DEPARTMENT.

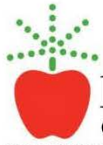
Thank you.

Printed Parent/Guardian Name

Parent/Guardian Signature

Printed Student Name

Student Signature



PA Distance Learning Technology Plan 2019-2020

Mission

The mission of PDLCS is to blend proven classroom teaching techniques with educational technologies to promote academic growth for all students

Introduction

As a blended learning model virtual school, teachers and staff, students and families rely on technology for synchronous and asynchronous learning opportunities, extra-curricular activities, special school assemblies and presentations, and regular communication within the entire school community.

PDLCS is committed to purposefully integrating the most current technologies to support student learning and academic growth. Processes have been carefully crafted to ensure regular review of programs that are currently used, and those that may or will be utilized in the future in order to provide an effective and engaging learning experience for all PDLCS students.

Student Information System

Currently PDLCS is using a student information system, Gradecast, built by Cloudcast Education. The school began utilizing this SIS software in the 2014-2015 school year. During the 2017-2018 school year, PDLCS completed a proposal and review process for SIS services, reviewing offerings from a variety of vendors. The process included a committee comprised of school staff, school administrators, and Board of Trustees representation tasked with reviewing each RFP and presentation. The consensus was to continue the relationship with Cloudcast and continue to use the Gradecast SIS. This contract is scheduled to expire at the end of the 2022-2023 school year.

Continuously, PDLCS staff and Administration work with the school's partners at Cloudcast to develop and upgrade the SIS in order to meet the unique needs of the school's virtual school environment. Development needs are reviewed and made on a quarterly basis or more frequently to meet the needs of the school and reporting requirements of Pennsylvania Information Management System (PIMS), and Office of Civil Rights.

Annual Training for Students and Staff

Each year students and staff participate in Digital Citizenship and awareness training. Using Common Sense Education curriculum, grade level homeroom teachers provide instruction for internet safety and appropriate interactions while online which includes social media.

Learning Management System

Having utilized a number of Learning Management Systems (LMS) in previous years, beginning with the 2017-2018 school year, PDLCS moved to Google Classroom as the primary tool for distributing learning materials and activities for classes in grades K-12.

Through careful review of the implementation, which included survey feedback and the current needs of students, parents, and teaching staff, the Administrative team decided that a move to a full LMS System independent of Google Classroom would be necessary for the continued success of our students. A committee comprised of the school Principals, the Director of Technology, Instructional Technology coaches, teachers, and other school leaders reviewed LMS options from Canvas, ItsLearning, Schoology, Blackboard and Abre. After completing the review process, the team selected Schoology as the LMS to meet the future needs of the students and teachers.

The transition to Schoology began in the 2019-2020 school year. Schoology is currently used for professional development, and selected teachers will be testing the program for pilot classes in the Spring semester of 2020. This small group of teachers and students, as a result of their testing, will develop specific professional development resources and will become teacher-leaders for the full implementation which is scheduled for the 2020-2021 school year.

G Suite

PDLCS utilizes an EDU domain through Google's G Suite for Education. The school relies on Gmail and Hangouts Chat for electronic communication, and utilizes the full selection of GSuite for Education apps for use by PDLCS students, parents and school staff. This includes file sharing through Google Drive, content creation through Docs, Slides, Sheets and YouTube, content filtering and student safety alert system through GoGuardian, and communications back-up and auditing through Google Vault.

Google Single Sign-on capabilities are utilized for other school contracted resources and services whenever possible.

Parent consent for all student users in grades K-12 is obtained through the acceptance of the school's Technology Acceptable Usage Agreement. This signed document is collected annually

through the enrollment process, and is considered a condition of enrollment due to the necessity of these technologies and programs in the school's blended virtual environment.

While the PDLCS technology and leadership teams constantly review products that offer similar services in the marketplace, there are no immediate plans to move away from G Suite and Google.

Live (Synchronous) Instruction

Live instruction is the integral component of our student learning experience. Live learning platforms must be compatible with student and teacher hardware, and provide the following functionality:

- Presentation/Slide Deck Sharing
- Video and Audio Presentation
- Text Chat and Private Chat communication tools
- Session Recording
- URL Sharing
- Screen Sharing
- Breakout Rooms

PDLCS is in a contractual agreement with the current Live Learning platform - OnSync by Digital Samba - through the end of the 2019-2020 school year, and the platform has been renewed annually since the partnership started in the 2017-2018 school year. The annual renewal policy allows the flexibility to review all available live learning programs to ensure that the school is utilizing the most appropriate platforms to support school initiatives and student learning.

Online Educational Resources

PDLCS teachers and students utilize the following online resources for curriculum, instruction, academic interventions, and/or assessment.

- Acellus
- Holt
- Study Island
- Vizzle
- IXL
- Worldbook
- MobyMax
- Creativity Express
- Nearpod
- Flocabulary
- eDynamics
- Pearson
- Keyboarding Without Tears

- Voces
- CodeHS
- Aimsweb
- Language Live
- NWEA/CPAA
- Scantron
- Star 360
- ParentSquare
- G Suite for Education

Teachers and other School Staff can submit requests for additional software and online programs through the annual Bill of Materials process. All requests are vetted and then approved or denied by the school administrative team that includes the School Principals, the Director of Technology, Instructional Technology Coaches, and other administrative staff members as needed. Teachers and staff are limited to the use of only vetted and approved resources. This process ensures compatibility of the programs with student and staff technologies, and compliance with CIPA, COPPA and FERPA.

Contracts with online resources are limited to a term limit of 1 year. The annual renewal policy allows the flexibility to review current and new programs to ensure that the school is utilizing the most appropriate resources to support student learning and other school initiatives.

Office Network

As a virtual school, students are not on-site, and do not connect to the school's Local Area Network. Connection to the full network is limited to school employees, through the school owned workstations and hardware.

Network Layout - Internet service is provided through a dedicated Fiber 1000/200 Mbps connection from DQE Communications LLC. Connected to the network are employee workstations, staff printers, wireless network adapters, Administrative school-owned cellular devices, Polycom Voip telephones, and a 3-D printer Device.

Network Hardware - Network Hardware consists of the following:

- Juniper Firewall
- Five (5) Juniper PoE 48-port Switches
- Five (5) Aerohive Wireless Network Adapters
- Comcast Voiceedge VoiP Telephone router
- Two (2) HP File Servers
- Six (6) UBS Battery back-up systems

To prevent hardware failures, and to ensure full compatibility with current computer technologies, Network Hardware may be replaced every three (3) years..

VPN Access - VPN Access to the school's network is limited to two users. No other VPN access is permitted.

Printers - Printers are leased through Precision Copier Services. Printers are placed strategically on each floor, and staff must utilize a security code to access print jobs to protect the security of student data that may be contained within these printed documents.

Certain administrative team members are provided with workstation printers to ensure the privacy of all student and school staff data.

Phones - Telephone service is provided by Comcast Business. This connection is powered by a dedicated Internet connection from Comcast. Each staff member is provided with a Polycom desk phone for their workstation.

Network Security - Workstation login passwords which provide access to the network file servers require three of the following conditions: Upper and lowercase letters, numbers and special characters. Passwords expire and must be changed every 60 days.

Wireless connectivity for school staff is limited to school-owned devices. Access is obtained through the subnetwork PADL-Internal, and is password protected. Staff are not provided with this password. Wireless connection for these devices is established by the Technical Support team, as needed.

Wireless connectivity for guests is available through password-protected subnetwork PADL-Guest. The password for this subnetwork is changed regularly to protect the network security.

Faculty Technologies

Faculty are provided with the following hardware to perform their specific job duties:

- Windows PC Laptop, with Windows 10 Pro Operating System.
- School Managed Chromebook
- Touch-screen Monitor
- Second extended desktop non-touch screen monitor
- High Definition Webcam
- USB Headset
- External wireless keyboard and mouse
- Hardware Docking Station

Faculty computer hardware is serviced by the school's contracted technical support service provider. Devices are upgraded and replaced after the 3-year life expectancy of the equipment

has elapsed. Devices that fail before that 3 year period has elapsed are repaired or replaced when necessary.

Staff may submit requests for additional hardware as needed by utilizing the established Materials Request process, or through the Annual Materials Request (BOM) process. Equipment requests are vetted and then approved or denied by the school administrative team.

Student Technologies

Every student enrolled in the school is provided with the necessary technologies to access online learning resources, and to complete assigned learning activities. Each student are provided with the following:

- 14 inch, touchscreen enabled Chromebook that is managed by the school through the school's padistance.org G Suite for Education domain management console.
- External monitor with HDMI connectivity to provide an extended desktop for students to complete learning activities.
- Laserjet Printer/Scanner that is Google Cloudprint enabled.
- Necessary computer peripherals including a headset with microphone, wired mouse, and HDMI cable.
- Students in grades K-8 are also provided with a tablet device to access the online asynchronous curriculum.

Student Chromebook Devices may be replaced after three (3) years of use to ensure the device's compatibility with the programs and resources utilized in instruction.

Recovery of the computer and printer/scanner/copier commences when any of the following occurs:

- A parent's written Notice of the Intent to Withdraw;
- A student's mandatory withdrawal after 10 consecutive school days of non-attendance;
- A student's graduation from PDLCS; or
- A student's expulsion

Within thirty days after four corresponding authenticated attempts of recovery have been made by an authorized PDLCS de-installer, a written notification is sent to the parent informing them that the following actions may be taken:

- A police report will be filed with the appropriate law enforcement agency to recover the computer, printer, accessories and all other Material and Property from the parent.
- A credit complaint against the parent may be filed with the three major credit-reporting agencies. Other legal action permitted by law and in equity may be taken to secure the return of the school's materials and property, including civil and criminal actions.

Content Filtering

PDLCS will use a content filtering service that will permit the filtering of web content on student and staff school-owned devices through the G Suite accounts and management console. This ensures student safety online even though students are not connected through the school network.

Content filtering that meets the industry standard for education is currently achieved through the use of GoGuardian.

Acceptable Usage Agreements

School staff and families are required to sign and acknowledge the Internet and Technology Acceptable Usage Agreements annually. The agreements provide assurances to protect students through CIPA, COPPA and FERPA compliance, and provide a safe online space that encourages student learning. The agreement also provides Parent consent for the usage of online programs that require such permissions for all students in grades K-12.

Full text of the Acceptable Usage Agreements are available in the Employee and Parent/Student Handbooks.

Technical Support

Technical Support services for school staff and students are provided through a third party vendor. Support personnel provide onsite services at the school offices, and are available to students and families by phone during regular school hours (7:30 am to 4:00 pm on school days) by telephone, 1-888-997-3352, option 2, or through other electronic communication methods such as email, chat, and online ticket submissions. Students and families may call to receive assistance with setting up or troubleshooting issues with school-owned and/or issued hardware, software, and websites.

PDLCS helpdesk staff will make every attempt to resolve issues remotely via telephone guidance, or by using software or apps to remotely access the student's computer. In the event that a computer or other hardware must be shipped back to the school for repair, the school will mail or email return shipping labels. Parents ensure shipping of equipment to the school upon receipt of the labels. Technical Support will repair or replace, and ship the hardware back to the student within one (1) business day of receipt of the equipment. Most initial repairs are completed at the school's expense. Families may be charged for repairs of obvious physical abuse of the equipment is evident, or when a pattern of repeated damage is evident.

Technical support services are provided by Cloudcast Computing. The current agreement expires on June 30, 2022.

Student Internet Access

Access to high-speed broadband Internet service is necessary for student learning in the PDLCS virtual blended learning environment. Families can receive reimbursement from the school for Internet services by applying for quarterly Internet Reimbursements.

In extenuating circumstances when families are unable to provide Internet connectivity, the school will provide service by issuing school-owned wireless internet hotspot devices.

Internet reimbursement forms are available to families through the school resource center and are sent electronically each quarter prior to the deadlines for submission.

Children Internet Protection Act Policy

****Information Provided Directly to us through our GoGuardian Offerings**

The information that we collect depends on the GoGuardian Offerings and features within those GoGuardian Offerings that a School uses. We collect some information directly from a School (e.g., information collected when signing up to use our GoGuardian Offerings) or directly from the School's students (e.g., browsing information). We also collect some information automatically (e.g., GoGuardian Offerings usage information).

School and School Official Information

GoGuardian collects the following information that we collectively label as "School Information":

School Profile Information: When an official of a School ("School Official") initiates contact through our Website for GoGuardian's Offerings on behalf of his/her School, we collect that School Officials contact information as well as information about his/her School relevant to purchasing and setting up our GoGuardian Offerings. This information includes the School Official's name, email address, and phone number, as well as the School's name, address, billing address, number of devices, number of students, and network configuration. If the School Official creates an account for GoGuardian's GoGuardian Offerings, the School Official must also create a GoGuardian password.

Authorized School Personnel: Following a School Official's establishment of a School account with GoGuardian, the School Official can use GoGuardian Offerings to add additional School personnel such as other School Officials and teachers (together, "Authorized School Personnel") from their School and designate their appropriate permission levels in GoGuardian Offerings.

Support Requests: Authorized School Personnel can submit requests about GoGuardian Offerings to our support center (e.g., GoGuardian's Support Center and GoGuardian's Help Center) through both our GoGuardian Offerings themselves and from our Website. When Authorized School Personnel submit support requests through these support centers, we receive these requests and associated contact information.

Additional Information About Authorized School Personnel: Depending on the GoGuardian Offerings and features selected by a School, GoGuardian Offerings can collect additional information about Authorized School Personnel, including chat messages between students and teachers using GoGuardian Teacher, GoGuardian-generated unique account identifiers, and other relevant unique identifiers (e.g., Google Classroom identifiers if School integrates Google Classroom with GoGuardian Teacher). This information may change if a School and/or Authorized School Personnel utilize new features and/or GoGuardian Offerings.

Personal Student Information

In providing our GoGuardian Offerings to Schools, we collect information that may, alone or in combination with other available information, be reasonably used to identify a current or former student enrolled in a K-12 School (“Personal Student Information”).

GoGuardian only collects Personal Student Information on school-managed devices and/or accounts where a School has already registered with GoGuardian and chosen to use GoGuardian Offerings. Schools in the United States must also provide appropriate consent and/or obtain consent to the extent required by applicable law, including the Children’s Online Privacy Protection Act (“COPPA”) and state student privacy laws, unless a relevant legal exception applies.

The Personal Student Information collected by our GoGuardian Offerings on behalf of a School depends on the particular GoGuardian Offerings and features selected by a School and the particular settings enabled or disabled by the School. Pursuant to such selection, the Personal Student Information that we collect includes:

Student’s School-Managed Account Information: GoGuardian’s Offerings collect a student’s School-managed account information: student’s name, email address, Google Profile ID, Google Image URL, and organizational unit as well as device identifiers necessary to associate a student with a certain device and settings. Additionally, GoGuardian may also need to associate a student with a particular teacher’s classroom by using a Google classroom identifier or other identifier.

Activity Information: Depending on a School’s currently selected GoGuardian Offerings, features, integrations and settings, GoGuardian may collect additional information about online account or activity, including chats (within GoGuardian Teacher), a student’s browsing history, IP address, online content, snapshots and key percentage variance (but not the actual inputs or sequence of inputs) to identify patterns like gaming.

Grade and Attendance Information: Depending on a School’s currently selected GoGuardian Offerings, features, integrations, and settings, GoGuardian may receive grade and attendance information.

Location Information: Using GoGuardian Admin, a School can collect the geographic location of devices for the purpose of locating and recovering its devices. GoGuardian Offerings can collect IP addresses while GoGuardian Offerings are active, no precise geographic login locations of mobile phones can be accessed or stored by GoGuardian.

The Personal Student Information collected may change if a School utilizes new features and GoGuardian Offerings.

Parent/Guardian Information

If a School chooses to utilize GoGuardian’s guardian feature (such as to enable a School to send important automated notifications to a parent/guardian about his/her child), GoGuardian may receive certain information about a student’s parent(s)/guardian(s). Specifically, GoGuardian may receive a parent’s/guardian’s name, email address, and optionally phone number from the School. To learn whether

your child's School is using this guardian feature or how to update a child's legal parent/guardian contact information, please contact your child's School and follow the instructions below in the section below titled "Requests from Parents, Legal Guardians, Eligible Students, and Authorized School Personnel".

Information We Automatically Collect through Our Offerings

Our Offerings automatically collect the following additional information that we label collectively as "School Log and Cookie Information":

Analytics Information and Event Information: Our Offerings automatically collect information through analytics services providers, including IP address, Internet service provider (ISP), date and time stamp, browser language, browser type, amount of time spent on particular portions of our Offerings, and/or other general usage data. Similar to other software, we also collect event information regarding how users interact with our Offerings. For example, we collect information about how much time users spend on certain features of our Offerings.

Log Information: We also collect log information such as service diagnostics and technical logging information, which may include IP address, login times to our Offerings, usage times of our Offerings, browser type, and browser configuration.

Device Information: We collect information about the devices that log into our Offerings, including type of device, device settings, and operating system.

Cookies: We use Cookies in our Offerings for the purposes described in our Cookies Notice.

How We Use Information Collected Through Our Offerings

We use School Information and Other School Information to:

Set up and provide our Offerings;

Analyze and improve our Offerings;

Respond to a School's and/or Authorized School Personnel's requests and to provide related support;

Administer and troubleshoot our Offerings;

send information to a School and Authorized School Personnel about how to use our Offerings and other important updates;

notify a School and Authorized School Officials about new features or Offerings that may be of interest to them, and similarly notify other Authorized School Personnel of new features or Products that may be of interest to them when residents of the United States or otherwise as permitted by law; help prevent fraud and to enforce the legal terms that govern our Offerings; to comply with applicable law and protect our and others' rights, safety and property; and follow further instructions of a School.

In accordance with our contractual obligations, we use Personal Student Information and Parent/Guardian Information to:

Provide, improve and analyze our Offerings and for legitimate educational purposes of the School; enforce the legal terms that govern our Offerings; comply with applicable law and protect our and others' rights, safety and property; and follow further instructions of a School.

At all times, Personal Student Information is the property of and under the control of a School, or as required by applicable law, Personal Student Information is the property of and under the control of the applicable eligible student, parent, or guardian.

We do not sell Personal Student Information. We do not use Personal Student Information to target advertisements or market to students or anyone else, to amass a profile about a K-12 educational student for a non-educational purpose, or for any purposes prohibited by the Family Educational and Privacy Rights Act (20 U.S.C. § 1232g; 34 CFR Part 99.3) ("FERPA"), California Business & Professions Code section 22584 ("SOPIPA"), and California Education Code section 49073.1. We will not use Personal Student Information for any purpose other than those required or specifically set forth in this Product Privacy Policy, our EULA, DPA, or any other agreement between a School and GoGuardian.

We will also use your Personal Student Information in accordance with applicable student privacy laws, including, as applicable, Connecticut's "Act Concerning Student Privacy".

If you are a Product User in the EEA, please see the "Notice to EEA and Other Non-US Residents" section for more information about how we use information and the legal bases for collecting information.

How We Share Information Collected Through Our Offerings

We may share or disclose information in the following ways:

Authorized School Personnel Access: Each School determines which Authorized School Personnel have access to the School's account with GoGuardian's Offerings and their permission levels.

Third Parties Supporting Our Offerings: We share information with our service providers that assist us in performing business-related functions that support our Offerings. For example, we use hosting services and customer service tools to help support our Offerings. When we employ another company to perform a function of this nature, we provide them with the information that they need to perform their specific function.

With School Permission or at School Direction: We may share or disclose information, including Personal Student Information, to third parties pursuant to a School's instruction or with a School's permission. For example, if a School chooses to integrate GoGuardian's Offerings with another third party company's products or services, then we will share information as instructed. With your permission, we may also share or disclose your name and other content through a testimonial video or quotation.

Protection of GoGuardian and Others: We may share or disclose certain information if we believe in good faith that doing so is necessary or appropriate to (i) protect or defend the rights, safety, or property of

GoGuardian or third parties, including to defend or enforce our Product Privacy Policy, EULA, or any other contractual arrangement; or (ii) to respond to claims that content violates the rights of third parties.

Legal Requirements: We may share or disclose certain information if we believe in good faith that doing so is necessary or appropriate to comply with any law enforcement, legal, or regulatory process, such as to respond to a warrant, subpoena, court order, or other applicable laws and regulations.

Business Transfer: We may share or disclose certain information, in connection with or during negotiations of any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. If such transfer is subject to additional mandatory restrictions under applicable laws, GoGuardian will comply with such restrictions. The successor entity will be subject to all applicable federal and state laws, including student privacy laws. In connection with such a transaction, we will also work to ensure that the successor entity has a commitment to student privacy.

De-Identified Information: We may use, share, or disclose De-Identified information (as that term is defined in our EULA) for various purposes such as product development, research, and marketing, in compliance with relevant laws. For example, we may use aggregate, anonymous data to publish an e-Book on Schools' most utilized online educational resources.

If you are a School or other Authorized School Personnel in the EEA, please see our Notice to EEA and Other Non-US Residents below.

How Long We Keep Information

We retain Personal Student Information as directed by the School:

School's Request for Deletion or Transfer of Personal Student Information: GoGuardian acts upon a School's documented instructions to delete Personal Student Information during and after all School licenses to GoGuardian have expired, unless we are required to retain such information to comply with our legal obligations with law enforcement, resolve disputes, or enforce our agreements. Upon instruction to delete Personal Student Information, GoGuardian will take reasonable efforts to delete and/or de-identify such information in a commercially reasonable amount of time under applicable laws. At the termination of all of the School's licenses with GoGuardian, GoGuardian and the School may agree to transfer the School's Personal Student Information back to the School. In that case, similar to deletion requests, GoGuardian will act upon a School's documented instruction to transfer the School's Personal Student Information to the School and take reasonable efforts to transfer such information in a commercially reasonable amount of time under applicable laws, unless we are required to retain such information to comply with our legal obligations, or with law enforcement, resolve disputes, or enforce our agreements. For Schools in the EEA, Personal Student Information will be deleted and transferred/porting according to the terms of the DPA or other agreement between the School and GoGuardian.

Deactivated Accounts: We may consider a School's account to be terminated 365 days after all of a School's GoGuardian licenses expire without use, reactivation, or renewal by the School. At that time, if a School has not requested deletion of Personal Student Information, we will automatically de-identify and/or delete the School's Personal Student Information within a commercially reasonable period of time

as long as that information is not necessary to comply with our legal obligations, resolve disputes, or enforce our agreements. All Personal Student Information retained will remain subject to our Product Privacy Policy that was in effect at that time — even after the deactivation of an account or termination of a contract.

We generally retain information other than Personal Student Information for as long as it may be relevant to the purposes above or as required or permitted by law. To dispose of any personal information, we may anonymize it, delete it or take other appropriate de-identifying steps. Please note that information may persist in copies made for backup and business continuity purposes for an additional period of time.

Your Choices about Information Collected through Our GoGuardian Offerings

You have certain rights and choices with respect to your information as further described in this section.

Your choices about School Profile Information and Other Information:

Promotional Communications: You can decline promotional communications at the point information is requested for such purpose (e.g., by checking the relevant box) or, by following the unsubscribe instructions on communications sent to you. You can also contact us as described in the “How to Contact Us” section below.

Cookies and Analytics. You can opt out from certain cookie-related and analytics processing by following the instructions in our Cookie Notice below.

California Rights: Under California law, California residents may annually request a list of the third parties to which a company discloses personal information for such third parties’ marketing purposes and the types of information disclosed. However, we do not disclose personal information to third parties for such third parties’ direct marketing purposes.

Your Legal Rights Under Local Law: Local laws (e.g., laws of the European Union) may permit an individual to request that we: (1) provide access to and/or a copy of certain information that we hold about that individual; (2) prevent the processing of that individual’s information for direct-marketing purposes (including any direct marketing processing based on profiling); (3) update an individual’s information which is out of date or incorrect; (4) delete certain information that we are holding about an individual; (5) restrict the way that we process and disclose certain of the individual’s information; (6) transfer an individual’s information to a third party provider of services; and/or (7) revoke an individual’s consent for the processing of his/her information. If your local laws provide additional rights, we will consider all requests and provide our response within the time period stated by applicable law. Please note, however, that certain information may be exempt from such requests in some circumstances, which may include if we need to continue processing an individual’s information for our legitimate interests or to comply with a legal obligation. We may request that an individual and/or School provide us with information necessary to confirm the individual’s identity before responding to your request. To exercise any of these rights, please contact us as described further in the “How to Contact Us” section below. In addition to those rights, an individual has the right to lodge a complaint with the relevant supervisory authority. However, we encourage the individual to contact us first, and we will do our very best to resolve the individual’s concern.

Your choices about School Information (Except School Profile Information), Personal Student Information, and Parent/Guardian Information:

Cooperation with Schools. We will assist the School in facilitating requests relating to Authorized School Personnel Information and Personal Student Information pursuant to the School's instruction as explained further in the "How Long We Keep Information Collected Through GoGuardian Offerings" or in the "Your Legal Rights Under Local Law" sections above.

Requests from Parents, Legal Guardians, Eligible Students, and Authorized School Personnel:

Review, Correction, and Deletion Requests. If a parent, legal guardian, eligible student, or Authorized School Personnel wishes to request a review, correction, deletion of Personal Student Information or School Information, he/she should contact the appropriate School Official of his/her or his/her child's School. GoGuardian will cooperate with the School to fulfill requests pursuant to the School's verification and instruction within a commercially reasonable amount of time and in compliance with relevant law. If you are Authorized School Personnel, please note that we may be required to maintain certain School Information if directed to do so by your School Official on behalf of your School employer or as needed by GoGuardian to enforce our legal rights.

Transfer Requests. GoGuardian Offerings allow Authorized School Personnel to download information on behalf of a parent, legal guardian, eligible student, or School Personnel. If GoGuardian Offerings do not cover the scope of the transfer request, GoGuardian will, following documented instructions from the School, honor the requests from the parent, legal guardian, eligible student, or Authorized School Personnel for the transfer of Personal Student Information or personal data of the Authorized School Personnel by utilizing the same guidelines as described above in "Review, Correction, and Deletion Requests" in compliance with and as required by relevant law.

Transfer Requests for Student-Generated Content. California law requires website operators to transfer student-generated content to the student's personal account when requested by an eligible student, parent, or guardian. GoGuardian Offerings are not used as the primary platform for students to submit their own content. To the extent that students in California, or in other states with similar transfer laws, submit their content on GoGuardian Offerings, the appropriate parent, guardian, or eligible student may submit a request to privacy@goguardian.com to transfer this information to him/her. Following verification of the requestor's authorization to receive the information (which may require verification by the requestor's School), we will provide the student-generated content that we have in a commercially reasonable amount of time in either a CSV or other mutually-agreeable format. Please note that we cannot guarantee retention of student-generated content.

How We Protect Your Information

GoGuardian takes the security and privacy of your School's data very seriously. For these reasons, GoGuardian has implemented various technical, administrative, and physical safeguards to protect your information, including specific training of our personnel authorized to access Personal Student Information and other information. These safeguards vary depending on the sensitivity of the information at issue.

GoGuardian is committed to preventing unauthorized access to our systems and data, and will investigate any possible occurrence. In the event of a breach of Personal Student Information, GoGuardian will comply with all relevant breach laws to assist the School or provide notification as required to you, a School, affected parents, legal guardians, eligible students, and regulators.

NOTICE TO E.E.A. AND OTHER NON-U.S. RESIDENTS

European Union (“EU”) data protection laws make a distinction between organizations that process personal data for their own purposes (known as "data controllers") and organizations that process personal data on behalf of other organizations (known as "data processors"). Depending on the particular circumstance, GoGuardian and your School may act either as a data controller or a data processor of your personal data. The laws in some jurisdictions like the EU also require data controllers to share the legal ground that they rely upon to use or disclose personal information.

GoGuardian as a Data Controller Vs. Data Processor

GoGuardian is considered the “processor” of School Information (except for School Profile Information), Personal Student Information and Parent/Guardian Information. GoGuardian collects, uses, shares and discloses this information as a processor on behalf of and at the instruction of the School controller, pursuant to our EULA and, if applicable, DPA. If you have a question or complaint about how your personal data is handled, please contact your School.

GoGuardian is considered the “controller” of School Profile Information and School Log and Cookie Information. GoGuardian as the data controller collects, uses, shares, and discloses this information as described above in this Product Privacy Policy. We retain the personal data contained in this information for as long as necessary to provide you with GoGuardian Offerings, or for other important purposes such as complying with legal obligations, resolving disputes, and enforcing our agreements.

Our legal grounds for using School Profile Information and School Log and Cookie Information are as follows:

Contractual Commitments: We use, share, and disclose information to honor our contractual commitments to a School.

Legal Compliance: We need to use, share, and disclose information in certain ways to comply with our legal obligations.

With Your Consent: Where required by law, and in some other cases, we use, share, or disclose information on the basis of consent.

Legitimate Interests: In many cases, we use, share, or disclose information on the ground that it furthers our legitimate business interests in ways that are not overridden by the interests or fundamental rights and freedoms of the affected individuals, such as customer service, analyzing and improving our business,

promotional activities, providing security for our GoGuardian Offerings, preventing fraud, and managing legal issues.

Information Transfer To The United States

GoGuardian Offerings are operated in the United States. If you are located outside of the United States, please be aware that any information that you provide to us will be transferred to and/or accessed within the United States. The recipients of information described in the relevant “How We Share Information” sections above may be located in the United States. This information may be subject to United States law, including laws that may require disclosure of personal information to government authorities.

European Union-United States and Swiss-United States Privacy Shield: GoGuardian has applied for and is pending certification with the EU-United States and Swiss-United States Privacy Shield as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of “personal data” (as defined under the Privacy Shield principles) from applicable European countries. GoGuardian has certified in its application that we adhere to the Privacy Shield Principles of notice, choice, purpose limitation, onward transfer, security, data integrity, access, recourse, liability, and enforcement for such personal data. To learn more about the Privacy Shield Framework, visit the Department of Commerce’s Privacy Shield list by clicking here. As required under the principles, when GoGuardian receives personal data under the Privacy Shield and then transfers it to a third-party service provider acting as an agent on GoGuardian’s behalf, we have certain liability under the Privacy Shield if both (i) the agent processes the information in a manner inconsistent with the Privacy Shield; and (ii) GoGuardian is responsible for the event giving rise to the damage.

Choices of International Users: Some international users (including those whose information we collect under the Privacy Shield) of GoGuardian Offerings have certain legal rights to access certain information that we hold about them and to request its deletion. Please see the “Choices about Information Collected through GoGuardian Offerings” section above for more information.

How To Contact Us and Dispute Resolution

How to Contact Us for Non-U.S. Residents: Individuals located outside the United States who have questions or concerns regarding GoGuardian’s Product Privacy Policy or practices may direct a complaint in writing to GoGuardian Privacy Officer, Liminex, Inc. dba GoGuardian, 200 Pacific Coast Highway, Suite 200 El Segundo, CA 90245. Tel: 888-310-0410 Email: privacy@goguardian.com. Within a reasonable time of receiving the written complaint, GoGuardian will review and address the complaint, as appropriate, and inform the individual of the results of such review and any steps taken to address the complaint.

Dispute Resolution for EU and Swiss Residents: Once our participation in the Privacy Shield framework is effective, if you are a resident of the EU or Switzerland and are dissatisfied with the manner in which we have addressed your concerns, you may seek further assistance, at no cost to you, from our designated Privacy Shield independent recourse mechanism, the JAMS Privacy Shield Program, which you can learn more about by visiting <https://www.jamsadr.com/eu-us-privacy-shield>. Residents of the EU or Switzerland may, in certain circumstances, elect to arbitrate unresolved complaints by invoking binding

arbitration pursuant to the Privacy Shield's Recourse, Enforcement and Liability Principle and Annex I of the Privacy Shield but prior to initiating such arbitration, you must: (1) afford us the opportunity to resolve the issue; (2) seek assistance via GoGuardian's recourse mechanism above; and (3) contact the U.S. Department of Commerce (either directly or through a European Data Protection Authority) and afford the Department of Commerce time to attempt to resolve the issue. Each party shall be responsible for its own attorney's fees. Please be advised that, pursuant to the Privacy Shield, the arbitrator(s) may only impose individual-specific, non-monetary, equitable relief necessary to remedy any violation of the Privacy Shield Principles with respect to the individual. GoGuardian is subject to the investigatory and enforcement powers of the U.S. Federal Trade Commission (FTC).

Cookies Notice

What are cookies?

Cookies are small text files stored on your computer that allow us to understand usage of GoGuardian Offerings. Cookies include cookies, Internet server logs, tags, Software Development Kit/SDKs, tracking pixels, and other similar tracking technologies. A number of Cookies that we use last only for the duration of your session, expiring when your session ends (the so-called "session cookies"). Other Cookies are used to help our systems recognize you if you return to GoGuardian Offerings and will thus be retained longer (the so-called "persistent cookies"). Some of the cookies used on our GoGuardian Offerings are set by us, and some are set by third parties that are delivering services on our behalf.

What types of Cookies does GoGuardian use and what data do they collect?

We use Cookies in GoGuardian Offerings that automatically collect information to:

understand usage of GoGuardian Offerings and to improve these GoGuardian Offerings;

authenticate your account; and remember your settings and account information.

We do not use any advertising Cookies in our Offerings and we do not place advertisements in GoGuardian Offerings.

What are my choices about Cookies?

You can learn more about how Cookies work and how to turn them off in your particular browsers. Please remember that if you replace, change or upgrade your browser, or delete your Cookies, you may need to use these opt-out tools again.

For information about Cookies used by the developers of these browsers, please visit:

Internet Explorer

Google Chrome

[Internet Explorer 9](#)

[Mozilla Firefox](#)

[Safari \(Desktop\)](#)

[Safari \(Mobile\)](#)

[Android Browser](#)

For controls specific to advertising and analytics services offered by Google, click here from each of your browsers.

Note About Do Not Track: Do Not Track (“DNT”): is a privacy preference that users can set in certain web browsers to inform websites and services that they do not want certain information about their webpage visits collected over time and across websites or online services. Some browsers do not recognize DNT settings. At this time, we do not recognize or respond to browser-initiated DNT signals because we do not track you across websites.

[Changes to this Privacy Policy](#)

We reserve the right to make changes to this Product Privacy Policy such as to reflect changes in the law, our data collection and use practices, and the features of GoGuardian Offerings. At the top of our Product Privacy Policy, we will indicate the date of the most recent update to this Product Privacy Policy. We will notify your School of material changes to the Product Privacy Policy on our Website, and make additional efforts to notify your School of material changes that impact the treatment of data collected via GoGuardian Offerings and/or via email. We will also obtain your School’s consent before any material changes to our Product Privacy Policy apply to your School where required by applicable law.

[How to Contact Us](#)

If you have questions or concerns, the best way to reach us is by emailing privacy@goguardian.com. You can also reach us by calling 888-310-0410 or by writing to Liminex, Inc. dba GoGuardian, Attn: Chief Privacy Officer, 200 North Pacific Coast Highway, Suite 200 El Segundo, CA 90245.

Additionally, please feel free to consult additional resources such as the ones listed below.

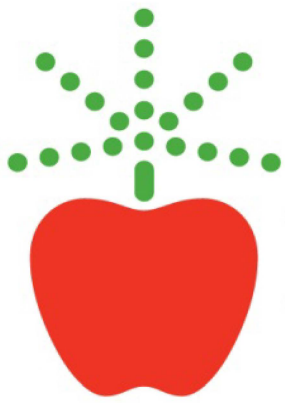
[Student Privacy Resource List:](#)

[Student Privacy Pledge](#)

[FERPA | SHERPA](#)

[Department of Education’s Privacy Technology Assistance Center \(“PTAC”\)](#)

[The Federal Trade Commission’s Complying with COPPA: Frequently Asked Questions](#)



PA Distance Learning
CHARTER SCHOOL

Parent/Student
Handbook

2019-20

CONTACT INFORMATION

Pennsylvania Distance Learning Charter School
2100 Corporate Drive, Suite 500
Wexford, PA 15090

Main Toll-Free Phone Number 1.888.997.3352

Enrollment – press 1

Technical Support - press 2

Counselors - press 3

Attendance – press 4

Special Education – press 5

Records – press 6

Testing – press 7

Shipping, School Materials, Internet Reimbursement, FLEx Funds – press 8

For other inquiries – press 0

Administration –

Homeless Liaison: Mrs. Desrochers, Director of Special Education –
ext. 105

Foster Care Liaison: Mrs. Rossetti, Chief Executive Officer – ext. 114

Right to Know Officer: Dr. Posney, Elementary School Principal –
ext. 150

Title IX (Office of Civil Rights): Mrs. Rossetti, Chief Executive Officer
ext. 114

School Safety & Security Coordinator: Mr. Kocuba, Director of
Technology – ext. 109

Main Toll-Free Fax Number 866.977.3527

Dear Families,

Welcome to the Pennsylvania Distance Learning Charter School family! Congratulations on making a choice to be actively involved in your child's education through our online educational model. We value the opportunity to partner with you in providing your child a supportive learning environment. We are confident that your decision to enroll in Pennsylvania Distance Learning Charter School is because you are seeking unique solutions for your family. Our service mission is to create a meaningful learning experience for all students and families. Thank you for selecting our school to be a part of your child's academic growth. Welcome!

Teachers, Administration, and Support Staff



2100 Corporate Drive, Suite 500
 Wexford, PA 15090
 Phone: 1-888-997-3352
 Fax: 1-866-977-3527

2019 – 2020 Calendar

July 2019

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Students - 0 days

August 2019

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Students - 5 days

September 2019

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Students - 20 days

October 2019

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Students - 22 days

November 2019

S	M	T	W	Th	F	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Students - 17 days

December 2019

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 14 days

January 2020

S	M	T	W	Th	F	S
						4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Students - 17 days

February 2020

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Students - 19 days

March 2020

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 22 days

April 2020

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Students - 20 days

May 2020

S	M	T	W	Th	F	S
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Students - 20 days

June 2020

S	M	T	W	Th	F	S
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Students - 4 days

Notes:

- July 4: Independence Day – School Closed

- Aug. 1: New Staff Reports

- Aug. 5: Current Staff Reports - Prof. Dev. Week

- Aug. 26 : First Day of School

- Sept. 2: Labor Day – No School

- Oct. 14: Columbus Day – No School

- Oct. 24: Open House

- Oct. 30 : First Day - Quarter 2

- Nov. 11: Veterans' Day – No School

- Nov. 27-Dec 2 : Fall Break – No School

- Dec. 3-13: Keystone Testing

- Dec. 23- Jan. 3: Winter Break – No School

- Jan. 20: Martin Luther King Jr. Day – No School

- Jan.23-24 : PD Staff Only – Students: No School

- Jan.27 : First Day Quarter 3

- Feb. 17: Presidents' Day – No School

- Mar. 31 : First Day – Quarter 4

- Apr 10 – 13: Spring Break

- Apr 20 – May 8: PSSA Testing

- May 11-22: Keystone Testing

- May 25: Memorial Day – No School

- Jun 4: Last Day of School

- June 6 : 2020 Graduation Ceremony

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INTRODUCTION

Welcome to the Pennsylvania Distance Learning Charter School. Throughout this Parent/Student Handbook, the school is referred to as “PDLCS” and the parent/guardian is referred to as “parent”.

Choosing a school for your child or children is an important decision. PDLCS places a great deal of responsibility on the parent and student to make distance-learning work. To better understand this responsibility, parents (and students 18 and older) who are enrolling or continuing enrollment at PDLCS are required to read this Parent/Student Handbook and to sign the Agreement Form found at the end of this document. By signing, the parent is stating that the handbook has been reviewed and that both the parent and student agree to the regulations and guidelines within the handbook.

Mission

The mission of PDLCS is to blend proven classroom teaching techniques with educational technologies to promote academic growth for all students.

Vision

PDLCS believes our first responsibility is to provide quality online educational opportunities. Our teachers, with the support of all departments in the school, are committed to building positive relationships with our families as we equip our students with the necessary tools to succeed. We want to be known as a school that fosters academic integrity and individual academic growth.

Shared Values

PDLCS believes in personalizing the learning experience for our students by providing a supportive online community. We believe all students will achieve academic growth when engaged in live learning sessions and daily online lessons with quality teachers and peers. We value adherence of public cyber school regulations and continuous professional growth of our staff as essential components to student achievement.

Non-Discrimination Policy

PDLCS accepts students of any race, creed, gender, gender expression, sexual orientation, disability or ethnic origin. PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability, immigration status or ethnic origin in the administration of its educational programs and activities.

Our Commitment

PDLCS is committed to providing a barrier-free learning environment. We strive to ensure access and opportunities for ALL students, believing that ALL students can learn. Through our culturally responsive teaching and personalized learning, we will transform the lives of our students.

ENROLLMENT

PDLCS does not charge tuition to parents or students. PDLCS will be in full compliance with open enrollment regulations and withdrawal requirements specified by the school's Charter and Pennsylvania Law. When demand exceeds space available (as determined at the sole discretion of the School's Board of Trustees), enrollment will be determined by a Lottery of all applicants in a given category, except that returning students and their siblings will be given priority over new students. After the Lottery is completed, those students not selected for enrollment will be placed on a waiting list in order of their random selection. Students whose application for enrollment is received after the Lottery is completed shall be placed on the waiting list and admitted on a first-come, first serve basis as long as the last date for enrollment to PDLCS has not passed.

Non-Discrimination Policy

PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability or immigration status, or ethnic origin in the administration of its educational programs and activities.

Age Requirements

Children entering the kindergarten program must be five years of age prior to the cut-off date outlined by the home school district's enrollment requirements. Students may not be more than 21 years of age at the time of Enrollment, but may be permitted to complete the school year in which his/her 21st birthday falls, subject to change based on rules and regulations established by the Pennsylvania Department of Education.

Enrollment Application

The Enrollment Application represents the first step in a multi-step process. By completing, signing and submitting the Enrollment Application, the parent expresses a desire to have his/her child attend PDLCS. Completing the application does not mean the child will be automatically enrolled in PDLCS. The parent will submit copies of the following documents for each student as required by law:

- Proof of age (Birth Certificate)
- Immunization Record
- Proof of Residency (Driver's License, Mortgage Statement, Utility Bill, etc)
- Parent Registration Statement
- Home Language Survey

After signing and submitting these forms to the Enrollment Department, the parent/guardian will be contacted by a PDLCS Enrollment Specialist to discuss the next steps. The student is officially enrolled at PDLCS when he/she is assigned an official start date which is within five business days after all required documentation is received.

PDLCS also requests the following information, which will not delay enrollment of a student:

- Private Physician Medical Form
- Private Dental Form
- Proof of Custody, if applicable
- Copy of most recent K-8 Report Card or High School Transcript
- Enrollment Notification Form
- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form, if applicable
- Signed Computer/Internet Acceptable Use Policy
- Income Verification Form (Free & Reduced Lunch Form)

Health Certification and Immunization Requirements

In order for a student to be admitted to PDLCS, the parent must submit satisfactory evidence that all required immunizations have either been administered, are in the process of being administered, or must file a certificate of exemption. In special circumstances, the student's physician may recommend additional immunizations.

If there are any questions about immunizations or where to get them, the parent should contact his/her county or city Public Health Nurse.

Official Enrollment

On the official start date provided to the parent, the student must attend orientation and begin completing his/her school work daily as outlined in the student's course calendars.

In order to maintain a student's enrollment, the parent must:

- Assure that a working phone and Internet connection (high-speed) are maintained at the location where the student is being educated at all times;

- Call the PDLCS Records Department, to provide updated Proof of Residence and Enrollment Notification form for any and all parent or student address and phone number changes within 10 days. Failure to submit up-to-date proof of residency information may result in the removal of a student from PDLCS rolls;
- Monitor daily attendance and completion of course work via the course delivery system. Attendance may be substantiated by course work completed as outlined by the teacher in each course the student is enrolled.

Continuous Enrollment

PDLCS students will automatically be re-enrolled from school year to school year. Parents of re-enrolling students will be sent annual forms to complete, print, sign, and return.

Annual forms for Continuing Enrolling students are:

- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form (if applicable)
- Home Language Survey
- Signed Computer/Internet Acceptable Use Policy
- Private Physician Medical Form with required immunizations for students entering 1st, 6th and 11th Grades
- Private Dental Form for students entering 1st, 3rd and 7th Grades
- Income Verification Form (Free & Reduced Lunch Form)

ACADEMIC PROGRAM

Curriculum – General

PDLCS' curriculum and graded courses of study meet ALL requirements set forth by the Commonwealth of Pennsylvania. The curriculum will be explained to all parents during student course scheduling.

Curriculum – Credit Recovery

PDLCS offers a Credit Recovery program. This program is for students who have experienced setbacks in their education for many reasons. It allows students to recover lost credits in a set amount of time moving them towards graduation from high school. This program is fully on-line. For more information you can contact your Counselor.

Curriculum – Advanced Placement (AP)

PDLCS offers Advanced Placement (AP) classes allowing students to earn credits for college. Most four-year colleges award course credit, advanced placement or both on the basis of AP Exam scores. Talk with your Counselor for more details.

Daily Schedule

- Attendance is recorded by evidence of student active online engagement each day.

Families follow different schedules depending on classes and/or grade of the child. Families have the flexibility to set up their child's schedule. The important thing for families to know is that your child's success increases with consistency. Set a schedule and stick to it.

Synchronous Class is time spent during live learning. Students gather in the virtual classroom with their teacher and learn together. *Asynchronous Class* is learning through the lessons that are set up in the virtual course. Students are required to complete assigned daily lessons independently with the guidance of a parent throughout the day.

Students have synchronous class (live learning) in all grades for every class. Asynchronous lessons are available to students 7 days a week, 24 hours a day. The table below gives an idea of average daily instruction and learning time.

Elementary students (grades K-6) are required to complete a minimum of 5.0 hours of schoolwork daily. Middle and high school students (grades 7-12) are required to complete a minimum of 5.5 hours of schoolwork daily. It is up to families to determine how a student will make up their total number of required learning hours. Families can do this by combining Synchronous and Asynchronous learning spaces.

	Synchronous (approximate time of live learning) Monday - Friday	Asynchronous (in addition to virtual lessons completion of daily calendar lessons with supervision of parent)	Total
Kindergarten	2.5 hours/day	2.5 hours/day	5
Grades 1-6	2.5 hours/day	2.5 hours/day	5
Grades 7-12	2.5 hours/day	Varies 2.5-5.5 hours/day	5.5

Daily Assignments

Each grade or course teacher will share with students how to turn in assignments. All assignments are submitted electronically. Students learn how to submit assignments during school and course orientations.

Grading

Grades K-12 Academic Letter Grades

- A+ 97%-100%
- A 93%-96.99%
- A- 90%-92.99%
- B+ 87%-89.99%
- B 83%-86.99%
- B- 80%-82.99%
- C+ 77%-79.99%
- C 73%-76.99%
- C- 70%-72.99%
- D 60%-69.99%
- F 0%-59.99%

Course Selection

Teacher assignments are based on certification, prior to student course selection. Students enrolled in our school are scheduled into classes using a system that does not provide visible income information. Course selection forms are completed by the student in high school, and by the counselor in grades K-8. Students and counselors can only see the student's name, course name, day(s) and time(s) the course is offered. There is no other identifiable information in the system. The scheduling system automatically enters students into course sections based on the student's availability to attend his or her selected courses. The system then randomizes the students and balances the number of students in each section of a course.

Course Completion

High school courses are scheduled as semester long courses receiving credit for successful

completion (“D” grade or better). There are two semesters scheduled within one school year. Students are expected to complete each course according to the due dates required by the course teacher within the semester given.

High School Credits and Grade Level Assignments

Number of Credits Earned	Grade Level
0 – 5.5 Credits	9 th Grade
5.6 – 10.9 Credits	10 th Grade
11 – 16.5 Credits	11 th Grade
16.6+ Credits	12 th Grade

PDLCS Minimum Graduation Requirements (22 credits)

English: 4 credits

All students must demonstrate proficiency on the Literature Keystone Exam

Mathematics: 3 credits

All students must pass Algebra I and demonstrate proficiency on the Algebra I Keystone Exam

It is recommended that all students take 4 credits of mathematics

Science: 3 credits

All students must pass Biology and demonstrate proficiency on the Biology Keystone Exam

It is recommended that all students take 4 credits of science

Social Studies: 3 credits

All students must pass U.S. Government and U.S. History

It is recommended that all students take 4 credits of social studies

Business/Technology: 0.5 credits

Physical Education: 1.0 credits

World Language: 1.0 credits

Fine Arts: 1.0 credits

Health: 0.5 credits

Electives: 5 credits

High School Drop/Add Period

PDLCS understands that a student may need a schedule change. High school students may contact their Counselor to discuss the need for schedule changes. Classes will only be changed within a 2 week period of the start of a semester. Students may not drop a course after the 2 week period.

Standardized Testing

Like all public schools in Pennsylvania, PDLCS is required to administer several standardized tests each year. Further explanation of the tests currently in place appears below.

PSSA (Pennsylvania System of School Assessment)

The PSSA is a standards-based assessment administered in all Pennsylvania public schools. They are administered in a face-to-face environment, usually in the month of April, to students in grades 3-8. There are currently three content-specific assessments including English Language Arts, Math, and Science.

PASA (Pennsylvania Alternative School Assessment)

The PASA is a standards-based alternative assessment administered in all Pennsylvania public schools. They are administered in a one-on-one face-to-face environment, usually in the months of February and March, for students in grades 3-8 & 11. There are currently three content-specific assessments including English Language Arts, Math, and Science. The student's IEP team will determine if the alternative assessment is appropriate.

Keystone Exams

The Keystone Exams are end-of-course assessments designed to evaluate proficiency in academic content. Students must demonstrate proficiency on the Algebra I, Literature, and Biology Keystone Exams to graduate. Students will be offered multiple face-to-face opportunities to take the Keystone Exams throughout their high school careers.

Universal Screener

All students will be administered a Universal Screener in the area of mathematics and reading at the beginning of the school year or upon enrollment. The results of the assessment will help to determine the best personalized path of learning for the student.

Benchmark Assessments

Benchmark Assessments are computer-adaptive tests that measure the proficiency level and academic growth of students in grades K-12 in the subjects of Math, Reading, Language Arts, and Science. Benchmark tests are administered three times each school year and students complete the tests online at home.

ACCESS Testing (Assessing Comprehension and Communication in English State-to-State for English Learners)

ACCESS for English Learners is an English language proficiency assessment that is administered to all Kindergarten-12th grade students identified as English Learners. The test is given annually to monitor students' progress in acquiring academic English. The ACCESS for English Learners assesses students in the four language domains of Listening, Speaking, Reading, and Writing.

For more information about testing, please contact the PDLCS Testing Department.

Honesty in Schoolwork

It is important that students complete their own work. While families can help students develop study habits and encourage organization of time and materials, families must resist the temptation to provide answers for the student. This may be misleading to the teacher who then thinks the student is applying their learning on their own. If you see your child struggling on an assignment, direct them to their resources to find answers – online program, study guide, course folder. It is also good advice to tell your child to write down questions and ask the teacher in class, in an email, by chat or by calling on the phone. Students may also join a teacher in regularly scheduled Office Hours for assistance.

What is plagiarism?

Plagiarism is the act of presenting the words, ideas, images, sounds, or the creative expression of others as your own. In more common terms – you are “copying” someone else’s ideas, words, or expression as your school work. There are two types of plagiarism:

Intentional

- Copying a friend’s work
- Buying or borrowing papers
- Cutting and pasting blocks of text from electronic sources without documenting

- “Borrowing” from print sources without documentation

Unintentional

- Careless paraphrasing
- Poor documentation
- Quoting excessively
- Failure to use your own “voice”

Avoid Plagiarism by using Documentation

There is nothing wrong with using other people's words or ideas, but you must give them credit. Giving credit is called *documentation*. It is a simple process, and it turns a dishonest essay into true scholarship. Documenting sources has two steps:

- Indicate in the text where the information was found. Most modern writers put that information in parentheses.
- Have a *Works Cited* page at the end of the paper providing the full bibliographic information about the source. Documentation is taught in your courses when outside research is required. Information about documentation can be obtained from teachers at any time.

Tips when documenting, or citing, someone else’s work:

- When using quotes, be sure to cite the source.
- When paraphrasing information from a source, be sure to cite the source.
- The only time you do NOT need to cite information is if it is common knowledge and you knew it before beginning your research. For example, “William Shakespeare is a poet and playwright from the 16th century.”

If you plagiarize your work, you will not receive credit for the assignment. Continued acts of plagiarism will constitute a referral to administration and in extreme cases *can* result in legal action. Plagiarism is an illegal action and is taken very seriously in this environment to protect academic integrity.

Reporting Progress

Families receive Progress Reports each quarter, or every 45 school days. Report cards are issued at the end of the each semester (January and June) for secondary students, and in June for elementary students. These are mailed to families through the U.S. Postal Service. Students and parents have

24/7 access to view grades by logging into the Student Information System at sis.padistance.org with their school issued login.

Retention

PDLCS may retain an elementary student in a grade level if mastery of that grade level's curriculum has not been achieved. The student's teachers may complete a *Recommendation for Retention Form*. In the case of a student with an Individualized Education Plan (IEP), the Director of Special Education must agree and sign off on the form. Documentation, evidence, and/or explanation must accompany the form. There will be an opportunity for the parent to schedule a conference with an Administrator and the student's teachers to review the child's academic progress and educational plan.

Recommendations for retention consider the following data:

- Benchmark Assessment and Standardized State Test Scores
- Rate of attendance is poor – Student Attendance Improvement Plan (SAIP) has not been successful
- Grades earned in courses are less than 60%
- Performance lacks evidence of required standards-based mastery level
- Failure to complete grade-level curriculum by last day of school

Code of Conduct

As part of the Enrollment/Continuing Enrollment process, both the parent and student are required to sign the Agreement Form (found at the end of this handbook) and submit it at the time of Enrollment and annually thereafter. The signed agreement is kept in the student's cumulative file and, among other things, expresses the acceptance of the PDLCS Code of Conduct by both parent and student. Failure to adhere to the Code of Conduct by either the student or parent is cause for expulsion of the student from PDLCS. If a student is expelled from PDLCS, or leaves PDLCS for any reason, he/she must return all PDLCS property and materials, including, but not limited to, the computer, hardware, software, textbooks, workbooks, and other materials and supplies loaned by PDLCS.

All suspensions and expulsions will be conducted in accordance with due process procedures. Only the Administrator may suspend or expel a student. The Administrator will provide the student and the parent/guardian with written notice of the intent to suspend/expel, which will include reasons for the intended suspension/expulsion. The notice will state the time and place to appear for a hearing on the matter, which will not be less than three (3) days or later than ten (10) days after the

Notice of Intent to Suspend/Expel was provided to the student and parent. The student, parent and/or legal representative will have an opportunity to appear on request before the Administrator at a PDLCS chosen location to challenge the suspension/expulsion, or to otherwise explain the student's actions that led to the intended suspension/expulsion. The Administrator may grant an extension of time for the hearing date. If granted, the Administrator will notify all parties in writing of the new date, time and place of the hearing.

Suspension and expulsion of students with disabilities will comply with all federal and state laws, policies and procedures. The IEP Team will meet to review the student's IEP and consider the development of a Behavioral Intervention Plan any time the suspension exceeds 5 days in the academic year. Any student with an IEP who is suspended for more than 10 days during an academic year will continue to receive special education services via a change of placement as determined by the IEP Team. In the event that the student is being disciplined for an expellable action, the IEP Team will meet and conduct both a Manifest Determination and Functional Behavior Analysis. An Alternate Interim Placement will be identified for a period of time not to exceed 45 school days. The suspension shall not exceed 10 school days. No expulsion shall exceed one year, except as otherwise allowed or required by law. A written notice of the suspension/expulsion will be sent or given within one school day to the parent of the student. The notice will contain the reasons for the suspension/expulsion and the right of the student to appeal the suspension/expulsion to the Administrator or Board of Trustees, or its designee. **If a student is expelled from PDLCS for the remainder of the school year, that student may not attempt to re-enroll with PDLCS during the same school year without the approval of the PDLCS Administrator.**

Following are the infractions of the Code of Conduct that may subject a student to discipline up to and including suspension or expulsion, if the same occurs during the presentation of any learning opportunity or at any school event, activity or function.

Cheating – To act dishonestly, copying or using someone else's work.

Insubordination- Not accepting directions; refusing to cooperate with PDLCS employees, agents, and other representatives.

Theft – To take the property of another without right or permission.

Fighting – To participate in physical contact with one or more students, faculty, or staff of PDLCS or any other person with the intent to injure.

Possession or Intake of Alcohol, Illegal Controlled Substances or Tobacco Products.

Vandalism – Purposeful destruction, misuse or defacing of PDLCS property or another's personal property. This includes the computer, printer/fax/scanner/copier unit, and all hardware loaned to the student by PDLCS.

Profane/Obscene Language or Gestures toward Students/Staff/Teachers/Others. Use of unacceptable, disrespectful words stated audibly or in text, terms or gestures intended to embarrass or insult.

Inappropriate use of Internet access, as detailed in the Technology & Internet Acceptable Usage Policy.

Wrongful Conduct – Any action or inaction not specifically referenced in the listing above that impedes, obstructs, interferes with, or violates the mission, philosophy, policies, procedures, rules, and/or regulations of the PDLCS and/or is disrespectful, harmful, or offensive to others or property.

Truancy - as defined in the Attendance section of this Handbook.

Materials, Technology, and Supplies

Certain equipment, supplies and services will be on loan to PDLCS students, which have been deemed necessary to ensure the functionality and ability to participate in the PDLCS educational program. The textbooks, computers, software, hardware, and other materials loaned to the parent and/or student are the property of PDLCS and no parent and/or student has any right to these except for usage in strict accordance with the school's educational model, Code of Conduct, rules, regulations, policies and procedures. Parents and students are responsible for the care and safekeeping of textbooks, computers, software, hardware, and other materials loaned to the parent and/or student during the school year. Materials and property must be used solely in connection with the education services provided by PDLCS.

Internet Cost Provision

PDLCS strongly recommends that all families use high-speed Internet to help their children succeed in the program. PDLCS will provide Internet reimbursement to families at the conclusion of each quarter. Complete instructions on how to submit the form for reimbursement can be found in the "How to Use Internet Reimbursement" document located in the Student Support Services homepage.

Loaned Materials and Property

Pursuant to Pennsylvania law, each family enrolled in PDLCS has the right to have one computer provided per child enrolled in the program. PDLCS loans families a computer, a combination printer/scanner/copier, and other curriculum materials. Parents must return the materials and property promptly if their student withdraws, is removed or expelled from the program. Parents must return curriculum materials at the close of the semester and/or school year.

Recovering and Returning Materials

Recovery of the computer and printer/scanner/copier commences when any of the following occurs:

- A parent’s written Notice of the Intent to Withdraw;
- A student’s mandatory withdrawal after 10 consecutive school days of non-attendance;
- A student’s graduation from PDLCS; or
- A student’s expulsion

Within thirty days after four corresponding authenticated attempts of recovery have been made by an authorized PDLCS de-installer, a written notification is sent to the parent informing them that the following actions may be taken:

- A police report will be filed with the appropriate law enforcement agency to recover the computer, printer, accessories and all other Material and Property from the parent.
- A credit complaint against the parent may be filed with the three major credit-reporting agencies. Other legal action permitted by law and in equity may be taken to secure the return of the school’s materials and property, including civil and criminal actions.

Technical Support and Technology Repair

PDLCS offers technical support services during regular office hours (7:30 am to 4:00 pm on school days) by telephone, 1-888-997-3352, option 2. Students and families may call to receive assistance with setting up or troubleshooting issues with school-owned and/or issued hardware, software, and websites.

PDLCS helpdesk staff will make every attempt to resolve issues remotely via guidance over the phone, or by using software or apps to remotely access the student’s computer. In the event that a computer or other hardware must be shipped back to the school for repair, the school will mail or email return shipping labels. Parents must ensure shipping of equipment to the school upon receipt of the labels. Technical Support will repair or replace, then ship out the hardware within one (1) business day of receipt of the equipment.

Most initial repairs will be completed at the school’s expense. Families may be charged for repairs of obvious physical abuse of the equipment is evident, or when a pattern of repeated damage is evident. Please refer to the letter included with your computer to see a list of potential fees associated with hardware repair.

Attendance

Pennsylvania Public School Law requires children to receive the following Educational Learning Hours:

Kindergarten: 5.0 per day hours (25 hours per week, completing a minimum of 900 hours per year)

Grades 1-6: 5.0 hours per day (25 hours per week, completing a minimum of 900 hours per year)

Grades 7-12: 5.5 hours per day (27.5 hours per week, completing a minimum of 990 hours per year)

Accordingly, parents are required to supervise daily school attendance to avoid truancy issues. **Under the supervision of their parent, students must log into the SIS (Student Information System) daily (this is the school homepage), complete and submit assignments as outlined in the student's course calendar.** Parents are responsible for providing PDLCS with written verification of the reason for an absence **within three (3) days** of such absence. A partial day of absence is considered a day of absence from school requiring documentation to be submitted by the parent to PDLCS. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Truancy Prevention Process

It is the belief of PDLCS that students **achieve academic success through consistent attendance**, engagement in daily coursework and on-going communication with teachers. In order for a student to learn expected skills, it is important they develop a positive and responsible approach to study habits through regular school attendance.

Preventing truancy issues is important to PDLCS and involves many people. **Parents** are responsible for ensuring students attend school. **Students** are responsible to complete daily coursework with the guidance of teachers and parents. The PDLCS **Attendance Officer** is responsible for enforcing, tracking and reporting attendance, as well as developing a Student Attendance Improvement Program to aid families in complying with public cyber-charter school regulations.

Attendance is taken on each school calendar day. Attendance involves daily log-in to the Student Information System (SIS).

Parents are notified of a full-day of absence through an automated phone reporting system. Parents may submit an Excused Absence Form within 3 days of a reported absence. There is a maximum limit of ten parental excuses in one school year. Medical excuses, from a physician's office, must be submitted for all subsequent absences.

Unlawful or unexcused absences occur following a student's absence for which a parental or medical excuse is not submitted within 3-days of the reported absence. Parents are notified after the 3rd unexcused absence. Children and Youth Services are notified for students age 16 years and under with 6 days of unexcused absences, as well as for those who do not participate in the Attendance Improvement Program. Students who continue to accumulate absences will be referred to the local magistrate.

Partial days of absence are considered full-days of absence under Pennsylvania school regulations requiring parental or medical excused absence forms be submitted. Failing to make adequate progress in courses and/or course grades below 60% are often a direct result of unexcused partial days of absences.

Excused Absences

Parents are responsible for providing PDLCS with written verification of the reason for each absence within three (3) days of such absence. Legal excused absences constitute valid excuses for absence of a student from PDLCS, provided satisfactory evidence or documentation is submitted to PDLCS Administration within 3 days of such absence. This includes absence of partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days should require an excuse from a physician. Legal excused absences include, without limitation, the following:

- Observance of a Religious Holiday. An absence may be considered excused if the tenets of a bona fide religion, to which a student or his/her parent adhere, require observance of a religious event. (22 PA. CODE § 11.21) The parent must submit written request for the excusal **prior** to the absence.
- Tutorial Work. An absence may be excused for the purpose of the student receiving tutorial instruction in a field not offered by PDLCS only if (i) the excusal does not interfere with the student's regular program of studies, and (ii) the qualifications of the instructor are approved by PDLCS Administration. (22 PA. CODE. § 11.22)
- Medical or Dental Appointments. An absence resulting from a medical (health care or therapy) or dental appointment, if: (i) such appointment cannot be scheduled outside of regularly scheduled academic calendar days, (ii) the health or therapeutic services are to be rendered by Commonwealth of Pennsylvania licensed practitioners, or (iii) the time of necessary absence from PDLCS involves a minimum of interference with the student's regular program of studies. Notice should be given to the teacher and/or the Attendance Officer prior to the absence, except in the case of an emergency. (22 PA. CODE § 11.23)
- Illness or Injury. An absence resulting from illness or injury, which prevents the student from being physically able to attend PDLCS. Any student missing more than three (3) consecutive school days requires a note from a physician. (22 PA. CODE § 11.25)
- Urgent Reasons. An absence resulting from an urgent reason may be excused. PDLCS shall strictly construe the term "urgent reason" as it applies to such absences and such excuse does not permit irregular attendance. (22 PA. CODE § 11.25)
- Educational Opportunities or Family Educational Trips. An absence may be excused when it is demonstrated that the purpose of the absence is to take advantage of a valid educational opportunity (including classes for religious instruction totaling not more than 36 hours per academic school year) pursuant to 22 PA. CODE § 11.21, if (i) the student's parent submits a written request for the excusal **prior** to the tour or trip, (ii) approval for such an absence is granted prior to the absence in accordance with the Student Educational Leave of Absence Policy, and (iii) there is an adult who is directing and supervising the student during the tour or trip who is acceptable to both the parents and PDLCS. (22 PA. CODE § 11.26)

- Death in the Immediate Family. An absence resulting from the death of a member of the student's immediate family. The immediate family of a student includes, but is not necessarily limited to, parents, grandparents, brothers and sisters.
- Court or Administrative Proceedings. An absence resulting from the attendance of a student at the proceedings of a court or an administrative tribunal if the student is a party to the action or under subpoena as a witness.

In the event that a medical excuse cannot be provided, the parent may submit an Excused Absence Form to PDLCS Administration, requesting approval of the absence. Absences resulting in three (3) or more consecutive days require a medical excuse and Excused Absence Forms are not applicable. Students may only accumulate a maximum of 10 (ten) per school year. This includes partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Excused Absences and Making up Schoolwork

Students whose absences are excused are required to make up all assignments missed or to complete alternative assignments as deemed appropriate by PDLCS. Work missed because of absence must be made up within the timeline set forth by the course teacher. Any work not completed within this period shall result in no credit for the missed assignment. In the case of an extended illness or other extenuating circumstances, the parent must contact PDLCS Administration.

Unexcused/Illegal Absences

Any day that the student has not logged into PDLCS that is not determined to be legal or excused will be considered as an unexcused/illegal absence. The following reasons for absences are illegal and unexcused in accordance with the Pennsylvania State Attendance Laws:

- Truancy
- Lack of transportation
- Trips not approved in advance
- Shopping
- Birthday or other celebration
- Hunting, fishing, attending ball games or sporting events
- Gainful employment

- Sleeping in
- Babysitting
- Any other reason not listed in the Excused Absences section above

Attendance Notification

- All Absences – reported to parents using an automated phone reporting system
- Excused Absence Form – parents submit an Excused Absence Form or Medical Excuse within three (3) days
- Unexcused Absence – when no Excused Absence Form or Medical Excuse Form is received after three (3) days
 - 1st Unexcused Absence – reported to parents via the school automated phone system
 - 2nd Unexcused Absence – reported to parents via the school automated phone system
 - 3rd Unexcused Absence – students are considered truant by law
 - Parent is contacted immediately after the 3rd unexcused absence occurs via phone call by the automated system and the Attendance Officer. A letter outlining the absences will also be sent to the parent via school issued parent email account and postal mail.
 - The Attendance Officer will set a Student Attendance Improvement Plan (SAIP) meeting with the parent and student as well as the appropriate staff members to put a plan in place to eliminate truancy and assist in academic success.
 - 6 Unexcused Absences – students are considered habitually truant by law
 - The student will be referred to our Attendance Improvement Program (AIP).
 - A meeting with the parent/guardian, student and Attendance Officer is required to document the AIP plan for achieving regular attendance and full participation in the school's academic program.
 - Students and parent/guardians of children under the age of 16 years old who refuse to participate in the AIP or do not regularly attend school following the plan's implementation will be referred to Children and Youth Services.
 - A truancy citation will be filed with the local magistrate (where the student resides) for students who fail to participate in the AIP or fail to attend school

regularly.

- Failure to comply with the AIP for ten consecutive days may result in truancy violations that may lead to the removal of the student from active membership at PDLCS.

Emergency School Closing

Should it be necessary to close the offices or testing centers of PDLCS for weather or other unforeseen emergencies, information will be posted on the PDLCS website or provided in a telephone recording on the school's main telephone line.

SAFE 2 Say Something (SS2S)

PDLCS participates in Pennsylvania's Safe 2 Say Something program, which is enforced and operated by the Pennsylvania Office of the Attorney General. S2SS is a program that provides an easy and confidential way for youth (students in grades 5-12) to report safety concerns to help prevent school violence, suicide, abuse and other tragedies. More information regarding the program can be obtained from the school's Administration or by visiting www.safe2saypa.org.

Crises Plan Action Steps

If a student threatens to harm themselves, employees of PDLCS should keep the student on the phone, chat or in class. The employee should continue talking to the student and engage the student so he/she does not hang up the phone or leave the location. The employee should find a nearby teacher, counselor or administrator and inform him/her of the situation. This staff member should call home immediately to speak with the parent or guardian and if no one answers the phone, the staff member will call 911. The staff member should provide the student with the crisis hotline (Lifeline 1-800-273-8255, available 24 hours per day). If the student will speak with someone immediately on the crisis line, a three way call with the student should be initiated. After the incident, the staff member should report the incident to the student's counselor and to an administrator and should prepare a SAP (Student Action Plan) referral, if necessary.

If a student threatens to harm others, employees of PDLCS should gather as much information as possible. The staff member should keep the student on the phone, chat or in class. In addition, the staff member should enlist the help of a nearby colleague, who will call 911. It is imperative to keep the student on the phone. Following the incident, the staff member must make a report to Childline and report the incident to a school administrator. If necessary, a SAP (Student Action Plan) referral should be documented.

If a student tells a staff member something of concern such as prior bullying, family conflict, depression, etc., the staff member should gather as much information as possible and determine if there is an immediate threat. If there is an immediate threat, the staff member should refer to the previous steps listed. If there is not an immediate threat, the staff member should contact the student's counselor and complete a SAP (Student Action Plan) referral, if necessary.

Harassment Policy

Harassment is any form of hostility, conduct or language that alters the condition of the student's school environment and which creates a hostile, intimidating or offensive school environment. Additionally, sexual harassment can consist of unwelcome sexual advances, intentional and unwelcome touching, verbal remarks and requests or demands for sexual favors.

The prohibition against harassment is applicable to all employees of the PDLCS, which includes all staff members, teachers, administrators, managers, and officers. The prohibition also applies to all PDLCS students and parents, prohibiting them from harassing other students, staff or other persons.

Any student that believes another student has harassed him/her, or any person employed by PDLCS, should immediately report the incident to a teacher. If there is any hesitation to discuss the matter with a teacher, the incident should be reported to the PDLCS Administrator. If a student is uncomfortable about reporting to an Administrator, a parent should make the report. Reported incidents will be investigated immediately and the results of the investigation will be thoroughly discussed with the parent and student. Corrective action will be taken if deemed appropriate and the student will be referred to the Student Assistance Team.

Anti-Bullying Policy

General Statement of Policy

The PDLCS Board of Trustees recognizes the negative impact that bullying can have on the health and safety of students and the learning environment. PDLCS strives to preserve a learning environment that is devoid of bullying; therefore, bullying is prohibited at school-sponsored events and activities, at annual testing, and other school sponsored venues.

Definition of Bullying

"Bullying" means repeated behavior by an individual student, an individual student within a group of students, or group of students that is intended to cause the victim(s) to feel frightened,

threatened, intimidated, humiliated, shamed, disgraced, ostracized, or physically abused. Bullying implies an imbalance in power or strength in which the student being bullied has difficulty defending himself/herself. Bullying manifests itself in many forms, including physical, verbal, social/relational and/or cyber bullying.

Bullying occurs in several forms, including but not limited to, the following:

- Written, verbal, or nonverbal threats
- Intimidating or threatening gestures
- Unwanted physical contact, violence, or assault
- An intentional display of force that would give the victim reason to expect or fear physical contact or injury
- Jeering, taunting, or mocking
- Teasing
- Degrading, insulting, or derogatory comments
- Extortion
- Theft of money or possessions
- Vandalism of a student's personal property
- Unauthorized exercise of control over a student's personal property

Cyber Bullying

Cyber bullying, which is sometimes referred to as online social cruelty or electronic bullying, involves but is not limited to:

Sending mean, vulgar or threatening messages or images; posting sensitive, private information about another person; pretending to be someone else in order to make that person look bad; intentionally excluding someone from an online group (Willard, 2005).

Cyber bullying can occur through:

- Emails
- Instant messaging,
- Text or digital imaging messages sent on cell phones, Web pages,
- Web logs (blogs),

- Chat rooms or discussion groups, and
- Other information communication technologies

Preventative Measures

The following preventative measures will be taken:

- A copy of this policy will be provided to staff, students and parents on an annual basis.
- The staff will discuss bullying with students and will provide age appropriate examples to assist students in identifying bullying and understanding why it is inappropriate.
- All students shall be informed that bullying will not be tolerated in any form.
- All students shall be encouraged to report any bullying regardless of whether they are the victim or an observer.
- When bullying has occurred and it has been dealt with in accordance with this policy, preventative measures shall include:
 - Counselor will check in with the student who has been bullied;
 - Counselor will check in with parents/guardians to see if bullying has continued.

Additional preventative measures may include encouraging students to become involved in activities such as friendship groups, peer support groups, new student orientation groups and extracurricular activities and clubs.

The PDLCS Board of Trustees will review this policy at appropriate intervals to ensure its continued efficacy. As part of its review, the Board may require that a survey be conducted to determine the scope and extent of bullying in the school.

Reporting Procedures

Victims/Targets. All students who believe they have been the victim/target of bullying shall promptly report the bullying to a teacher, Administrator or other school staff.

Parents/Guardians. All parents/guardians who become aware of any bullying are encouraged to report the bullying to a teacher, Administrator or other school staff.

Student Witnesses. All students who witness or become aware of bullying shall immediately report the bullying to a teacher, Administrator or other school staff.

School Personnel. Any staff person who witnesses bullying shall immediately intervene and take appropriate action to stop the bullying. In addition, any staff person who witnesses or receives a report of bullying shall make a report to a school Administrator and follow any other processes put in place by the school for reporting bullying incidents.

School Administration. An Administrator who observes bullying or receives a report of bullying shall document the incident and ensure that the school process for investigating and following up on bullying incidents is implemented in a timely manner.

Disciplinary and Other Actions

Consistent and appropriate disciplinary action will be taken for bullying behavior. The primary purpose of such action is to protect the victim and to deter bullying behavior in the future. The discipline imposed should match the offense.

In regard to investigating reports of bullying, Administrators or their designees shall discuss bullying with the victim in a place where the victim feels secure. The initial discussion with the victim shall not take place in the presence of the offending student(s). If more than one student is involved in perpetrating the bullying, the Administrator shall talk to each of the offending students separately. If an investigation substantiates that bullying has occurred, the Administrator or their designee shall take appropriate action consistent with this policy, including placing a written record of the behavior in the offending student(s)'s discipline file. Students involved in bullying situations will also be referred to the Student Assistance Team who will follow-up with the appropriate post-vention procedures.

PDLCs recognizes that parents can play an important role in educating their children and preventing bullying. Accordingly, the parents of each offending student shall be informed of any bullying incidents involving their child. Parents of offending students may be encouraged to attend one or more conferences with an Administrator or their designee to review the bullying behavior and cooperative strategies for correcting it.

The school's Administrator or designee shall also inform the victim's parents as soon as reasonably possible of any and all bullying behavior involving their child. Parents of students who have been bullied may also be provided with bullying prevention resources to support their child and receive ongoing communications from the school regarding the bullying situation. The Administrator or designee will inform the parents of the victim when the investigation has been completed.

Disciplinary action for bullying may include suspension of privileges, removal from class, suspension, and expulsion or exclusion. If the PDLCs Administrator believes that the conduct rises to the level of a crime, disciplinary action will also include referral to law enforcement officials.

The penalties and prohibitions in this policy are in addition to, and do not replace or supersede, any related provisions in school policy prohibiting conduct such as harassment, violence, assault, and

hazing.

Without disclosing personally identifiable data, PDLCS shall make summary information about violations of this policy available to the public, upon request, consistent with the Pennsylvania statutes.

Reprisal

PDLCS will discipline or take appropriate action against any pupil, teacher, administrator or other school personnel who retaliates against any person who reports alleged bullying or any person who testifies, assists or participates in an investigation, or who testifies, assists or participates in a proceeding or hearing relating to such bullying. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment.

Dissemination of Policy and Training

This policy shall be presented to staff, student and parents upon enrollment or re-enrollment. Staff members, students, and parents will be required to sign a statement that they are aware of the policy and agree to adhere to its terms.

PDLCS will develop and implement a method of discussing this policy annually with students and employees.

This policy shall be reviewed at least annually for compliance with state and federal laws.

Child Abuse/Sexual Abuse Policy

School staff members who come into contact with children are mandated to report when they have reasonable cause to suspect that a child under the care, supervision, guidance or training of that person or of their agency, institution or organization is an abused child. In addition, any person may report suspected abuse, even if the individual wishes to remain anonymous. All suspected child abuse situations will be referred to the Student Assistance Program (SAP).

Grief Policy

Mental health issues as well as the death of a family member or friend may disrupt daily life at home, at school or in the community. Without help, mental health problems and unaddressed grief issues can lead to school failure, alcohol or other drug abuse, family discord, violence or even suicide. However, help is available through the Student Assistance Program at PDLCS. Any student experiencing barriers to learning that are social-emotional in nature, or who experience the loss of a loved one will be referred to the Student Assistance Program for follow-up and referral to

outside community resources if needed.

School community members wishing to memorialize a loved one within school parameters must discuss their wishes with the Student Assistance Team to determine the appropriateness of the proposed memorial.

Safe and Drug Free School Policy

In accordance with Federal Law, the PDLCS prohibits the use, possession, concealment or distribution of drugs by students on the PDLCS grounds, in any school building, or at any PDLCS related event, activity or function (e.g. standardized testing). Drugs include any alcoholic beverage, tobacco products, anabolic steroid, and dangerous controlled substance as defined by State or Federal statute, or any substance that could be considered a “look alike” controlled substance. Compliance with this PDLCS policy is mandatory for all students, and any student who violates this policy will be subject to disciplinary action, in accordance with due process and as specified in the PDLCS Code of Conduct as listed in this Parent/Student Handbook, up to and including expulsion from the PDLCS. The Student Assistance Team will be notified in any case of a student suspected of violating the Drug-Free School Policy. When required by the state law, the PDLCS will also notify law enforcement officials.

Suicide Prevention Program

The Pennsylvania Distance Learning Charter School Board of Trustees recognizes that suicide is a major cause of death among young people and that all suicide threats must be taken seriously. The school’s Administrator or designee shall establish procedures to be followed when a suicide attempt, threat or disclosure is reported. Counselors and the School Nurse shall also provide training for students, parents/guardians and staff to help them recognize the warning signs of severe emotional distress and take preventive measures to help potentially suicidal students.

Staff shall promptly report suicidal threats or statements to the Administration, Counselors, or School Nurse, who shall promptly report the threats or statements to the student’s parents/guardians. These statements shall otherwise be kept confidential. In addition, if a student self-reports that they are considering suicide, demonstrates any suicidal ideation or reports are received by any school member that another student may be suicidal, they will automatically be referred to the Student Assistance Program (SAP).

Technology and Internet Appropriate Usage Policy

The use of technology is a privilege and an important part of the overall curriculum of the school.

PDLCS does not warrant that technology resources will meet any specific requirements the student, or other users may have, or that they will be error free or uninterrupted. PDLCS will, from time to time, make determinations on whether specific uses of technology are consistent with school policies for students and school employees. PDLCS always reserves the right to monitor and log technology use, to monitor file server space utilization by users, and to examine specific network usage (as may be deemed necessary) for maintenance, safety or security of the technology resources or the safety of the user. It is the policy of PDLCS to:

- Annually require students and parents to sign the Technology and Internet Acceptable Usage Policy;
- Prevent user access over its computer network to receive or transmit inappropriate material via Internet, electronic mail, or other forms of direct electronic communications;
- Prevent unauthorized access and other unlawful online activity and damage to school resources;
- Prevent unauthorized access and other unlawful online activity and/or damage to school resources;
- Prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and
- Comply with the Children’s Internet Protection Act [Publ. L. No. 106-554 and 47 USC 254(h)].

The Google G Suite for Education is utilized across all aspects of the school for educational purposes in grades K-12. This account will potentially provide the student’s name to Google G Suite Applications and other third party applications. Parents/Guardians consent to the creation of a Google G Suite account for all students by the School to be utilized for school communication, lesson activity completion and as a means for logging into third party educational applications that utilize a Google account single sign on protocol.

Weapons Policy

The PDLCS Board of Trustees recognizes the importance of a safe school environment relative to the educational process. Possession of weapons in the school setting is a threat to the safety of students and staff and is prohibited by law.

Purpose

Weapons serve no educational purpose. The Board of Trustees directs that any student of PDLCS found to be in possession of a weapon at a school related function shall be subject to discipline as outlined herein.

Definitions

Weapon - the term shall include but is not be limited to any knife, cutting instrument, cutting tool, martial arts device, firearm, air rifle, pistol, slingshot device, explosive device, replica of a weapon, and/or any other tool or instrument capable of inflicting serious bodily injury.

According to statute, “weapon” shall be defined as a device, instrument, material or substance (animate or inanimate) that is used for, or is readily capable of, causing death or serious bodily injury, except that such term does not include a pocket knife with a blade of less than 2 ½ inches in length.

Possessing - a student is in possession of a weapon when the weapon is found on the person of the student, in the student’s vehicle, under the student’s control while on school property or on property being used by the school, at any school function or activity (testing locations or field trips) , or at any school event.

Prohibited Activity

Any student of the school who is in possession of a firearm, explosive, or weapons as defined herein, at any school function or activity, including school authorized events held away from school property, shall be in violation of this policy.

Investigation Procedures

An investigation based upon reasonable suspicion requires specific objective facts that reasonably lead one to believe that the individual in question is in possession of a weapon(s).

When determining if there is reasonable suspicion, there are some factors that a school official may consider. These factors include the student’s age, history and school record, the prevalence of weapon(s) in the school, the importance of not delaying the search, the value and reliability of the school official’s information, and the school official’s personal experiences with the student.

Only areas and spaces that could potentially contain a weapon may be searched. This is called the “scope of the search”. If there is reasonable suspicion that an individual is in possession of a weapon, a police officer should be summoned to conduct the search.

- School officials should only search individuals of the same gender.
- The individual should be moved to a private area in which the search should take place. Such search should be witnessed by one individual who should note all of the surroundings and circumstances as well as all of the actions that take place.

- The police officer will pat-down the individual in a manner consistent with all applicable Federal and State laws and guidelines as well as the officer’s training.
- If the search of the individual and/or his/her belongings does not reveal any weapon(s), then all removed items will be returned to the individual. The search is complete.
- If the search reveals any weapon(s), the police officer will immediately confiscate the item(s) and take appropriate action.

After the search is completed, the site employee shall notify and/or summon:

- Local police;
- PDLCS Chief Executive Officer and Principals;
- Parent(s) or guardian(s) of any student(s) involved in the violation;
 - Any employee at the site of a school related activity, upon learning of a possible violation of this policy, shall immediately notify the school’s Administration of the violation and the identity of the student(s) involved.
 - After the Administrator has confirmed the violation of the policy, he/she shall immediately notify the student(s) and the parent(s) or the guardian(s) of the student(s) in writing that the student(s) is/are suspended from school as outlined in the “Penalties” provisions of this policy.
 - The Administrator shall be directly responsible for investigating the violation on behalf of PDLCS with the requested assistance of other school personnel.

Penalties

PDLCS shall expel for a period of not less than one (1) year any student who violates this weapons policy. Such expulsion shall be given in conformance with formal due process proceedings required by law. The school’s Administrator may recommend modifications of such expulsions on a case-by-case basis.

In the case of an exceptional student, the school’s Administrator shall take all necessary steps to comply with the Individuals with Disabilities Education Improvement Act (IDEIA).

Reenrollment to School

Before any student found in violation of this policy may be reenrolled to school, a conference involving parents and school officials shall be held to determine if any remediation and/or guidelines for reenrollment are necessary.

As a condition of Reenrollment to PDLCS, the following items shall be considered:

- Recommendation for outside counseling;
- Referral to the Student Assistance Program;
- Referral to a school counselor.

Any student discovered, without previous plan or knowledge that he/she is in possession of a weapon as defined, shall:

- Immediately report the weapon to a school official;
- Not be in jeopardy of the discipline code unless it can be shown the student had knowledge of the weapon prior to his/her admitted discovery.

Enrolling Students

When the school receives an application from a student who was previously expelled from a Pennsylvania public school for an offense involving a weapon, PDLCS will not accept the student during the expulsion period without prior approval of a PDLCS Administrator.

School Records

Student records are directly accessible only to the professional staff and to the students' parents until the student reaches eighteen years of age. Parents have the right to review records, and a request for that viewing should be made through the Administrator.

An official cumulative record is maintained for each student. Recognizing students' rights for privacy, this record shall contain only verified information of recognized importance.

Release of Records

School records are only released to another school upon request from that school stating that the student is now enrolled in that school, from a signed release by the parent or guardian or as otherwise required by law.

Updates

To keep the student's records up to date and for times of emergency, parents must keep PDLCS informed of any address, and/or telephone changes that may occur during the school year. Parents are required to provide at least one working phone number at all times.

Requests for Records

The Records Department will request the student's records upon completion of the enrollment process. Pennsylvania mandates that the requested records must be received within 10 days. If the

records are not received within 10 days, the local law enforcement agency will be notified. The requirement in Pennsylvania that records must be received in a given time comes from school mandates relating to missing children.

Student Directory Information

It is the policy of the PDLCS not to release any personal information such as names, home address, and phone numbers to outside agencies or requesting parties without the direct written consent of the parent or as otherwise required by law. If the parent authorizes release of this information, a completed Authorization to Release Information Form must be on file in the student's record folder.

Access to Student Recruiting Information

All local educational agencies (LEAs) must provide to military recruiters or institutions of higher education, upon request, access to secondary school students' (i.e., juniors and seniors) names, addresses and telephone listings. The state military affairs law requires the release of directory information consisting of a list of senior male and female students by name, home address and telephone number. The list will be compiled by the first day of the academic year in which the senior students will graduate. Additionally, parents are notified that the school routinely discloses names, addresses, and telephone numbers to military recruiters upon request, subject to a parent's request not to disclose such information without written consent. Please contact your child's counselor if you would like to opt-out of the public, non-nonconsensual disclosure of directory information. You must contact the counselor and submit the opt-out form no later than the first day of the academic year in which the senior students will graduate.

Parents' Rights

Teacher Qualifications

PDLCS will annually notify parents of their right to request the following regarding their child's teacher(s): 1) licensure and certification information emergency or provisional status educational background; 2) qualifications of Instructional Aides.

Title I LEA and School Parent and Family Engagement Policy

The Title I program of PDLCS will foster and enhance parent/involvement in the school. PDLCS wants to involve parents in their children's learning and to form an open line of communication between school and home. This will be accomplished through the following programs, activities and procedures that will be planned and implemented with meaningful consultation with parents and families. This policy was

- Developed jointly with and agreed upon by parents and family members of Title I children;
- Written in an understandable format and provided in a language parents can understand;
- Distributed to all parents and family members of Title I children;
- Made available to the local community;
- Updated annually to meet the changing needs of parents, family members and the school.

Commitments:

1. PDLCS will hold an Annual Title I Meeting. Parents have the opportunity to review Title I programs and provide input into the planning process during the annual Title I meeting held at the school during flexible dates and times. Additionally, parents' rights and Title I requirements will be discussed. Information about the Title I program will be included in the student handbook.
2. Parent/Family meetings, events, conferences, etc., will be offered at different times of day to encourage as much parent participation as possible.
3. Parent and family members will be involved in the planning, review and improvement of this Parent and Family Engagement Policy through Title I meetings and written and verbal feedback opportunities.
4. Parents and family members will be involved in the planning, review and improvement of the Title I program and Family Engagement through Title I meetings. For parents and family members who cannot attend the meeting, they will be offered other opportunities to provide feedback, including surveys, etc.
5. PDLCS will provide parents and family members with timely information about the Title I program, a description and explanation of the high-quality curriculum at the school, and forms of assessments used to measure student progress. PDLCS will provide, if requested by parents, opportunities for regular meetings to formulate suggestions and to participate, as appropriate, in decisions relating to the education of their children and respond to any such suggestions as soon as practically possible.
6. PDLCS will involve parents and family members in the joint development of the Schoolwide Program Plan.
7. A school-parent compact will be jointly developed with parents and family members. The compact outlines how parents/family members, the entire school staff and students will share in the responsibility for improved student achievement. The compact will be reviewed at Title I meetings and distributed in the Fall or when students enter the Title I program, and included in the student handbook.

8. PDLCS will address the importance of communication between teachers and parents/family members on an ongoing basis. Opportunities for communication include:
 - a. Parents are informed about school activities and events through interim progress reports, report cards, mailings, email correspondence, school announcements, parent newsletters, parent/teacher conferences and informal personal and telephone conferences.
 - b. Reasonable access to staff, opportunities to volunteer on any given day of the week and participate in the child's class and observation of classroom activities.
 - c. All parents in grades K-12 are scheduled for a mid-year parent-teacher conference. At any other time, a parent may ask to schedule a conference with the student's teacher(s) or an administrator.
 - d. Ensuring regular two-way, meaningful communication between family members and school staff and to the extent possible, in a language that family members can understand.
9. PDLCS will provide assistance to parents and family members in understanding the challenging State academic standards, State and local academic assessments and how to monitor a child's progress and work with teachers to improve the achievement of their children. PDLCS will also provide assistance materials and training to help parents work with their children to improve their children's achievement, such as literacy training and using technology including education about the harms of copyright piracy, as appropriate, to foster parent engagement.
10. PDLCS will education teachers, support personnel and other staff, with the assistance of parents/family members, in the value and utility of contributions of parents and family members, and in how to reach out to, communicate with, and work with parents and family members as equal partners, implement and coordinate parent programs and build ties between parents and family members and the school.
11. To the extent feasible and appropriate, PDLCS will coordinate and integrate parent and family engagement programs and activities with other Federal, State and local programs.
12. PDLCS will ensure that information related to school and parent programs, meetings, events, and activities is sent to parents and family members in a format and to the extent practical, that family members can understand.
13. PDLCS will provide opportunities for the informed participation of parents and family members (including parents and family members who have limited English proficiency, parents and family members with disabilities, and parents and family members of migratory children) in the Title I program.

Conferences

Parents have the right to request at any time conferences referring to the cumulative progress of the student with an Administrator.

School Contacts with Non-Custodial¹ Parents

Access to student records will be in accordance with the Family Educational Rights and Privacy Act of 1974 and other relevant Federal and State laws as pertaining to the release of records. Upon request, non-custodial parents shall be entitled to exercise all parental rights to the extent that such rights are not restricted by a legally binding instrument or court order.

If there is a court order concerning legal custody of a child, the information must be shared with PDLCS and filed in the child's cumulative record.

Special Education

PDLCS fully complies with state and federal laws regarding the education of students with disabilities. In the event that a parent, or a teacher, suspects that a child may have a disability, instructional intervention strategies will be provided through the Response to Intervention Team. When it has been determined that intervention strategies have not been successful, and the child continues to demonstrate a learning deficit, a multi-factored evaluation may be conducted to determine if the child does have a disability. PDLCS shall comply with all mandated timelines to complete the evaluation process.

When a child is identified as having a disability, an IEP will be provided to meet the specialized needs of the child. As a distance-learning school that relies upon parent educators, PDLCS may deliver educationally appropriate services to students with an IEP using methods that differ from those used at traditional public schools. These methods and services will be determined by the IEP Team. It is the responsibility of the student's parent to take his/ her child to a location specified by PDLCS, for state-mandated standardized testing and other purposes, including certain special education related services.

Policy and Procedure for Parental Complaints

Any parent may file a complaint regarding a violation of school policies, regulations, rules or procedures or federal, state or local law to the Board of Trustees of PDLCS by filing the same in writing with the School Administrator. To file a complaint with the Administrator, the parent shall deliver the written complaint containing:

¹ A non-custodial parent refers to the parent who does not have physical custody of the child, but does have the right to information about the child's education.

- The student's and parent's name (anonymous complaints will not be processed);
- The signature of the complainant;
- The complainant's name and phone number;
- The specific violation of school policy, regulation, rule and procedures, and/or federal, state or local law. The complaint may be delivered in person or by U.S. Mail properly addressed to PDLCS in care of an Administrator.

Upon filing of any complaint, PDLCS will do the following:

- Date stamp the complaint upon receipt;
- Notify the President of the Board of Trustees and the Board's attorney;
- Send a letter of acknowledgement to the complainant within 7-10 business days. The letter should address the general procedures that will be followed.
- Conduct an investigation as directed by the President of the Board of Trustees. This process may include the following:
 - Collaborating with other offices, employees and personnel within the school;
 - Conducting a telephone or personal interview and/or conference(s) with complainant and other necessary parties; and/or
 - Sending written correspondence.
- The Administrator will inform the President of the Board of Trustees of the investigation process and findings.
- The investigation will be based on fact and findings specific to the allegation(s) stated in the complaint. (The reason for the decision will be outlined in the letter of findings.)
- The Board of Trustees, or its representative, will issue a letter (or approve the letter) to the complainant of:
 - Compliance – (findings were unsubstantiated and school has complied); or
 - Non-Compliance – noting the areas of non-compliance, recommending possible changes/technical assistance and requesting that the school respond to the complainant with a corrective action plan letter within 10-15 business days. All documentation of the complaint, findings and any corrective action plan(s) must be placed in the appropriately market complaint file for closure.

Withdrawal

It is against Pennsylvania state code for a student to be simultaneously enrolled in PDLCS and another school district; therefore, the parent is responsible for contacting the PDLCS Records Department before his/her student enrolls in another public school. It is critical that parents send

PDLCS a written request for withdrawal as soon as the decision to withdraw a student has been made.

To withdraw a student from PDLCS, the parent must contact the School to obtain the necessary forms, sign and submit the forms to PDLCS Records Department. This signed form gives official notice of the child's withdrawal and grants permission for PDLCS to send records to the student's new school. Except as prohibited by law, the student's grades and credits will not be released until all obligations are met, including the return of all textbooks, equipment, and materials as detailed in this handbook. PDLCS will contact the family via telephone to discuss the reasons for the withdrawal and what steps may be taken to keep the student enrolled in PDLCS.

Should a student decide to return to PDLCS, the enrollment process will be the same as for newly enrolled students and required documentation must be received prior to enrollment.

PDLCS has an obligation under Pennsylvania Law to immediately initiate proceedings to withdraw a student in the event that said student, without a legitimate excuse, fails to participate in 10 consecutive school days (the equivalent of 55 Continuous Educational Learning Hours of curriculum-based educational learning) during any academic year.

REQUIRED ANNUAL NOTICES

Student Records

It is the intent of this Annual Notice and policy to inform parent/guardian(s) and eligible children (i.e. students 18 and older) of their rights relevant to their privacy rights in the collection, maintenance, release and destruction of these records as required by the *Family Educational Rights and Privacy Act (FERPA)*, 20 U.S.C. '1232g, 34 C.F.R. part 99.

Annual notice of this policy is provided on the PDLCS website, in Student and Family Handbooks, and is available at the school.

The different categories of information maintained by PDLCS are as follows; educational and health records, personally identifiable information and directory information. Information known as directory information can be released without consent. Parents may opt out of this by requesting in writing to the school principal that some or all directory information not be released. In addition, photographs, audio, videos may be used in publications, websites, or social media highlighting various school activities or coverage of school events. If you do not wish your child to be photographed or videotaped for these purposes, you must inform PDLCS principal in writing.

Educational Records include records directly related to a student that are maintained by Pennsylvania Distance Learning Charter School (PDLCS). The educational records of PDLCS students may include all of the following (this list is not intended to be exhaustive): grades, standardized test results, student evaluation reports, samples of student work, records transferred from sending schools, discipline records, medical records and any other records created and maintained by the school district directly related to the student. Educational records do not include communications with legal counsel that are attorney client privileged. Educational records do not include records maintained solely by the creator for their personal use, not shared with others. The contents of a student's educational file shall be determined by the District unless a specific parental request is made or a complaint is made consistent with this Notice

PDLCS shall permit the parent/guardian(s) of a student or an eligible special education student, who is or has been in attendance in the school, to inspect and review the education records of the student upon written request. The school will comply with a written request to review records within a reasonable period of time (never to exceed 45 calendar days from the date of written request) after the request has been made. When there are special cases and where necessary, a parental request to review records will be granted and arranged as soon as possible. Visits to review a student's records shall be arranged and facilitated by a Principal or designee, or any party selected by the school, for the purposes of security and assistance in explaining or interpreting the data. The right to inspect and review education records includes:

1. The right to a response from PDLCS to reasonable requests, made in writing, for explanation and interpretations of the record; and
2. The right to obtain copies of records from PDLCS where failure of PDLCS to provide the copies would effectively prevent a parent or eligible student from exercising the right to inspect and review the educational records (e.g. where the parent lives too far to come review the records personally). *A reasonable fee of \$0.25 will be charged per page for duplicate copies of documents already provided to parents/guardians.*

In accordance with FERPA, PDLCS will not produce or compile documentation that does not already exist.

It is presumed by the school that both natural parent/guardian(s) of a student has authority to inspect and review the educational records of the student at the school in the conference room by appointment unless there is evidence that there is a legally binding instrument, or a State law or court order governing such matters as divorce, separation or custody, which provides to the contrary. A school designee will sit with the parent when the parent reviews the records in a private conference area of the main office.

Under federal law, parental consent is not required for the release of Directory Information, which is information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

PDLCS designates the following as **Directory Information**: information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

(a) Directory Information typically includes, but is not limited to, the student's name; address; telephone listing; date and place of birth; dates of attendance; participation in officially recognized activities and sports.

(b) Directory Information does not include a student's:

(1) Social security number; or

(2) Student identification (ID) number, except as provided in paragraph (c) of this section.

(c) Directory Information includes a student ID number, user ID, or other unique personal identifier used by the student for purposes of accessing or communicating in electronic systems, but only if the identifier cannot be used to gain access to education records except when used in conjunction with one or more factors that authenticate the user's identity, such as a personal identification number (PIN), password, or other factor known or possessed only by the authorized user.

A written record of this information, or electronic copy of the same, including grade level completed and year completed, may be maintained at least 100 years after a student attains age 21. A parent/guardian or eligible student may notify the school in writing of their refusal to allow the school to release directory information without prior consent. Such written refusal for consent must be sent to the Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 .

The school is required to release student directory information (access to names, addresses, and phone numbers of high school juniors and seniors) to **military recruiters and college admissions officers**. The law requires high schools to release information to colleges or other higher learning institutions upon request. Any parent/guardian or student who has reached age eighteen may notify the School **in writing of their refusal** for this information to be released. Letters seeking the withholding of information to military recruiters should be sent to: The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Per federal guidance, **student medical records**, maintained by the nurses' office, are considered educational records and will be shared with staff who the school determines has a legitimate educational interest in the information and a need to know medical information to protect the safety and health of the student. **Once provided to the School, specific parental consent will not be sought to share information on a need to know basis. Parental requests to maintain the confidentiality of specific medical information must be made in writing to the nurse's office.** Requests for complete confidentiality of medical information will be granted at the discretion of the nurse. These requests will be granted unless dangerous to the student.

If an agency reports a crime committed by a student with a disability, the school will ensure that copies of the special education records and disciplinary records of the student will be transmitted properly and only to the extent possible that the transmission is permitted by the Family Educational Rights and Privacy Act.

The school can communicate about sex offenders from agency to agency.

The school shall obtain the written consent of the parent(s)/guardian(s) of a student age eighteen before disclosing Personally Identifiable Information, other than directory information, from the education records of a student to a third party. Consent is not required where the disclosure is to the parent/guardian(s) of a student who is not an eligible student or the student himself or herself.

Personally Identifiable Information for Educational Records

The term includes, but is not limited to:

(a) The student's name;

(b) The name of the student's parent or other family members;

(c) The address of the student or student's family;

(d) A personal identifier, such as the student's social security number, student number, or biometric record;

(e) Other indirect identifiers, such as the student's date of birth, place of birth, and mother's maiden name;

(f) Other information that, alone or in combination, is linked or linkable to a specific student that would allow a reasonable person in the school community, who does not have personal knowledge of the relevant circumstances, to identify the student with reasonable certainty; or

(g) Information requested by a person who the educational agency or institution reasonably believes knows the identity of the student to whom the education record relates.

Uses of Personally Identifiable Information

The school may disclose Personally Identifiable Information from the education records of a student without written consent of the parent/guardian(s) or the student or the eligible student in several situations. (See 34 C.F.R. § 99) Some important examples of when no consent to release information include (list not exhaustive):

1. To other school officials, including teachers, guidance counselors, nurses, and Intermediate Unit personnel within the School who have been determined by the School to have legitimate educational interests or are providing instruction or services to students. The School has determined that all school employees involved in the direct supervision of a student (academic or non-academic) (including support staff) have a legitimate education interest in academic and health related student information if the information is necessary to ensure appropriate fulfillment of their professional duties and to ensure the health and safety of the student.
2. To officials of another school or school system or post-secondary schools in which the student seeks or intends to enroll, subject to the requirements set forth in 99.34. Parents may request a copy of the record sent.
3. To appropriate parties in a health or safety emergency, subject to the conditions set in 34 C.F.R. § 99.36, if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
4. Information designated by the School as Directory Information.
5. Generally, schools must have written permission from the parent/guardian or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - Specified officials for audit and evaluation purposes
 - Appropriate parties in connection with financial aid to a student
 - Organizations conducting studies for or on behalf of the school
 - Accrediting organizations
 - To comply with a judicial order or lawfully issued subpoena
 - State and local authorities, within the juvenile justice system, pursuant to specific state law
 - Contracted, consultant, volunteer, or other party to whom an agency or institution has outsourced institutional services or functions may be considered a school official under this paragraph--

(1) Performs an institutional service or function for which the agency or institution would otherwise use employees;

(2) Is under the direct control of the agency or institution with respect to the use and maintenance of education records; and

(3) Is subject to the requirements of 34 C.F.R. §99.33 (a) governing the use and redisclosure of personally identifiable information from education records.

(ii) An educational agency or institution must use reasonable methods to ensure that school officials obtain access to only those education records in which they have legitimate educational interests. An educational agency or institution that does not use physical or technological access controls must ensure that its administrative policy for controlling access to education records is effective and that it remains in compliance with the legitimate educational interest requirement.

When providing records to authorized third parties, the school will make a reasonable attempt to notify the parent/guardian(s) of the student or the eligible student of the transfer of the records at the last known address of the parent(s)/guardian(s) or eligible student. Per state law, the school will not provide any notice of transfer of records of a student to a school in which a student seeks or intends to enroll.

The school maintains student records in locked filing cabinets within the confines of PDLCS. This storage space contains special education student records, student health records, 504 Student Service Plan records, etc. Current original special education records with psychological records are maintained in the Special Education Department. All school records of students (K-12) who were evaluated by the school psychologist(s) and found not to be non-exceptional are kept and are secured in the school(s)' offices. All records are kept in a secure location and access to files is limited.

PLEASE NOTE: PDLCS BOARD POLICY PROVIDES RESIDENT STUDENTS AND THEIR PARENTS WITH NOTICE THAT THE SCHOOL MAY DESTROY RECORDS UNDER THE FOLLOWING CIRCUMSTANCES AND TIMELINES:

a. Records that include a student's name, address, grades, attendance records, classes attended, grade level completed and year completed may be destroyed once 100 years have passed since the student's 21st birthday.

b. **Special Education records**, Section 504 records, Response to Intervention (RTI) records, and health records **may be destroyed once 7 years have passed from the date a student has graduated or reached graduation age** (if exiting the school before graduation) as long as there is no outstanding request to inspect and review the records and the records are no longer deemed useful to the school.

c. **Notice of destruction of these records is provided annually via this publication.** Educational records of a student are no longer needed by PDLCS to provide educational services at the end of one year following a student's graduation from PDLCS. A parent/guardian may submit a written request for the destruction of all education records at that time.

d. Destruction will proceed where parents or eligible students have not requested copies by July 1 of the year the records may be destroyed as per paragraphs *a* and *b* above. Parents or students over eighteen have the right to request a copy of their record before destruction.

Parents are reminded that copies of the records might be needed for the acquisition of Social Security benefits or for other purposes.

Amendment of Education Records

A parent/guardian or eligible student has the right to request amendment of a student's educational file if it is believed that any information is inaccurate, or in violation of a student's rights. The educational agency shall decide within a reasonable time whether to amend the record. If PDLCS decides not to amend the educational record it shall notify the parent/student of the right to and arrange an informal hearing. The hearing will be conducted by an official of the school without an interest in the outcome, who will be either the Right to Know Officer or their designee. The parent may present relevant evidence. The school will issue a written decision based on the hearing. Informal inquiries may be sent to: ferpa@ed.gov or ppra@ed.gov. The website address is: www.ed.gov/policy/gen/guide/fpcd

Complaints regarding violation of rights accorded parent(s)/guardian(s) and eligible students with respect to student records are to be submitted to the a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352. All complaints will be investigated and responded to in writing within a reasonable period of time. If complaints cannot be satisfactorily resolved by the school, complaints can be filed with the following

**Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-4605**

Questions regarding the above information or requests for a copy of the records policy may be referred to The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Screening and Evaluation

The PDLCS employs the following procedures for locating, identifying and evaluating the needs of school age students who may require special education programs and/or services. These procedures, as required by state regulation, are as follows:

As prescribed by Section 1402 of the Pennsylvania school code, PDLCS helps families make provisions for health screenings for kindergarten (K) through 12th grade students and new students without history of recent exams: Vision (Gr. K-12); Hearing (Gr. K, 3, 7 and 11 and any student with a known history of hearing loss); Mandated Physical Exams (Gr. K, 6, and 11); Dental Screenings (Gr. K, 1, 3, and 7); Scoliosis Screening (Gr. 6, 7) and Body Mass Index (BMI) screening (Gr. K-12).

Speech and language skills are screened in kindergarten and on a referral basis by speech clinicians.

Gross-motor and fine-motor skills, academic and social-emotional skills are assessed by the teachers and support staff. Screening activities include: review of group-based data such as cumulative enrollment and health records, report cards and

academic skills scores. Identified needs from these screening sources, as well as information obtained from parents and outside agencies, is assessed, noted within the student's record and discussed with parents.

PDLCS has intervention/prevention teams in place to support students as a pre-referral system. A **Student Academic Team** has been established as part of the pre-referral intervention process. The team consists of principal, guidance counselor, regular education teachers, reading specialists, school psychologist when needed and special education staff when needed. Parents are also part of this process and are contacted and strongly encouraged to participate in all phases of the Student Academic Team process. The Student Academic Team assists teachers and parents with supporting students who are experiencing academic, behavioral, medical, emotional and social skills difficulties.

The **Response to Instruction and Intervention (RTII)** model is utilized as part of the pre-referral intervention process. The MTSS-RTII team coordinates and oversees the MTSS-RTII pre-referral process. The team coordinates all meetings between parents and staff and identifies researched evidenced-based strategies that can be implemented in the regular education classroom setting for students who are at-risk. The MTSS-RTII team will develop appropriate academic goals that the students need to achieve in order to succeed academically in the regular classroom setting. The MTSS-RTII teacher also monitors the effectiveness of the instructional strategies that are utilized in the regular classroom environment. The teacher also works with students on study skills, organizational skills, preparedness, and will, on occasion, provide individual or small group focused tutoring sessions.

The **Student Assistance Program (SAP)** is an additional support used by the school to identify at-risk students. SAP teams are currently in place at the middle and high school levels. SAP is a cooperative effort with parents, utilizing the support staff, students, and community services. It is a proactive prevention/intervention program that attempts to provide intervention before school performance is seriously compromised. The SAP Core Team of individuals are trained in the SAP Model and focus on screening/intervention for student who may be experiencing drug and alcohol, depression, and/or family issues, and will make referrals to appropriate agencies or treatment facilities, aftercare for those returning from treatment, and crisis intervention as needed. If appropriate, a referral process is initiated at each building level through the Student Academic Team, Response to Intervention Team, and Student Assistance Teams, guidance departments, principal or the Department of Special Education. Assessment data is used by the team to meet the student's specific needs by recommending modifications or adaptations to the regular education program, creating interventions to address the problem and monitoring the student's response to intervention, or to document the need for further evaluation.

If it is determined that a student is in need of further evaluation, the student is referred for a multidisciplinary team (MDT) evaluation, which requires parent permission and includes parent input. Next, a "Permission-to-Evaluate Consent Form" is issued to the parent to sign giving the school district permission to conduct the evaluation. The school has 60 calendar days to complete the evaluation. After the evaluation is completed, an evaluation report is prepared which includes specific recommendations for the types of intervention necessary to meet the needs of the student and to determine the child's eligibility for special education services based upon a disability.

When the evaluation report is completed, parents are invited, if necessary, to a multidisciplinary team meeting to review findings and plan for the student's needs. After the MDT evaluation is completed, parents are given a Notice of Recommended Educational Placement/Prior Written Notice (NOREP), which they sign to indicate their agreement or disagreement with the recommendation.

Parents of students who suspect that their child has a disability and is in need of special education may request a Response to Intervention meeting or multidisciplinary team evaluation of their child through a written request to a PDLCS Principal.

You may find information regarding the appropriate developmental milestone descriptors for infants and toddlers at the Center for Disease Control (CDC) website: <http://www.cdc.gov/ncbddd/actearly/milestones/index.html> For additional information regarding the signs of developmental delays, please contact PDLCS, Director of Special Education, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 x105

Services for School Age Students with Disabilities

PDLCS provides a free, appropriate public education to students with disabilities according to state and federal rules. To be eligible, the child must:

- Be of school age.
- Have a disability *and* be in need of specially designed instruction.
- Meet eligibility criteria for one or more of the following physical or intellectual disabilities as set forth in the Pennsylvania State Standards: autism, deaf-blindness, blindness, visual impairment, emotional disturbance, specific learning disability,

other health impairment, traumatic brain injury, and speech/language impairment, orthopedic impairment, hearing impairment, deafness, multiple disabilities or intellectual disabilities. Services designed to meet the needs of eligible disabled students include:

- The annual development of an individualized education program (IEP).
- A triennial multidisciplinary re-evaluation for students with disabilities (except for those students with intellectual disabilities where evaluation remains biennial).
- A range of supports for students from itinerant level to supplemental level to full time level special education support within the school district or placement in a full-time special education disabilities class outside of the regular school.

The extent of special education services for disabled students and the location for the delivery of such services are determined by the parents and the district staff at the IEP team meeting and are based on the student's identified needs and abilities, chronological age and the level of intensity of the specified intervention. PDLCS also provides related services such as speech therapy, physical therapy, occupational therapy and assistive technology if they are required to enable the student with disabilities to derive educational benefits.

Prior to initiation of services, parents of a student with disabilities are presented a "Notice of Recommended Educational Placement/Prior Written Notice" (NOREP) with which they agree or disagree. If parents agree to the program outlined by the multidisciplinary team, the parent signs either the NOREP or NORA, and the program is implemented for the student. If parents disagree with the program being recommended, they have the right to request IEP facilitation, mediation and/or a due process hearing. Parents are issued "Procedural Safeguards" which outlines in detail their legal rights as a parent of a child identified as having a disability. If a child proves to have a disability or handicapping condition under PA Chapter 15 and the American Disabilities Act and it is determined the child is entitled to services and accommodations that are necessary to enable them access and safety when participating in programs and activities of the school, then a 504 Student Services Plan is outlined between the parent, district LEA and district staff. Parents are also given "Procedural Safeguards" for Chapter 15 504 Student Services Plans which outlines their rights as a parent of a student who has a disability and requires accommodations.

Detailed information regarding Chapter 14 Special Education, Chapter 711 Charter School and Cyber Charter School Programs for Children with Disabilities, and Chapter 15 504 Service Plan/Agreement procedures and services may be obtained by contacting a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Services for Students in Nonpublic Schools

Public school education may be accessible to resident students attending nonpublic schools on a dual enrollment basis in a special education program operated in a public school. A multidisciplinary evaluation which determines the child's eligibility for services must be conducted and, if eligible, an individualized education program plan (IEP) is developed. Parents of nonpublic school students who suspect that their child is disabled and in need of special education may request a multidisciplinary evaluation of their child through a written request to a PDLCS Principal or Director of Special Education.

Services for Protected Handicapped Students

The school will provide to each protected handicapped student without discrimination or cost to the student or family those related aids, services or accommodations which are needed to provide equal opportunity to participate in and obtain the benefits of school programs and extracurricular activities to the extent appropriate to the student's abilities. To qualify as a protected handicapped student, the child must be of school age with a physical or mental handicap which substantially limits or prohibits participation in or access to an aspect of the school program.

Services for protected handicapped students are distinct from those applicable to disabled students enrolled in special education programs. Protected handicapped students fall under Pennsylvania's Chapter 15, sometimes known by its federal name, Section 504 (of the 1973 Rehabilitation Act). In contrast, students with disabilities who qualify for special education services are covered by regulations contained in Pennsylvania's Chapter 14. While both Chapter 14 and 15 provide services to students, there are technical differences between the two. Additional information about evaluation procedures and provision of services to protected handicapped students is available by contacting a School Administrator.

Services for Preschool Age Children

Act 212, the Early Intervention Systems Act, entitles all preschool age children with disabilities to appropriate intervention services. Young children experiencing developmental delay or physical or intellectual disabilities are eligible for early intervention services if it is determined that they meet eligibility requirements.

The **Pennsylvania Department of Public Welfare** is responsible for providing services to infants and toddlers, defined as children from birth to three year of age. Contact the Early Learning Institute, 2510 Baldwick Road, Pittsburgh, PA, 15205-4104, 412-922-8322.

The Pennsylvania Department of Education is responsible for providing services to preschool age children from ages three through five. Contact the **Allegheny Intermediate Unit, Project DART**, 425 East Waterfront Drive, Homestead, PA 15120, 412-394-5941.

Confidentiality of Student Records

The privacy rights of parents and students are mandated by federal legislation known as the Family Educational Rights and Privacy Act of 1974 (FERPA - C.F.R. Part 99), most recently amended in November 1996, state regulations (Chapter 14-Special Education Services and Programs, Chapter 12-Student Rights and Responsibilities) and district policy.

Highly Qualified Teachers

All Pennsylvania public school teachers with primary responsibility for direct instruction in one or more of ESSA's core content areas are required to demonstrate that they satisfy the State's certification and licensure requirements. This requirement includes:

- Elementary level (grades K-6) teachers who teach all subjects to a particular grade;
- Middle- and secondary-level (grades 7-12) core content area teachers;
- Special education teachers who provide direct instruction in one or more core content areas;
- English as language (EL) teachers who provide direct instruction in one or more core content areas

Pennsylvania's Definition of Highly Qualified Teacher

PDLCS staff meets the Every Student Succeeds Act (ESSA) for highly qualified teachers. A highly qualified teacher, according to the United States Department of Education, is fully certified, has a bachelor's degree, a content area major and has passed a content area test. In addition, fully certified teachers in Pennsylvania have completed pedagogical course work in education, including student teaching. We take pride in the tremendous skill and dedication of our faculty and staff.

Please note that, as parents, you have a right to request and receive timely information regarding the professional qualifications of your child's classroom teacher. If you have any questions about our Title I Program or about your child's teacher, please feel free to contact a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090; 888.997.3352.

Parents' Right to Know

As stipulated in ESSA, parents/guardians may request information regarding the professional qualifications of their child's classroom teacher(s). Specifically, individuals have the right to ask for the following information:

- Whether the student's teacher has met state qualifying and licensing criteria for the grade level or subject he/she is teaching;
- Whether the teacher is teaching under emergency or other provisional status;
- The teacher's college major, the baccalaureate degree, and/or any advanced degrees earned by the teacher;
- Whether the child is provided services by paraprofessionals and, if so, their qualifications.

To obtain this information, please submit your request in writing to a PDLCS Administrator who oversees teacher/paraeducator certifications/qualifications. Each request should include the child's name, and his/her teachers' names. Please be certain to include your name, address and a telephone number at which you can be contacted during the day.

Pennsylvania Distance Learning Charter School

Attn: PDLCS Principal

2100 Corporate Drive

Wexford, PA 15090

888.997.3352

Surrogate Parents for Students with Special Needs

Surrogate Parent Program

Federal law establishes the right of a free and appropriate public education for all children with disabilities. To ensure that this right is realized for all such children, procedures are written into the laws to ensure that children with disabilities who are wards of the state, or whose parents are unknown, unavailable, or have had their parental rights legally terminated, have appropriate representation when educational programming decisions are made. This is provided through the recruitment, training and assignment of volunteer surrogate parents who represent the child during the educational process. In Pennsylvania, Intermediate Units have been given the responsibility of recruiting, training and assigning parents to children meeting the qualifications listed. PDLCS works with the Allegheny Intermediate Unit #3 in providing this service.

Identification of Children Eligible for Surrogate Parents

Special needs preschool and school-aged children receiving a free and appropriate education in a public school or an approved private school, who meet one of the following criteria, are eligible for the assignment of a qualified surrogate parent:

1. No IDEA parent can be identified;
2. The local educational agency, after reasonable efforts, cannot locate a parent;
3. The child is a ward of the State as defined by State law (Pennsylvania does not have a state law definition of ward of the State so this provision does not apply in Pennsylvania); or
4. The child is an unaccompanied homeless youth as defined in the McKinney-Vento Homeless Assistance Act (i.e., a youth who lack a fixed nighttime residence and are not in the care of a parent or guardian).

To be identified as being in need of a surrogate parent, the preschooler or school-aged child must have special needs, or be thought to have special needs, and be in need of special education services at PDLCS.

Qualification for Surrogate Parents

Surrogate parents must meet the following qualifications:

- Be a person of good character,
- Be at least 18 years of age,
- Possess reasonable abilities to make decisions regarding a child's educational needs,
- Be willing to acquaint themselves with the child's educational needs and with the special education system in the Commonwealth of Pennsylvania,
- Have no vested interest that would conflict with the primary allegiance to the child they are representing. The surrogate parent should not be an employee of the agency responsible for the care of the child,
- Foster parents may be considered if they meet all other qualifications,
- Have Act 33 and Act 34 clearances from the Commonwealth of Pennsylvania,
- Be willing to complete a training program conducted by the Allegheny Intermediate Unit.

Responsibilities of the Surrogate Parent

The surrogate parent is expected to act in place of a parent for the student concerning his or her educational program. This involves:

- Attending a planning conference to develop an individualized educational program
- Being familiar with appropriate procedures for due process and confidentiality of school records
- Receiving and responding to requests and notices concerning the evaluation and/or educational placement of the assigned student
- Making self familiar with the unique educational needs of the assigned student

The surrogate parent takes on certain quasi-legal responsibilities in order to serve the best interests of the child. The primary function is to represent the student in those circumstances in which decisions need to be made concerning the student's educational program or placement. It is necessary for the surrogate parent to receive considerable training to familiarize him or herself with all aspects of the

surrogate parent role. The demands of the role may be extensive and require the volunteer to make a significant commitment of time and learning in order to serve the best interest of the child.

If you are interested in being a surrogate parent for a child/youth with disabilities, please contact the Director of Special Education or Principal, at 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

English as a Second Language Services (EL)

In accordance with federal law and state regulations, the PDLCS must identify all students who have “limited English proficiency” (LEP). These students typically have a primary language other than English that is used in their homes. Students identified with a limited English proficiency are eligible for ESL instructional services to help them attain proficient skills in their use of the written and spoken English language.

All students must have a Home Language Survey completed by their parents prior to admission into the school district. This survey allows the PDLCS to identify possible LEP students. Our EL Coordinator will conduct a family interview as indicated by EL regulations of any student identified as possibly having a limited English proficiency and will facilitate services to students based on their level of need.

Parents or guardians who feel that their child may have a limited English proficiency should the EL Coordinator, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 for more information.

Title I Performance Report

The PDLCS receives Title I funds annually. This funding is used schoolwide to assist students who are below basic or basic in reading and math skills.

Title I Home-School Compact

The Pennsylvania Distance Learning Charter School, the families and the students agree that this compact outlines how the families, the entire school staff, and the students will share the responsibility for improved student academic achievement. This will serve as the means by which the school and families will build and develop a partnership that will help children achieve Pennsylvania's high standards.

School Responsibilities

PA Distance Learning Charter School will:

- Provide high quality curriculum and instruction in a supportive and effective learning environment that enables the participating children to meet Pennsylvania's Core Standards as follows:
 - All students will participate in the curriculum which is driven by Pennsylvania Core Standards. Students will be supported in a learning environment that provides multiple levels of instruction, considering a variety of learning skills. Supplemental resources will be provided to the students to enhance their curriculum and extend or reinforce learning.
- Hold parent-teacher conferences periodically over the course of the school year to discuss the individual child's achievement.
 - Parent-Teacher conferences will be held mid-year (February) for students in grades K-8 and as needed for students in grades 9-12. All parents may request a conference at any time to discuss their individual student.
- Provide parents with frequent reports on their child's progress.
 - All students in grades K-8 will receive quarterly report cards. Students in grades 9-12 will receive quarterly progress reports. Standardized assessment results will also be communicated and reported to parents.
- Provide parents reasonable access to staff.
 - Specifically, staff will be available for consultation with parents Monday – Friday between the hours of 7:30 a.m. – 3:30 p.m. by phone or email.
- Provide parents opportunities to volunteer and participate in their child's educational program as follows:
 - Parents may participate in their child's class by having access to the Student Information System (SIS) for communicating with school staff, accessing daily

lessons and recorded live learning sessions and having access to their child's Guidance Counselor course.

Parent/Guardian Responsibilities:

We, as parent(s)/guardian(s), will support our child's learning in the following ways:

- Ensure that my child is ready for school each day.
- Develop a schedule to monitor my student's attendance on a daily basis to ensure they are attending live classes and completing daily lessons and assignments
- Participate in as many meetings, conferences, trainings, etc., as possible to help make decisions related to my child's education
- Promote positive use of my child's extracurricular time
- Communicate with all classroom teachers concerning my child's academic progress
- Read daily with my child or ensure that my child is reading each day.
- Encourage a positive attitude towards school.

Student Responsibilities:

We, as students, will share the responsibility to improve our academic achievement and achieve the state's high standards in the following ways:

- Login to the school each day to complete my lessons in all of my courses.
- Attend live learning sessions on a regular basis.
- Believe that I can and will learn.
- Let my teachers and family know if I need help.
- Participate and try my best in standardized testing.
- Read at least 15-30 minutes every day outside of school time.
- Give my parent/guardian any notice or information received by me from my school.
- Keep a positive attitude towards school at all times.

Please sign on the appropriate line below, acknowledging that you have read and agreed with the above compact. Return this signed form to your teacher as soon as possible.

School

Date

Parent/Guardian

Date

Student

Date

SIGNATURE PAGE

Pennsylvania Distance Learning Charter School PARENT/STUDENT INFORMATION HANDBOOK

The Parent/Student Handbook is available to all families who are enrolled in PDLCS. Please take the time to review the content with your child/children. We provide you with a copy of the handbook, but it is also available electronically.

The intent and the spirit of the handbook is what will help us create an emotionally and physically safe environment for all our children.

(Please call your child's teacher or Principal if you need any clarification or explanation).

"We have reviewed the PDLCS 2019-20 Parent/Student Handbook received from the school. We have discussed the content with our child/children."

PLEASE SIGN AND RETURN THIS FORM TO THE ENROLLMENT DEPARTMENT.

Thank you.

Printed Parent/Guardian Name

Parent/Guardian Signature

Printed Student Name

Student Signature

Technical Support Report 06/01/2019 - 06/30/2019

Total Contacts with families: 53
 Total Phone Calls: 41
 Total Voice Mails Left: 1
 Total Email contacts: 1
 Other Contact Entries: 8

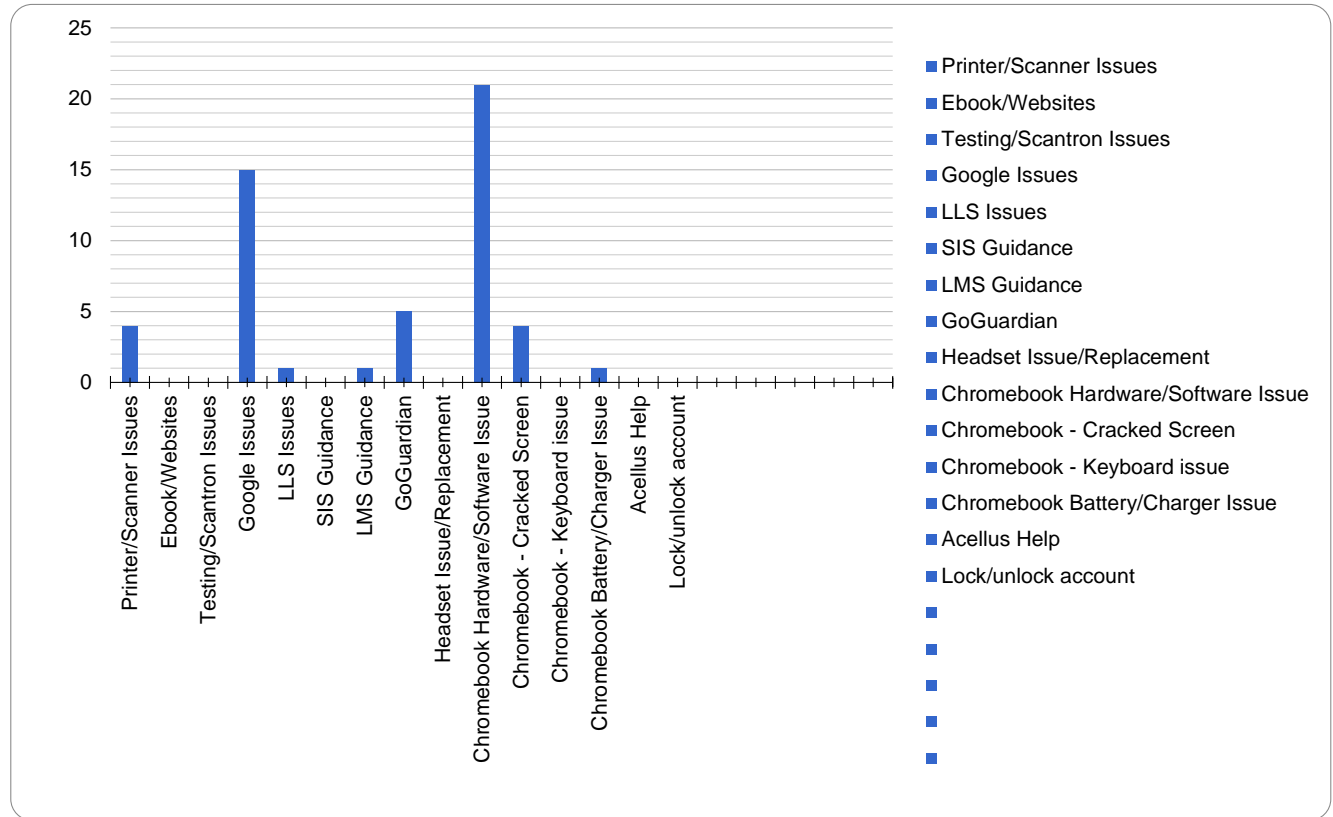
New Student Computers Made: 0
New Staff Computers Made: 0
Replacement Staff Computers Made: 0

Calls Related to (Estimated Numbers)

Printer/Scanner Issues 4
 Ebook/Websites 0
 Testing/Scantron Issues 0
 Google Issues 15
 LLS Issues 1
 SIS Guidance 0
 LMS Guidance 1
 GoGuardian 5
 Headset Issue/Replacement 0
 Chromebook Hardware/Software Issue 21
 Chromebook - Cracked Screen 4
 Chromebook - Keyboard issue 0
 Chromebook Battery/Charger Issue 1
 Acellus Help 0
 Lock/unlock account 0

Tickets Created for the month 38
 Outstanding Tickets from the month 9

Ticket Details on Page 2



Status	Ticket ID	Subject	Priority	Type	Agent	Created time	Resolved time	Closed time	Name
Closed	3873	Email address	Medium	Other	Dan Malone	2019-06-03 7:36:56	6/3/2019 10:39	6/5/2019 11:09	Jamie Desrochers
Closed	3875	Address Change Date entered incorrectly for student: 1931075808	Medium	Student Information System (SIS)	Joe	2019-06-03 11:34:50	6/3/2019 13:53	6/5/2019 14:09	Mary Ann Calderone
Closed	3876	K. Williams Lock Down Removed	Low	User Account Google (Gmail, Drive), Network	Dan Malone	2019-06-04 15:35:42	6/5/2019 8:02	6/7/2019 8:09	Katie Griffith
Closed	3879	Phone and Monitor	High	Other	No Agent	2019-06-05 15:16:01	6/6/2019 9:43	6/8/2019 10:09	Kelsey Brenner
Closed	3880	Connect to 4th floor printer	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-06 7:12:14	6/6/2019 13:35	6/8/2019 14:09	Hannah Bevington
Closed	3881	Transcripts	Urgent	Student Information System (SIS)	No Agent	2019-06-06 8:04:52	6/6/2019 11:55	6/8/2019 12:09	Mandy Rauenzahn
Closed	3882	2nd floor printer	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-06 9:23:09	6/10/2019 11:45	6/12/2019 12:09	Kara Buncic
Closed	3883	Printer access	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-06 9:32:36	6/6/2019 13:35	6/8/2019 14:09	Krista Fischetti
Closed	3884	Report card credit	High	Student Information System (SIS)	Joe	2019-06-06 10:24:22	6/6/2019 15:08	6/8/2019 15:09	Amy Protho
Closed	3885	Printer	Medium	Learning Management System (Courses)	Dan Malone	2019-06-06 10:28:54	6/6/2019 11:30	6/8/2019 12:09	Mandy Rauenzahn
Closed	3886	2nd floor printer	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-06 10:58:31	6/6/2019 11:31	6/8/2019 12:09	Amy Protho
Closed	3887	Terminating Employee	Medium	Other	Dan Malone	2019-06-06 13:17:25	6/11/2019 14:08	6/13/2019 14:09	Leigh Anne Lord
Closed	3888	Printer & Phone	Low	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-06 13:54:16	6/13/2019 8:13	6/15/2019 9:08	Matt Evanchak
Closed	3889	S. Cook Penalty Box	High	Laptop/Chromebook	Dan Malone	2019-06-06 14:28:04	6/6/2019 14:31	6/8/2019 15:09	Kara Buncic
Closed	3891	School Control (Scheduler) Password	Low	Student Information System (SIS)	Dan Malone	2019-06-07 9:15:07	6/10/2019 11:36	6/12/2019 12:09	Brianna Edwards
Closed	3892	Pull a list	High	Other	Joe	2019-06-07 9:41:27	6/7/2019 11:42	6/9/2019 12:09	Bill DeJoseph
Closed	3893	Printer	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan.brophy	2019-06-10 7:26:10	6/10/2019 10:23	6/12/2019 11:09	Brianna Edwards
Closed	3894	2nd Floor Printer	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan.brophy	2019-06-10 7:26:21	6/10/2019 10:23	6/12/2019 11:09	Brandon Payne
Closed	3895	Email account - new hire	Medium	Other	Dan Malone	2019-06-11 14:03:52	6/13/2019 10:53	6/13/2019 10:53	Leigh Anne Lord
Closed	3897	18-19 Address Change Last Date Correction	Medium	Student Information System (SIS)	Joe	2019-06-13 11:24:04	6/20/2019 11:27	6/22/2019 12:09	Mary Ann Calderone
Closed	3898	New Hires	Medium	Other	Dan Malone	2019-06-13 14:18:52	6/17/2019 9:56	6/17/2019 9:56	Leigh Anne Lord
Closed	3901	Acellus Access	Medium	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-06-17 12:59:56	6/17/2019 14:08	6/19/2019 14:09	Kelly Collins
Closed	3903	Transcripts- graduation date	Medium	Student Information System (SIS)	Joe	2019-06-18 11:15:45	6/20/2019 11:11	6/22/2019 12:09	Mandy Rauenzahn
Closed	3905	transcript credit	Medium	Student Information System (SIS)	Joe	2019-06-19 8:33:43	6/20/2019 6:32	6/22/2019 7:09	Amy Protho
Closed	3907	Password	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-06-20 8:40:58	6/20/2019 9:07	6/22/2019 9:09	Mary Alicandro
Closed	3908	Need Help with Dual Monitor Docking Station	High	Other	Dan Malone	2019-06-25 13:14:13	6/25/2019 13:30	6/27/2019 14:09	Darla Posney
Closed	3912	Network - 4th floor Printer Issue	Urgent	User Account Google (Gmail, Drive), Network	Dan Malone	2019-06-27 17:02:44	6/28/2019 8:30	6/30/2019 9:09	Patricia R Rossetti
Closed	3913	App not showing on main page	Urgent	Student Information System (SIS)	Joe	2019-06-28 10:28:15	6/28/2019 11:11	6/30/2019 12:09	Brandee Kantrowitz
Open	3874	New Hires	Medium	Other	Dan Malone	2019-06-03 9:58:08			Leigh Anne Lord
Open	3878	Last Name Changes	Low	User Account Google (Gmail, Drive), Network	Dan Malone	2019-06-05 11:11:11			Patricia R Rossetti
Open	3890	18-19 Master Attendance report with all attendance detail - Please run and email	High	Student Information System (SIS)	Joe	2019-06-07 8:37:29			Mary Ann Calderone
Open	3900	2nd floor printer	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-17 7:35:53			Kara Buncic
Open	3902	Printer	Low	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-17 14:41:17			Mandy Rauenzahn

Status	Ticket ID	Subject	Priority	Type	Agent	Created time	Resolved time	Closed time	Name
Open	3904	Graduating Students	High	Student Information System (SIS)	Joe	2019-06-18 13:31:48			Cathy Talento
Open	3906	2nd floor printer	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-06-19 8:47:40			Amy Protho
Open	3909	SIS Rollover / Summer Withdraws - Create PIMS 7/1/19 Enrollment and WD codes	High	Student Information System (SIS)	Joe	2019-06-25 15:30:33			Mary Ann Calderone
Open	3911	Create 19-20 PIMS Options and Reports in SIS after rollover	Medium	Student Information System (SIS)	No Agent	2019-06-26 15:29:50			Mary Ann Calderone
Resolved	3910	Vaughn, Alvina - Y: Drive access	High	Other	Dan Malone	2019-06-26 8:22:31	7/1/2019 13:36		Sheryl Allmon

Morgan Jasin
Kelly Collins
Amy Protho
Mandy Rauenzahn
Kelly Collins
Patricia R Rossetti
Carolyn Hockman
Patricia R Rossetti
Patricia R Rossetti
Patricia R Rossetti
Nick Kocuba
Mary Ann Calderone
Mandy Rauenzahn
Mary Ann Calderone
Sarah Galioto
Nick Kocuba
Nick Kocuba
Patricia R Rossetti
Cathy Talento
Patricia R Rossetti

Date/Time	Person_Contacted	Contacted_By	Contacted_For	Type	Reason	Notes
6/25/2019 14:17	(Student)	Brophy, R		TELEP	TECHN	spoke with student, videos in the chrome browser were just showing green. We did hard reboot(power button held down for 60 seconds, close laptop and open it back up). this seemed to fix student's issues. if this happens frequently over the next day or two, we will send replacement
6/24/2019 8:45	(Mother)	Brophy, R		TELEP	TECHN	mother called in and asked about new replacement chromebook because student's is broken. Explained we had no one contact us about that but we can definitely help her out. She asked about setting up a place to pick them up, told her that is a conversation with Bill but he wont be in until 6/25. I will forward her issue.
6/20/2019 12:40	(Student)	Brophy, R		TELEP	TECHN	Helped set up LaserJet
6/19/2019 10:34	(Mother)	Brophy, R		TELEP	TECHN	mother needed her password
6/19/2019 10:44	(Student)	Brophy, R		TELEP	TECHN	student chromebook is having issues with tabs opening by their self. They asked for a new chromebook, but i explained it sounds like it just needs a hard reboot. Explained to hold power button down for a minute, close laptop then reopen. If the issue persists, she will call back
6/19/2019 8:47	NO CONTACT MADE	Brophy, R		OTHER	TECHN	chromebook 05280 will be sent
6/18/2019 10:17	NO CONTACT MADE	Brophy, R		TELEP	TECHN	received chromebook 05280
6/18/2019 10:30	NO CONTACT MADE	Brophy, R		TELEP	TECHN	received 4760
6/18/2019 8:28	NO CONTACT MADE	Brophy, R		OTHER	TECHN	Received back, 4474. nothing wrong with it
6/18/2019 8:37	NO CONTACT MADE	Brophy, R		OTHER	TECHN	sending 4474
6/17/2019 14:11	(Student)	Brophy, R		TELEP	TECHN	student cracked the screen, sending replacement with return label
6/12/2019 11:28	(Mother)	Brophy, R		TELEP	TECHN	couldnt connect to the printer, student's chromebook was connected to their 5G network. switched to regular wifi network and everything worked
6/11/2019 10:54	(Mother)	Brophy, R		TELEP	TECHN	mother wanted to know why her email would not work on her phone. I explained that I can not help with problems dealing with personal devices. She got angry and asked why someone would send her directions if we cant help. I explained I am not sure who sent them because the tech department does not to my knowledge. she asked to speak with dan
6/11/2019 12:42	(Mother)	Brophy, R		TELEP	TECHN	Cracked chromebook screen, sending replacement
6/6/2019 11:41	(Mother)	Brophy, R		TELEP	TECHN	printer switched IP address
6/6/2019 14:33	(Mother)	Brophy, R		TELEP	TECHN	mother called in asking about where the charger they requested was. Explained there are no notes regarding a request for a new charger but we would be happy to send one out.
6/5/2019 14:04	(Student)	Brophy, R		TELEP	TECHN	called to see if the student was taken out of penalty box. looked in go guardian, student is in a regular group. Explained there are still restrictions on what you go on being school owned equipment
6/4/2019 10:28	(Mother)	Brophy, R		TELEP	TECHN	mother called to ask when theyd be getting a new computer, i explained that we have no record of them calling in for one. verified issue, will send out replacement chromebook
6/4/2019 13:32	NO CONTACT MADE	Brophy, R		OTHER	TECHN	sending chromebook 3344
6/4/2019 13:48	NO CONTACT MADE	Brophy, R		OTHER	TECHN	sending 2739
6/4/2019 13:23	NO CONTACT MADE	Brophy, R		ANSWE	ACADE	received back chromebook 3344, supposedly had broken screen. Chromebook is perfectly fine
6/3/2019 8:43	(Mother)	Brophy, R		TELEP	TECHN	email sent out about hershey park has blocked pictures attached. explained that the pictures fall under a blocked category

Date/Time	Person_Contacted	Contacted_By	Contacted_For	Type	Reason	Notes
6/3/2019 8:50	(Mother)	Brophy, R		TELEP	TECHN	mother called in about a website splashmath.com because she can't switch grades on it. I remoted in and cleared cache to see if thatd work, it did not. Explained i will notify Mr.s Thornton about it
6/3/2019 12:11	(Mother)	Brophy, R		TELEP	TECHN	mother had questions about shipping things back, transferred her to shipping department
6/3/2019 13:27	(Mother)	Brophy, R		TELEP	TECHN	live learning tab was muted, right clicked, then selected unmute
6/3/2019 14:47	(Student)	Brophy, R		TELEP	TECHN	Cracked his chromebook screen. sending replacement
7/1/2019 14:01	(Mother)	Sima, A		TELEP	TECHN	student's mom called in regarding inappropriate pop-up windows appearing on the Chromebook. I remoted into the Chromebook and saw nothing unusual in History, Extensions, Downloads, etc. While still remoted in, a supposed Facebook Messenger notification popped up with a flirtatious message, clearly a spam message. I then found an unusual entry in the Chrome notifications, which I disabled. Dan blocked the site and moved the student into a more restrictive Organization. I had mother perform a hard reset on the Chromebook and she said it wasn't coming up again. I also took note of the AT on the Chromebook: 2681. Will have the Chromebook replaced if the issue persists, as it'll give us a better chance to dig into why this popped up on the Chromebook in the first place.
6/27/2019 8:21	(Mother)	Sima, A		TELEP	TECHN	Called to confirm their shipping address
6/26/2019 9:19	(Mother)	Sima, A		TELEP	TECHN	Received a call asking for support with a malfunctioning Chromebook. Display cable issue. Verified the shipping address and the Asset Tag of students' Chromebook, 3725 and gave instructions on how to return the malfunctioning Chromebook once the new one is received. mother also asked for a spare charger to be sent out, as one of the two they received has been lost.
6/26/2019 23:56	(Mother)	Sima, A		TELEP	TECHN	mother called and explained that student somehow dropped the student's Chromebook and broke the screen. Confirmed the mailing address. Sending out a replacement Chromebook and return label.
6/26/2019 13:17	(Mother)	Sima, A		EMAIL	TECHN	Received Jet Blue lost item tracking number and e-mail from mother, forwarded to Dan and Nick for review. Per Nick's request, sending out a replacement Chromebook.
6/25/2019 8:29	(Mother)	Sima, A		TELEP	TECHN	Talked to mother about student's missing Chromebook. the student claimed s+G30he had it in student's backpack in the airport, never took it out, but that it wasn't there when student checked for it after student's flight. They reported it missing to airport security. Asked for a copy of the report and explained that we won't be able to send a replacement until we get that.
6/25/2019 12:14	(Mother)	Sima, A		TELEP	TECHN	mother called earlier today asking for help with setting up the printer, but I couldn't remote into the Chromebook. I called back after Dan looked into some things, managed to get the Chrome web app working for remote connections, but only managed to get the printer set up. I couldn't connect to the printer's IP to set up scanning, possibly due to her internet equipment. Instructed her to reach out to her ISP for new equipment and asked her to call us back after she gets it. We can try setting up scanning again, then.
6/24/2019 11:57	NO CONTACT MADE	Sima, A		TELEP	TECHN	Left a voicemail
6/24/2019 12:02	NO CONTACT MADE	Sima, A		TELEP	TECHN	Left a voicemail
6/24/2019 12:08	NO CONTACT MADE	Sima, A		TELEP	TECHN	Left a voicemail
6/24/2019 12:13	NO CONTACT MADE	Sima, A		TELEP	TECHN	Left a voicemail

Date/Time	Person_Contacted	Contacted_By	Contacted_For	Type	Reason	Notes
6/24/2019 12:20	(Mother)	Sima, A		TELEP	TECHN	Spoke to the student's mom. She said that student took the laptop with them on vacation to Puerto Rico and it was stolen at the airport. Says a police report was filed and was unsure if they would owe money for the missing laptop. Requested that we call her back in the morning with that information.
6/24/2019 12:36	NO CONTACT MADE	Sima, A		TELEP	TECHN	Left a voicemail
6/24/2019 12:56	NO CONTACT MADE	Sima, A		TELEP	TECHN	Left a voicemail
6/24/2019 13:01	NO CONTACT MADE	Sima, A		TELEP	TECHN	Attempted to call, number is not in service
6/24/2019 13:01	NO CONTACT MADE	Sima, A		TELEP	TECHN	Attempted to call, number is not in service
6/24/2019 13:01	NO CONTACT MADE	Sima, A		TELEP	TECHN	Attempted to call, number is not in service
6/24/2019 13:01	NO CONTACT MADE	Sima, A		TELEP	TECHN	Attempted to call, number is not in service
6/25/2019 8:01	NO CONTACT MADE	Malone, D		OTHER	TECHN	Disabled the chromebook 05491 LR0BJ4PH
6/11/2019 11:06	(Mother)	Malone, D		TELEP	TECHN	Called for help with sending doc/pic with cellphone to Bill.
6/10/2019 12:56	(Mother)	Malone, D		TELEP	TECHN	Called for her username and password
6/6/2019 14:30	NO CONTACT MADE	Malone, D		OTHER	TECHN	Placed in the Penalty Box per Kara B #3889
6/5/2019 8:01	NO CONTACT MADE	Malone, D		OTHER	TECHN	Removed from the Penalty Box per Katie G ticket #3876
6/3/2019 13:12	(Student)	Malone, D		TELEP	TECHN	Called about help with the LMS. Student need to take a final but had already used up student attempts. Increased the attempts allowed per Tracey.

Technical Support Report 07/01/2019 - 07/30/2019

Total Contacts with families: 34
 Total Phone Calls: 30
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 Total Email contacts: 4
 Other Contact Entries: 1

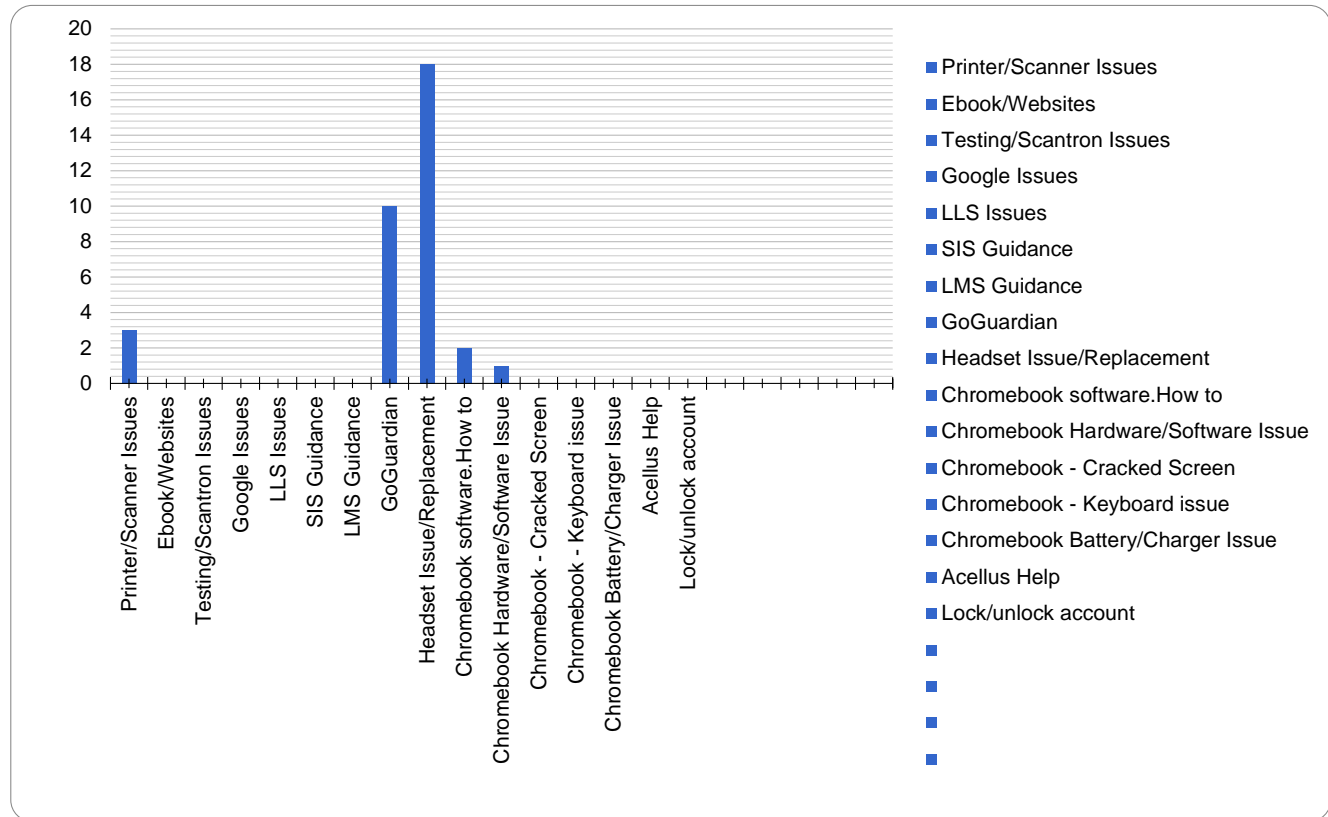
New Student Computers Made: 46
New Staff Computers Made: 8
Replacement Staff Computers Made: 0

Calls Related to (Estimated Numbers)

Printer/Scanner Issues 3
 Ebook/Websites
 Testing/Scantron Issues
 Google Issues
 LLS Issues
 SIS Guidance
 LMS Guidance
 GoGuardian 10
 Headset Issue/Replacement 18
 Chromebook software.How to 2
 Chromebook Hardware/Software Issue 1
 Chromebook - Cracked Screen
 Chromebook - Keyboard issue
 Chromebook Battery/Charger Issue
 Acellus Help
 Lock/unlock account

Tickets Created for the month 26
 Outstanding Tickets from the month 12

Ticket Details on Page 2



Kelly Collins
Amy Protho
Mandy Rauenzahn
Kelly Collins
Patricia R Rossetti
Carolyn Hockman
Patricia R Rossetti
Patricia R Rossetti
Patricia R Rossetti
Nick Kocuba
Mary Ann
Mandy Rauenzahn
Mary Ann
Sarah Galioto
Nick Kocuba
Nick Kocuba
Patricia R Rossetti
Cathy Talento
Patricia R Rossetti

DATE/TIME	PERSON CONTACTED	CONTACTED BY	CONTACTED FOR	TYPE	REASON
7/31/2019 7:33	(STUDENT)	BROPHY, R		EMAIL	TECHN
CONTACT NOTES:	student's ENVY 4520 IS NOT PRINTING CORRECTLY. WENT THROUGH CLEANING OPTIONS AND DID NOT WORK. SENDING LASERJET PRO				
7/22/2019 12:13	NO CONTACT MADE	BROPHY, R		OTHER	TECHN
CONTACT NOTES:	SENDING OUT NEW CHROMEBOOK				
7/15/2019 9:24	NO CONTACT MADE	BROPHY, R		TELEP	TECHN
CONTACT NOTES:	RECEIVED BACK CHROMEBOOK LR05NRG6 WITH CRACKED SCREEN				
7/15/2019 9:30	NO CONTACT MADE	BROPHY, R		OTHER	TECHN
CONTACT NOTES:	RECEIVED BACK 4714				
7/15/2019 10:43	NO CONTACT MADE	BROPHY, R		OTHER	TECHN
CONTACT NOTES:	RECEIVED CHROMEBOOK 4579				
DATE/TIME	PERSON CONTACTED	CONTACTED BY	CONTACTED FOR	TYPE	REASON
7/30/2019 13:37	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	mother CALLED SEEKING ASSISTANCE WITH MIRRORING THE CHROMEBOOK DISPLAY TO THE MONITOR.				
7/29/2019 11:07	(FATHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	father CALLED SEEKING A REPLACEMENT CHROMEBOOK FOR student FOR THE NEW SCHOOL YEAR, DUE TO VARIOUS ISSUES WITH THE ONE the student HAS.				
7/29/2019 12:51	(GRANDMOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	grandmother CALLED TO LET US KNOW THEY FOUND student's BROKEN CHROMEBOOK. I INSTRUCTED HER TO SEND IT BACK WHEN THEY GET THE SHIPPING LABEL WITH THE REPLACEMENT.				
7/26/2019 12:43	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW UP TO A VM LEFT BY mother THE DAY BEFORE. ARRANGED A REPAIR/REPLACE FOR student's CHROMEBOOK, WHICH WON'T POWER ON.				
7/25/2019 10:31	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	STUDENT WITHDRAW. mother CALLED ASKING ABOUT RETURN LABELS FOR SHIPPING THE EQUIPMENT BACK. TRANSFERRED TO BILL.				
7/25/2019 13:16	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	mothee CALLED BACK FOR SUPPORT WITH SETTING UP THE SCANNING FEATURE ON THE PRINTER.				
7/23/2019 10:20	(GRANDMOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW-UP CALL REGARDING THE CHROMEBOOK REPAIR. INFORMED grandmother THAT the student WILL HAVE A WORKING CHROMEBOOK IN TIME FOR THE START OF THE SCHOOL YEAR, AND ASKED THEM TO KEEP LOOKING FOR IT IN THE MEANTIME.				
7/23/2019 13:16	(FATHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	student IS HAVING ISSUES WITH THE TOUCHPAD ON student's CHROMEBOOK. father REQUESTED A REPAIR AND RETURN WHILE SCHOOL IS OUT. WILL SEND A SHIPPING LABEL TO HIS PERSONAL EMAIL, @GMAIL.COM FOR THEM TO PRINT OUT.				
7/22/2019 15:24	(GRANDMOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	grandmother CALLED SAYING THAT THEY CAN'T FIND student's BROKEN CHROMEBOOK TO SEND IN FOR REPAIRS, ASKING WHAT HAPPENS NEXT. WILL HAVE TO FOLLOW UP WITH THAT INFORMATION.				
7/17/2019 13:46	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	RECEIVED A CALL ASKING FOR ASSISTANCE WITH ORDERING MORE INK FOR THE PRINTER. DISCOVERED THAT THEY HAVE AN OLDER INKJET PRINTER, SO WE'LL REPLACE THE PRINTER WITH A CURRENT ONE.				
7/16/2019 11:16	NO CONTACT MADE	SIMA, A		TELEP	TECHN
CONTACT NOTES:	ATTEMPTED TO CALL IN REGARDS TO parent's REQUEST FOR A CHROMEBOOK REPAIR. CALLED THE PRIMARY NUMBER, BUT NOBODY PICKED UP. COULD NOT LEAVE A VM AS THE MAILBOX WAS FULL. ATTEMPTED TO CALL THE SECONDARY NUMBER AND RECEIVED A "NUMBER IS NOT IN SERVICE" MESSAGE.				

DATE/TIME	PERSON CONTACTED	CONTACTED BY	CONTACTED FOR	TYPE	REASON
7/16/2019 11:25	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	RECEIVED A CALL BACK FROM mother REGARDING THE BROKEN CHROMEBOOK. SHE REQUESTED THAT WE SEND OUT A REPLACEMENT FIRST, AS THEY HAVE MISPLACED THE PACKAGING FROM THE ORIGINAL CHROMEBOOK. VERIFIED THE SHIPPING ADDRESS AND WILL SET UP THE REPAIR/REPLACEMENT PROCEDURE.				
7/15/2019 14:30	ERICSSON, TAMARA (MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW-UP CALL REGARDING THE ISSUE OF CHECKING PA DISTANCE EMAILS FROM aunt's TABLET. THERE WAS A CHANGE MADE ON OUR END THAT WAS AFFECTING ANDROID DEVICES. the aunt WAS NOT AT HOME WHEN I CALLED, SO I INSTRUCTED HER ON WHAT TO DO IF THE ISSUE DIDN'T RESOLVE ITSELF.				
7/15/2019 14:30	(AUNT)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW-UP CALL REGARDING THE ISSUE OF CHECKING PA DISTANCE EMAILS FROM aunt's TABLET. THERE WAS A CHANGE MADE ON OUR END THAT WAS AFFECTING ANDROID DEVICES. the aunt WAS NOT AT HOME WHEN I CALLED, SO I INSTRUCTED HER ON WHAT TO DO IF THE ISSUE DIDN'T RESOLVE ITSELF.				
7/15/2019 14:37	NO CONTACT MADE	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW-UP CALL REGARDING THE ANDROID ISSUE parent WAS HAVING ON FRIDAY. LEFT A VM THAT THE ISSUE SHOULD RESOLVE ITSELF, INSTRUCTIONS IN CASE IT DOESN'T, AND AN INVITE TO CALL US BACK IN CASE NEITHER SOLUTION WORKS.				
7/15/2019 14:37	NO CONTACT MADE	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW-UP CALL REGARDING THE ANDROID ISSUE parent WAS HAVING ON FRIDAY. LEFT A VM THAT THE ISSUE SHOULD RESOLVE ITSELF, INSTRUCTIONS IN CASE IT DOESN'T, AND AN INVITE TO CALL US BACK IN CASE NEITHER SOLUTION WORKS.				
7/15/2019 14:37	NO CONTACT MADE	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW-UP CALL REGARDING THE ANDROID ISSUE parent WAS HAVING ON FRIDAY. LEFT A VM THAT THE ISSUE SHOULD RESOLVE ITSELF, INSTRUCTIONS IN CASE IT DOESN'T, AND AN INVITE TO CALL US BACK IN CASE NEITHER SOLUTION WORKS.				
7/12/2019 14:06	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	mother CALLED IN SEEKING ASSISTANCE WITH SIGNING INTO THE PA DISTANCE GOOGLE ACCOUNTS FROM A PERSONAL ANDROID TABLET. SHE SAID THAT SHE WAS PREVIOUSLY ABLE TO SIGN INTO BOTH PARENT AND STUDENT ACCOUNTS AT THE SAME TIME, BUT THAT NOW, ONLY ONE ACCOUNT CAN BE SIGNED IN AND SYNC WITH EMAIL AT A TIME. I'M UNSURE IF THIS IS A CHANGE WE'VE MADE ON OUR END IN REGARDS TO ANDROID DEVICES. I INFORMED HER THAT WE DON'T HAVE THE MEANS TO TROUBLESHOOT PERSONAL DEVICES, HOWEVER, THAT I WOULD CHECK ON WHETHER WE'VE MADE CHANGES TO ANDROID DEVICE MANAGEMENT THAT MAY BE PREVENTING HER FROM CHECKING ALL OF THE ACCOUNTS FROM THE TABLET. WILL CALL BACK WITH POSSIBLE SOLUTIONS TO CHECKING ALL OF THE EMAILS FROM A SINGLE ACCOUNT.				
7/12/2019 14:06	(AUNT)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	aunt CALLED IN SEEKING ASSISTANCE WITH SIGNING INTO THE PA DISTANCE GOOGLE ACCOUNTS FROM A PERSONAL ANDROID TABLET. SHE SAID THAT SHE WAS PREVIOUSLY ABLE TO SIGN INTO BOTH PARENT AND STUDENT ACCOUNTS AT THE SAME TIME, BUT THAT NOW, ONLY ONE ACCOUNT CAN BE SIGNED IN AND SYNC WITH EMAIL AT A TIME. I'M UNSURE IF THIS IS A CHANGE WE'VE MADE ON OUR END IN REGARDS TO ANDROID DEVICES. I INFORMED HER THAT WE DON'T HAVE THE MEANS TO TROUBLESHOOT PERSONAL DEVICES, HOWEVER, THAT I WOULD CHECK ON WHETHER WE'VE MADE CHANGES TO ANDROID DEVICE MANAGEMENT THAT MAY BE PREVENTING HER FROM CHECKING ALL OF THE ACCOUNTS FROM THE TABLET. WILL CALL BACK WITH POSSIBLE SOLUTIONS TO CHECKING ALL OF THE EMAILS FROM A SINGLE ACCOUNT.				
7/12/2019 15:28	SCHNEIDER, SORAYA (MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	SORAYA CALLED IN SEEKING ASSISTANCE WITH CHECKING PA DISTANCE ACCOUNT EMAILS ON HER ANDROID SMARTPHONE. ATTEMPTING TO SIGN INTO THE ACCOUNT PROMPTED HER TO INSTALL A GOOGLE APP CALLED DEVICE POLICY. ONCE INSTALLED, THE EMAIL LOGIN STILL DID NOT WORK. SHE UNINSTALLED THE APP AND IT STILL GAVE THE SAME ISSUE. WILL CHECK IF THERE'S AN ISSUE ON OUR END WITH ANDROID DEVICES AND THE GMAIL SCHOOL ACCOUNTS, AND CALL BACK WITH FURTHER SUPPORT.				
7/9/2019 10:43	(GRANDMOTHER)	SIMA, A		TELEP	TECHN

DATE/TIME	PERSON CONTACTED	CONTACTED BY	CONTACTED FOR	TYPE	REASON
CONTACT NOTES:	FOLLOW-UP CALL TO A VOICEMAIL LEFT YESTERDAY AFTERNOON. grandmother CALLED TO ASK ABOUT A SCREEN REPAIR FOR student. THEY MOVED TO A NEW HOUSE, AND student's CHROMEBOOK WAS DROPPED DURING THE MOVE, CRACKING THE SCREEN. grandmother RELAYED THE NEW ADDRESS TO ME. I CC'D RECORDS IN THE REPAIR EMAIL WITH THE ADDRESS TO FOLLOW UP ON.				
7/9/2019 12:56	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	RECEIVED A CALL FROM student's MOM. SHE HAD PREVIOUSLY REQUESTED NOT TO RECEIVE A STUDENT CHROMEBOOK DUE TO THE FACT THAT THE HOUSEHOLD ALREADY HAS NUMEROUS OTHER COMPUTERS AVAILABLE. I EXPLAINED TO HER THAT THE STUDENT CHROMEBOOK IS THE ONLY COMPUTER ON WHICH WE'LL DO TECH SUPPORT, AND THAT IF THEY HAVE AN ISSUE WHILE USING ANOTHER COMPUTER, WE WON'T BE ABLE TO HELP WITH THE ISSUE. SHE ORIGINALLY SOUGHT TO SEND THE CHROMEBOOK BACK IN, BUT CHOSE TO KEEP IT JUST IN CASE SOMETHING DOESN'T WORK ON ONE OF THEIR COMPUTERS.				
7/8/2019 9:03	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	student FORGOT HER ACCOUNT PASSWORD. VERIFIED NAME AND ADDRESS AND RELAYED THE INFO OVER THE PHONE.				
7/8/2019 12:50	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	2ND CALL FROM THE MOTHER REGARDING STUDENT WITHDRAWS. INQUIRING ABOUT SHIPPING LABELS, TRANSFERRED THE CALL TO BILL.				
7/8/2019 12:50	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	2ND CALL FROM THE MOTHER REGARDING STUDENT WITHDRAWS. INQUIRING ABOUT SHIPPING LABELS, TRANSFERRED THE CALL TO BILL.				
7/3/2019 10:20	NO CONTACT MADE	SIMA, A		TELEP	TECHN
CONTACT NOTES:	FOLLOW UP CALL TO THE VOICEMAIL I LEFT PREVIOUSLY. student's MOM, CALLED BACK WONDERING WHY SHE HADN'T YET RECEIVED A MODEM FOR THE INTERNET CONNECTION. I LEFT A VOICEMAIL INFORMING HER THAT PA DISTANCE HANDLES THE REIMBURSEMENT FOR THE INTERNET, BUT NOT THE ACTUAL EQUIPMENT, AND INSTRUCTED HER TO CALL HER INTERNET PROVIDER TO CHECK ON THE STATUS OF THE MODEM.				
7/1/2019 14:01	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	student's MOM CALLED IN REGARDING INAPPROPRIATE POP-UP WINDOWS APPEARING ON THE CHROMEBOOK. I REMOTED INTO THE CHROMEBOOK AND SAW NOTHING UNUSUAL IN HISTORY, EXTENSIONS, DOWNLOADS, ETC. WHILE STILL REMOTED IN, A SUPPOSED FACEBOOK MESSENGER NOTIFICATION POPPED UP WITH A FLIRTATIOUS MESSAGE, CLEARLY A SPAM MESSAGE. I THEN FOUND AN UNUSUAL ENTRY IN THE CHROME NOTIFICATIONS, WHICH I DISABLED. DAN BLOCKED THE SITE AND MOVED THE STUDENT INTO A MORE RESTRICTIVE ORGANIZATION. I HAD the mother PERFORM A HARD RESET ON THE CHROMEBOOK AND SHE SAID IT WASN'T COMING UP AGAIN. I ALSO TOOK NOTE OF THE AT ON THE CHROMEBOOK: 2681. WILL HAVE THE CHROMEBOOK REPLACED IF THE ISSUE PERSISTS, AS IT'LL GIVE US A BETTER CHANCE TO DIG INTO WHY THIS POPPED UP ON THE CHROMEBOOK IN THE FIRST PLACE.				

Technical Support Report 07/01/2019 - 07/30/2019

Total Contacts with families: 301
 Total Phone Calls: 264
 Total Voice Mails Left: 15
 Total Email contacts: 2
 Other Contact Entries: 20

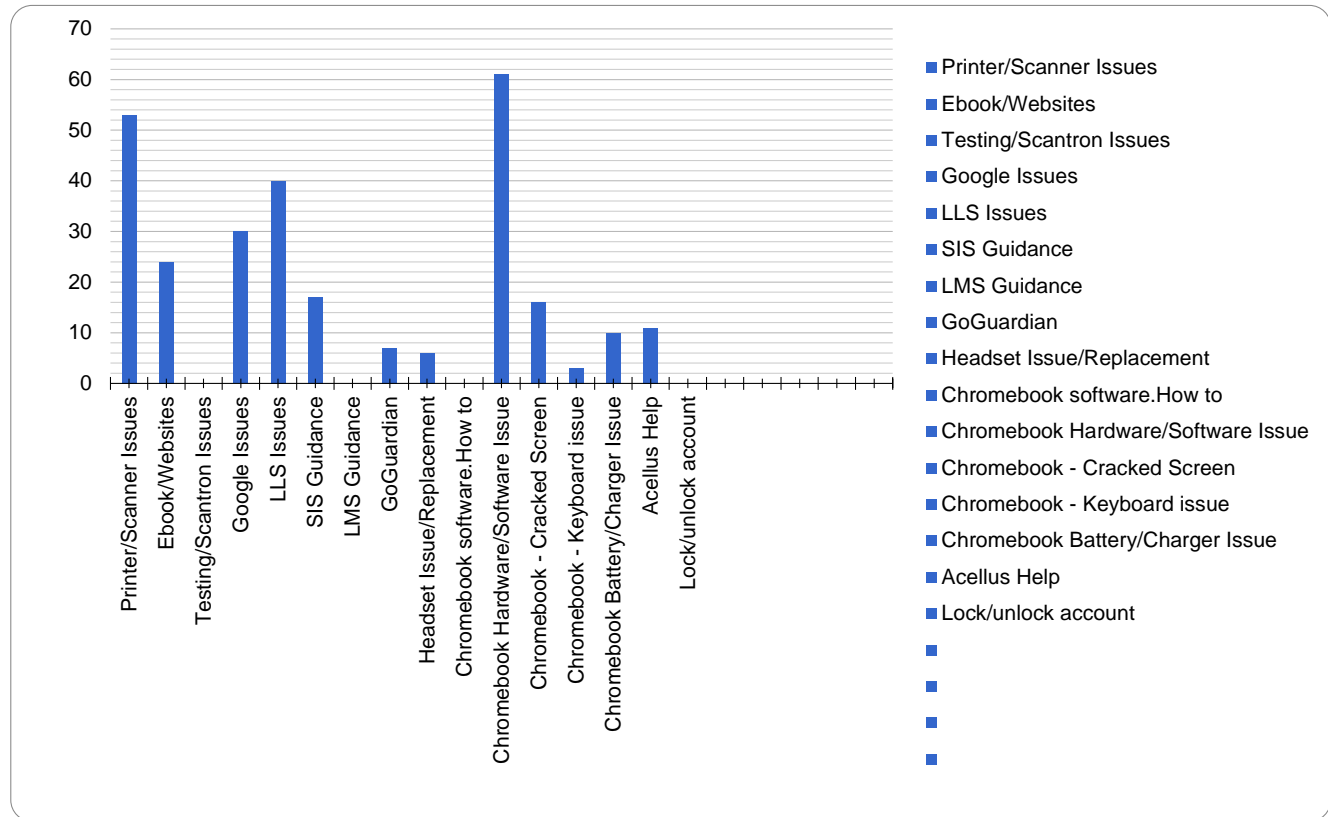
New Student Computers Made: 85
New Staff Computers Made: 5
Replacement Staff Computers Made: 1

Calls Related to (Estimated Numbers)

Printer/Scanner Issues 53
 Ebook/Websites 24
 Testing/Scantron Issues 0
 Google Issues 30
 LLS Issues 40
 SIS Guidance 17
 LMS Guidance 0
 GoGuardian 7
 Headset Issue/Replacement 6
 Chromebook software.How to 61
 Chromebook Hardware/Software Issue 16
 Chromebook - Cracked Screen 3
 Chromebook - Keyboard issue 10
 Chromebook Battery/Charger Issue 11
 Acellus Help
 Lock/unlock account

Tickets Created for the month 211
 Tickets Closed for the month 205 7
 Outstanding Tickets from the month 6

Ticket Details on Page 2



Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
3944	Laptop battery	Closed	Medium	Laptop/Chromebook	Dan Malone	8/6/2019 7:24	2019-09-06 8:28:24	2019-08-08 9:49:24	2019-08-10 10:01:58	2019-08-10 10:01:58	2019-08-06 8:51:01	1:21:01
3945	Phone password	Closed	Low	Other	Dan Malone	8/6/2019 7:32	2019-09-04 7:32:02	2019-08-06 9:42:16	2019-08-08 10:02:14	2019-08-08 10:02:14	2019-08-06 8:09:53	0:37:51
3946	Laptop Charger	Closed	High	Laptop/Chromebook	Dan Malone	8/6/2019 7:49	2019-08-27 7:49:14	2019-08-06 8:40:30	2019-08-08 9:02:01	2019-08-08 9:02:01		0:00:00
3947	Sound and Connection Issues	Closed	High	Laptop/Chromebook	Ryan Brophy	8/6/2019 8:32	2019-08-27 8:32:02	2019-08-06 11:11:04	2019-08-08 11:11:54	2019-08-08 11:11:54	2019-08-06 10:42:00	2:09:58
3948	Network credentials	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	8/6/2019 8:45	2019-08-27 8:45:20	2019-08-06 10:43:51	2019-08-08 11:02:14	2019-08-08 11:02:14		0:00:00
3949	Printer access	Closed	Low	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan Brophy	8/6/2019 8:46	2019-09-04 8:46:07	2019-08-06 10:18:21	2019-08-08 11:02:14	2019-08-08 11:02:14	2019-08-06 9:01:08	0:15:01
3950	Printer	Closed	Medium	Other	Dan Malone	8/6/2019 8:54	2019-09-04 8:54:31	2019-08-06 11:13:30	2019-08-08 12:03:12	2019-08-08 12:03:12		0:00:00
3951	Wifi setup and Plugable set up	Closed	Low	Laptop/Chromebook	Dan Malone	8/6/2019 9:03	2019-09-04 9:03:56	2019-08-06 11:11:24	2019-08-08 11:11:54	2019-08-08 11:11:54		0:00:00
3952	Adobe	Closed	Medium	Laptop/Chromebook	Dan Malone	8/6/2019 9:28	2019-09-04 9:28:35	2019-08-06 10:32:53	2019-08-08 11:02:14	2019-08-08 11:02:14		0:00:00
3953	Archive Access: Aubrey Ploesch	Closed	Urgent	Student Information System (SIS)	Dan Malone	8/6/2019 9:31	2019-08-20 11:02:47	2019-08-06 11:12:47	2019-08-08 12:03:12	2019-08-08 12:03:12	2019-08-06 9:41:22	0:09:56
3954	display setting	Closed	High	Laptop/Chromebook	Dan Malone	8/6/2019 9:37	2019-08-27 9:37:17	2019-08-06 10:18:36	2019-08-08 11:02:14	2019-08-08 11:02:14		0:00:00
3957	Social Studies	Closed	High	Laptop/Chromebook	Dan Malone	8/6/2019 13:08	2019-08-27 13:08:02	2019-08-06 13:23:56	2019-08-08 14:02:20	2019-08-08 14:02:20		0:00:00
3958	New Docking Station Setup Trouble	Closed	Low	Other	Dan Malone	2019-08-06 13:37:17	2019-09-04 13:37:17	2019-08-06 14:04:29	2019-08-08 14:12:42	2019-08-08 14:12:42		0:00:00
3959	Wi-Fi Connection and Task Bar Settings	Closed	Low	Laptop/Chromebook	Dan Malone	2019-08-06 14:04:43	2019-09-04 14:04:43	2019-08-06 14:31:01	2019-08-08 15:01:56	2019-08-08 15:01:56		0:00:00
3960	ParentSquare - not in system	Closed	Low	Other	Dan Malone	8/6/2019 14:52	2019-09-04 14:52:36	2019-08-07 8:36:46	2019-08-09 9:02:11	2019-08-09 9:02:11		0:00:00
3961	Vaughn, Alvina - Y: Drive and R:Drive access	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	8/7/2019 8:38	2019-08-28 8:38:39	2019-08-07 10:35:04	2019-08-09 11:03:07	2019-08-09 11:03:07	2019-08-07 10:34:04	1:55:25
3962	Cannot Print	Closed	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-07 8:41:33	2019-09-05 8:41:33	2019-08-07 10:14:56	2019-08-09 11:03:08	2019-08-09 11:03:08		0:00:00
3963	Duplicate student in SIS	Closed	High	Student Information System (SIS)	Joe Walton	8/7/2019 9:49	2019-08-30 12:30:54	2019-08-09 13:11:54	2019-08-11 14:01:48	2019-08-11 14:01:48	2019-08-07 10:30:43	0:41:00
3964	Screens	Closed	High	Laptop/Chromebook	Ryan Brophy	8/7/2019 11:03	2019-08-28 11:03:59	2019-08-07 11:22:48	2019-08-09 12:02:48	2019-08-09 12:02:48		0:00:00
3965	Chrome Windows Ten - Pop up advertisments	Closed	Low	Laptop/Chromebook	Ryan Brophy	8/7/2019 13:30	2019-09-05 13:30:41	2019-08-07 13:58:31	2019-08-09 14:01:56	2019-08-09 14:01:56	2019-08-07 13:35:33	0:04:52
3966	Connect to Printer on 2nd Floor	Closed	Urgent	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan Brophy	8/8/2019 8:58	2019-08-22 8:58:52	2019-08-08 14:18:03	2019-08-10 15:01:53	2019-08-10 15:01:53	2019-08-08 10:03:26	1:04:34
3967	Teachers added to SIS/PIMS page	Closed	High	Student Information System (SIS)	Dan Malone	2019-08-08 9:46:49	2019-08-29 9:46:49	2019-08-08 10:01:44	2019-08-10 10:01:58	2019-08-10 10:01:58	2019-08-08 9:50:51	0:04:02
3968	SIS	Closed	High	Student Information System (SIS)	Dan Malone	2019-08-08 13:22:05	2019-08-29 13:22:05	2019-08-09 11:16:39	2019-08-11 12:01:57	2019-08-11 12:01:56	2019-08-08 13:59:38	0:37:33
3969	Flash Player is blocked	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-09 11:14:42	2019-09-09 11:14:42	2019-08-09 11:22:15	2019-08-11 12:01:57	2019-08-11 12:01:57	2019-08-09 11:15:43	0:01:01

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
18:19:24	1	1	Within SLA	Within SLA	Parent/Guardian	
2:10:14	1	1	Within SLA	Within SLA	Student	
0:51:16	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:39:02	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:58:31	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:32:14	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
2:18:59	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:07:28	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:04:18	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:41:21	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:41:19	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:15:54	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:27:12	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:26:18	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:44:10	0	1	Within SLA		Parent/Guardian	
1:56:25	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:33:23	0	1	Within SLA		School Faculty/Staff Member/Administrator	
19:22:11	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:18:49	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:27:50	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
5:19:11	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:14:55	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
5:54:34	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:07:33	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
3971	Keystone Scores-Add to transcripts	Closed	Low	Other	Joe Walton	2019-08-09 13:05:15	2019-09-09 13:05:15	2019-08-27 13:50:45	2019-08-29 14:02:45	2019-08-29 14:02:45	2019-08-27 13:50:45	96:45:30
3972	Transcript Error	Closed	Medium	Student Information System (SIS)	Joe Walton	8/12/2019 9:09	2019-09-23 13:04:30	2019-08-27 11:24:30	2019-08-29 12:02:49	2019-08-29 12:02:49	2019-08-14 7:15:53	14:20:49
3973	LLS Tab in Student Record	Closed	Urgent	Student Information System (SIS)	Joe Walton	2019-08-13 6:55:44	2019-08-29 12:45:34	2019-08-15 14:57:34	2019-08-17 15:01:48	2019-08-17 15:01:47	2019-08-13 9:42:09	2:12:09
3974	Link It! Access	Closed	Medium	Other	Dan Malone	2019-08-13 7:33:19	2019-09-11 14:35:45	2019-08-13 14:53:45	2019-08-15 15:02:07	2019-08-15 15:02:07	2019-08-13 7:51:12	0:17:53
3975	Email and Calendar Notifications	Closed	Low	Laptop/Chromebook	Dan Malone	2019-08-13 8:15:14	2019-09-11 8:15:14	2019-08-13 8:58:55	2019-08-15 9:01:58	2019-08-15 9:01:58	2019-08-13 8:23:51	0:08:37
3976	White list - Safe2Say Something sites	Closed	Medium	Other	Dan Malone	2019-08-13 14:23:15	2019-09-11 14:23:15	2019-08-13 14:53:06	2019-08-15 15:02:07	2019-08-15 15:02:07	2019-08-13 14:52:55	0:29:40
3977	Nurse Assistant's network password	Closed	High	User Account Google (Gmail, Drive), Network	Ryan Brophy	2019-08-14 7:30:48	2019-09-05 7:30:48	2019-08-14 9:27:31	2019-08-16 10:02:09	2019-08-16 10:02:09	2019-08-14 7:34:08	0:03:20
3978	Hispanic Ethnicity not importing correctly from Enrollment	Closed	Medium	Student Information System (SIS)	Joe Walton	2019-08-14 8:39:12	2019-09-12 11:30:00	2019-08-14 13:34:01	2019-08-16 14:02:00	2019-08-16 14:02:00	2019-08-14 10:43:33	2:04:21
3979	Display Settings	Closed	High	Laptop/Chromebook	Dan Malone	2019-08-14 10:07:36	2019-09-05 10:07:36	2019-08-14 10:57:51	2019-08-16 11:02:12	2019-08-16 11:02:12	2019-08-14 10:14:04	0:06:28
3981	Printing	Closed	Medium	Laptop/Chromebook	Ryan Brophy	2019-08-14 13:39:35	2019-09-12 13:48:39	2019-08-14 14:42:39	2019-08-16 15:01:54	2019-08-16 15:01:54		0:00:00
3982	Microsoft Office	Closed	Low	Other	Dan Malone	2019-08-14 14:20:14	2019-09-12 14:20:14	2019-08-14 14:42:03	2019-08-16 15:01:55	2019-08-16 15:01:55	2019-08-14 14:32:09	0:11:55
3983	google hangouts	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-14 14:45:35	2019-09-12 14:45:35	2019-08-15 8:20:39	2019-08-17 9:01:44	2019-08-17 9:01:44	2019-08-14 14:56:31	0:10:56
3985	Smidlein, T.	Closed	Low	Laptop/Chromebook	Dan Malone	2019-08-15 8:24:04	2019-09-13 8:24:04	2019-08-15 8:35:36	2019-08-17 9:01:44	2019-08-17 9:01:44		0:00:00
3986	IEP Writer	Closed	Medium	Other	Dan Malone	2019-08-15 11:19:03	2019-09-13 13:26:37	2019-08-15 14:06:37	2019-08-17 15:01:48	2019-08-17 15:01:48		0:00:00
3987	Email address	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-15 11:31:55	2019-09-06 11:31:56	2019-08-15 11:57:13	2019-08-17 12:01:44	2019-08-17 12:01:44	2019-08-15 11:57:02	0:25:07
3988	Printing from mailroom laptop	Closed	Medium	User Account Google (Gmail, Drive), Network	Ryan Brophy	2019-08-15 14:07:40	2019-09-13 14:07:40	2019-08-15 14:35:04	2019-08-17 15:01:48	2019-08-17 15:01:48		0:00:00
3989	Google Voice Setup	Closed	Low	Laptop/Chromebook	No Agent	2019-08-16 8:02:30	2019-09-16 8:02:30	2019-08-16 8:40:30	2019-08-18 9:01:54	2019-08-18 9:01:54		0:00:00
3990	I need help making my screen share work in the live learning sessions	Closed	Low	Learning Management System (Courses)	Dan Malone	2019-08-16 8:17:13	2019-09-16 8:17:13	2019-08-16 8:21:30	2019-08-18 9:01:55	2019-08-18 9:01:55		0:00:00
3991	SIS Student Schedules	Closed	Urgent	Student Information System (SIS)	Joe Walton	2019-08-16 8:18:54	2019-08-30 8:18:54	2019-08-16 15:09:01	2019-08-18 16:01:59	2019-08-18 16:01:59	2019-08-16 15:09:00	6:50:06
3992	Live Learning	Closed	Medium	Learning Management System (Courses)	No Agent	2019-08-16 8:31:48	2019-09-16 8:31:48	2019-08-16 8:32:35	2019-08-18 9:01:56	2019-08-18 9:01:56		0:00:00
3993	Google Classroom - Classes Not Created, Rosters	Closed	Urgent	Student Information System (SIS)	Dan Malone	2019-08-16 9:05:45	2019-08-30 9:05:45	2019-08-26 12:40:37	2019-08-28 13:02:25	2019-08-28 13:02:25		0:00:00
3994	Application Sharing	Closed	Medium	Class Resource (Books, External Websites, etc.)	Ryan Brophy	2019-08-16 9:25:04	2019-09-16 9:25:04	2019-08-16 13:44:10	2019-08-18 14:01:57	2019-08-18 14:01:57		0:00:00
3995	Docking Station	Closed	Low	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-16 11:04:38	2019-09-16 11:04:38	2019-08-16 13:43:22	2019-08-18 14:01:57	2019-08-18 14:01:57		0:00:00

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
96:45:30	1	1	Within SLA	SLA Violated	School Faculty/Staff Member/Administrator	
90:15:19	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
23:27:34	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
7:20:26	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:43:41	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:29:51	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:56:43	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
4:54:49	1	2	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:50:15	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:03:04	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:21:49	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:35:04	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:11:32	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:47:34	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:25:18	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:27:24	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:38:00	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:04:17	0	1	Within SLA		School Faculty/Staff Member/Administrator	
6:50:07	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:00:47	0	1	Within SLA		School Faculty/Staff Member/Administrator	
51:34:52	0	1	Within SLA		School Faculty/Staff Member/Administrator	
4:19:06	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:38:44	0	1	Within SLA		School Faculty/Staff Member/Administrator	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
3996	Keyboard wont type	Closed	Low	Laptop/Chromebook	Dan Malone	2019-08-16 11:56:38	2019-09-16 11:56:38	2019-08-16 13:43:59	2019-08-18 14:01:57	2019-08-18 14:01:57		0:00:00
3997	Calibration of computer screens	Closed	Low	Laptop/Chromebook	Dan Malone	2019-08-16 11:57:40	2019-09-16 11:57:40	2019-08-16 13:43:09	2019-08-18 14:01:57	2019-08-18 14:01:57		0:00:00
3998	LLS Login	Closed	Low	Learning Management System (Courses)	Dan Malone	2019-08-16 12:55:07	2019-09-16 14:28:41	2019-08-16 14:45:41	2019-08-18 15:01:54	2019-08-18 15:01:54	2019-08-16 13:12:40	0:17:33
3999	Email Address Needed	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-17 15:54:41	2019-09-16 15:30:00	2019-08-19 8:21:25	2019-08-21 9:02:25	2019-08-21 9:02:25	2019-08-19 8:21:15	0:51:15
4000	Google Voice, Comcast SoftPhone, Voicemail Pin	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-19 7:09:51	2019-09-16 15:30:00	2019-08-19 7:36:57	2019-08-19 7:36:57	2019-08-19 7:36:57	2019-08-19 7:33:08	0:03:08
4001	New Hire	Closed	Medium	Other	Ryan Brophy	2019-08-19 8:39:10	2019-09-17 8:39:10	2019-08-20 13:37:55	2019-08-22 14:02:02	2019-08-22 14:02:02	2019-08-19 12:41:34	4:02:24
4002	Web Cam	Closed	High	Laptop/Chromebook	Dan Malone	2019-08-19 9:06:43	2019-09-10 9:06:43	2019-08-19 9:51:18	2019-08-21 10:02:22	2019-08-21 10:02:22		0:00:00
4003	Classes	Closed	High	Learning Management System (Courses)	Dan Malone	2019-08-19 9:07:50	2019-09-18 7:31:49	2019-08-27 7:54:49	2019-08-27 7:54:49	2019-08-27 7:54:49	2019-08-19 9:31:23	0:23:33
4004	Missing Homeroom Google Classroom	Closed	Medium	Learning Management System (Courses)	Dan Malone	2019-08-19 9:07:56	2019-09-17 14:03:50	2019-08-21 10:20:50	2019-08-23 11:02:12	2019-08-23 11:02:12		0:00:00
4005	Please associate my computer with 5th floor printer	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-19 9:10:23	2019-09-17 9:10:23	2019-08-19 11:12:08	2019-08-21 12:02:14	2019-08-21 12:02:14		0:00:00
4006	Screen Sharing	Closed	Medium	Other	Dan Malone	2019-08-19 9:10:23	2019-09-17 9:10:23	2019-08-19 11:12:23	2019-08-21 12:02:14	2019-08-21 12:02:14	2019-08-19 9:13:46	0:03:23
4007	Google Classroom Homeroom	Closed	Medium	Other	Dan Malone	2019-08-19 9:13:40	2019-09-17 9:13:40	2019-08-20 13:24:53	2019-08-20 13:24:53	2019-08-20 13:24:54		0:00:00
4008	Student Orientation Master Google Classroom	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-19 10:08:51	2019-09-17 10:08:51	2019-08-19 11:11:05	2019-08-21 12:02:14	2019-08-21 12:02:14	2019-08-19 10:09:40	0:00:49
4009	Orientation Master Classroom	Closed	High	Laptop/Chromebook	Dan Malone	2019-08-19 10:09:53	2019-09-10 10:09:53	2019-08-19 11:11:54	2019-08-21 12:02:14	2019-08-21 12:02:14	2019-08-19 10:10:40	0:00:47
4010	camera not working	Closed	Urgent	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-19 10:48:09	2019-09-02 10:48:09	2019-08-19 11:09:35	2019-08-21 12:02:14	2019-08-21 12:02:14		0:00:00
4011	Discrepancy between SIS and Classroom	Closed	High	Other	Dan Malone	2019-08-19 10:51:41	2019-09-11 13:21:54	2019-08-20 13:24:54	2019-08-20 13:24:54	2019-08-20 13:24:55		0:00:00
4012	Email Address Needed	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-19 10:55:17	2019-09-17 10:55:17	2019-08-19 10:57:13	2019-08-21 11:02:17	2019-08-21 11:02:17	2019-08-19 10:57:04	0:01:47
4013	2nd Grade	Closed	Low	Other	Dan Malone	2019-08-19 11:16:21	2019-09-17 11:16:21	2019-08-20 13:24:54	2019-08-20 13:24:54	2019-08-20 13:24:55		0:00:00
4014	New Hire: Hart, B	Closed	Medium	Other	Ryan Brophy	2019-08-19 12:13:49	2019-09-23 8:45:13	2019-08-30 11:17:13	2019-09-01 12:00:01	2019-09-01 12:00:00		0:00:00
4015	Reynolds, A	Closed	Low	Student Information System (SIS)	Dan Malone	2019-08-19 13:26:41	2019-09-17 13:26:41	2019-08-19 13:35:09	2019-08-21 14:01:57	2019-08-21 14:01:57	2019-08-19 13:32:13	0:05:32
4017	LLS tab in the SIS	Closed	High	Student Information System (SIS)	Joe Walton	2019-08-19 15:34:18	2019-09-11 7:30:58	2019-08-20 10:03:40	2019-08-22 11:02:20	2019-08-22 11:02:20	2019-08-20 10:03:39	2:33:39
4018	SIS privileges for Laura Bailey	Closed	High	Student Information System (SIS)	Dan Malone	2019-08-20 7:50:00	2019-09-11 7:50:00	2019-08-20 8:06:46	2019-08-22 9:02:11	2019-08-22 9:02:11	2019-08-20 8:06:23	0:16:23
4019	HR Google Classroom	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-20 9:12:58	2019-09-11 9:12:58	2019-08-20 13:24:54	2019-08-20 13:24:54	2019-08-21 10:16:31		0:00:00

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
1:47:21	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:45:29	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:50:34	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:51:25	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:06:57	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
12:58:45	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:44:35	0	1	Within SLA		School Faculty/Staff Member/Administrator	
46:46:59	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
17:12:54	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:01:45	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:02:00	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
12:11:13	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:02:14	2	2	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:02:01	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:21:26	0	1	Within SLA		School Faculty/Staff Member/Administrator	
10:33:13	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:01:56	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
10:08:33	0	1	Within SLA		School Faculty/Staff Member/Administrator	
71:03:24	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:08:28	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
2:33:40	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:16:46	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
4:11:56	0	1	Within SLA		School Faculty/Staff Member/Administrator	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
4020	Test Student Password is Not Working	Closed	High	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-08-20 9:18:27	2019-09-11 9:18:27	2019-08-20 12:28:36	2019-08-22 13:01:58	2019-08-22 13:01:58		0:00:00
4021	Screen Sharing in Live Learning Not Working	Closed	High	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-08-20 9:20:32	2019-09-11 9:20:32	2019-08-20 10:10:32	2019-08-22 11:02:21	2019-08-22 11:02:21		0:00:00
4022	LLS - Screen Share Plug in	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-20 9:45:18	2019-09-18 9:45:18	2019-08-20 11:23:05	2019-08-22 12:02:05	2019-08-22 12:02:05		0:00:00
4023	Duplicate student in SIS	Closed	High	Student Information System (SIS)	Joe Walton	2019-08-20 10:08:33	2019-09-11 10:08:33	2019-08-20 10:44:59	2019-08-22 11:02:21	2019-08-22 11:02:21	2019-08-20 10:44:59	0:36:26
4024	Camera and Microphone setup in LLS	Closed	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan Brophy	2019-08-20 10:55:34	2019-09-18 10:55:34	2019-08-20 11:14:44	2019-08-22 12:02:05	2019-08-22 12:02:05	2019-08-20 10:58:31	0:02:57
4025	Unable to Show Video in LLS	Closed	Medium	Class Resource (Books, External Websites, etc.)	Ryan Brophy	2019-08-20 11:52:35	2019-09-18 11:52:35	2019-08-21 9:38:55	2019-08-23 10:02:22	2019-08-23 10:02:22	2019-08-20 12:07:05	0:14:30
4026	Keystone scores- add to transcript	Closed	Low	Other	Joe Walton	2019-08-20 13:00:54	2019-09-18 13:00:54	2019-08-27 14:07:39	2019-08-29 15:02:15	2019-08-29 15:02:15	2019-08-27 14:07:39	41:06:45
4027	Microsoft LifeCam not working	Closed	Urgent	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-20 15:00:03	2019-09-04 15:00:03	2019-08-20 15:09:06	2019-08-22 16:02:02	2019-08-22 16:02:02		0:00:00
4028	Comcast SoftPhone	Closed	High	Other	Dan Malone	2019-08-20 15:10:01	2019-09-11 15:10:02	2019-08-21 9:08:11	2019-08-21 9:08:11	2019-08-21 9:08:11	2019-08-21 9:08:01	1:58:00
4029	Google Chrome Browser	Closed	Urgent	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-21 7:23:01	2019-09-04 15:30:00	2019-08-21 7:30:11	2019-08-23 8:02:10	2019-08-23 8:02:10		0:00:00
4030	Live Learning	Closed	Medium	Other	Ryan Brophy	2019-08-21 9:11:30	2019-09-19 9:11:30	2019-08-21 9:38:31	2019-08-23 10:02:22	2019-08-23 10:02:22		0:00:00
4031	Screen share does not work in my live learning	Closed	High	Other	Ryan Brophy	2019-08-21 9:13:01	2019-09-12 9:13:01	2019-08-21 9:38:09	2019-08-23 10:02:22	2019-08-23 10:02:22		0:00:00
4032	Live Learning Screen Sharing	Closed	High	Other	Ryan Brophy	2019-08-21 9:13:03	2019-09-12 9:13:03	2019-08-21 9:37:57	2019-08-23 10:02:23	2019-08-23 10:02:23		0:00:00
4033	Google Classroom	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-21 9:20:40	2019-09-19 9:20:40	2019-08-22 14:24:33	2019-08-24 15:01:49	2019-08-24 15:01:49	2019-08-21 9:22:55	0:02:15
4034	Google Classroom Question	Closed	High	Other	Dan Malone	2019-08-21 9:23:35	2019-09-12 9:23:35	2019-08-22 14:58:26	2019-08-24 15:01:49	2019-08-24 15:01:49	2019-08-21 9:25:49	0:02:14
4035	Duplicate student in SIS	Closed	High	Student Information System (SIS)	Joe Walton	2019-08-21 10:00:10	2019-09-12 10:00:10	2019-08-22 15:32:00	2019-08-24 16:02:00	2019-08-24 16:02:00	2019-08-22 15:32:00	13:29:50
4036	Homeroom for Google classroom	Closed	Low	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-21 10:58:37	2019-09-19 10:58:37	2019-08-26 12:38:34	2019-08-28 13:02:25	2019-08-28 13:02:25		0:00:00
4037	Student Email not Working	Closed	Urgent	Student Information System (SIS)	Dan Malone	2019-08-21 11:03:02	2019-09-05 11:03:02	2019-08-21 13:19:07	2019-08-23 14:02:01	2019-08-23 14:02:01	2019-08-21 11:07:06	0:04:04
4038	Google Classroom	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-21 11:12:02	2019-09-12 11:12:02	2019-08-22 7:56:58	2019-08-24 8:02:02	2019-08-24 8:02:02	2019-08-21 11:16:28	0:04:26
4039	World Language Class for 8th graders	Closed	High	Student Information System (SIS)	Joe Walton	2019-08-21 11:13:30	2019-09-12 11:13:30	2019-08-21 11:41:46	2019-08-23 12:02:12	2019-08-23 12:02:12	2019-08-21 11:41:46	0:28:16
4040	Printer	Closed	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	No Agent	2019-08-21 12:40:35	2019-09-12 12:40:35	2019-08-21 13:23:39	2019-08-23 14:02:02	2019-08-23 14:02:02		0:00:00
4041	Printers	Closed	Medium	Laptop/Chromebook	Ryan Brophy	2019-08-21 12:58:39	2019-09-19 12:58:39	2019-08-23 13:58:32	2019-08-25 14:02:00	2019-08-25 14:02:00	2019-08-23 11:17:22	14:18:43
4042	Google Classroom	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-21 13:35:26	2019-09-19 13:35:26	2019-08-22 14:25:04	2019-08-24 15:01:49	2019-08-24 15:01:49	2019-08-21 13:36:21	0:00:55

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
3:10:09	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:50:00	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:37:47	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:36:26	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:19:10	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
5:46:20	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
41:06:45	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:09:03	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:58:10	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:00:11	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:27:01	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:25:08	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:24:54	0	1	Within SLA		School Faculty/Staff Member/Administrator	
13:03:53	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
13:34:51	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
13:29:50	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
25:39:57	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:16:05	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
4:44:56	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:28:16	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:43:04	0	1	Within SLA		Parent/Guardian	
16:59:53	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
8:49:38	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
4043	SIS Homeroom	Closed	High	Student Information System (SIS)	Dan Malone	2019-08-21 13:37:53	2019-09-12 13:37:53	2019-08-22 14:32:19	2019-08-24 15:01:49	2019-08-24 15:01:49	2019-08-21 13:39:03	0:01:10
4044	Google Classroom	Closed	Urgent	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-21 13:38:37	2019-09-05 13:38:37	2019-08-22 14:24:06	2019-08-24 15:01:49	2019-08-24 15:01:49		0:00:00
4045	Google Classroom	Closed	Urgent	Learning Management System (Courses)	Dan Malone	2019-08-21 13:45:39	2019-09-05 13:45:39	2019-08-22 14:59:03	2019-08-24 15:01:50	2019-08-24 15:01:50		0:00:00
4046	Classroom	Closed	Urgent	Learning Management System (Courses)	Dan Malone	2019-08-22 7:40:12	2019-09-06 7:40:12	2019-08-22 14:23:45	2019-08-24 15:01:50	2019-08-24 15:01:50		0:00:00
4047	Live Learning	Closed	Medium	Other	Dan Malone	2019-08-22 7:46:58	2019-09-20 7:46:58	2019-08-26 12:40:21	2019-08-28 13:02:26	2019-08-28 13:02:26	2019-08-22 7:58:53	0:11:55
4048	Live Learning Screen Sharing	Closed	High	Other	Dan Malone	2019-08-22 7:47:40	2019-09-13 13:36:01	2019-08-22 15:05:01	2019-08-22 15:05:01	2019-08-22 15:05:01	2019-08-22 7:58:53	0:11:13
4049	I can't add students to my Acellus classes	Closed	High	Other	Dan Malone	2019-08-22 7:53:56	2019-09-13 7:53:56	2019-08-22 8:06:06	2019-08-24 9:01:50	2019-08-24 9:01:50		0:00:00
4050	Charger for J.Ritz	Closed	High	Laptop/Chromebook	Ryan Brophy	2019-08-22 8:09:23	2019-09-13 8:09:23	2019-08-22 14:30:06	2019-08-24 15:01:50	2019-08-24 15:01:50	2019-08-22 8:24:45	0:15:22
4051	Forgot password for softphone	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-22 8:11:16	2019-09-20 8:11:16	2019-08-22 9:46:50	2019-08-24 10:01:52	2019-08-24 10:01:52		0:00:00
4052	Plato	Closed	Urgent	Learning Management System (Courses)	Dan Malone	2019-08-22 8:22:41	2019-09-06 8:22:41	2019-08-22 9:58:21	2019-08-24 10:01:53	2019-08-24 10:01:53	2019-08-22 8:25:52	0:03:11
4053	LLS Screen Share Plugin	Closed	Urgent	Other	Dan Malone	2019-08-22 8:38:01	2019-09-06 8:38:01	2019-08-22 15:05:01	2019-08-22 15:05:01	2019-08-22 15:05:02	2019-08-22 9:16:58	0:38:57
4054	Incognito Window	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-22 8:39:33	2019-09-20 8:39:33	2019-08-22 14:59:45	2019-08-24 15:01:50	2019-08-24 15:01:50	2019-08-22 10:13:29	1:33:56
4055	Printer	Closed	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-22 9:02:01	2019-09-20 9:02:01	2019-08-23 11:25:00	2019-08-25 12:01:55	2019-08-25 12:01:55	2019-08-23 11:20:19	10:18:18
4056	LifeCam	Closed	Low	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan Brophy	2019-08-22 9:06:39	2019-09-20 9:06:39	2019-08-22 14:58:50	2019-08-24 15:01:50	2019-08-24 15:01:50		0:00:00
4057	LLS Screen Share	Closed	Medium	Other	Dan Malone	2019-08-22 9:28:44	2019-09-20 9:28:44	2019-08-22 15:05:01	2019-08-22 15:05:01	2019-08-22 15:05:02	2019-08-22 9:39:01	0:10:17
4058	Homeroom Google Classroom Went Missing	Closed	Urgent	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-22 10:34:45	2019-09-06 10:34:45	2019-08-22 10:38:15	2019-08-24 11:01:56	2019-08-24 11:01:56		0:00:00
4059	Google Classroom Assignments	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-22 11:22:32	2019-09-13 11:22:32	2019-08-27 7:55:04	2019-08-29 8:03:43	2019-08-29 8:03:43	2019-08-22 14:23:19	3:00:47
4060	Headphone drives	Closed	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan Brophy	2019-08-22 11:23:57	2019-09-20 11:23:57	2019-08-22 13:19:08	2019-08-24 14:01:55	2019-08-24 14:01:55	2019-08-22 11:36:36	0:12:39
4061	ParentSquare	Closed	Medium	Other	Dan Malone	2019-08-22 11:50:27	2019-09-20 11:50:27	2019-08-23 9:46:55	2019-08-23 9:46:55	2019-08-23 9:46:55		0:00:00
4062	Delete duplicate record for K. Wilson	Closed	High	Student Information System (SIS)	Joe Walton	2019-08-22 12:54:13	2019-09-13 12:54:14	2019-08-22 15:30:18	2019-08-24 16:02:00	2019-08-24 16:02:00	2019-08-22 15:30:17	2:35:47
4063	Computer disabled	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-22 15:26:47	2019-09-20 15:26:47	2019-08-22 15:32:51	2019-08-24 16:02:00	2019-08-24 16:02:00	2019-08-22 15:32:41	0:03:13
4064	SmartAudio Pop Up	Closed	Medium	Laptop/Chromebook	Ryan Brophy	2019-08-23 7:34:22	2019-09-23 7:34:22	2019-08-23 8:03:43	2019-08-25 9:02:01	2019-08-25 9:02:01	2019-08-23 7:42:13	0:07:51
4065	Student OUT of Penalty Box	Closed	High	Other	Dan Malone	2019-08-23 7:38:58	2019-09-16 7:38:58	2019-08-23 7:43:30	2019-08-25 8:02:06	2019-08-25 8:02:06	2019-08-23 7:43:29	0:04:31

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
8:54:26	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
8:45:29	0	1	Within SLA		School Faculty/Staff Member/Administrator	
9:13:24	0	1	Within SLA		School Faculty/Staff Member/Administrator	
6:43:33	0	1	Within SLA		School Faculty/Staff Member/Administrator	
20:53:23	6	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
7:17:21	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:12:10	0	1	Within SLA		School Faculty/Staff Member/Administrator	
6:20:43	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:35:34	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:35:40	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
6:27:00	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
6:20:12	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
10:22:59	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
5:52:11	0	1	Within SLA		School Faculty/Staff Member/Administrator	
5:36:17	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:03:30	0	1	Within SLA		School Faculty/Staff Member/Administrator	
20:32:32	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:55:11	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
5:56:28	0	1	Within SLA		Parent/Guardian	
2:35:47	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:03:13	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:29:21	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:04:32	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
4066	Google Classrooms	Closed	Urgent	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-23 7:56:47	2019-09-09 15:12:22	2019-08-23 15:16:22	2019-08-25 16:01:59	2019-08-25 16:01:59	2019-08-23 12:02:15	4:05:28
4067	Google Classroom	Closed	Medium	Learning Management System (Courses)	Dan Malone	2019-08-23 9:18:27	2019-09-23 9:18:27	2019-08-23 10:39:35	2019-08-25 11:01:55	2019-08-25 11:01:55	2019-08-23 9:45:55	0:27:28
4068	Google Classroom	Closed	Low	Learning Management System (Courses)	Dan Malone	2019-08-23 9:24:45	2019-09-23 9:24:45	2019-08-23 10:39:46	2019-08-25 11:01:56	2019-08-25 11:01:56	2019-08-23 9:46:38	0:21:53
4069	Printer	Closed	Urgent	Laptop/Chromebook	Ryan Brophy	2019-08-23 10:37:29	2019-09-09 10:37:29	2019-08-23 11:16:42	2019-08-25 12:01:55	2019-08-25 12:01:55		0:00:00
4070	DreamBox Learning Account	Closed	Medium	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-08-23 11:49:45	2019-09-23 11:49:45	2019-08-23 14:43:33	2019-08-25 15:02:02	2019-08-25 15:02:02	2019-08-23 11:53:11	0:03:26
4071	Acellus	Closed	High	Learning Management System (Courses)	Dan Malone	2019-08-23 12:54:40	2019-09-16 12:54:40	2019-08-23 13:32:22	2019-08-23 13:32:22	2019-08-23 13:32:22		0:00:00
4072	Google Classroom/Calendar	Closed	High	Learning Management System (Courses)	Dan Malone	2019-08-23 14:43:09	2019-09-16 14:43:09	2019-08-23 15:15:57	2019-08-25 16:01:59	2019-08-25 16:01:59	2019-08-23 14:44:03	0:00:54
4073	Keystones Scores- Add to transcript	Closed	Low	Other	Joe Walton	2019-08-23 14:56:38	2019-09-23 14:56:39	2019-08-27 14:13:46	2019-08-29 15:02:15	2019-08-29 15:02:15	2019-08-27 14:13:46	15:17:08
4074	Schedule issue	Closed	High	Student Information System (SIS)	Dan Malone	2019-08-23 16:57:53	2019-09-16 15:30:00	2019-08-26 7:51:50	2019-08-28 8:02:26	2019-08-28 8:02:26		0:00:00
4075	Email Address Needed	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-26 7:25:55	2019-09-23 15:30:00	2019-08-26 7:45:31	2019-08-28 8:02:26	2019-08-28 8:02:26	2019-08-26 7:42:14	0:12:14
4076	Laptop webcam not working	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-26 7:55:24	2019-09-24 7:55:24	2019-08-26 8:31:50	2019-08-28 9:02:36	2019-08-28 9:02:36		0:00:00
4077	External Monitors not turning on	Closed	Urgent	Other	Dan Malone	2019-08-26 8:09:15	2019-09-10 8:09:15	2019-08-26 8:29:06	2019-08-28 9:02:36	2019-08-28 9:02:36		0:00:00
4078	C. Karboski	Closed	Urgent	Other	Dan Malone	2019-08-26 9:30:33	2019-09-10 9:30:33	2019-08-26 12:30:11	2019-08-28 13:02:26	2019-08-28 13:02:26		0:00:00
4079	microphone	Closed	Urgent	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-26 9:51:31	2019-09-10 9:51:31	2019-08-26 10:48:39	2019-08-28 11:02:59	2019-08-28 11:02:59		0:00:00
4080	Student Orientation SIS Log In Error	Closed	High	Learning Management System (Courses)	Dan Malone	2019-08-26 10:09:15	2019-09-17 10:09:15	2019-08-29 10:38:08	2019-08-31 11:00:02	2019-08-31 11:00:02		0:00:00
4081	LMS - Does not have Permission Registered User	Closed	Urgent	Student Information System (SIS)	Dan Malone	2019-08-26 10:14:13	2019-09-10 10:14:13	2019-08-26 12:45:04	2019-08-28 13:02:26	2019-08-28 13:02:26		0:00:00
4082	Printer Will Not print	Closed	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-26 10:27:14	2019-09-24 12:47:21	2019-08-27 10:07:21	2019-08-27 10:07:21	2019-08-27 10:07:21	2019-08-27 7:48:06	5:20:52
4083	Headset, missing chord, and printer question	Closed	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-26 10:52:58	2019-09-17 10:52:58	2019-08-28 8:36:05	2019-08-30 9:02:13	2019-08-30 9:02:13	2019-08-28 8:35:56	13:42:58
4084	Kayla Wilson	Closed	Urgent	Other	No Agent	2019-08-26 10:58:18	2019-09-10 10:58:18	2019-08-26 12:49:54	2019-08-28 13:02:26	2019-08-28 13:02:26		0:00:00
4085	Telephone doesn't ring	Closed	Low	Other	Dan Malone	2019-08-26 11:10:13	2019-09-24 11:51:02	2019-08-26 12:11:02	2019-08-28 13:02:26	2019-08-28 13:02:26	2019-08-26 11:30:35	0:20:22
4086	Live Learning	Closed	Medium	Other	Dan Malone	2019-08-26 11:50:19	2019-09-24 12:00:39	2019-08-26 12:49:39	2019-08-28 13:02:27	2019-08-28 13:02:27	2019-08-26 12:39:59	0:49:40
4087	I. Sanny-Email	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-26 11:52:20	2019-09-24 12:06:25	2019-08-26 12:10:25	2019-08-28 13:02:27	2019-08-28 13:02:27	2019-08-26 11:56:38	0:04:18
4088	G. Fouron	Closed	Urgent	Other	No Agent	2019-08-26 12:15:33	2019-09-10 12:15:33	2019-08-26 12:52:37	2019-08-28 13:02:27	2019-08-28 13:02:27		0:00:00

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
7:19:35	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:21:08	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:15:01	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:39:13	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:53:48	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:37:42	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:32:48	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
15:17:08	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:21:50	0	1	Within SLA		Student	
0:15:31	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:36:26	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:19:51	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:59:38	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:57:08	0	1	Within SLA		School Faculty/Staff Member/Administrator	
24:28:53	0	1	Within SLA		Student	
2:30:51	0	1	Within SLA		Student	
7:40:07	1	1	Within SLA	Within SLA	Student	
13:43:07	1	1	Within SLA	Within SLA	Parent/Guardian	
1:51:36	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:00:49	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:59:20	1	1	Within SLA	Within SLA	Student	
0:18:05	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:37:04	0	1	Within SLA		School Faculty/Staff Member/Administrator	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
4089	Google Classroom Assignments Missing from Calendar	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-26 14:08:57	2019-09-17 14:08:57	2019-08-26 15:13:59	2019-08-28 16:02:16	2019-08-28 16:02:16	2019-08-26 14:20:17	0:11:20
4090	Daily One-Call Report	Closed	High	Student Information System (SIS)	Joe Walton	2019-08-26 14:36:13	2019-09-18 10:58:23	2019-08-27 14:29:20	2019-08-29 15:02:15	2019-08-29 15:02:15	2019-08-27 7:32:08	0:55:55
4091	Replacement Chromebooks	Closed	High	Other	Ryan Brophy	2019-08-26 14:49:15	2019-09-17 14:49:15	2019-08-27 7:37:46	2019-08-29 8:03:43	2019-08-29 8:03:43		0:00:00
4093	T. Ferrari Acellus Trouble	Closed	Medium	Other	Dan Malone	2019-08-27 8:50:16	2019-09-25 8:50:17	2019-08-27 10:05:45	2019-08-29 11:02:45	2019-08-29 11:02:45	2019-08-27 8:53:26	0:03:10
4095	Hangouts	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-27 9:18:55	2019-09-25 15:21:46	2019-08-28 8:06:46	2019-08-30 9:02:13	2019-08-30 9:02:13	2019-08-27 10:03:49	0:44:54
4096	Incognito window	Closed	Medium	Student Information System (SIS)	No Agent	2019-08-27 9:19:13	2019-09-25 9:19:13	2019-08-27 10:04:20	2019-08-27 10:04:20	2019-08-27 10:04:21		0:00:00
4097	Printer password	Closed	Medium	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan Brophy	2019-08-27 9:25:09	2019-09-25 9:25:09	2019-08-28 8:25:15	2019-08-30 9:02:14	2019-08-30 9:02:13		0:00:00
4098	Micah Kingsbury	Closed	Low	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-27 9:29:34	2019-09-25 9:29:34	2019-09-03 8:49:54	2019-09-03 8:49:54	2019-09-03 8:49:54	2019-08-27 9:42:20	0:12:46
4099	school	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-27 9:46:52	2019-09-26 8:13:31	2019-08-28 8:41:31	2019-08-28 8:41:31	2019-08-28 8:41:31	2019-08-27 10:14:57	0:28:05
4100	SIS	Closed	Urgent	Student Information System (SIS)	Dan Malone	2019-08-27 9:47:06	2019-09-11 9:47:06	2019-08-27 9:54:32	2019-08-29 10:02:45	2019-08-29 10:02:45	2019-08-27 9:54:23	0:07:17
4101	Google classroom missing	Closed	Medium	Laptop/Chromebook	Dan Malone	2019-08-27 12:05:33	2019-09-26 14:20:17	2019-08-29 10:37:17	2019-08-31 11:00:03	2019-08-31 11:00:03	2019-08-27 12:24:35	0:19:02
4103	Screen shot	Closed	Medium	Other	Dan Malone	2019-08-27 12:49:14	2019-09-27 10:15:04	2019-08-29 10:37:04	2019-08-31 11:00:03	2019-08-31 11:00:03	2019-08-27 13:04:02	0:14:48
4104	keyboard and mouse not working	Closed	Low	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Dan Malone	2019-08-27 13:13:15	2019-09-25 13:13:15	2019-08-27 14:50:01	2019-08-29 15:02:15	2019-08-29 15:02:15		0:00:00
4105	one call report change	Closed	High	Other	Joe Walton	2019-08-27 14:30:48	2019-09-18 14:51:48	2019-08-27 14:52:48	2019-08-29 15:02:15	2019-08-29 15:02:15	2019-08-27 14:32:03	0:01:15
4106	Google Classroom Issue	Closed	Urgent	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-27 15:16:38	2019-09-11 15:16:38	2019-08-28 8:16:44	2019-08-30 9:02:14	2019-08-30 9:02:14	2019-08-27 15:19:44	0:03:06
4107	Student in wrong homeroom	Closed	Low	Other	Dan Malone	2019-08-28 7:56:03	2019-09-26 7:56:03	2019-08-28 8:19:48	2019-08-30 9:02:14	2019-08-30 9:02:14	2019-08-28 8:09:14	0:13:11
4108	English	Closed	Medium	Other	Dan Malone	2019-08-28 7:58:08	2019-09-26 7:58:08	2019-08-28 8:49:35	2019-08-30 9:02:14	2019-08-30 9:02:14		0:00:00
4109	STAR360 access for teachers	Closed	Medium	Class Resource (Books, External Websites, etc.)	Ryan Brophy	2019-08-28 7:59:18	2019-09-26 7:59:18	2019-08-28 8:12:39	2019-08-30 9:02:14	2019-08-30 9:02:14		0:00:00
4110	Restricted access	Closed	Medium	Other	Dan Malone	2019-08-28 8:08:23	2019-09-26 8:08:23	2019-08-28 8:12:23	2019-08-30 9:02:14	2019-08-30 9:02:14		0:00:00
4111	J. Robertson Calendar Troubleshoot	Closed	Medium	Learning Management System (Courses)	Dan Malone	2019-08-28 8:18:46	2019-09-26 8:18:46	2019-08-28 8:31:01	2019-08-30 9:02:14	2019-08-30 9:02:14		0:00:00
4113	Star 360	Closed	High	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-08-28 8:51:18	2019-09-19 8:51:18	2019-08-28 8:55:47	2019-08-30 9:02:15	2019-08-30 9:02:15	2019-08-28 8:55:46	0:04:28
4114	Password	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-28 9:07:57	2019-09-19 9:07:57	2019-08-28 10:16:50	2019-08-30 11:00:04	2019-08-30 11:00:04	2019-08-28 9:10:10	0:02:13
4115	Anti Virus App needed to be installed on Laptop.	Closed	Medium	Laptop/Chromebook	Ryan Brophy	2019-08-28 9:17:06	2019-09-26 9:17:06	2019-08-28 11:34:12	2019-08-30 12:00:05	2019-08-30 12:00:05		0:00:00
4116	C. Karboski	Closed	Urgent	Other	Dan Malone	2019-08-28 9:17:47	2019-09-12 9:17:47	2019-08-28 10:44:07	2019-08-30 11:00:05	2019-08-30 11:00:04		0:00:00

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
1:05:02	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
7:53:07	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:48:31	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:15:29	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
6:47:51	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:45:07	0	1	Within SLA		School Faculty/Staff Member/Administrator	
7:00:06	0	1	Within SLA		School Faculty/Staff Member/Administrator	
38:00:26	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
6:54:39	1	1	Within SLA	Within SLA	Student	
0:07:26	1	1	Within SLA	Within SLA	Student	
14:31:44	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
13:47:50	1	1	Within SLA	Within SLA	Student	
1:36:46	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:22:00	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:00:06	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:23:45	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:51:27	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:13:21	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:04:00	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:12:15	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:04:29	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:08:53	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
2:17:06	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:26:20	0	1	Within SLA		School Faculty/Staff Member/Administrator	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
4119	Google Classroom / Calendar	Closed	Medium	Learning Management System (Courses)	Dan Malone	2019-08-28 11:00:57	2019-09-26 11:00:57	2019-08-28 11:07:30	2019-08-30 12:00:05	2019-08-30 12:00:05		0:00:00
4120	Desk top	Closed	High	Other	Dan Malone	2019-08-28 11:04:22	2019-09-19 11:04:22	2019-08-28 11:33:42	2019-08-30 12:00:05	2019-08-30 12:00:05	2019-08-28 11:13:02	0:08:40
4121	2 students need help logging into the Star 360 tests	Closed	High	Other	Dan Malone	2019-08-28 11:48:05	2019-09-20 9:38:49	2019-08-29 10:36:49	2019-08-31 11:00:04	2019-08-31 11:00:04	2019-08-28 12:46:03	0:57:58
4122	Email Address Needed	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-28 12:42:04	2019-09-26 12:42:04	2019-08-28 12:45:12	2019-08-30 13:00:06	2019-08-30 13:00:06	2019-08-28 12:45:04	0:03:00
4125	Scanner on 4th floor not working	Closed	Low	Other	Dan Malone	2019-08-28 13:48:51	2019-09-26 13:55:07	2019-08-28 14:27:07	2019-08-30 15:00:02	2019-08-30 15:00:02	2019-08-28 14:21:16	0:32:25
4126	Email Address Needed	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-28 14:11:33	2019-09-19 14:11:33	2019-08-28 14:19:12	2019-08-30 15:00:03	2019-08-30 15:00:03	2019-08-28 14:19:03	0:07:30
4127	Google Classroom	Closed	High	Learning Management System (Courses)	Dan Malone	2019-08-28 14:35:04	2019-09-19 14:35:04	2019-08-28 14:54:55	2019-08-30 15:00:04	2019-08-30 15:00:03	2019-08-28 14:36:14	0:01:10
4128	Email Address Needed	Closed	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-28 15:29:52	2019-09-19 15:29:53	2019-08-29 7:52:43	2019-08-31 7:59:59	2019-08-31 7:59:59	2019-08-29 7:52:28	0:22:36
4129	Email Address Needed	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-29 7:16:48	2019-09-26 15:30:00	2019-08-29 7:47:10	2019-08-31 7:59:59	2019-08-31 7:59:59	2019-08-29 7:47:00	0:17:00
4130	PowerPoints Not Showing in LLS	Closed	Urgent	Laptop/Chromebook	Dan Malone	2019-08-29 7:44:12	2019-09-13 7:44:12	2019-08-29 8:48:52	2019-08-31 8:59:57	2019-08-31 8:59:57		0:00:00
4131	LLS Powerpoint	Closed	Urgent	Learning Management System (Courses)	No Agent	2019-08-29 7:46:23	2019-09-13 7:46:23	2019-08-29 9:53:06	2019-08-31 9:59:59	2019-08-31 9:59:59		0:00:00
4132	LLS - Screenshare	Closed	Low	Other	Dan Malone	2019-08-29 8:07:52	2019-09-27 8:07:52	2019-08-29 10:36:38	2019-08-31 11:00:04	2019-08-31 11:00:04	2019-08-29 8:16:48	0:08:56
4134	LMS-SIS Roster Sync	Closed	High	Learning Management System (Courses)	Dan Malone	2019-08-29 8:16:12	2019-09-20 8:16:12	2019-08-29 11:47:36	2019-08-31 12:00:01	2019-08-31 12:00:00	2019-08-29 11:47:36	3:31:24
4136	Comcast Soft Phone	Closed	High	Other	Dan Malone	2019-08-29 9:00:24	2019-09-20 9:00:24	2019-09-02 18:55:23	2019-09-04 19:00:02	2019-09-04 19:00:02	2019-08-29 9:04:37	0:04:13
4138	"unkown" when gchatting students	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-29 11:10:40	2019-09-27 11:10:40	2019-08-30 7:40:44	2019-09-01 7:59:57	2019-09-01 7:59:57	2019-08-29 11:15:40	0:05:00
4139	Ticket Status	Closed	Low	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-29 11:33:38	2019-09-27 11:33:38	2019-08-30 7:40:33	2019-08-30 7:40:33	2019-08-30 7:40:33	2019-08-29 11:34:40	0:01:02
4141	Email Address Needed	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-29 12:29:23	2019-10-01 14:24:00	2019-09-02 18:55:12	2019-09-02 18:55:12	2019-09-02 18:55:12	2019-08-29 13:40:06	1:10:43
4143	Email Address Needed	Closed	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-29 15:41:18	2019-10-01 15:21:00	2019-09-02 18:55:12	2019-09-02 18:55:12	2019-09-02 18:55:12	2019-08-30 7:39:08	0:09:08
4144	Classroom Assignments in My Classroom but not in Students	Closed	Urgent	Learning Management System (Courses)	Dan Malone	2019-08-30 7:53:20	2019-09-16 7:53:20	2019-08-30 8:20:55	2019-09-01 9:00:01	2019-09-01 9:00:01		0:00:00
4145	New classes need LMS Sync	Closed	High	Learning Management System (Courses)	Joe Walton	2019-08-30 8:09:45	2019-09-23 8:09:45	2019-08-30 9:53:49	2019-09-01 9:59:59	2019-09-01 9:59:59	2019-08-30 9:53:49	1:44:04
4146	Star 360 Access	Closed	Low	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-08-30 8:23:04	2019-09-30 8:40:33	2019-08-30 8:45:33	2019-09-01 9:00:01	2019-09-01 9:00:01		0:00:00
4148	acellus	Closed	Urgent	Laptop/Chromebook	Dan Malone	2019-08-30 9:18:04	2019-09-16 9:18:04	2019-08-30 9:34:50	2019-08-30 9:34:50	2019-08-30 9:34:50	2019-08-30 9:34:41	0:16:37
4150	Live learning	Closed	High	Class Resource (Books, External Websites, etc.)	Ryan Brophy	2019-08-30 9:38:28	2019-09-23 9:38:28	2019-08-30 11:09:51	2019-09-01 12:00:01	2019-09-01 12:00:01		0:00:00
4151	Printer is Missing Power Cord	Closed	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Adam Sima	2019-08-30 10:03:51	2019-09-24 8:18:27	2019-09-04 13:44:27	2019-09-04 13:44:27	2019-09-04 13:44:27	2019-09-04 13:44:18	19:40:27

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
0:06:33	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:29:20	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
6:48:44	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:03:08	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:38:16	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:07:39	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:19:51	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:22:51	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:17:10	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
1:04:40	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:06:43	0	1	Within SLA		School Faculty/Staff Member/Administrator	
2:28:46	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
3:31:24	1	2	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
22:29:36	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
4:30:04	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
4:06:55	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
19:00:37	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
16:00:00	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:27:35	0	1	Within SLA		School Faculty/Staff Member/Administrator	
1:44:04	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
0:22:29	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:16:46	1	1	Within SLA	Within SLA	Student	
1:31:23	0	1	Within SLA		Student	
19:40:36	1	1	Within SLA	SLA Violated	Student	

Ticket ID	Subject	Status	Priority	Type	Agent	Created time	Due by Time	Resolved time	Closed time	Last update time	Initial response time	First response time (in hrs)
3956	Transcripts error	Open	Urgent	Student Information System (SIS)	Joe Walton	2019-08-06 13:00:02	2019-08-20 13:00:02			2019-08-20 13:02:56		0:00:00
3970	ParentSquare File Uploads	Open	Medium	Other	Dan Malone	2019-08-09 12:53:00	2019-09-09 12:53:00			2019-08-27 7:54:22	2019-08-27 7:54:22	91:01:22
3980	Transcript Using P for pass instead of grade	Open	High	Student Information System (SIS)	Joe Walton	2019-08-14 10:44:30	2019-09-05 10:44:30			2019-08-16 10:58:12		0:00:00
4094	Calibrate Touch Screen	Open	High	Peripheral Devices (Printer/Scanner, Keyboard, Mouse, Webcam)	Ryan Brophy	2019-08-27 9:05:33	2019-09-18 9:05:33			2019-08-29 10:37:40		0:00:00
4102	Google Chrome	Open	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-27 12:35:15	2019-09-18 12:35:15			2019-09-03 10:02:58	2019-08-27 12:40:21	0:05:06
4112	Incognito Window Display Issues	Open	Low	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-28 8:26:24	2019-09-26 8:26:24			2019-08-28 10:44:55	2019-08-28 10:44:52	2:18:28
4118	19-20 Update Edna School District School Codes	Open	Medium	Student Information System (SIS)	Joe Walton	2019-08-28 10:07:53	2019-09-26 10:07:53			2019-08-28 10:09:58		0:00:00
4133	Free/Reduced Lunch File	Open	Medium	Student Information System (SIS)	Joe Walton	2019-08-29 8:08:09	2019-09-27 8:08:09			2019-08-29 8:09:12		0:00:00
4135	18-19 Attendance Corrections for HM	Open	Low	Student Information System (SIS)	Joe Walton	2019-08-29 8:41:46	2019-09-27 8:41:46			2019-08-30 7:41:02		0:00:00
4140	Email Address Needed	Open	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-29 11:35:13	2019-09-27 11:35:13			2019-09-02 18:55:12	2019-08-29 12:10:29	0:35:16
4152	Chrome Remote Desktop App	Open	Medium	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-30 10:10:43	2019-09-30 10:11:00			2019-09-03 8:01:34		0:00:00
3955	Disable g-chat	Pending	High	User Account Google (Gmail, Drive), Network	Dan Malone	2019-08-06 10:02:28	2019-08-27 10:02:28			2019-08-15 8:20:49	2019-08-12 9:30:54	31:28:26
3984	PIMS 19-20 Updates	Pending	High	Student Information System (SIS)	Joe Walton	2019-08-14 15:13:58	2019-09-05 15:13:58			2019-08-30 8:26:36	2019-08-28 7:03:33	72:16:02
4016	IEP Meeting Laptop	Pending	Medium	Laptop/Chromebook	Dan Malone	2019-08-19 13:56:20	2019-09-17 13:56:20			2019-08-29 10:39:51	2019-08-19 13:58:13	0:01:53
4149	Acellus Not Working	Pending	High	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-08-30 9:22:23	2019-09-23 9:22:23			2019-08-30 9:33:35	2019-08-30 9:33:20	0:10:57
4123	POS	Resolved	Urgent	Other	Dan Malone	2019-08-28 12:55:05	2019-09-17 11:47:00	2019-09-03 8:49:13		2019-09-03 8:49:13		0:00:00
4124	Renaissance - Star360 Access	Resolved	High	Laptop/Chromebook	Dan Malone	2019-08-28 13:30:44	2019-09-19 13:30:44	2019-09-04 11:40:06	2019-08-28 14:21:47	2019-09-04 11:40:06		0:00:00
4137	Plugable Port	Resolved	Medium	Other	Dan Malone	2019-08-29 10:09:46	2019-09-27 10:09:46	2019-09-03 11:38:46		2019-09-03 11:38:46	2019-08-29 10:36:28	0:26:42
4142	2nd Grade	Resolved	Low	Other	Dan Malone	2019-08-29 13:10:36	2019-10-01 14:58:00	2019-09-03 9:34:53		2019-09-03 9:34:53	2019-08-29 13:43:23	0:32:47
4147	Holt/Adobe	Resolved	Low	Class Resource (Books, External Websites, etc.)	Dan Malone	2019-08-30 8:52:10	2019-09-30 8:52:10	2019-09-03 10:03:08		2019-09-03 10:03:08	2019-09-03 8:50:55	14:37:50
4153	Camera	Resolved	High	Laptop/Chromebook	Dan Malone	2019-08-30 11:02:24	2019-09-23 11:03:00	2019-09-03 8:41:03		2019-09-03 8:41:03	2019-08-30 11:05:52	0:03:28
4154	replacement chromebooks	Resolved	High	Laptop/Chromebook	Ryan Brophy	2019-08-30 11:08:58	2019-09-23 11:08:58	2019-09-03 7:27:19		2019-09-03 7:27:19		0:00:00
4092	D.Perry Robinson Voicemail Follow Up	Waiting on Customer	Medium	Laptop/Chromebook	Dan Malone	2019-08-26 15:21:44	2019-09-24 15:21:45			2019-08-27 10:19:51	2019-08-27 10:19:41	2:57:57
4117	N42 Chromebook - Disable touchscreen	Waiting on Customer	Low	Laptop/Chromebook	Dan Malone	2019-08-28 9:33:23	2019-09-26 9:33:23			2019-08-29 10:36:56	2019-08-28 9:36:20	0:02:57

Resolution time (in hrs)	Agent interactions	Customer interactions	Resolution status	First response status	Are you a:	Name
0:00:00	0	1			School Faculty/Staff Member/Administrator	
0:00:00	1	1		SLA Violated	School Faculty/Staff Member/Administrator	
0:00:00	0	1			School Faculty/Staff Member/Administrator	
0:00:00	0	1			School Faculty/Staff Member/Administrator	
0:00:00	5	6		Within SLA	School Faculty/Staff Member/Administrator	
0:00:00	1	1		Within SLA	School Faculty/Staff Member/Administrator	
0:00:00	0	1			School Faculty/Staff Member/Administrator	
0:00:00	0	1			School Faculty/Staff Member/Administrator	
0:00:00	0	1			School Faculty/Staff Member/Administrator	
0:00:00	3	1		Within SLA	School Faculty/Staff Member/Administrator	
0:00:00	0	1			School Faculty/Staff Member/Administrator	
0:00:00	1	1		SLA Violated	School Faculty/Staff Member/Administrator	
0:00:00	1	2		SLA Violated	School Faculty/Staff Member/Administrator	
0:00:00	2	1		Within SLA	School Faculty/Staff Member/Administrator	
0:00:00	1	1		Within SLA	School Faculty/Staff Member/Administrator	
26:34:55	0	1	Within SLA		School Faculty/Staff Member/Administrator	
30:09:22	0	1	Within SLA		School Faculty/Staff Member/Administrator	
21:20:14	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
18:19:24	2	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
14:37:50	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
12:27:36	1	1	Within SLA	Within SLA	School Faculty/Staff Member/Administrator	
12:21:02	0	1	Within SLA		School Faculty/Staff Member/Administrator	
0:00:00	1	1		Within SLA	School Faculty/Staff Member/Administrator	
0:00:00	1	1		Within SLA	School Faculty/Staff Member/Administrator	

CONTACT LOG REPORT

CONTACTS MADE FROM THURSDAY 08/01/2019 - SATURDAY 08/31/2019 REPORT PRINTED ON THURSDAY 09/05/2019 07:30 AM

DATE/TIME	PERSON CONTACTED	CONTACTED BY	CONTACTED FOR	TYPE	REASON
08/29/19 8:14 AM	(STUDENT)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	HELPED student GET INTO ACELLUS, WHICH WASN'T LOADING. CLEARED THE CACHE AND DID A HARD RESTART, AND IT LOADED AFTERWARD.				
8/29/2019 8:30	(STUDENT)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	Student CALLED TO REQUEST A CHARGER FOR THE CHROMEBOOK WE JUST SENT them.				
8/29/2019 8:47	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	THE CALENDAR LINK TO THE 2ND GRADE LIVE LEARNING SESSION FOR HEALTH AND WELLNESS WAS BROKEN. I REACHED OUT TO student's mother TO GET IT FIXED.				
08/29/19 8:42 AM	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	Student's mother COULDN'T ACCESS LIVE LEARNING BECAUSE SHE WASN'T INVITED TO THE SESSION. I CONTACTED HER TEACHER ABOUT IT TO GET THE INVITE SENT.				
8/29/2019 9:01	(FATHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	student WAS NOT SEEING ANY CLASSES ON their GOOGLE CALENDAR FOR TODAY. I DUG INTO IT, AND their CLASSES ARE ALL THERE, BUT HAS NO LIVE LEARNING SESSIONS TODAY, ONLY ALL-DAY EVENTS. They MAY HAVE BELIEVED their CLASSES WEREN'T SHOWING UP BECAUSE they HAD NO LIVE LEARNINGS.				
8/29/2019 9:10	(STUDENT)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	Their CHROMEBOOK WAS CLICKING ON ITS OWN. HAD they PERFORM A HARD RESET, AFTER WHICH, THE CHROMEBOOK WORKED CORRECTLY AGAIN.				
08/29/19 9:14 AM	(FATHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	both students WERE HAVING ISSUES LOADING LIVE LEARNING. TRIED CLEARING CACHE AND COOKIES, A HARD RESET, AND RE-LOADING THE SESSION WITH NO SUCCESS. DIRECTED THEM TO UTILIZE THE RECORDINGS AFTER THE LIVE LEARNING IS OVER.				
08/29/19 9:14 AM	(FATHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	both students WERE HAVING ISSUES LOADING LIVE LEARNING. TRIED CLEARING CACHE AND COOKIES, A HARD RESET, AND RE-LOADING THE SESSION WITH NO SUCCESS. DIRECTED THEM TO UTILIZE THE RECORDINGS AFTER THE LIVE LEARNING IS OVER.				
08/29/19 10:06 AM	(MOTHER)	SIMA, A		TELEP	TECHN
CONTACT NOTES:	student WAS IN THE LIVE LEARNING, BUT COULDN'T CHAT WITH THE TEACHER. REFRESHED THE PAGE AND IT WORKED CORRECTLY.				
8/29/2019 9:49	(MOTHER)	SIMA, A		TELEP	TECHN

CONTACT NOTES: student COULDN'T GET LIVE LEARNING TO LOAD. They WAS ABLE TO GET INTO LIVE LEARNING EARLIER IN THE WEEK. TRIED CLEARING THE CACHE AND COOKIES, A HARD RESET, AND RELOADING THE SESSION WITH NO SUCCESS. I INSTRUCTED they TO RELY ON THE SESSION RECORDING FOR NOW.

8/29/2019 10:13 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: THEY UPGRADED THEIR INTERNET AND NEEDED ASSISTANCE GETTING THE PRINTER CONNECTED ON THE NEW NETWORK.

08/29/19 10:13 AM (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: THEY UPGRADED THEIR INTERNET AND NEEDED ASSISTANCE GETTING THE PRINTER CONNECTED ON THE NEW NETWORK.

8/29/2019 10:27 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: THEY CALLED BACK BECAUSE student COULDN'T HEAR THE TEACHER VERY WELL IN LIVE LEARNING. TESTED SWAPPING THE HEADSET WITH ANOTHER HEADSET WITH LITTLE DIFFERENCE. They SAID THAT THE HEADSET SOUNDS FINE IN OTHER TABS, JUST NOT LIVE LEARNING. I SUGGESTED THAT IT WAS AN ISSUE WITH THE TEACHER'S SESSION, NOT WITH THE HEADSET ITSELF.

08/29/19 10:37 AM (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: student HAD THE WRONG LINK SHOWING UP ON HIS GOOGLE CALENDAR FOR TODAY'S LIVE LEARNING SESSION. Their CORRECT CLASSROOMS WERE NOT SHOWING UP IN GOOGLE CALENDAR. I WENT THROUGH AND ADDED their CLASSES TO GOOGLE CALENDAR.

08/29/19 11:56 PM (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: Parent CALLED BACK BECAUSE THEY WERE STILL HAVING ISSUES WITH THE PRINTER. TRYING TO PRINT A PDF WAS SHOWING "PRINTER NOT YET READY." I REMOVED A DUPLICATE OF THE PRINTER IN GOOGLE CLOUD PRINT, AND RE-REGISTERED THE CORRECT PRINTER. WAS ABLE TO GET THE SHEET TO PRINT AFTER OPENING IT IN A NEW WINDOW.

08/29/19 11:37 AM (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: TROUBLESHOOTING PRINTER ISSUES WITH ALL THREE OF THE STUDENTS. I WANTED TO RE-ADD THE PRINTER TO THE WIFI, AT WHICH POINT THEY HAD TO END THE CALL TO BE ABLE TO CALL SOMEONE ELSE TO GET THE WIFI INFO.

8/29/2019 11:37 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: TROUBLESHOOTING PRINTER ISSUES WITH ALL THREE OF THE STUDENTS. I WANTED TO RE-ADD THE PRINTER TO THE WIFI, AT WHICH POINT THEY HAD TO END THE CALL TO BE ABLE TO CALL SOMEONE ELSE TO GET THE WIFI INFO.

08/29/19 11:37 AM (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: TROUBLESHOOTING PRINTER ISSUES WITH ALL THREE OF THE STUDENTS. I WANTED TO RE-ADD THE PRINTER TO THE WIFI, AT WHICH POINT THEY HAD TO END THE CALL TO BE ABLE TO CALL SOMEONE ELSE TO GET THE WIFI INFO.

student

	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student CALLED FOR ASSISTANCE WITH SETTING UP THE PRINTER. I WAS ABLE TO GET THE PRINTER SET UP, BUT NOT THE SCANNER FUNCTIONS. Someone else HAD A SIMILAR ISSUE WHICH REQUIRED REPLACING THE PRINTER, SO I'M SETTING UP A REPLACEMENT FOR KERIANN'S PRINTER.			
08/29/19 1:00 PM	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student WAS HAVING ISSUES WITH LOGGING INTO LIVE LEARNING EARLIER. I HAD them TRY AGAIN WHEN they CALLED, AND they GOT IN WITHOUT ISSUE. I TOLD them TO CALL US BACK IF they HAS ANY OTHER ISSUES WITH IT.			
8/29/2019 12:12	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	both students WERE HAVING ISSUES LOADING ACELLUS. CLEARED CACHE AND COOKIES, HARD RESET, AND TRIED ACCESSING IT AGAIN, BUT IT STILL DIDN'T WORK. WE'VE SEEN ISSUES WITH ACELLUS THROUGHOUT THE WEEK, SO I ASKED THEM TO TRY AGAIN PERIODICALLY.			
8/29/2019 13:20	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's MATH WORKSHEET SHOWED "PRINTER IS NOT YET READY" WHEN they TRIED TO PRINT. OPENED THE SHEET IN A NEW WINDOW AND WAS ABLE TO PRINT IT.			
8/29/2019 13:39	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's CHROMEBOOK HAS A BROKEN SCREEN. I SET UP A REPLACEMENT FOR IT.			
8/29/2019 13:55	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	TALKED parent THROUGH HOW TO SCAN TO students EMAIL ACCOUNT.			
8/29/2019 15:22	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student HAS AN OLD N22 THAT NEEDS REPLACED. THEY ALSO HAVE AN ENVY PRINTER TO RETURN TO US, BUT THE SHIPPING LABEL THEY HAVE FOR IT IS EXPIRED. I SET UP A REPLACEMENT FOR THE CHROMEBOOK AND LABELS FOR THE RETURNS.			
8/29/2019 15:19	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	parent WAS LOOKING TO SPEAK TO SOMEONE ABOUT SUBMITTING students DENTAL RECORDS. I WAS GOING TO TRANSFER them TO THE NURSE ASSISTANT, BUT parent SAID they HAD ALREADY LEFT A MESSAGE WITH the nurse TODAY. I TOLD the parent TO CALL the nurse BACK TOMORROW IF the parent DIDN'T GET A CALL BACK FROM the nurse.			
8/29/2019 12:07	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	FOLLOW UP TO THEIR VM WHICH WAS RECEIVED WHILE ALL OF TECH WAS ON OTHER CALLS. LEFT A VM ASKING THEM TO CALL US BACK TO FINISH GETTING THE PRINTER SET BACK UP.			
8/28/2019 8:35	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	ASSISTED student WITH AN ISSUE WITH THE PRINTER NOT SHOWING UP CORRECTLY.			
8/28/2019 9:01	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	HELPED SET UP THE PRINTER AND SCANNING FUNCTIONS FOR the students			

8/28/2019 9:28	()	SIMA, A	TELEP	TECHN
CONTACT NOTES:	parent CALLED REGARDING student's STAR 360 NOT LOADING. THIS IS AN ONGOING ISSUE AFFECTING SOME STUDENTS, BUT NOT OTHERS. ASKED parent TO HAVE student TRY LOADING INTO IT AGAIN LATER.			
8/28/2019 9:45	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student IS HAVING ISSUES ACCESSING STAR 360. they WAS ABLE TO GET ON YESTERDAY, BUT NOT TODAY. INFORMED THEM THAT THIS IS BEYOND OUR CONTROL, AND TO TRY AGAIN LATER. ALSO REASSURED parent THAT student's TEACHER KNOWS THIS ISSUE IS HAPPENING FOR SOME STUDENTS.			
8/28/2019 9:57	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's STAR 360 ACCOUNT IS LOCKED OUT. REACHED OUT TO NICK TO GET IT UNLOCKED.			
8/28/2019 10:05	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	ASSISTED WITH A STAR 360 LOGIN ISSUE FOR student. They IS ABLE TO ACCESS their STAR 360 ACCOUNT AGAIN.			
8/28/2019 10:17	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	TRIED THE STAR 360 LOGIN AGAIN. Student's GOOGLE ACCOUNT HAD THE WRONG CREDENTIALS SAVED TO IT. UPDATED THE AUTOFILL AND WAS ABLE TO GET the student BACK IN.			
8/28/2019 11:23	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student WAS STILL HAVING ISSUES GETTING INTO LLS FOR ORIENTATION. I WAS NOT ABLE TO GET the student LOGGED IN AS the student, BUT I WAS ABLE TO GET student IN AS A GUEST VIEWER.			
8/28/2019 11:09	(MOTHER)	SIMA, A	TELEP	TECHN
8/27/2019 12:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student NEEDED SOME ASSISTANCE FIGURING OUT HOW TO MAKE A COPY OF A GOOGLE SLIDE FOR AN ASSIGNMENT. I ALSO DISCOVERED THAT the student HAS AN N21, AND their MOM WAS LOOKING TO GET IT REPLACED WITH SOMETHING NEWER, WHICH I AGREED WE SHOULD DO.			
8/27/2019 12:23	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	ASSISTED parent WITH LOGGING INTO THE CHROMEBOOK.			
8/27/2019 12:15	NO CONTACT MADE	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student HAS NO CHROMEBOOK. student HAS PREVIOUSLY BEEN DOING SCHOOL WORK ON their OWN PERSONAL COMPUTERS, BUT REQUESTED THAT WE SEND A CHROMEBOOK TO the student. UPON TRYING TO VERIFY the students ADDRESS, I WAS GIVEN FOR HIS HOME ADDRESS, AND a different address FOR THE SHIPPING ADDRESS. THESE BOTH CONTAIN PARTIAL MATCHES FOR THE ADDRESS IN THE SIS, SO I TRANSFERRED HIM OVER TO RECORDS TO CLARIFY EVERYTHING.			
8/27/2019 12:32:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	THE CHROMEBOOK WAS HAVING INTERNET CONNECTION ISSUES. I HAD the student DO A HARD RESET, RECONNECT TO THE WIFI, AND RUN A SPEED TEST AND GOT EXTREMELY LOW RESULTS (<1 MBPS). THEY HAVE FIOS, SO I SUGGESTED THAT the student REACH OUT TO THEM TO FIND OUT WHY THEIR SPEEDS ARE SO LOW.			

8/27/2019 13:30:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's CHROMEBOOK WON'T STAY POWERED ON BECAUSE IT WON'T CHARGE. UPON VERIFYING THE ADDRESS, I FOUND THEY'RE IN A DIFFERENT APARTMENT THAN THE ONE LISTED IN THE SIS. SENT the student TO RECORDS TO GET THAT UPDATED.			
8/27/2019 13:51:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	the student WAS HAVING LOGIN ISSUES WITH LLS. DOMER WAS HAVING ISSUES WITH STAR 360 AND G-CHAT. DAN FIXED SOME ISSUES WITH THEIR ACCOUNTS AND I HAD THEM BOTH HARD RESET, BUT the student's CHROMEBOOK DID NOT POWER BACK ON CORRECTLY. IT ONLY BOOTS TO AN ERROR SCREEN NOW. SENDING OUT A REPLACEMENT FOR student's CHROMEBOOK.			
8/27/2019 13:40:00	(FATHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	the student's STAR 360 ACCOUNT LOGIN INFORMATION IS SHOWING AS AN INVALID LOGIN. EMAILED NICK TO RESOLVE THE LOGIN CREDENTIALS.			
	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student GAVE ANOTHER PHONE NUMBER TO CONTACT the student at ###-###-####, TO KATIE DEVLIN, WHO PASSED IT ALONG TO ME. I WAS ABLE TO ASSIST the student WITH DISABLING THE CHROME MAGNIFIER FEATURE THAT WAS ACCIDENTALLY ENABLED.			
8/27/2019 13:51	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student WAS HAVING LOGIN ISSUES WITH LLS. student WAS HAVING ISSUES WITH STAR 360 AND G-CHAT. DAN FIXED SOME ISSUES WITH THEIR ACCOUNTS AND I HAD THEM BOTH HARD RESET, BUT the student's CHROMEBOOK DID NOT POWER BACK ON CORRECTLY. IT ONLY BOOTS TO AN ERROR SCREEN NOW. SENDING OUT A REPLACEMENT FOR the student's CHROMEBOOK.			
8/27/2019 14:20:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	parent CALLED FOR ASSISTANCE WITH REMOVING BOOKMARKS FOR KINDERGARTEN CLASSES FROM THE BAR AT THE TOP OF CHROME.			
8/27/2019 14:41	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	ASSISTED PEBBLES WITH SETTING UP THE NEW PRINTER FOR both students.			
8/27/2019 15:26:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	FOLLOWING UP ON A VM LEFT WITH TECH, BUT their QUESTIONS WERE ALREADY ANSWERED.			
8/27/2019 15:35:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother HAD REQUESTED A RETURN LABEL FOR THE OLD PRINTER WHEN WE SPOKE EARLIER. I CALLED BACK TO SEE IF WE COULD E-MAIL ONE INSTEAD, WHICH SHE SAID WOULD BE FINE.			
8/27/2019 15:43:00	(GRANDMOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	CALLED TO CONFIRM THE SHIPPING ADDRESS FOR NEW HEADPHONES - THEY WERE ATTEMPTING TO USE ONES THEY HAD BOUGHT WHICH LACK A MICROPHONE.			

8/27/2019 15:43	(GRANDMOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	CALLED TO CONFIRM THE SHIPPING ADDRESS FOR NEW HEADPHONES - THEY WERE ATTEMPTING TO USE ONES THEY HAD BOUGHT WHICH LACK A MICROPHONE.			
8/27/2019 10:18:00	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	CALLED TO ASSIST WITH SETTING Up student's MONITOR, BUT IT WENT TO THE MACHINE. LVM ASKING THEM TO CALL US BACK.			
8/27/2019 15:30	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	FOLLOW-UP TO A VM LEFT WITH US EARLIER IN THE DAY. NO CONTACT, LVM WITH INSTRUCTIONS ON HOW TO CALL US BACK.			
8/27/2019 15:30:00	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	FOLLOW-UP TO A VM LEFT WITH US EARLIER IN THE DAY. NO CONTACT, LVM WITH INSTRUCTIONS ON HOW TO CALL US BACK.			
8/27/2019 15:30	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	FOLLOW-UP TO A VM LEFT WITH US EARLIER IN THE DAY. NO CONTACT, LVM WITH INSTRUCTIONS ON HOW TO CALL US BACK.			
8/26/2019 7:58:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's CALENDAR WAS NOT SHOWING ALL OF students CLASSES. student DOES NOT HAVE THE CHROME REMOTE EXTENSION INSTALLED ON student SCHOOL ACCOUNT. WILL NEED TO CHECK BACK LATER TO SEE THAT IT INSTALLED.			
8/26/2019 8:28	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother HAS A CHROMEBOOK WITH A BROKEN SCREEN. student ALSO POSSIBLY HAS A SECOND CHROMEBOOK CHECKED OUT. ASKED THEM TO LOOK FOR THE MISSING CHROMEBOOK, AND THAT WE'LL REPLACE THE BROKEN ONE, BUT WE WON'T BE ABLE TO SEND OUT ANY MORE REPLACEMENTS IF WE DON'T GET ONE BACK.			
8/26/2019 8:50	MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student CHROMEBOOK HAD student OLD ACCOUNT SIGNED INTO IT, student NEEDED THE NEW ACCOUNT INFO.			
8/26/2019 9:35	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's CHROMEBOOK HAS CONNECTION ISSUES, DESPITE THEIR HOME HAVING HIGH SPEED INTERNET. NARROWED THE ISSUE DOWN TO THE WIFI ON THE CHROMEBOOK ITSELF, WHICH WE'LL REPLACE.			
	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	TROUBLESHOOTED CONNECTION ISSUES WITH student's CHROMEBOOK.			
8/26/2019 10:35	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	TROUBLESHOOTED AN ISSUE WITH student BEING ABLE TO LOG INTO THE LLS.			
8/26/2019 11:45:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's CHROMEBOOK WAS RETURNED TO US BY MISTAKE. SET UP A REPLACEMENT CHROMEBOOK TO BE SENT OUT.			

ALSO SET UP REPLACEMENT CHARGERS TO BE SENT OUT TO both students

8/26/2019 11:45:00 () SIMA, A TELEP TECHN

CONTACT NOTES: student's CHROMEBOOK WAS RETURNED TO US BY MISTAKE. SET UP A REPLACEMENT CHROMEBOOK TO BE SENT OUT.
ALSO SET UP REPLACEMENT CHARGERS TO BE SENT OUT TO both student's.

(STEPMOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: student's CHROMEBOOK WAS RETURNED TO US BY MISTAKE. SET UP A REPLACEMENT CHROMEBOOK TO BE SENT OUT.
ALSO SET UP REPLACEMENT CHARGERS TO BE SENT OUT TO student's.

8/26/2019 12:23:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: student WAS LIVING WITH someone else (third party), BUT HAS SINCE MOVED. HER MOM, (name of mother), EXPLAINED THAT THE PRINTER WAS SOMEHOW MISPLACED IN THE MOVE, OR THAT third party MAY STILL HAVE IT. third party WILL NOT RESPOND TO HER CALLS OR KNOCKING ON THE DOOR, SO mother CAN'T SAY FOR SURE. HOWEVER, I INFORMED mother WE WOULD NEED A POLICE REPORT SHOWING THE CLAIM OF THE PRINTER BEING MISSING IN ORDER TO SEND A REPLACEMENT OUT FOR IT. mother IS ATTEMPTING TO MAKE CONTACT WITH third party AGAIN AND SAID mother CALL US BACK EITHER WAY.

8/26/2019 23:01:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: I SPOKE WITH parent REGARDING THE ISSUES WITH ATTENDING ORIENTATION. A CHANGE NEEDED MADE IN student's GOOGLE ACCOUNT THAT MAY TAKE SOME TIME TO FILTER THROUGH, BUT student's LLS SHOULD WORK PROPERLY BY TOMORROW.

8/26/2019 13:08:00 (STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: student HAS A BROKEN HEADSET. student CALLED TO REQUEST A NEW ONE, AND HDMI CABLES FOR BOTH students

8/26/2019 13:08:00 () SIMA, A TELEP TECHN

CONTACT NOTES: student HAS A BROKEN HEADSET. student CALLED TO REQUEST A NEW ONE, AND HDMI CABLES FOR BOTH student's

8/26/2019 14:11:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: parent CALLED TO SET UP A REPLACEMENT FOR student's BROKEN CHROMEBOOK CHARGER.

(STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: student CALLED TO ASK ABOUT THE FILTERING ON THE CHROMEBOOKS BEING MORE HEAVY HANDED THAN THE LAST TIME student WAS HERE. THIS IS BECAUSE THERE IS MORE FILTERING THAN THE LAST TIME student WAS HERE. I EXPLAINED THAT UNLESS student's BEING BLOCKED FROM A WEBSITE THAT student NEEDS FOR SCHOOL WORK, THERE'S REALLY NOTHING TO DO FOR IT.

8/26/2019 13:34:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: student WAS HAVING ISSUES WITH ACELLUS NOT LOADING AT ALL, DESPITE THE FACT THAT IT WORKED NORMALLY, EARLIER IN THE DAY. TRIED SOME BASIC TROUBLESHOOTING WITH THE INTERNET AND THE CHROMEBOOK WITH NO SUCCESS. I INFORMED THEM THAT THE ISSUE WAS LIKELY ON ACELLUS' END, AND TO TRY AGAIN LATER.

8/26/2019 15:50:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: SPOKE WITH parent AGAIN REGARDING THE INTERNET ISSUES. parent WAS WORRIED ABOUT student BEING ABLE TO ATTEND ORIENTATION, WHICH I EXPLAINED SHE WOULD GET AN EMAIL LINK TO THE RECORDING. parent WAS ALSO WORRIED ABOUT ATTENDANCE, AS THEIR INTERNET CONNECTION IS EXTREMELY SLOW AND UNSTABLE. parent IS LOOKING TO GET parent's SERVICE UPGRADED, BUT THEY WON'T BE OUT TO DO THAT UNTIL FRIDAY. UNTIL THEN, student IS GOING TO TRY TO ACCESS SCHOOL FROM siblings HOUSE.

(STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: SPOKE WITH student REGARDING students PRINTER BEING BROKEN. FOUND OUT student's ADDRESS DOES NOT MATCH WHAT'S IN THE SIS, SO I TRANSFERRED student TO RECORDS.

8/23/2019 8:44:00 MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: CALLED TO VERIFY THE ADDRESS FOR SHIPPING OUT THE NEW PRINTER.

8/23/2019 9:06:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: parent WAS HAVING SOME ISSUES WITH THE CHROMEBOOK NOT LETTING parent LOG INTO A PAGE BECAUSE THE NOTIFICATION TRAY KEPT POPPING UP AND DOWN ON ITS OWN. DID A HARD RESET AND IT SEEMED TO FIX THE ISSUE. parent SPECIFICALLY MENTIONED ACCESSING THE LINK FOR STUDENT ORIENTATION ON THE 26TH AND IT SEEMED TO KEEP REFRESHING, WHICH IS EXPECTED BECAUSE IT DOESN'T GO LIVE UNTIL MONDAY. Parent DOESN'T SEEM TO HAVE ANY OTHER ISSUES AT THE MOMENT.

8/23/2019 9:40:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: CALLED TECH BY ACCIDENT. parent HAD SOME QUESTIONS ABOUT THE NEW SCHOOL YEAR. TRANSFERRED THE CALL TO KATIE IN GUIDANCE.

8/23/2019 9:59:00 (FATHER) SIMA, A TELEP TECHN

CONTACT NOTES: parent WAS LOOKING TO SET UP THE SCHOOL EMAIL ON parents IPAD IN ORDER TO SYNC THE SCHOOL CALENDAR WITH parents CALENDAR. I ASSISTED WITH THAT, AND ANSWERED SOME QUESTIONS REGARDING HOW TO ACCESS DIFFERENT RESOURCES THROUGH THE SCHOOL WEBSITE.

8/23/2019 10:50:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: student's CHROMEBOOK HAS DISPLAY ISSUES. I SET UP A REPLACEMENT FOR IT.

(STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: HELPED student OUT WITH SOME ISSUES WITH THE PRINTER.

8/23/2019 12:19:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: student IS ENROLLED FOR THE 2019-2020 SCHOOL YEAR, BUT NEVER RECEIVED ANY EQUIPMENT. VERIFIED THE ADDRESS AND PHONE NUMBER. DAN IS DIGGING INTO WHY THAT INFO NEVER GOT THROUGH TO TECH. WILL GET parent EQUIPMENT SET UP AND SENT OUT.

(STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: student NEEDED ASSISTANCE IN ADDING the students ACCOUNT FOR THE CHROMEBOOK. student ALSO MENTIONED THAT THE

POWER CORD FOR THE PRINTER ISN'T WORKING. WE WILL SEND the student ANOTHER POWER CORD.

8/23/2019 15:43:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED BACK REGARDING THE WIFI ISSUES WITH student's CHROMEBOOK. IT SOUNDS LIKE THEIR EQUIPMENT MAY BE OUTDATED, SO I SUGGESTED the mother REACH OUT TO mother's ISP TO SEE IF THEY CAN GET IT UPDATED. HOWEVER, I WAS ABLE TO GET THE WIFI WORKING PROPERLY FOR NOW, SO student SHOULD BE ABLE TO ATTEND ORIENTATION ON MONDAY.			
8/23/2019 8:11:00	NO CONTACT MADE	SIMA, A	OTHER	TECHN
CONTACT NOTES:	REVIEWED both student's EQUIPMENT IN ASSETTIGER. One student HAS EQUIPMENT TO SEND BACK DUE TO GRADUATING, INCLUDING A WORKING N42. student two's N42 IS BROKEN. WE WILL INSTEAD GET student two's N42 BACK FROM student one AND INSTRUCT THEM HOW TO ADD student two ON THE OTHER CHROMEBOOK, IF NECESSARY. THEY ALSO HAVE TWO MORE OLDER CHROMEBOOKS, AN N22 AND AN HP, WHICH I'LL REQUEST WE GET BACK. CAN'T CALL UNTIL AFTER 2 PM DUE TO MOM'S WORK SCHEDULE.			
8/23/2019 8:24:00	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	LVM ASKING FOR A CALL BACK TO GET student's CHROMEBOOK REPAIR SET UP.			
8/23/2019 8:53:00	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	LVM WITH INSTRUCTIONS TO CALL BACK IN ORDER TO TROUBLESHOOT student's CHROMEBOOK ISSUES.			
8/22/2019 9:17:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	parent FORGOT HER SCHOOL LOGIN CREDENTIALS.			
8/22/2019 12:17:00	()	SIMA, A	TELEP	TECHN
CONTACT NOTES:	parent CALLED ABOUT A POSSIBLE DEAD PIXEL ON student's CHROMEBOOK, WHICH parent WAS WORRIED MIGHT INDICATE THE DISPLAY IS FAILING. AS IT'S CURRENTLY NOT INTERFERING WITH THE ABILITY TO USE THE SCREEN, I REASSURED the parent THAT IF IT HAPPENS, WE'LL BE ABLE TO SWAP OUT A NEW CHROMEBOOK FOR student.			
8/22/2019 13:17:00	(FATHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	ASSISTED parent IN SETTING UP THE HP ENVY PRINTER, WHICH WILL NEED REPLACED WITH A NEW HP PRINTER, ANYWAY.			
	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student CALLED TO REQUEST A REPAIR FOR student's BROKEN CHROMEBOOK.			
8/21/2019 9:19:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO SET UP A REPAIR FOR student's CHROMEBOOK. student ALSO HAS AN OLDER CHROMEBOOK THAT NEEDS REPLACED. I SET UP THE REPLACEMENT FOR BOTH OF THEM.			
8/21/2019 9:19:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	Mother CALLED TO SET UP A REPAIR FOR student's CHROMEBOOK. Student ALSO HAS AN OLDER CHROMEBOOK THAT NEEDS REPLACED. I SET UP THE REPLACEMENT FOR BOTH OF THEM.			
8/21/2019 10:35:00	()	SIMA, A	TELEP	TECHN

CONTACT NOTES: student's GRANDFATHER CALLED TO TROUBLESHOOT THE CHROMEBOOK UNABLE TO CHARGE OR POWER ON. SEEMS LIKE A BAD BATTERY, SO I SET UP A REPLACEMENT FOR IT.

8/21/2019 12:14:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: mother CALLED TO TROUBLESHOOT AN ISSUE WITH THE PRINTER NOT CORRECTLY PRINTING. (3 students)

8/21/2019 12:14:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: mother CALLED TO TROUBLESHOOT AN ISSUE WITH THE PRINTER NOT CORRECTLY PRINTING. (3 students)

8/21/2019 12:14:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: mother CALLED TO TROUBLESHOOT AN ISSUE WITH THE PRINTER NOT CORRECTLY PRINTING. (3 students)

(STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: SPOKE WITH student REGARDING ISSUES LOGGING INTO students SCHOOL EMAIL. ALSO SPOKE WITH second student ABOUT their CHROMEBOOK SCREEN BEING BROKEN. SET UP A REPLACEMENT FOR THE BROKEN CHROMEBOOK. THEY MAY HAVE 3 CHROMEBOOKS IN TOTAL BETWEEN THE TWO OF THEM. first student ALSO MENTIONED THAT NEITHER OF THEM RECEIVED ANY NEW MATERIALS FOR THE NEW SCHOOL YEAR. WILL FOLLOW UP WITH first student LATER TO FIND OUT WHAT'S GOING ON WITH THAT.

8/21/2019 12:47:00 (STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: SPOKE WITH parent REGARDING ISSUES LOGGING INTO student's SCHOOL EMAIL. ALSO SPOKE WITH student ABOUT student's CHROMEBOOK SCREEN BEING BROKEN. SET UP A REPLACEMENT FOR THE BROKEN CHROMEBOOK. THEY MAY HAVE 3 CHROMEBOOKS IN TOTAL BETWEEN THE TWO OF THEM. student ALSO MENTIONED THAT NEITHER OF THEM RECEIVED ANY NEW MATERIALS FOR THE NEW SCHOOL YEAR. WILL FOLLOW UP WITH HER LATER TO FIND OUT WHAT'S GOING ON WITH THAT.

8/21/2019 14:51:00 (STUDENT) SIMA, A TELEP TECHN

CONTACT NOTES: student CALLED REGARDING the student's STUDENT ACCOUNT BEING LOCKED. I SEE NO RECORD OF CONTACT REGARDING the student RETURNING TO PA DISTANCE, SO I TRANSFERRED the student TO ENROLLMENT TO CLARIFY THAT.

(GRANDMOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: guardian's SCHOOL ACCOUNT MISTAKENLY HAD THE HIGH CONTRAST DISPLAY MODE SET. I FIXED THE SETTING FOR the guardian.

8/20/2019 8:20:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: student HAS A BROKEN HEADSET. mother CALLED TO SET UP A REPLACEMENT.

8/20/2019 9:46:00 () SIMA, A TELEP TECHN

CONTACT NOTES: parent CALLED TO REQUEST A REPAIR FOR student's BROKEN CHROMEBOOK SCREEN.

8/20/2019 12:51:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES: DID TROUBLESHOOTING REGARDING student's MOUSE NOT WORKING IN THE CHROMEBOOK. ONE OF THE USB PORTS HAS GONE BAD, BUT SINCE THE OTHER ONE WORKS, WE ARE NOT GOING TO SWAP CHROMEBOOKS WITH THEM.

8/20/2019 14:07:00 (MOTHER) SIMA, A TELEP TECHN

CONTACT NOTES:	mother PREVIOUSLY CALLED ABOUT AN ISSUE WITH student's PRINTER. mother CALLED ABOUT IT AGAIN AND I DISCOVERED THAT THEY HAVE AN OLD-STYLE PRINTER. I SET UP A REPLACEMENT FOR THE PRINTER.			
8/19/2019 9:23:00	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student CALLED TO SETUP A CHROMEBOOK REPAIR FOR A NON-POWERING CHROMEBOOK. I DISCOVERED the student ALSO HAS A SECOND CHROMEBOOK CHECKED OUT, AND ASKED the student TO LOOK FOR THAT ONE, AS WELL.			
8/19/2019 9:44:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO SET UP A REPAIR FOR ONE CHROMEBOOK, AND TO ASK HOW TO RETURN TWO OTHERS. GOT IT ALL SORTED OUT FOR the mother TO SEND IN ALL THREE CHROMEBOOKS.			
8/19/2019 9:44:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO SET UP A REPAIR FOR ONE CHROMEBOOK, AND TO ASK HOW TO RETURN TWO OTHERS. GOT IT ALL SORTED OUT FOR the mother TO SEND IN ALL THREE CHROMEBOOKS.			
8/19/2019 11:21:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED REGARDING student's ACCOUNT BEING LOCKED DOWN. APPARENTLY THE SECOND CALL REGARDING THIS SAME ISSUE SINCE LAST WEEK, AS mother WAS SLIGHTLY FRUSTRATED. PER JAMIE'S REQUEST, THE ACCOUNT HAS BEEN UNLOCKED.			
8/19/2019 11:27:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED SEEKING SUPPORT WITH FORWARDING AN EMAIL ON THE NOW-DEACTIVE SCHOOL ACCOUNT WITH INFORMATION REGARDING THE INTERNET REIMBURSEMENT. I DIRECTED HER TO EMAIL THE SUPPORT EMAIL WITH RELEVANT INFORMATION REGARDING THE STUDENT SO WE HAVE SOME INFORMATION TO GO OFF OF.			
8/19/2019 12:17:00	(FATHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	father HAD SOME QUESTIONS ABOUT VARIOUS ASPECTS OF THE UPCOMING SCHOOL YEAR. HE HAS NOT YET ATTENDED AN ORIENTATION SESSION. I SUGGESTED THAT MOST OF HIS QUESTIONS SHOULD BE COVERED THERE.			
8/19/2019 12:58:00	(FATHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	father NEEDED ASSISTANCE GETTING INTO HIS SCHOOL ACCOUNT ON ONE OF THE CHROMEBOOKS.			
8/19/2019 12:58:00	(FATHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	father NEEDED ASSISTANCE GETTING INTO HIS SCHOOL ACCOUNT ON ONE OF THE CHROMEBOOKS.			
8/19/2019 12:58:00	(FATHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	father NEEDED ASSISTANCE GETTING INTO HIS SCHOOL ACCOUNT ON ONE OF THE CHROMEBOOKS.			
8/19/2019 13:47:00	(GUARDIAN)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	guardian CALLED TO REQUEST A REPAIR FOR student's BROKEN CHROMEBOOK. THEY HAVE MOVED: THEIR CURRENT ADDRESS ISN'T REFLECTED IN THE SIS. I TRANSFERRED the guardian TO RECORDS TO DETERMINE WHERE WE'RE AT WITH THAT.			
8/16/2019 12:00:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO REQUEST SOME NEW EQUIPMENT FOR THE SCHOOL YEAR FOR BOTH students,			

INCLUDING A REPLACEMENT CHROMEBOOK AND MONITOR.

8/16/2019 12:00:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother CALLED TO REQUEST SOME NEW EQUIPMENT FOR THE SCHOOL YEAR FOR BOTH students, INCLUDING A REPLACEMENT CHROMEBOOK AND MONITOR.

8/16/2019 12:11:00 (GRANDMOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: THEY RECEIVED A WELCOME KIT FOR one student, BUT NOT FOR second student. TRANSFERRED THE CALL TO BILL.

8/16/2019 12:11:00 (GRANDMOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: THEY RECEIVED A WELCOME KIT FOR one student, BUT NOT FOR second student. TRANSFERRED THE CALL TO BILL.

8/16/2019 14:00:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother CALLED IN TO TROUBLESHOOT ISSUES WITH THE SCREEN NOT SHOWING WHEN THE CHROMEBOOK WAS PLUGGED INTO THE MONITOR.

8/15/2019 23:55:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: student's EQUIPMENT WAS MISTAKENLY SENT BACK AT THE END OF THE SCHOOL YEAR. mother CALLED IN TO CHECK ON WHEN SHE'D BE GETTING EQUIPMENT FOR THE NEW SCHOOL YEAR. I VERIFIED HER ADDRESS AND GOT HER SET UP TO RECEIVE the student's EQUIPMENT.

8/15/2019 12:17:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: student HAS TWO CHROMEBOOKS CHECKED OUT, AND AT LEAST ONE THAT WON'T POWER ON OR CHARGE. I INFORMED mother THAT WE'D NEED TO GET THE CHROMEBOOKS BACK IN ORDER TO SEND OUT A REPLACEMENT. WILL MAIL HER A SHIPPING LABEL, AS SHE DOESN'T CURRENTLY HAVE A WAY TO PRINT.

8/15/2019 13:35:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother CALLED IN TO SET UP A REPAIR FOR A BROKEN CHROMEBOOK SCREEN.

8/14/2019 13:16:00 (FATHER) SIMA, A TELEP TECHN
CONTACT NOTES: father CALLED TO ASK FOR A MOUSE AND KEYBOARD FOR student's CHROMEBOOK.

8/14/2019 14:04:00 (GRANDMOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: RECEIVED A CALL BACK FROM grandmother REGARDING THE PRINTER. SHE NEEDED ASSISTANCE IN GETTING REPLACEMENT INK. SHE ALSO INFORMED ME THAT THEY HAVE AN OLD CHROMEBOOK TO SEND IN. ALSO GAVE ME A NEW NUMBER TO USE AS CONTACT: xxx-xxx-xxxx

8/14/2019 14:34:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother CALLED TO CHECK ON THE CHROMEBOOK REPAIRS. I VERIFIED THAT WE RECEIVED BACK A CHROMEBOOK FOR student AND SET UP THE REPAIR/REPLACE FOR BOTH students.

8/14/2019 14:34:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother CALLED TO CHECK ON THE CHROMEBOOK REPAIRS. I VERIFIED THAT WE RECEIVED BACK A CHROMEBOOK FOR student AND SET UP THE REPAIR/REPLACE FOR BOTH students.

8/14/2019 15:01:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO REQUEST HEADSETS FOR ALL THREE KIDS FOR THE NEW SCHOOL YEAR.			
8/14/2019 15:01:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO REQUEST HEADSETS FOR ALL THREE KIDS FOR THE NEW SCHOOL YEAR.			
8/14/2019 15:01:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO REQUEST HEADSETS FOR ALL THREE KIDS FOR THE NEW SCHOOL YEAR.			
8/14/2019 11:36:00	NO CONTACT MADE	SIMA, A	ANSWE	TECHN
CONTACT NOTES:	THE CALL TRANSFER FROM BRIANA TO TECH DIDN'T WORK FOR SOME REASON, SO SHE CALLED US TO ASK US TO REACH OUT. CALLED mother BACK AT xxx-xxx-xxxx WITH NO RESPONSE. LVM WITH INSTRUCTIONS ON HOW TO REACH TECH SUPPORT.			
8/13/2019 13:26:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED IN ASKING US TO UNBLOCK student's ACCOUNT AS PART OF RE-ENROLLING FOR NEXT YEAR. DAN UNBLOCKED PARTS OF THE ACCOUNT, AND I TRANSFERRED HER TO GUIDANCE FOR AUTHORIZATION TO FULLY UNBLOCK IT.			
	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	FOLLOW-UP CALL REGARDING AN EMAIL student HAD SENT ASKING FOR ASSISTANCE WITH the student's CHROMEBOOK BEING SLOW. ALSO ASKED FOR A REPLACEMENT FOR A BROKEN MOUSE THAT the student HAS.			
8/13/2019 14:27:00	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student CALLED BACK REGARDING the student's CHROMEBOOK REPAIR. I PREVIOUSLY ATTEMPTED TO TRANSFER the student TO RECORDS TO VERIFY THE ADDRESS TO SEND OUT THE NEW CHROMEBOOK, BUT the student CLAIMS THAT THE LINE WENT BLANK. the student SAID the student's MOM GOT AN EMAIL REGARDING THE ADDRESS VERIFICATION THAT the mother RESPONDED TO. TRANSFERRED the student TO RECORDS AGAIN AND WILL FOLLOW-UP WITH AN EMAIL.			
8/12/2019 8:56:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	SET UP A REPAIR FOR the student's CHROMEBOOK, WHICH WILL NOT POWER ON. THEY CURRENTLY HAVE TWO CHROMEBOOKS, SO WE WILL SEND SHIPPING LABELS TO the mother's PERSONAL EMAIL (@GMAIL.COM) FOR HER TO PRINT OUT IN ORDER TO SEND THEM BACK IN.			
8/12/2019 8:59:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED AGAIN REGARDING two student's CHROMEBOOK REPAIRS. I VERIFIED WITH HER THAT THEY CURRENTLY HAD 2 CHROMEBOOKS FOR one student, AND THAT WE COULDN'T SEND OUT ANOTHER WITHOUT GETTING ONE BACK. SHE APOLOGIZED FOR THE DELAY IN GETTING TO UPS AND BELIEVES WE SHOULD BE GETTING THEM BACK THIS WEEK. WILL FOLLOW UP ON THE REPAIRS ONCE I CONFIRM WE RECEIVED THE CHROMEBOOKS.			
8/12/2019 8:59:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED AGAIN REGARDING two student's CHROMEBOOK REPAIRS. I VERIFIED WITH HER THAT THEY			

CURRENTLY HAD 2 CHROMEBOOKS FOR one student, AND THAT WE COULDN'T SEND OUT ANOTHER WITHOUT GETTING ONE BACK. SHE APOLOGIZED FOR THE DELAY IN GETTING TO UPS AND BELIEVES WE SHOULD BE GETTING THEM BACK THIS WEEK. WILL FOLLOW UP ON THE REPAIRS ONCE I CONFIRM WE RECEIVED THE CHROMEBOOKS.

8/12/2019 10:22:00 (FATHER) SIMA, A TELEP TECHN
CONTACT NOTES: father CALLED IN SEEKING NEW EQUIPMENT FOR student FOR THE NEW YEAR. student HAS BEEN WITH US A FEW YEARS AND HAS OLDER EQUIPMENT. DID NOT CONFIRM A REPLACEMENT OF the student's EQUIPMENT, AS father FIRST WANTS TO GET student's APPROVAL TO UPDATE IT.

8/12/2019 13:24:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother FORGOT THE PASSWORDS FOR HER AND the student's ACCOUNTS.

8/12/2019 14:27:00 (STUDENT) SIMA, A TELEP TECHN
CONTACT NOTES: TALKED TO student ABOUT A BROKEN CHROMEBOOK SCREEN AND SETTING UP A REPLACEMENT. UPON VERIFYING the student's ADDRESS, student CLAIMED their STREET NUMBER WAS xxxx x xxx STREET, NOT xxxx STREET PER THE ADDRESS ON-FILE. TRANSFERRED the student TO RECORDS AS A RESULT OF THE DISPARITY.

8/12/2019 15:05:00 (FATHER) SIMA, A TELEP TECHN
CONTACT NOTES: father CALLED FOR ASSISTANCE WITH THE PRINTER, WHICH WOULDN'T WORK FOR ANY OF THE THREE CHROMEBOOKS. GOT IT UP AND RUNNING AGAIN.

8/9/2019 8:40:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother CALLED BACK FOR ASSISTANCE WITH GETTING INTO HER PA DISTANCE GOOGLE ACCOUNT.

8/9/2019 10:55:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother CALLED REGARDING PERFORMANCE ISSUES WITH student's CHROMEBOOK. SHE DID NOT HAVE THE CHROMEBOOK WITH HER TO TRY SOME TROUBLESHOOTING STEPS, SO SHE AGREED TO CALL BACK LATER WHEN SHE HAS IT.

(STUDENT) SIMA, A TELEP TECHN
CONTACT NOTES: student's GRANDMOTHER CALLED IN SEEKING ASSISTANCE WITH THE CHROMEBOOK NOT CONNECTING TO WIFI. grandmother PUT the student ON THE PHONE, WHO INFORMED ME THAT ALL OF THEIR DEVICES COULDN'T CONNECT TO THE WIFI. I INSTRUCTED THEM TO REACH OUT TO THEIR ISP TO MANAGE THEIR EQUIPMENT.

8/9/2019 13:24:00 (grandmother) SIMA, A TELEP TECHN
CONTACT NOTES: student NEEDED ASSISTANCE IN RE-ADDING the student PA DISTANCE ACCOUNT TO THE CHROMEBOOK AFTER IT WAS MISTAKENLY REMOVED.

8/8/2019 9:06:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: student HAS A BROKEN SCREEN. SET UP A REPAIR FOR THE CHROMEBOOK.

8/8/2019 10:45:00 (MOTHER) SIMA, A TELEP TECHN
CONTACT NOTES: mother HAD A QUESTION ABOUT THE CONNECTIONS TO THE REPLACEMENT MONITOR. RESOLVED HER ISSUE.

8/8/2019 13:29:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED REGARDING student's MONITOR ARRIVING BROKEN. I SET UP A REPAIR FOR THE MONITOR.			
8/7/2019 8:05:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	SPOKE WITH mother REGARDING HER EMAIL ABOUT student's CHROMEBOOK. SET UP A REPAIR FOR THE SCREEN AND THE PRINTER CORD.			
8/7/2019 10:22:00	(GRANDMOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	grandmother CALLED SEEKING ASSISTANCE WITH REPRINTING THE SHIPPING LABEL PREVIOUSLY EMAILED TO student's ACCOUNT. WAS ABLE TO GET THAT REPRINTED.			
8/7/2019 10:37:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	COMCAST CHANGED SOME OF THEIR NETWORK EQUIPMENT AND THEY NEEDED ASSISTANCE GETTING THE PRINTER HOOKED UP TO THE NEW WIFI.			
8/7/2019 10:37:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	COMCAST CHANGED SOME OF THEIR NETWORK EQUIPMENT AND THEY NEEDED ASSISTANCE GETTING THE PRINTER HOOKED UP TO THE NEW WIFI.			
8/7/2019 13:54:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED REGARDING ISSUES WITH BOTH two student's CHROMEBOOKS. SET UP A REPLACEMENT FOR BOTH OF THEM. SHE ALSO REQUESTED THAT one student's TOUCHSCREEN BE DISABLED.			
8/7/2019 13:54:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED REGARDING ISSUES WITH BOTH two student's CHROMEBOOKS. SET UP A REPLACEMENT FOR BOTH OF THEM. SHE ALSO REQUESTED THAT one student's TOUCHSCREEN BE DISABLED.			
8/6/2019 11:11:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student's CHROMEBOOK ONLY HAD ONE OF THE TWO CORDS FOR THE WALL CHARGER. SENDING OUT ANOTHER CHARGER.			
	(STUDENT)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	student CALLED IN SEEKING ASSISTANCE WITH WITHDRAWING. TRANSFERRED THE CALL TO DARLA.			
8/5/2019 11:41:00	(MOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	mother CALLED IN SEEKING HELP WITH student's CHROMEBOOK NOT DISPLAYING CORRECTLY ON THE MONITOR. SET UP A REPAIR/RETURN FOR THE MONITOR.			
8/1/2019 13:44:00	(GRANDMOTHER)	SIMA, A	TELEP	TECHN
CONTACT NOTES:	grandmother CALLED WONDERING WHERE student's NEW CHROMEBOOK IS AT. I VERIFIED THAT WE INSTEAD EMAILED A RETURN LABEL TO the student's EMAIL FOR THEM TO PRINT OUT IN ORDER TO RETURN THE CHROMEBOOK THEY ALREADY HAVE, AND THAT WE'D FIX AND RETURN IT TO THEM BEFORE THE START OF THE YEAR. ALSO VERIFIED THAT THEY RECEIVED THE EMAIL AND THAT SHE HAD SEEN IT.			

CONTACTS MADE FROM THURSDAY 08/01/2019 - SATURDAY 08/31/2019 REPORT PRINTED ON THURSDAY 09/05/2019 07:29 AM

DATE/TIME	PERSON CONTACTED	CONTACTED BY	CONTACTED FORTY PEREASON
8/30/2019 8:18:00	(MOTHER)		ITELEP TECHN
CONTACT NOTES:	CALLED ABOUT CONNECTING PRINTER TO THEIR NETWORK. mother DID NOT HAVE THE CORRECT INFORMATION TO CONNECT IT TO THE RIGHT WIRELESS NETWORK. THE PRINTER AND THE CHROMEBOOK WERE ARE DIFFERENT NETWORKS. mother WILL SOLVE THAT AND CALL BACK.		
08/30/19 10:34 AM	(MOTHER)		FTELEP TECHN
CONTACT NOTES:	CALLED BECAUSE mother COULD NOT ACCESS A SHARED GOOGLE DOC IN LLS SESSION. IT WOULD ZOOM IN. I WAS UNABLE TO REMOTE IN. I REACHED OUT TO TONY ABOUT THIS AND WAIT TO HEAR FROM HIM		
08/30/19 11:57 AM	(FATHER)		GTELEP TECHN
CONTACT NOTES:	CALLED BECAUSE THEY COULD NOT PRINT THE AUTO RELEASE ART FORM. THE FORM PERMISSION DO NOT SEEM LIKE THEY ARE SET CORRECTLY.		
08/30/19 12:11 PM	(MOTHER)		ATELEP TECHN
CONTACT NOTES:	HELPED RECONNECT THEIR PRINTER.		
08/29/19 9:17 AM	(GRANDMOTHER)		STELEP TECHN
CONTACT NOTES:	CALLED TO LET US KNOW THAT THEY KEEP GETTING DISCONNECTED FROM THE LLS. TRIED TO REMOTE IN BUT WAS UNABLE. THEY ARE HAVING INTERNET SPEED ISSUES AND SUGGESTED THEY CYCLE THEIR ROUTER AND CALL THEIR ISP. THEY DID CALL FROM xxx-xxx-xxxx		
08/29/19 1:15 PM	(MOTHER)		STELEP TECHN
CONTACT NOTES:	REQUEST A LASERJET PRINTER		
	(STUDENT)		MTELEP TECHN
CONTACT NOTES:	HAVING AN ISSUE WITH START360 BUT WAS ABLE TO GET the student INTO THE SYSTEM.		
08/28/19 10:54 AM	(FATHER)		ATELEP TECHN
CONTACT NOTES:	CALLED BECAUSE THEY COULD NOT LOG INTO THE LLS. I LOGGED IN AS THE STUDENT WAS ABLE TO CONNECT. AFTER TALKING WITH THE FATHER, HE INFORMED ME THAT THEY DO NOT USE OUR CHROMEBOOKS AND USE PERSONAL COMPUTERS. I LET HIM KNOW THAT WE DO NOT ASSIST WITH PERSONAL EQUIPMENT BUT GAVE HIM A FEW SUGGESTIONS.		
08/27/19 9:00 AM	(MOTHER)		YTELEP TECHN
CONTACT NOTES:	CALLED TO LET US KNOW THAT THEY LOST THE CHROMEBOOK (4765) I DISABLE IT. WE ARE GOING TO SEND OUT A REPLACEMENT (4366) PER NICK.		
08/27/19 10:48 AM	(FATHER)		GTELEP TECHN
CONTACT NOTES:	CALLED ABOUT NOT ABLE TO ACCESS LLS. RESET THEIR SIGN IN COOKIES.		
	(STUDENT)		PTELEP TECHN

CONTACT NOTES:	CALLED TO TEST student ACCESS TO ACELLUS AND STAR360. I WAS ABLE TO LOG INTO BOTH SYSTEMS.				
08/27/19 9:54 AM	NO CONTACT MADE		OTHER	TECHN	
CONTACT NOTES:	SUBMITTED A HELP DESK TICKET ABOUT NOT ABLE TO SEE ITEMS IN the student SIS PAGLE. LOGGED IN AS THE STUDENT AND EVERYTHING WAS THERE. EMAILED the student BACK STATING I CAN SEE THE INFO AND TO DO A HARD RESTART.				
08/27/19 10:47 AM	NO CONTACT MADE		OTHER	TECHN	
CONTACT NOTES:	RESET THEIR SIGN IN COOKIES.				
08/26/19 7:55 AM	(MOTHER)		XTELEP	TECHN	
CONTACT NOTES:	CALLED ABOUT CHROMEBOOK NOT TURNING ON. ASKED mother TO PLUG IT IN AND MAKE SURE THE LIGHT ON THE SIDE IS GREEN. THEN PRESS AND HOLD POWER BUTTON. IF THAT DOES NOT WORK, TO CALL BACK IN AND WE WILL SEND OUT A REPLACEMENT.				
08/26/19 11:19 AM	(FATHER)		NTELEP	TECHN	
CONTACT NOTES:	DID NOT HAVE THE STUDENT'S NAME EMAIL ADDRESS WAS NOT CORRECT FOR LLS.				
08/26/19 9:45 AM	NO CONTACT MADE		OTHER	TECHN	
CONTACT NOTES:	CHANGED PASSWORD CH5340KA				
08/26/19 1:40 PM	(MOTHER)		MANSWE	TECHN	
CONTACT NOTES:	CALLED ABOUT A BROKEN SCREEN (05333). GOING TO SEND OUT A REPLACEMENT.				
08/23/19 7:42 AM	NO CONTACT MADE		LOTHER	TECHN	
CONTACT NOTES:	STUDENT WAS REMOVED FROM THE PENALTY BOX PER JAMIE.				
08/22/19 1:06 PM	(MOTHER)		YTELEP	TECHN	
CONTACT NOTES:	STUDENT MISPLACED HER POWER CORD FOR HER CHROMEBOOK. WE WILL SEND OUT ANOTHER ONE.				
08/15/19 8:35 AM	NO CONTACT MADE		OTHER	TECHN	
CONTACT NOTES:	THE REQUEST TO ALLOW MOPE.IO AND BETA.MOPE.IO WAS COMPLETED PER BRANDON P.				
08/08/19 1:09 PM	(STUDENT)		ETELEP	TECHN	
CONTACT NOTES:	CALLED FOR HELP LOGGING IN.				
8/8/2019 7:25	AMNO CONTACT MADE		OTHER	TECHN	
CONTACT NOTES:	BRENDA CONTACTED US USING HUBSPOT AFTER HOURS. I EMAILED HER BACK OFFERING TO ASSIST HER WITH LOGGING INTO HER ACCOUNT.				

CONTACT LOG REPORT

CONTACTS MADE FROM THURSDAY 08/01/2019 - SATURDAY 08/31/2019 REPORT PRINTED ON THURSDAY 09/05/2019 07:28 AM

DATE/TIME	PERSON CONTACTED	CONTACTED BY	CONTACTED FOR	TYPE	REASON
08/30/19 8:15 AM	NO CONTACT MADE	BROPHY, R		TELEP	TECHN
CONTACT NOTES:	SENDING 4533				

	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	ACELLUS JUST KEEPS SPINNING			
08/30/19 9:24 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	mother CANT CONNECT THE CHROMEBOOK. EXPLAINED WITHOUT THEM TYPING THE RIGHT PASSWORD WE CANT HELP. SHOWED WHERE TO CONNECT			
08/30/19 9:58 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	students ACELLUS DISSAPEARED IN THE SIS. TOLD mother I WILL CONTACT OUR DEVELOPER AND HAVE HIM FIX THAT			
08/30/19 10:16 AM	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SENT PRINTER UP			
08/30/19 10:41 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	CANT RECORD IN VOCAROO BECAUSE FLASH ISNT SUPPORTED. GOOGLE IS GETTING AWAY FROM FLASH			
08/30/19 10:41 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	CANT RECORD IN VOCAROO BECAUSE FLASH ISNT SUPPORTED.			
08/30/19 11:15 AM	NO CONTACT MADE	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SENDING 05747			
08/30/19 11:22 AM	NO CONTACT MADE	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SENDING 05750			
08/30/19 11:44 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	CAN NOT PRINT WORK FROM TEACHER. THE FILE IS SET TO OWNER ONLY HAVING ABILITY TO PRINT			
	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SET UP PRINTER AND SCANNER			
08/30/19 12:14 PM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SET UP PRINTER AND SCANNER			
08/30/19 12:26 PM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	PRINTER WAS PRINTING BLANK PAGES. HAD THEM RUN UPDATE			
08/30/19 8:29 AM	NO CONTACT MADE	BROPHY, R	OTHER	TECHN
CONTACT NOTES:	SENDING 4461			
08/30/19 9:49 AM	NO CONTACT MADE	BROPHY, R	ANSWE	TECHN
CONTACT NOTES:	JUST KEPT RINGING. RETURNING VOICEMAIL WE RECEIVED. ACELLUS JUST KEEPS LOADING. THIS IS KNOWN ISSUE			
08/29/19 9:28 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	RESET students CALENDAR			
08/29/19 9:33 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	TRYING TO ACCESS LLS. LOOKED AT ALL SETTINGS, EVERYTHING IS GOOD. LLS JUST KEEPS LOADING. THEY HAVE TO WAIT OUT UNTIL THEY CAN ACCESS. ITS ON LLS END			
08/29/19 9:41 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	COMPUTER NEEDED REBOOTED			
	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	student IS HAVING ISSUES GETTING INTO LIVE LEARNING. student ACCESSED LLS BEFORE. ISSUE WITH LLS OR THE WAY CLASS WAS SET			
08/29/19 10:25 AM	(MOTHER)	BROPHY, R	TELEP	TECHN

CONTACT NOTES:	SET UP PRINTER BY IP ADDRESS. ALSO LET THEM KNOW IF YOURE IN THE LOBBY, THE TEACHER JUST HAS TO LET YOU IN.			
CONTACT NOTES:	(STUDENT)	BROPHY, R	TELEP	TECHN
08/29/19 12:28 PM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	TROUBLE SIGNING INTO LIVE LEARNING. THERE IS AN ISSUE GOING ON WITH IT RIGHT NOW. TOLD student KEEP TRYING UNTIL IT WORKS.			
CONTACT NOTES:	student's HAVING ISSUES SIGNING IN, I SHOWED the student HOW TO SIGN IN AT THE LOG IN MENU FOR THE COMPUTER. HIT ADD			
08/27/19 9:13 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	THEY LOST CHAT CAPABILITIES. HAD student REFRESH PAGE AND IT WORKED			
08/27/19 9:44 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	WAS STUCK IN LOBBY. THEY GOT IN AND IT WORKED			
08/27/19 9:45 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	student IS HAVING ISSUES WITH ACCELLUS, STAR360 AND LLS. THIS STEMS FROM A NEW SETTING PUSHED OUT. COULD TAKE A DAY TO WORK			
08/27/19 9:58 AM	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	ISSUE LOGGING INTO STAR360, SHE HAS A NEW COMPUTER WE HAD TO PUSH UPDATES TO. IT WILL TAKE 24 HOURS TO SYNC			
08/27/19 10:01 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	ISSUE LOGGING BACK IN. student EMAILED SCHOOL ABOUT IT			
CONTACT NOTES:	(STUDENT)	BROPHY, R	TELEP	TECHN
08/27/19 10:32 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	ISSUE WITH PAGES JUST LOADING. EXPLAINED THEY NEED TO WAIT IT OUT. NEW SETTINGS WERE PUSHED OUT			
08/27/19 10:38 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	HARD RESET COMPUTER. IT WAS LAGGING			
08/27/19 10:43 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	ISSUE WITH STAR360 JUST LOADING, EXPLAINED THEY HAVE TO WAIT FOR IT TO WORK			
CONTACT NOTES:	(MOTHER)	BROPHY, R	TELEP	TECHN
08/27/19 11:00 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	STILL HAVING ISSUES GETTING INTO LLS.			
CONTACT NOTES:	THEY COULD NOT GET INTO LLS ORIENTATION. THEY WERE TRYING TO ACCESS IT WRONG. THEY GOT IN AND mother WAS ASKING ME HOW TO ACCESS THE TEST FROM THE TEACHER. I EXPLAINED mother NEEDS TO COMMUNICATE WITH THE TEACHER. IM NOT POSITIVE WHAT IS GOING ON IN EACH CLASS			
08/27/19 11:19 AM	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	STAR360 IS JUST KEEPS LOADING. EXPLAINED WE ARE IN CONTACT WITH THEM TO SEE WHAT THE ISSUE IS. TRY PERIODICALLY THROUGHOUT THE DAY			
08/27/19 11:36 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SET UP			
08/27/19 11:40 AM	(FATHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SET UP PRINTER. THEY WERE ALSO HAVIN ISSUES GETTING INTO LLS AND ACELLUS YESTERDAY. ISSUE IS A WAIT TILL IT WORKS. STAR360 IS HAVING ISSUES TODAY LOADING			
08/27/19 12:51 PM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	ISSUES WITH STAR360 LOADING ARE ON THEIR END. EXPLAINED TO TRY TO GET IN DIFFERENT TIMES THE REST OF THE DAY UNTIL IT WORKS			

CONTACT NOTES:	SENDING OUT CHROMEBOOK BECAUSE SCREEN IS CRACKED			
08/27/19 1:01 PM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	student STILL HAVING SYNC ISSUES. WERE GOING TO SEND the student A REPLACEMENT COMPUTER			
08/27/19 1:13 PM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SUBMITTED INK REQUEST, AND ANSWERED A FEW OTHER QUESTIONS			
08/27/19 1:42 PM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	TRANSFERRED mother TO RECORDS, ADDRESS GIVEN IS DIFFERENT THAN WHERE THEY WANT SENT			
	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	GAVE student PASSWORD TO student			
08/27/19 7:36 AM		BROPHY, R	OTHER	TECHN
CONTACT NOTES:	SENDING CHROMEBOOK 4874 PER TICKET			
08/27/19 1:18 PM		BROPHY, R	OTHER	TECHN
CONTACT NOTES:	SENDING 4453			
08/27/19 1:35 PM		BROPHY, R	OTHER	TECHN
CONTACT NOTES:	SENDING 05325			
08/26/19 7:40 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SPOKE WITH HER ABOUT HOW TO USE HER EMAIL			
08/26/19 7:43 AM	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	HAVING TROUBLE LOGGING INTO PARENT ORIENTATION. HAD parent SIGN IN AS GUEST			
08/26/19 7:48 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	mother CALLED IN, THEY FORGOT student			
08/26/19 8:23 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	SET UP EMAIL AND SCANNING			
	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	student IS NOT INVITED TO ORIENTATION. IT SAYS THEY ARE NOT INVITED. SENT student TO GUIDANCE COUNSELOR. WE DO NOT HAVE ACCESS TO LLS			
08/26/19 9:03 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	HAS NOT RECEIVED EQUIPMENT YET. EXPLAINED I DO RECALL THAT EQUIPMENT WENT OUT FOR THEM ON FRIDAY, SHOULD RECEIVE IT TODAY I WOULD THINKL			
08/26/19 9:25 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	COULD NOT SIGN INTO ORIENTATION. IT WAS ACTUALLY the mother's NETWORK NOT LOADING IT. student's SISTER IS ON WHICH IS NOT ALLOWING the first student. mother GOING TO CALL AND GET FASTER SPEEDS. their D/L SPEED WAS 7.5 MBPS, UPLOAD WAS 1.01 MBPS.			
08/26/19 9:35 AM	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	student HAVING WIFI ISSUES. IT KEEPS CUTTING OUT. EXPLAINED student NEEDS TO SPEAK WITH their ISP			
08/26/19 9:44 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	THEIR INTERNET SPEED IS RUNNING TOO LOW FOR LLS TO RUN. TOLD mother CALL HER ISP. 9 MBPS D/L, 1.5 UPLOAD			
08/26/19 9:47 AM	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	BROKEN SCREEN. SENDING REPLACEMENT			
	(STUDENT)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	NEEDS NEW HEADSET			
08/26/19 10:22 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	WONDERING WHY LIVE LEARNING WASNT WORKING. WENT THROUGH EMAILS AND CALENDAR. EVERYTHING WAS FINE. THEY DID NOT READ WHAT THEY WERE SUPPOSED TO DO FOR ENGLISH, EXPLAINED TO PAY ATTENTION TO EMAILS			
08/26/19 10:27 AM	(MOTHER)	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	mother CALLED TO SEE IF RETURN LABELS WERE SENT. TOLD mother I CAN'T SEE IF THEY WERE, BUT I WILL GET A COMPUTER			

OUT TODAY FOR mother WITH RETURN LABELS

08/26/19 11:23 AM CONTACT NOTES:	(MOTHER) student's COMPUTER WILL NOT LOAD LIVE LEARNING. HARD REBOOT MULTIPLE TIMES. THEIR INTERNET IS GOOD. I SIGNED IN ON A CHROMEBOOK HERE AND GOT RIGHT INTO LIVE LEARNING. WE JUST PUSHED NEW SETTINGS OUT TO THE CHROMEBOOKS. IT MAY TAKE A DAY TO UPDATE	BROPHY, R	TELEP	TECHN
08/26/19 11:24 AM CONTACT NOTES:	TOLD father JUSTINS ACCOUNT IS BACK ACTIVATED	BROPHY, R	TELEP	TECHN
08/26/19 11:32 AM CONTACT NOTES:	LEFT MESSAGE SAYING WE NEED TO WAIT UNTIL TOMORROW TO SEND A NEW COMPUTER. WE WANT TO LET GOOGLE PUSH THE NEW SETTINGS. SOMETIMES IT TAKES A DAY TO SYNC	BROPHY, R	TELEP	TECHN
08/26/19 1:39 PM CONTACT NOTES:	student's COMPUTER PRINTED OUT BLANK SHEETS. HAD mother RUN UPDATE. mother WILL CALL BACK IF THAT DOESNT WORK	BROPHY, R	TELEP	TECHN
08/26/19 1:53 PM CONTACT NOTES:	HELP SET UP NEW PRINTER	BROPHY, R	TELEP	TECHN
08/26/19 2:51 PM CONTACT NOTES:	NEEDS POWER CORD SENT TO THEM. COMPUTER BOX SHIPPED TO THEM WAS MISSING IT	BROPHY, R	TELEP	TECHN
08/26/19 12:50 PM CONTACT NOTES:	SENDING 05745	BROPHY, R	OTHER	TECHN
08/23/19 12:45 PM CONTACT NOTES:	mother CALLED IN AND ASKED WHERE student's CHROMEBOOK WAS. I LOOKED INTO IT, mother CALLED AND WE MADE AN ARRANGEMENT THAT WE'D SEND RETURN LABELS AND mother WOULD SEND THE COMPUTERS BACK. THEN WE WOULD SEND THEM, WHEREVER mother WAS STAYING DUE TO THE ONGOING ISSUE THEY HAD., THIS NEVER HAPPENED. SENDING CHROMEBOOK WITH RETURN LABEL TODAY SENDING #4904	BROPHY, R	TELEP	TECHN
08/23/19 12:51 PM CONTACT NOTES:	mother CALLED IN AND ASKED WHERE student's CHROMEBOOK WAS. I LOOKED INTO IT, mother CALLED AND WE MADE AN ARRANGEMENT THAT WE'D SEND RETURN LABELS AND mother WOULD SEND THE COMPUTERS BACK. THEN WE WOULD SEND THEM, WHEREVER mother WAS STAYING DUE TO THE ONGOING ISSUE THEY HAD., THIS NEVER HAPPENED. SENDING CHROMEBOOK WITH RETURN LABEL TODAY SENDING #05352	BROPHY, R	TELEP	TECHN
08/23/19 1:31 PM CONTACT NOTES:	THEIR PRINTER IS HAVING ISSUES CONNECTING AT ALL POINTS. SENDING REPLACEMENT	BROPHY, R	TELEP	TECHN
08/22/19 8:10 AM CONTACT NOTES:	SET UP PRINTER OVER IP ADDRESS BECAUSE THE GOOGLE CONNECTION WAS TIMING OUT. WHEN I WENT TO SET UP THE SCANNING PART, IT WOULD NOT ALLOW ME TO FINISH BECAUSE CONNECTION ISSUES. I RAN SPEED TEST 20 MBPS D/L, 1.24 MBPS U/L. UPLOAD SPEED NEEDS TO BE HIGHER. I EXPLAINED THIS TO father. father SAID HE WILL CALL HIS INTERNET COMPANY AND SEE WHAT THEY CAN DO	BROPHY, R	TELEP	TECHN
08/22/19 12:17 PM CONTACT NOTES:	student CALLED IN AND SAID student's LAPTOP CHARGER IS NOT WORKING. I HAD student PLUG IN TO DIFFERENT OUTLETS AND TAKE THE CHARGER APART, PUT IT BACK TOGETHER. NOTHING WORKED. WILL SEND OUT CHARGER. student ASKED IF WE COULD SEND THIS TO student's MOTHERS HOUSE BECAUSE student STAYING THERE DUE TO DENTAL WORK BEING DONE. THE ADDRESS IS xxxxxxxxxxxxxxxxxxxxxxx	BROPHY, R	TELEP	TECHN
08/22/19 12:39 PM CONTACT NOTES:	THEY FORGOT student PASSWORD. VERIFIED INFO AND RELEASED INFO	BROPHY, R	TELEP	TECHN
08/22/19 1:46 PM CONTACT NOTES:	CALLED IN TO GET student LOG IN PASSWORD	BROPHY, R	TELEP	TECHN
08/22/19 2:07 PM CONTACT NOTES:	HELP SET UP student's COMPUTER AND MONITOR. SET UP PRINTER AS WELL.	BROPHY, R	TELEP	TECHN

08/22/19 9:43 AM CONTACT NOTES:	NO CONTACT MADE LEFT VOICE MAIL TO HELP OUT WITH BROKEN COMPUTER.	BROPHY, R	ANSWE	TECHN
08/21/19 10:42 AM CONTACT NOTES:	(MOTHER) SPOKE WITH mother, SHE SAID student's COMPUTER DOESNT WORK. I ASKED HER WHAT DOES SHE MEAN. SHE SAID WHEN SHE SIGNS IN THE COMPUTER, IT DOESNT CONNECT TO ANY WEBSITES. I EXPLAINED SHES NOT CONNECTED TO HER INTERNET PROPERLY. SHE TOLD ME I AM WRONG. I ASKED IF SHE HAD THE COMPUTER THAT SHE SAID NO. I TOLD HER I NEED SPEAK WITH SOMEONE WHO HAS THE COMPUTER SO W CAN DIAGNOSE OVER THE PHONE. OUR RECORDS INDICATE SHE ALREADY HAS 2, I CAN'T SEND OUT ANOTHER IF SHE DOESNT WANT TO TRY AND FIX IT OVER THE PHONE. SHE SAID TO SEND HER RETURN LABELS AND SHE WILL GET US BACK THOSE TWO, THEN WE WILL SEND HER ONE. IT SOUNDS LIKE SHE IS JUST NOT CONNECTED TO THE INTERNET. WE WILL NOT SEND A THIRD CHROMEBOOK WITHOUT GETTING ONE BACK, OR SHE CALLS IN AND WE CAN DIAGNOSE THE ISSUE OVER THE PHONE STRICKLER-LILES, CHLOE	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	(STUDENT) RETURNED CALLED ABOUT REMOTING IN SO THEIR PRINTER CAN BE LOOKED AT. PRINTING ONLY THE FIRST PAGE OF A 4 PAGE PRINT.	BROPHY, R	TELEP	TECHN
CONTACT NOTES:	(STUDENT) student's SCREEN IS BROKEN. ALSO REQUESTED HEADPHONES. SENDING REPLACEMENTS WITH RETURN LABEL	BROPHY, R	EMAIL	TECHN
08/16/19 11:00 AM CONTACT NOTES:	(MOTHER) mother CALLED IN ASKING THAT WE FIX student's ACCOUNT. SHE TRIED TO ACCESS IT, IT WAS SUSPENDED. EXPLAINED I WOULD CALL HER BACK, ONCE I UNDERSTOOD WHAT WAS HAPPENING WITH THE ACCOUNT.	BROPHY, R	TELEP	TECHN
08/16/19 12:15 PM CONTACT NOTES:	(STUDENT) student CALLED IN AND ASKED WHY ORIENTATION WAS NOT AVAILABLE TO student, I EXPLAINED THAT IT IS SET FOR AUGUST 26. IT WILL SHOW ON student's CALENDAR ONCE THE SCHEDULE IS RELEASED	BROPHY, R	TELEP	TECHN
08/16/19 12:47 PM CONTACT NOTES:	(MOTHER) THEY CALLED BACK, student CAN NOT LOG INTO THE LIVE LEARNING SESSION WITH student's GIVEN EMAIL. I VERIFIED IT DID NOT WORK. HAD sstudent SIGN IN AS GUEST. TOLD mother I WILL CALL them MONDAY TO LET them KNOW IF student CAN ACCESS THROUGH student EMAIL	BROPHY, R	TELEP	TECHN
08/16/19 8:55 AM CONTACT NOTES:	NO CONTACT MADE SENDING CHROMEBOOK 05640	BROPHY, R	OTHER	TECHN
08/16/19 11:01 AM CONTACT NOTES:	NO CONTACT MADE LEFT MESSAGE EXPLAINING THAT SINCE student IS NOT TECHNICALLY ENROLLED, student's ACCOUNT IS NOT ACCESSIBLE UNTIL RE-ENROLLMENT PAPERS ARE PROCESSED. THEY WERE SENT OUT ON WEDNESDAY(SEE PREVIOUS NOTES)	BROPHY, R	ANSWE	TECHN
08/15/19 1:25 PM CONTACT NOTES:	(MOTHER) THEY FORGOT PASSWORDS TO LOG INTO COMPUTER	BROPHY, R	TELEP	TECHN
08/05/19 1:19 PM CONTACT NOTES:	(GRANDMOTHER) grandmother CALLED TO GET ANOTHER RETURN LABEL FOR student's BROKEN COMPUTER. TOLD HER I WOULD PASS MESSAGE ALONG	BROPHY, R	TELEP	TECHN

SAVE CONTACT LOG FILE TO YOUR COMPUTER

Objectives



- Review important legislation
- Identify the goals of SAP
- Brainstorm and examine barriers to academic success
- Examine the SAP process and our Crisis Action Plan

Statistics to Consider



- In 2014-2015, 63,931 students in our state were referred to school SAP teams
- Of those, 21,927 students were referred for mental health or drug and alcohol assessments (this number went up from last year!)
- 83% of those referrals were assessed by a professional

[CLICK HERE](http://www.sap.state.pa.us) for full report (www.sap.state.pa.us)

Most recent, national mental health statistics (2015):

- **One in five** American adults experienced a mental health issue
- **One in 10** young people experienced a period of **major depression**. **64% of youth with depression, do not receive treatment.**
- **One in 25** Americans lived with a serious mental illness, such as schizophrenia, bipolar disorder, or major depression
- **Suicide is the second leading cause of death among 15-24 year olds**

(mentalhealth.gov)

Crisis Plan Action Steps

Do you know what to do if a student is in crisis? SAP is a process that often times can take too long in severe cases. If a student is in immediate danger, you must follow our Crisis Action Plan.



Please [click here](#) for our Crisis Action Plan

Please [click here](#) to print the Crisis Action Plan. **Please hang this at your desk.**

Legislation Reminders

- Act 26
- Act 71



ACT 26 Cyberbullying



Act 26 of 2015 is a new law that creates the offense of “cyber harassment,” which includes: making seriously disparaging statements about a child's physical characteristics, sexuality, sexual activity or mental or physical health threats to inflict harm.

- The harassment could be **made electronically, either directly to the child or through social media.**
- For a juvenile charged with the crime, a diversionary program, which might include an educational program on cyber harassment, would be considered first. Successful completion could lead to the juvenile's record being expunged.
- The law makes cyber harassment of a child **a third-degree misdemeanor, punishable by a maximum \$2,500 fine and/or one year in prison.**

[CLICK HERE TO READ THE LAW](#)

ACT 71

- Please [click here](#) to familiarize yourself with our Suicide Prevention Policy, located on page 32 of the Student Handbook

Suicide Resources

- [Mental Health First Aid](#) (For School Staff)
- [Suicide Prevention Resource Center](#) (For School Staff)
- [Suicide Prevention Lesson and Video for Middle and HS Students](#) (For Students)
- [To Write Love On Her Arms \(TWLOHA\)](#)- very popular movement for middle and high school students as well as adults struggling with depression, mental health issues, suicide...etc.)



Feel free to include them in your courses where they fit. (Example: Maybe you are reading a story, biography, or other nonfiction/fiction piece about someone dealing with depression, anxiety, loss, abuse or how they overcame an obstacle, showed resilience...etc.)

The SAP Process



What is SAP?

The Student Assistance Program



Designed to assist school personnel in identifying **barriers** to academic achievement including tobacco, alcohol, gambling, mental health issues and illegal substances as well as all other issues outside of “academics” which pose a barrier to a student’s learning and school success.

What is the Goal of SAP?

The primary goal of the Student Assistance Program (SAP) is to help students overcome barriers in order that they may achieve, remain in school, and advance. It is our job to recognize “concrete observable behaviors” that pose a barrier to learning.



Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude.

- Thomas Jefferson

Who is involved in SAP?

- The **core** SAP Team is comprised of administrators, counselors, teachers, school nurses, and community liaisons (ex. Social workers, school psychologists, etc).



- **ALL** school personnel play an important role in identifying students who may need assistance with issues outside of the realm of academics....**YOU are important in making this program successful!**

SAP Team Members

- Patty Rossetti
- Tanya Contos
- Tracey Colbert
- Kelly Crooks
- Darla Posney
- Morgan Jasin
- Stephanie Smith
- Amy Protho
- Krista Fischetti
- Brandon Payne
- Kara Buncic
- Brianna Edwards



Beth Ann Mudd
Marisa Petraglia
Matthew Dayka



What does the SAP team do?

SAP team members are trained to identify problems, determine whether or not the presenting problem lies within the responsibility of the school, and to make recommendations to assist the student and the parent. When the problem lies beyond the scope of the school, the SAP team will assist the parent and student so they may access services within the community.

SAP team members **DO NOT** diagnose, treat or refer for treatment.

We refer for an **ASSESSMENT** for treatment if needed.

The **SAP** Referral Process



1. **Student Referral**

Identify students that may need help-- anyone can make a referral

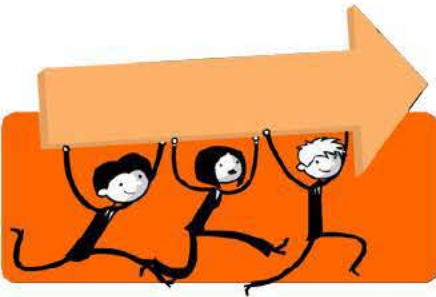


2. **Team Planning**

Collect information and determine the existence of a problem

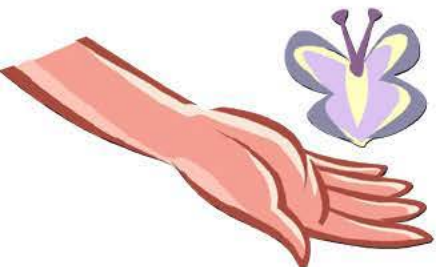
3. **Intervention and Recommendation**

Offer appropriate options



4. **Support and Follow-up**

Provides support through post- intervention (very important and the most overlooked step)



When should I refer a student to SAP?

Think about barriers that may impact a student's success. Then, flip to the next slide.



“Be curious, not judgmental” – Walt Whitman

Possible Reasons to Refer

Look for... "Red Flag Behaviors"

Gambling

Drug/Alcohol Use

Trauma

Re-evaluation Report Referral

Possession

Struggling with Divorce

Harassment

Change in Attendance

Use of or Frequent Reference to Weapons

Frequent Reference to Drugs/Alcohol

Homelessness

Self-injury

Struggling with Death/Grief

Bullying

Depression/Anxiety

Angry Outbursts

Struggling with Family Illness

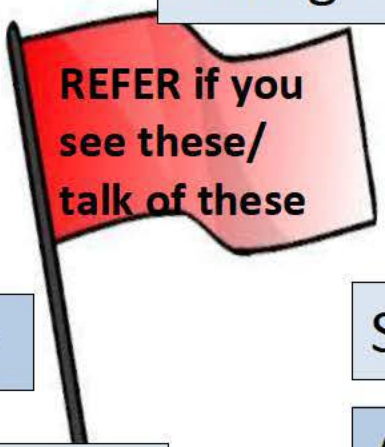
Extreme Grade Drop

Child Abuse

Interventions Not Working

Suicide

Tobacco



REFER if you see these/
talk of these



What kinds of behavior should I look for?



- Students in despair who talk about being “sad” all the time (or talk of anxiousness)
- Extreme changes in weight, sleep patterns, grades or attendance (event talk of these things)
- Angry outbursts and serious disciplinary issues in live learning
- Frequent reference to drugs and alcohol

- Irritability, restlessness
- Self-injury or talk of it
- Use of or frequent reference to weapons or guns
- Students struggling with family issues– divorce, grief, loss, illness, mental illness, trauma, or abuse.
- Previously engaged in... and is no longer

The SAP Referral Process



1. Student Referral

Identify students that may need help. Anyone can make a referral. You will make the referral using the [“Initial Referral Form”](#)

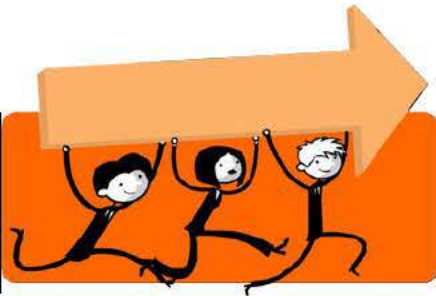


2. Team Planning

Collect information and determine the existence of a problem

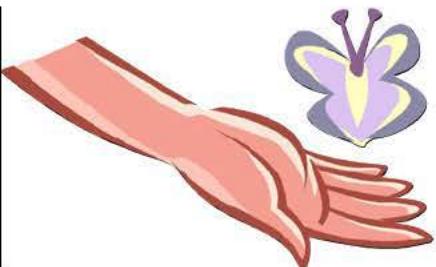
3. Intervention and Recommendation

Offer appropriate options



4. Support and Follow-up

Provides support through post- intervention (very important and the most overlooked step)





Step 1- Student Referral: What do I do?

- Document **objective verifiable data (concrete observable behaviors)** and red flag behaviors that you have noticed and any interventions you have tried (if any) using the [“Confidential Initial Referral Form”](#) [CLICK HERE to save form](#)
 - Do not refer based on assumptions, intuition, or hearsay.
 - Do not send any email correspondence. No electronic files are kept in the SAP process. (Students and parents can make referrals via email)
- Submit the Initial Referral Form to any SAP Team member in person

When will I find out what happened to my referral?

- A SAP Team member will be selected as the Case Manager for your student.
- Due to confidentiality, you may not hear anything further about the student's case unless his/her parents decide to share that information with you.
- School Confidentiality is defined as a “need to know” basis. The legal term is **“Legitimate Educational Interest”**



Federal Legislation



Student information is closely protected by Federal and State Law. Teachers, advisors, and other school personnel do not necessarily need to know the specific circumstances regarding a student but they do need to know how to best help that student...Legitimate Educational Interest.

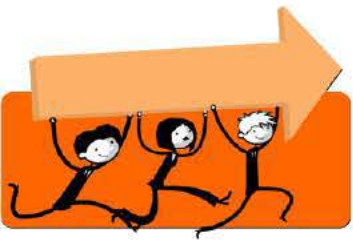
- **FERPA** Family Educational Rights and Privacy Act
- Protects the privacy of student education records
- **The Protection of Pupil Rights Act (PPRA, or Hatch)**
- Need for written consent prior to having students submit certain surveys or evaluations and parents have the right to inspect instructional materials

****Remember, a threat to harm self or others breaks all confidentiality deals****



Step 2- Team Planning

- The SAP Team will meet to determine the appropriateness for participation.
- If a referral is appropriate, the Case Manager will contact the parent for permission in SAP. **We cannot move forward without parental approval.**
 - Under Act 147, students over 14 have the right to seek mental health treatment on his or her own behalf
- If appropriate, the SAP Team will collect more data from the student's academic team using the "Confidential Student Information Form" which evaluates observable behaviors of the student.



Step 3- Strategies & Recommendation

- The SAP Team (and any teachers/advisors with legitimate educational interest) will develop a plan to address the targeted behaviors and work with the family to connect them to any resources that are needed.

We will...

- Determine in-school strategies/interventions
AND/OR
- Refer for assessment by a Mental Health Professional



Step 4- Support & Follow-Up

- Ongoing support is given to the student as they “work the plan” and teachers/ advisors are involved in the process **as appropriate** to monitor progress and provide support to meet the student’s educational goals.
- The team collaborates with the treatment facility to monitor the student's school progress. The team may also link the student with a faculty or peer mentor, guidance counselor, a support group, or other resources to support the student.
- Once goals are met, the SAP case will be closed and the file will remain confidential in a secure location until graduation.

SAP Common Questions



Q - What should I do if I am not sure if I should refer? A- Speak to a SAP team member. Remember, it is better to refer than to be unsure and not refer the student.

Q – What if a student is on the phone or in class and is threatening suicide or self-harm?

A- **Do not wait to refer to SAP.** Call LIFELINE immediately with the student on the phone. If the student is not on the phone, call the student and then call LIFELINE together. [Please refer to our Crisis Action Plan](#)

Q- What if I tell a parent about SAP and they say they are not interested? A- Parental approval is needed to move forward with the SAP process; **however**, if you feel that a referral is warranted, refer the student so that a SAP team member can contact the parent and document the concerns.

Key “Take Away” Messages

- Use observable behaviors to identify students who would be appropriate referrals to SAP
- SAP works in collaboration with other initiatives. It is not a stand-alone program
- SAP is like the gatekeeper for students dealing with at-risk issues impacting school performance/success
- Parents/Guardians are the decision makers for their child- SAP is voluntary
- If in doubt, please refer. It is better to refer than to ignore!



*[Click here](#) for printable Crisis Action Plan

Questions/Comments

Please see any SAP team member!



SAP Wrap-Up

Please complete the SAP Post Test!



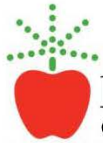
References

<http://www.mentalhealth.gov/basics/myths-facts/index.html>

<http://www.sap.state.pa.us/Home.aspx?ID=22>

http://www.education.pa.gov/K-12/Safe%20Schools/Pages/Act-71.aspx#.Va-WZ_m6e02

http://www.ydr.com/local/ci_28477001/cyberbullying-children-becomes-punishable-offense-pa



2019 Pennsylvania Distance Learning Charter School Safety Plan

Plan Introduction and Needs Assessment

In June 2018, the Pennsylvania Distance Learning Charter School (PDLCS) engaged in a school safety and vulnerability audit with Vulnerability Solutions Group to assess our current school safety needs and identify both short term and long term actions that could be enacted at PDLCS to increase school safety and safety awareness.

During the 2018-2019 School Year, the school began to implement changes that were recommended to the school through the Vulnerability Solutions Group (VSG) Safety Assessment, received in September of 2018. While many of the suggestions made in the report apply to the current building construction and outdoor layout of the grounds at 2100 Corporate Drive, and are not within the control of the school, there were several short-term recommendations that we could implement immediately or will be implemented in the 2019-2020 school year.

Current Year Safety Initiatives

The short-term actions enacted the 2018-2019 school year include:

- Enabling paging capabilities within the Comcast Voiceedge Phone System to provide immediate Audio communication with the entire school staff if needed.
- Implementing usage the Remind app as a means of communication with all Staff, and separately with any parents that have voluntarily signed up, to relay important updates.
- Instituted a new sign-in and badging procedure for visitors to the office.
- Selected Staff will Attend ALICE Active Shooter Response training in August 2019, and will then train the school faculty during the 2019-2020 school year.

During the 2019-2020 School Year, PDLCS will also implement the following policy changes:

- Staff will be required to wear photo identification badges during the work day.
- The school will transition from Remind to the communication app ParentSquare to communicate and necessary emergency alerts to all staff, parents, and/or students as needed.
- Annual CPR training for school staff that will occur in January 2020.

Future Planning and Safety Improvements

When looking at long-term solutions, we are in a unique situation with the construction of a new building for the 2020-2021 school year. We will be able to integrate many of the larger

scale recommendations from the VSG report during the construction of the new location for that school year. These safety and security plans currently include:

- ID Badge enabled access to the building and areas within the building to allow access to employees, while limiting the access by visitors to one main entry point.
- New Photo ID Badges for all employees that will be integrated with the chosen building access fob technology.
- Parking Tags will be provided to help identify staff vehicles within the parking lot.
- A full interior and exterior security camera system added to the school network.
- Construction features, where agreed upon by the builders, that will help limit potential points of intrusion, and support the recommendations from the VSG report.

Safe2Say Something Program

In January 2019, PDLCS implemented the Safe2Say Something program, as required by all public schools in Pennsylvania. A threat assessment committee comprised of administrative team members is on call at all times to review any submissions that require immediate action. This committee attended the required implementation trainings prior to the program's initiation in 2018, and also facilitates any necessary trainings for staff, students and parents.

The committee in place for the 2019-2020 school year is comprised of Patricia Rossetti - Chief Executive Officer, Nick Kocuba - Director of Technology, and Kelly Crooks - 9-12 Principal.

School Safety Committee

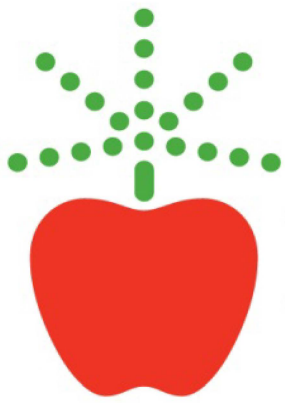
Annually, the school forms a Safety Committee that meets regularly throughout the school year. The safety committee current performs the following functions:

- Annually inspects and inventories first aid kits within the school building
- Committee members bring staff safety concerns from staff members and act as liaisons between the staff and the administration.
- Review school safety initiatives as needed or presented.
- Review Fire Drill Procedures for the building, and ensure those directions are posted at each exit in the building.
- Review incidents when appropriate as reported through the Safe2Say program (enacted in January 2019), as required in compliance with Act 44.

Other Considerations

It is important to note that students do not attend PDLCS in person, and are not on-site outside of the isolated events and activities. For this reason, PDLCS does not employ School Resource Officers. Annually, the School coordinates a memorandum of understanding with the local Franklin Park Police Department, as required by law.

For off-site school activities, such as field trips and state testing, staff members in attendance are provided with first aid supplies, as well as directions for creating custom emergency response plans/fire drills. These plans must be created on-site, and will be reviewed with the attending students at the onset of each scheduled activity.



PA Distance Learning
CHARTER SCHOOL

Parent/Student Handbook

2019-20

CONTACT INFORMATION

Pennsylvania Distance Learning Charter School
2100 Corporate Drive, Suite 500
Wexford, PA 15090

Main Toll-Free Phone Number 1.888.997.3352

Enrollment – press 1

Technical Support - press 2

Counselors - press 3

Attendance – press 4

Special Education – press 5

Records – press 6

Testing – press 7

Shipping, School Materials, Internet Reimbursement, FLEx Funds – press 8

For other inquiries – press 0

Administration –

Homeless Liaison: Mrs. Desrochers, Director of Special Education –
ext. 105

Foster Care Liaison: Mrs. Rossetti, Chief Executive Officer – ext. 114

Right to Know Officer: Dr. Posney, Elementary School Principal –
ext. 150

Title IX (Office of Civil Rights): Mrs. Rossetti, Chief Executive Officer
ext. 114

School Safety & Security Coordinator: Mr. Kocuba, Director of
Technology – ext. 109

Main Toll-Free Fax Number 866.977.3527

Dear Families,

Welcome to the Pennsylvania Distance Learning Charter School family! Congratulations on making a choice to be actively involved in your child's education through our online educational model. We value the opportunity to partner with you in providing your child a supportive learning environment. We are confident that your decision to enroll in Pennsylvania Distance Learning Charter School is because you are seeking unique solutions for your family. Our service mission is to create a meaningful learning experience for all students and families. Thank you for selecting our school to be a part of your child's academic growth. Welcome!

Teachers, Administration, and Support Staff



2100 Corporate Drive, Suite 500
 Wexford, PA 15090
 Phone: 1-888-997-3352
 Fax: 1-866-977-3527

2019 – 2020 Calendar

July 2019						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Students - 0 days

August 2019						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Students - 5 days

September 2019						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Students - 20 days

October 2019						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Students - 22 days

November 2019						
S	M	T	W	Th	F	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Students - 17 days

December 2019						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 14 days

January 2020						
S	M	T	W	Th	F	S
						4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Students - 17 days

February 2020						
S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Students - 19 days

March 2020						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 22 days

April 2020						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Students - 20 days

May 2020						
S	M	T	W	Th	F	S
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Students - 20 days

June 2020						
S	M	T	W	Th	F	S
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Students - 4 days

Notes:	
July 4:	Independence Day – School Closed
Aug. 1:	New Staff Reports
Aug. 5:	Current Staff Reports - Prof. Dev. Week
Aug. 26:	First Day of School
Sept. 2:	Labor Day – No School
Oct. 14:	Columbus Day – No School
Oct. 24:	Open House
Oct. 30:	First Day - Quarter 2
Nov. 11:	Veterans' Day – No School
Nov. 27-Dec 2:	Fall Break – No School
Dec. 3-13:	Keystone Testing
Dec. 23- Jan. 3:	Winter Break – No School
Jan. 20:	Martin Luther King Jr. Day – No School
Jan. 23-24:	PD Staff Only – Students: No School
Jan. 27:	First Day Quarter 3
Feb. 17:	Presidents' Day – No School
Mar. 31:	First Day – Quarter 4
Apr 10 – 13:	Spring Break
Apr 20 – May 8:	PSSA Testing
May 11-22:	Keystone Testing
May 25:	Memorial Day – No School
Jun 4:	Last Day of School
June 6:	2020 Graduation Ceremony

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INTRODUCTION

Welcome to the Pennsylvania Distance Learning Charter School. Throughout this Parent/Student Handbook, the school is referred to as “PDLCS” and the parent/guardian is referred to as “parent”.

Choosing a school for your child or children is an important decision. PDLCS places a great deal of responsibility on the parent and student to make distance-learning work. To better understand this responsibility, parents (and students 18 and older) who are enrolling or continuing enrollment at PDLCS are required to read this Parent/Student Handbook and to sign the Agreement Form found at the end of this document. By signing, the parent is stating that the handbook has been reviewed and that both the parent and student agree to the regulations and guidelines within the handbook.

Mission

The mission of PDLCS is to blend proven classroom teaching techniques with educational technologies to promote academic growth for all students.

Vision

PDLCS believes our first responsibility is to provide quality online educational opportunities. Our teachers, with the support of all departments in the school, are committed to building positive relationships with our families as we equip our students with the necessary tools to succeed. We want to be known as a school that fosters academic integrity and individual academic growth.

Shared Values

PDLCS believes in personalizing the learning experience for our students by providing a supportive online community. We believe all students will achieve academic growth when engaged in live learning sessions and daily online lessons with quality teachers and peers. We value adherence of public cyber school regulations and continuous professional growth of our staff as essential components to student achievement.

Non-Discrimination Policy

PDLCS accepts students of any race, creed, gender, gender expression, sexual orientation, disability or ethnic origin. PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability, immigration status or ethnic origin in the administration of its educational programs and activities.

Our Commitment

PDLCS is committed to providing a barrier-free learning environment. We strive to ensure access and opportunities for ALL students, believing that ALL students can learn. Through our culturally responsive teaching and personalized learning, we will transform the lives of our students.

ENROLLMENT

PDLCS does not charge tuition to parents or students. PDLCS will be in full compliance with open enrollment regulations and withdrawal requirements specified by the school's Charter and Pennsylvania Law. When demand exceeds space available (as determined at the sole discretion of the School's Board of Trustees), enrollment will be determined by a Lottery of all applicants in a given category, except that returning students and their siblings will be given priority over new students. After the Lottery is completed, those students not selected for enrollment will be placed on a waiting list in order of their random selection. Students whose application for enrollment is received after the Lottery is completed shall be placed on the waiting list and admitted on a first-come, first serve basis as long as the last date for enrollment to PDLCS has not passed.

Non-Discrimination Policy

PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability or immigration status, or ethnic origin in the administration of its educational programs and activities.

Age Requirements

Children entering the kindergarten program must be five years of age prior to the cut-off date outlined by the home school district's enrollment requirements. Students may not be more than 21 years of age at the time of Enrollment, but may be permitted to complete the school year in which his/her 21st birthday falls, subject to change based on rules and regulations established by the Pennsylvania Department of Education.

Enrollment Application

The Enrollment Application represents the first step in a multi-step process. By completing, signing and submitting the Enrollment Application, the parent expresses a desire to have his/her child attend PDLCS. Completing the application does not mean the child will be automatically enrolled in PDLCS. The parent will submit copies of the following documents for each student as required by law:

- Proof of age (Birth Certificate)
- Immunization Record
- Proof of Residency (Driver's License, Mortgage Statement, Utility Bill, etc)
- Parent Registration Statement
- Home Language Survey

After signing and submitting these forms to the Enrollment Department, the parent/guardian will be contacted by a PDLCS Enrollment Specialist to discuss the next steps. The student is officially enrolled at PDLCS when he/she is assigned an official start date which is within five business days after all required documentation is received.

PDLCS also requests the following information, which will not delay enrollment of a student:

- Private Physician Medical Form
- Private Dental Form
- Proof of Custody, if applicable
- Copy of most recent K-8 Report Card or High School Transcript
- Enrollment Notification Form
- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form, if applicable
- Signed Computer/Internet Acceptable Use Policy
- Income Verification Form (Free & Reduced Lunch Form)

Health Certification and Immunization Requirements

In order for a student to be admitted to PDLCS, the parent must submit satisfactory evidence that all required immunizations have either been administered, are in the process of being administered, or must file a certificate of exemption. In special circumstances, the student's physician may recommend additional immunizations.

If there are any questions about immunizations or where to get them, the parent should contact his/her county or city Public Health Nurse.

Official Enrollment

On the official start date provided to the parent, the student must attend orientation and begin completing his/her school work daily as outlined in the student's course calendars.

In order to maintain a student's enrollment, the parent must:

- Assure that a working phone and Internet connection (high-speed) are maintained at the location where the student is being educated at all times;

- Call the PDLCS Records Department, to provide updated Proof of Residence and Enrollment Notification form for any and all parent or student address and phone number changes within 10 days. Failure to submit up-to-date proof of residency information may result in the removal of a student from PDLCS rolls;
- Monitor daily attendance and completion of course work via the course delivery system. Attendance may be substantiated by course work completed as outlined by the teacher in each course the student is enrolled.

Continuous Enrollment

PDLCS students will automatically be re-enrolled from school year to school year. Parents of re-enrolling students will be sent annual forms to complete, print, sign, and return.

Annual forms for Continuing Enrolling students are:

- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form (if applicable)
- Home Language Survey
- Signed Computer/Internet Acceptable Use Policy
- Private Physician Medical Form with required immunizations for students entering 1st, 6th and 11th Grades
- Private Dental Form for students entering 1st, 3rd and 7th Grades
- Income Verification Form (Free & Reduced Lunch Form)

ACADEMIC PROGRAM

Curriculum – General

PDLCS' curriculum and graded courses of study meet ALL requirements set forth by the Commonwealth of Pennsylvania. The curriculum will be explained to all parents during student course scheduling.

Curriculum – Credit Recovery

PDLCS offers a Credit Recovery program. This program is for students who have experienced setbacks in their education for many reasons. It allows students to recover lost credits in a set amount of time moving them towards graduation from high school. This program is fully on-line. For more information you can contact your Counselor.

Curriculum – Advanced Placement (AP)

PDLCS offers Advanced Placement (AP) classes allowing students to earn credits for college. Most four-year colleges award course credit, advanced placement or both on the basis of AP Exam scores. Talk with your Counselor for more details.

Daily Schedule

- Attendance is recorded by evidence of student active online engagement each day.

Families follow different schedules depending on classes and/or grade of the child. Families have the flexibility to set up their child's schedule. The important thing for families to know is that your child's success increases with consistency. Set a schedule and stick to it.

Synchronous Class is time spent during live learning. Students gather in the virtual classroom with their teacher and learn together. *Asynchronous Class* is learning through the lessons that are set up in the virtual course. Students are required to complete assigned daily lessons independently with the guidance of a parent throughout the day.

Students have synchronous class (live learning) in all grades for every class. Asynchronous lessons are available to students 7 days a week, 24 hours a day. The table below gives an idea of average daily instruction and learning time.

Elementary students (grades K-6) are required to complete a minimum of 5.0 hours of schoolwork daily. Middle and high school students (grades 7-12) are required to complete a minimum of 5.5 hours of schoolwork daily. It is up to families to determine how a student will make up their total number of required learning hours. Families can do this by combining Synchronous and Asynchronous learning spaces.

	Synchronous (approximate time of live learning) Monday - Friday	Asynchronous (in addition to virtual lessons completion of daily calendar lessons with supervision of parent)	Total
Kindergarten	2.5 hours/day	2.5 hours/day	5
Grades 1-6	2.5 hours/day	2.5 hours/day	5
Grades 7-12	2.5 hours/day	Varies 2.5-5.5 hours/day	5.5

Daily Assignments

Each grade or course teacher will share with students how to turn in assignments. All assignments are submitted electronically. Students learn how to submit assignments during school and course orientations.

Grading

Grades K-12 Academic Letter Grades

- A+ 97%-100%
- A 93%-96.99%
- A- 90%-92.99%
- B+ 87%-89.99%
- B 83%-86.99%
- B- 80%-82.99%
- C+ 77%-79.99%
- C 73%-76.99%
- C- 70%-72.99%
- D 60%-69.99%
- F 0%-59.99%

Course Selection

Teacher assignments are based on certification, prior to student course selection. Students enrolled in our school are scheduled into classes using a system that does not provide visible income information. Course selection forms are completed by the student in high school, and by the counselor in grades K-8. Students and counselors can only see the student's name, course name, day(s) and time(s) the course is offered. There is no other identifiable information in the system. The scheduling system automatically enters students into course sections based on the student's availability to attend his or her selected courses. The system then randomizes the students and balances the number of students in each section of a course.

Course Completion

High school courses are scheduled as semester long courses receiving credit for successful

completion (“D” grade or better). There are two semesters scheduled within one school year. Students are expected to complete each course according to the due dates required by the course teacher within the semester given.

High School Credits and Grade Level Assignments

Number of Credits Earned	Grade Level
0 – 5.5 Credits	9 th Grade
5.6 – 10.9 Credits	10 th Grade
11 – 16.5 Credits	11 th Grade
16.6+ Credits	12 th Grade

PDLCS Minimum Graduation Requirements (22 credits)

English: 4 credits

All students must demonstrate proficiency on the Literature Keystone Exam

Mathematics: 3 credits

All students must pass Algebra I and demonstrate proficiency on the Algebra I Keystone Exam

It is recommended that all students take 4 credits of mathematics

Science: 3 credits

All students must pass Biology and demonstrate proficiency on the Biology Keystone Exam

It is recommended that all students take 4 credits of science

Social Studies: 3 credits

All students must pass U.S. Government and U.S. History

It is recommended that all students take 4 credits of social studies

Business/Technology: 0.5 credits

Physical Education: 1.0 credits

World Language: 1.0 credits

Fine Arts: 1.0 credits

Health: 0.5 credits

Electives: 5 credits

High School Drop/Add Period

PDLCS understands that a student may need a schedule change. High school students may contact their Counselor to discuss the need for schedule changes. Classes will only be changed within a 2 week period of the start of a semester. Students may not drop a course after the 2 week period.

Standardized Testing

Like all public schools in Pennsylvania, PDLCS is required to administer several standardized tests each year. Further explanation of the tests currently in place appears below.

PSSA (Pennsylvania System of School Assessment)

The PSSA is a standards-based assessment administered in all Pennsylvania public schools. They are administered in a face-to-face environment, usually in the month of April, to students in grades 3-8. There are currently three content-specific assessments including English Language Arts, Math, and Science.

PASA (Pennsylvania Alternative School Assessment)

The PASA is a standards-based alternative assessment administered in all Pennsylvania public schools. They are administered in a one-on-one face-to-face environment, usually in the months of February and March, for students in grades 3-8 & 11. There are currently three content-specific assessments including English Language Arts, Math, and Science. The student's IEP team will determine if the alternative assessment is appropriate.

Keystone Exams

The Keystone Exams are end-of-course assessments designed to evaluate proficiency in academic content. Students must demonstrate proficiency on the Algebra I, Literature, and Biology Keystone Exams to graduate. Students will be offered multiple face-to-face opportunities to take the Keystone Exams throughout their high school careers.

Universal Screener

All students will be administered a Universal Screener in the area of mathematics and reading at the beginning of the school year or upon enrollment. The results of the assessment will help to determine the best personalized path of learning for the student.

Benchmark Assessments

Benchmark Assessments are computer-adaptive tests that measure the proficiency level and academic growth of students in grades K-12 in the subjects of Math, Reading, Language Arts, and Science. Benchmark tests are administered three times each school year and students complete the tests online at home.

ACCESS Testing (Assessing Comprehension and Communication in English State-to-State for English Learners)

ACCESS for English Learners is an English language proficiency assessment that is administered to all Kindergarten-12th grade students identified as English Learners. The test is given annually to monitor students' progress in acquiring academic English. The ACCESS for English Learners assesses students in the four language domains of Listening, Speaking, Reading, and Writing.

For more information about testing, please contact the PDLCS Testing Department.

Honesty in Schoolwork

It is important that students complete their own work. While families can help students develop study habits and encourage organization of time and materials, families must resist the temptation to provide answers for the student. This may be misleading to the teacher who then thinks the student is applying their learning on their own. If you see your child struggling on an assignment, direct them to their resources to find answers – online program, study guide, course folder. It is also good advice to tell your child to write down questions and ask the teacher in class, in an email, by chat or by calling on the phone. Students may also join a teacher in regularly scheduled Office Hours for assistance.

What is plagiarism?

Plagiarism is the act of presenting the words, ideas, images, sounds, or the creative expression of others as your own. In more common terms – you are “copying” someone else’s ideas, words, or expression as your school work. There are two types of plagiarism:

Intentional

- Copying a friend’s work
- Buying or borrowing papers
- Cutting and pasting blocks of text from electronic sources without documenting

- “Borrowing” from print sources without documentation

Unintentional

- Careless paraphrasing
- Poor documentation
- Quoting excessively
- Failure to use your own “voice”

Avoid Plagiarism by using Documentation

There is nothing wrong with using other people's words or ideas, but you must give them credit. Giving credit is called *documentation*. It is a simple process, and it turns a dishonest essay into true scholarship. Documenting sources has two steps:

- Indicate in the text where the information was found. Most modern writers put that information in parentheses.
- Have a *Works Cited* page at the end of the paper providing the full bibliographic information about the source. Documentation is taught in your courses when outside research is required. Information about documentation can be obtained from teachers at any time.

Tips when documenting, or citing, someone else’s work:

- When using quotes, be sure to cite the source.
- When paraphrasing information from a source, be sure to cite the source.
- The only time you do NOT need to cite information is if it is common knowledge and you knew it before beginning your research. For example, “William Shakespeare is a poet and playwright from the 16th century.”

If you plagiarize your work, you will not receive credit for the assignment. Continued acts of plagiarism will constitute a referral to administration and in extreme cases *can* result in legal action. Plagiarism is an illegal action and is taken very seriously in this environment to protect academic integrity.

Reporting Progress

Families receive Progress Reports each quarter, or every 45 school days. Report cards are issued at the end of the each semester (January and June) for secondary students, and in June for elementary students. These are mailed to families through the U.S. Postal Service. Students and parents have

24/7 access to view grades by logging into the Student Information System at sis.padistance.org with their school issued login.

Retention

PDLCS may retain an elementary student in a grade level if mastery of that grade level's curriculum has not been achieved. The student's teachers may complete a *Recommendation for Retention Form*. In the case of a student with an Individualized Education Plan (IEP), the Director of Special Education must agree and sign off on the form. Documentation, evidence, and/or explanation must accompany the form. There will be an opportunity for the parent to schedule a conference with an Administrator and the student's teachers to review the child's academic progress and educational plan.

Recommendations for retention consider the following data:

- Benchmark Assessment and Standardized State Test Scores
- Rate of attendance is poor – Student Attendance Improvement Plan (SAIP) has not been successful
- Grades earned in courses are less than 60%
- Performance lacks evidence of required standards-based mastery level
- Failure to complete grade-level curriculum by last day of school

Code of Conduct

As part of the Enrollment/Continuing Enrollment process, both the parent and student are required to sign the Agreement Form (found at the end of this handbook) and submit it at the time of Enrollment and annually thereafter. The signed agreement is kept in the student's cumulative file and, among other things, expresses the acceptance of the PDLCS Code of Conduct by both parent and student. Failure to adhere to the Code of Conduct by either the student or parent is cause for expulsion of the student from PDLCS. If a student is expelled from PDLCS, or leaves PDLCS for any reason, he/she must return all PDLCS property and materials, including, but not limited to, the computer, hardware, software, textbooks, workbooks, and other materials and supplies loaned by PDLCS.

All suspensions and expulsions will be conducted in accordance with due process procedures. Only the Administrator may suspend or expel a student. The Administrator will provide the student and the parent/guardian with written notice of the intent to suspend/expel, which will include reasons for the intended suspension/expulsion. The notice will state the time and place to appear for a hearing on the matter, which will not be less than three (3) days or later than ten (10) days after the

Notice of Intent to Suspend/Expel was provided to the student and parent. The student, parent and/or legal representative will have an opportunity to appear on request before the Administrator at a PDLCS chosen location to challenge the suspension/expulsion, or to otherwise explain the student's actions that led to the intended suspension/expulsion. The Administrator may grant an extension of time for the hearing date. If granted, the Administrator will notify all parties in writing of the new date, time and place of the hearing.

Suspension and expulsion of students with disabilities will comply with all federal and state laws, policies and procedures. The IEP Team will meet to review the student's IEP and consider the development of a Behavioral Intervention Plan any time the suspension exceeds 5 days in the academic year. Any student with an IEP who is suspended for more than 10 days during an academic year will continue to receive special education services via a change of placement as determined by the IEP Team. In the event that the student is being disciplined for an expellable action, the IEP Team will meet and conduct both a Manifest Determination and Functional Behavior Analysis. An Alternate Interim Placement will be identified for a period of time not to exceed 45 school days. The suspension shall not exceed 10 school days. No expulsion shall exceed one year, except as otherwise allowed or required by law. A written notice of the suspension/expulsion will be sent or given within one school day to the parent of the student. The notice will contain the reasons for the suspension/expulsion and the right of the student to appeal the suspension/expulsion to the Administrator or Board of Trustees, or its designee. **If a student is expelled from PDLCS for the remainder of the school year, that student may not attempt to re-enroll with PDLCS during the same school year without the approval of the PDLCS Administrator.**

Following are the infractions of the Code of Conduct that may subject a student to discipline up to and including suspension or expulsion, if the same occurs during the presentation of any learning opportunity or at any school event, activity or function.

Cheating – To act dishonestly, copying or using someone else's work.

Insubordination- Not accepting directions; refusing to cooperate with PDLCS employees, agents, and other representatives.

Theft – To take the property of another without right or permission.

Fighting – To participate in physical contact with one or more students, faculty, or staff of PDLCS or any other person with the intent to injure.

Possession or Intake of Alcohol, Illegal Controlled Substances or Tobacco Products.

Vandalism – Purposeful destruction, misuse or defacing of PDLCS property or another's personal property. This includes the computer, printer/fax/scanner/copier unit, and all hardware loaned to the student by PDLCS.

Profane/Obscene Language or Gestures toward Students/Staff/Teachers/Others. Use of unacceptable, disrespectful words stated audibly or in text, terms or gestures intended to embarrass or insult.

Inappropriate use of Internet access, as detailed in the Technology & Internet Acceptable Usage Policy.

Wrongful Conduct – Any action or inaction not specifically referenced in the listing above that impedes, obstructs, interferes with, or violates the mission, philosophy, policies, procedures, rules, and/or regulations of the PDLCS and/or is disrespectful, harmful, or offensive to others or property.

Truancy - as defined in the Attendance section of this Handbook.

Materials, Technology, and Supplies

Certain equipment, supplies and services will be on loan to PDLCS students, which have been deemed necessary to ensure the functionality and ability to participate in the PDLCS educational program. The textbooks, computers, software, hardware, and other materials loaned to the parent and/or student are the property of PDLCS and no parent and/or student has any right to these except for usage in strict accordance with the school's educational model, Code of Conduct, rules, regulations, policies and procedures. Parents and students are responsible for the care and safekeeping of textbooks, computers, software, hardware, and other materials loaned to the parent and/or student during the school year. Materials and property must be used solely in connection with the education services provided by PDLCS.

Internet Cost Provision

PDLCS strongly recommends that all families use high-speed Internet to help their children succeed in the program. PDLCS will provide Internet reimbursement to families at the conclusion of each quarter. Complete instructions on how to submit the form for reimbursement can be found in the "How to Use Internet Reimbursement" document located in the Student Support Services homepage.

Loaned Materials and Property

Pursuant to Pennsylvania law, each family enrolled in PDLCS has the right to have one computer provided per child enrolled in the program. PDLCS loans families a computer, a combination printer/scanner/copier, and other curriculum materials. Parents must return the materials and property promptly if their student withdraws, is removed or expelled from the program. Parents must return curriculum materials at the close of the semester and/or school year.

Recovering and Returning Materials

Recovery of the computer and printer/scanner/copier commences when any of the following occurs:

- A parent’s written Notice of the Intent to Withdraw;
- A student’s mandatory withdrawal after 10 consecutive school days of non-attendance;
- A student’s graduation from PDLCS; or
- A student’s expulsion

Within thirty days after four corresponding authenticated attempts of recovery have been made by an authorized PDLCS de-installer, a written notification is sent to the parent informing them that the following actions may be taken:

- A police report will be filed with the appropriate law enforcement agency to recover the computer, printer, accessories and all other Material and Property from the parent.
- A credit complaint against the parent may be filed with the three major credit-reporting agencies. Other legal action permitted by law and in equity may be taken to secure the return of the school’s materials and property, including civil and criminal actions.

Technical Support and Technology Repair

PDLCS offers technical support services during regular office hours (7:30 am to 4:00 pm on school days) by telephone, 1-888-997-3352, option 2. Students and families may call to receive assistance with setting up or troubleshooting issues with school-owned and/or issued hardware, software, and websites.

PDLCS helpdesk staff will make every attempt to resolve issues remotely via guidance over the phone, or by using software or apps to remotely access the student’s computer. In the event that a computer or other hardware must be shipped back to the school for repair, the school will mail or email return shipping labels. Parents must ensure shipping of equipment to the school upon receipt of the labels. Technical Support will repair or replace, then ship out the hardware within one (1) business day of receipt of the equipment.

Most initial repairs will be completed at the school’s expense. Families may be charged for repairs of obvious physical abuse of the equipment is evident, or when a pattern of repeated damage is evident. Please refer to the letter included with your computer to see a list of potential fees associated with hardware repair.

Attendance

Pennsylvania Public School Law requires children to receive the following Educational Learning Hours:

- Kindergarten: 5.0 per day hours (25 hours per week, completing a minimum of 900 hours per year)
- Grades 1-6: 5.0 hours per day (25 hours per week, completing a minimum of 900 hours per year)
- Grades 7-12: 5.5 hours per day (27.5 hours per week, completing a minimum of 990 hours per year)

Accordingly, parents are required to supervise daily school attendance to avoid truancy issues. **Under the supervision of their parent, students must log into the SIS (Student Information System) daily (this is the school homepage), complete and submit assignments as outlined in the student's course calendar.** Parents are responsible for providing PDLCS with written verification of the reason for an absence **within three (3) days** of such absence. A partial day of absence is considered a day of absence from school requiring documentation to be submitted by the parent to PDLCS. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Truancy Prevention Process

It is the belief of PDLCS that students **achieve academic success through consistent attendance**, engagement in daily coursework and on-going communication with teachers. In order for a student to learn expected skills, it is important they develop a positive and responsible approach to study habits through regular school attendance.

Preventing truancy issues is important to PDLCS and involves many people. **Parents** are responsible for ensuring students attend school. **Students** are responsible to complete daily coursework with the guidance of teachers and parents. The PDLCS **Attendance Officer** is responsible for enforcing, tracking and reporting attendance, as well as developing a Student Attendance Improvement Program to aid families in complying with public cyber-charter school regulations.

Attendance is taken on each school calendar day. Attendance involves daily log-in to the Student Information System (SIS).

Parents are notified of a full-day of absence through an automated phone reporting system. Parents may submit an Excused Absence Form within 3 days of a reported absence. There is a maximum limit of ten parental excuses in one school year. Medical excuses, from a physician's office, must be submitted for all subsequent absences.

Unlawful or unexcused absences occur following a student's absence for which a parental or medical excuse is not submitted within 3-days of the reported absence. Parents are notified after the 3rd unexcused absence. Children and Youth Services are notified for students age 16 years and under with 6 days of unexcused absences, as well as for those who do not participate in the Attendance Improvement Program. Students who continue to accumulate absences will be referred to the local magistrate.

Partial days of absence are considered full-days of absence under Pennsylvania school regulations requiring parental or medical excused absence forms be submitted. Failing to make adequate progress in courses and/or course grades below 60% are often a direct result of unexcused partial days of absences.

Excused Absences

Parents are responsible for providing PDLCS with written verification of the reason for each absence within three (3) days of such absence. Legal excused absences constitute valid excuses for absence of a student from PDLCS, provided satisfactory evidence or documentation is submitted to PDLCS Administration within 3 days of such absence. This includes absence of partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days should require an excuse from a physician. Legal excused absences include, without limitation, the following:

- Observance of a Religious Holiday. An absence may be considered excused if the tenets of a bona fide religion, to which a student or his/her parent adhere, require observance of a religious event. (22 PA. CODE § 11.21) The parent must submit written request for the excusal **prior** to the absence.
- Tutorial Work. An absence may be excused for the purpose of the student receiving tutorial instruction in a field not offered by PDLCS only if (i) the excusal does not interfere with the student's regular program of studies, and (ii) the qualifications of the instructor are approved by PDLCS Administration. (22 PA. CODE. § 11.22)
- Medical or Dental Appointments. An absence resulting from a medical (health care or therapy) or dental appointment, if: (i) such appointment cannot be scheduled outside of regularly scheduled academic calendar days, (ii) the health or therapeutic services are to be rendered by Commonwealth of Pennsylvania licensed practitioners, or (iii) the time of necessary absence from PDLCS involves a minimum of interference with the student's regular program of studies. Notice should be given to the teacher and/or the Attendance Officer prior to the absence, except in the case of an emergency. (22 PA. CODE § 11.23)
- Illness or Injury. An absence resulting from illness or injury, which prevents the student from being physically able to attend PDLCS. Any student missing more than three (3) consecutive school days requires a note from a physician. (22 PA. CODE § 11.25)
- Urgent Reasons. An absence resulting from an urgent reason may be excused. PDLCS shall strictly construe the term "urgent reason" as it applies to such absences and such excuse does not permit irregular attendance. (22 PA. CODE § 11.25)
- Educational Opportunities or Family Educational Trips. An absence may be excused when it is demonstrated that the purpose of the absence is to take advantage of a valid educational opportunity (including classes for religious instruction totaling not more than 36 hours per academic school year) pursuant to 22 PA. CODE § 11.21, if (i) the student's parent submits a written request for the excusal **prior** to the tour or trip, (ii) approval for such an absence is granted prior to the absence in accordance with the Student Educational Leave of Absence Policy, and (iii) there is an adult who is directing and supervising the student during the tour or trip who is acceptable to both the parents and PDLCS. (22 PA. CODE § 11.26)

- Death in the Immediate Family. An absence resulting from the death of a member of the student's immediate family. The immediate family of a student includes, but is not necessarily limited to, parents, grandparents, brothers and sisters.
- Court or Administrative Proceedings. An absence resulting from the attendance of a student at the proceedings of a court or an administrative tribunal if the student is a party to the action or under subpoena as a witness.

In the event that a medical excuse cannot be provided, the parent may submit an Excused Absence Form to PDLCS Administration, requesting approval of the absence. Absences resulting in three (3) or more consecutive days require a medical excuse and Excused Absence Forms are not applicable. Students may only accumulate a maximum of 10 (ten) per school year. This includes partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Excused Absences and Making up Schoolwork

Students whose absences are excused are required to make up all assignments missed or to complete alternative assignments as deemed appropriate by PDLCS. Work missed because of absence must be made up within the timeline set forth by the course teacher. Any work not completed within this period shall result in no credit for the missed assignment. In the case of an extended illness or other extenuating circumstances, the parent must contact PDLCS Administration.

Unexcused/Illegal Absences

Any day that the student has not logged into PDLCS that is not determined to be legal or excused will be considered as an unexcused/illegal absence. The following reasons for absences are illegal and unexcused in accordance with the Pennsylvania State Attendance Laws:

- Truancy
- Lack of transportation
- Trips not approved in advance
- Shopping
- Birthday or other celebration
- Hunting, fishing, attending ball games or sporting events
- Gainful employment

- Sleeping in
- Babysitting
- Any other reason not listed in the Excused Absences section above

Attendance Notification

- All Absences – reported to parents using an automated phone reporting system
- Excused Absence Form – parents submit an Excused Absence Form or Medical Excuse within three (3) days
- Unexcused Absence – when no Excused Absence Form or Medical Excuse Form is received after three (3) days
 - 1st Unexcused Absence – reported to parents via the school automated phone system
 - 2nd Unexcused Absence – reported to parents via the school automated phone system
 - 3rd Unexcused Absence – students are considered truant by law
 - Parent is contacted immediately after the 3rd unexcused absence occurs via phone call by the automated system and the Attendance Officer. A letter outlining the absences will also be sent to the parent via school issued parent email account and postal mail.
 - The Attendance Officer will set a Student Attendance Improvement Plan (SAIP) meeting with the parent and student as well as the appropriate staff members to put a plan in place to eliminate truancy and assist in academic success.
 - 6 Unexcused Absences – students are considered habitually truant by law
 - The student will be referred to our Attendance Improvement Program (AIP).
 - A meeting with the parent/guardian, student and Attendance Officer is required to document the AIP plan for achieving regular attendance and full participation in the school's academic program.
 - Students and parent/guardians of children under the age of 16 years old who refuse to participate in the AIP or do not regularly attend school following the plan's implementation will be referred to Children and Youth Services.
 - A truancy citation will be filed with the local magistrate (where the student resides) for students who fail to participate in the AIP or fail to attend school

regularly.

- Failure to comply with the AIP for ten consecutive days may result in truancy violations that may lead to the removal of the student from active membership at PDLCS.

Emergency School Closing

Should it be necessary to close the offices or testing centers of PDLCS for weather or other unforeseen emergencies, information will be posted on the PDLCS website or provided in a telephone recording on the school's main telephone line.

SAFE 2 Say Something (SS2S)

PDLCS participates in Pennsylvania's Safe 2 Say Something program, which is enforced and operated by the Pennsylvania Office of the Attorney General. S2SS is a program that provides an easy and confidential way for youth (students in grades 5-12) to report safety concerns to help prevent school violence, suicide, abuse and other tragedies. More information regarding the program can be obtained from the school's Administration or by visiting www.safe2saypa.org.

Crises Plan Action Steps

If a student threatens to harm themselves, employees of PDLCS should keep the student on the phone, chat or in class. The employee should continue talking to the student and engage the student so he/she does not hang up the phone or leave the location. The employee should find a nearby teacher, counselor or administrator and inform him/her of the situation. This staff member should call home immediately to speak with the parent or guardian and if no one answers the phone, the staff member will call 911. The staff member should provide the student with the crisis hotline (Lifeline 1-800-273-8255, available 24 hours per day). If the student will speak with someone immediately on the crisis line, a three way call with the student should be initiated. After the incident, the staff member should report the incident to the student's counselor and to an administrator and should prepare a SAP (Student Action Plan) referral, if necessary.

If a student threatens to harm others, employees of PDLCS should gather as much information as possible. The staff member should keep the student on the phone, chat or in class. In addition, the staff member should enlist the help of a nearby colleague, who will call 911. It is imperative to keep the student on the phone. Following the incident, the staff member must make a report to Childline and report the incident to a school administrator. If necessary, a SAP (Student Action Plan) referral should be documented.

If a student tells a staff member something of concern such as prior bullying, family conflict, depression, etc., the staff member should gather as much information as possible and determine if there is an immediate threat. If there is an immediate threat, the staff member should refer to the previous steps listed. If there is not an immediate threat, the staff member should contact the student's counselor and complete a SAP (Student Action Plan) referral, if necessary.

Harassment Policy

Harassment is any form of hostility, conduct or language that alters the condition of the student's school environment and which creates a hostile, intimidating or offensive school environment. Additionally, sexual harassment can consist of unwelcome sexual advances, intentional and unwelcome touching, verbal remarks and requests or demands for sexual favors.

The prohibition against harassment is applicable to all employees of the PDLCS, which includes all staff members, teachers, administrators, managers, and officers. The prohibition also applies to all PDLCS students and parents, prohibiting them from harassing other students, staff or other persons.

Any student that believes another student has harassed him/her, or any person employed by PDLCS, should immediately report the incident to a teacher. If there is any hesitation to discuss the matter with a teacher, the incident should be reported to the PDLCS Administrator. If a student is uncomfortable about reporting to an Administrator, a parent should make the report. Reported incidents will be investigated immediately and the results of the investigation will be thoroughly discussed with the parent and student. Corrective action will be taken if deemed appropriate and the student will be referred to the Student Assistance Team.

Anti-Bullying Policy

General Statement of Policy

The PDLCS Board of Trustees recognizes the negative impact that bullying can have on the health and safety of students and the learning environment. PDLCS strives to preserve a learning environment that is devoid of bullying; therefore, bullying is prohibited at school-sponsored events and activities, at annual testing, and other school sponsored venues.

Definition of Bullying

"Bullying" means repeated behavior by an individual student, an individual student within a group of students, or group of students that is intended to cause the victim(s) to feel frightened,

threatened, intimidated, humiliated, shamed, disgraced, ostracized, or physically abused. Bullying implies an imbalance in power or strength in which the student being bullied has difficulty defending himself/herself. Bullying manifests itself in many forms, including physical, verbal, social/relational and/or cyber bullying.

Bullying occurs in several forms, including but not limited to, the following:

- Written, verbal, or nonverbal threats
- Intimidating or threatening gestures
- Unwanted physical contact, violence, or assault
- An intentional display of force that would give the victim reason to expect or fear physical contact or injury
- Jeering, taunting, or mocking
- Teasing
- Degrading, insulting, or derogatory comments
- Extortion
- Theft of money or possessions
- Vandalism of a student's personal property
- Unauthorized exercise of control over a student's personal property

Cyber Bullying

Cyber bullying, which is sometimes referred to as online social cruelty or electronic bullying, involves but is not limited to:

Sending mean, vulgar or threatening messages or images; posting sensitive, private information about another person; pretending to be someone else in order to make that person look bad; intentionally excluding someone from an online group (Willard, 2005).

Cyber bullying can occur through:

- Emails
- Instant messaging,
- Text or digital imaging messages sent on cell phones, Web pages,
- Web logs (blogs),

- Chat rooms or discussion groups, and
- Other information communication technologies

Preventative Measures

The following preventative measures will be taken:

- A copy of this policy will be provided to staff, students and parents on an annual basis.
- The staff will discuss bullying with students and will provide age appropriate examples to assist students in identifying bullying and understanding why it is inappropriate.
- All students shall be informed that bullying will not be tolerated in any form.
- All students shall be encouraged to report any bullying regardless of whether they are the victim or an observer.
- When bullying has occurred and it has been dealt with in accordance with this policy, preventative measures shall include:
 - Counselor will check in with the student who has been bullied;
 - Counselor will check in with parents/guardians to see if bullying has continued.

Additional preventative measures may include encouraging students to become involved in activities such as friendship groups, peer support groups, new student orientation groups and extracurricular activities and clubs.

The PDLCS Board of Trustees will review this policy at appropriate intervals to ensure its continued efficacy. As part of its review, the Board may require that a survey be conducted to determine the scope and extent of bullying in the school.

Reporting Procedures

Victims/Targets. All students who believe they have been the victim/target of bullying shall promptly report the bullying to a teacher, Administrator or other school staff.

Parents/Guardians. All parents/guardians who become aware of any bullying are encouraged to report the bullying to a teacher, Administrator or other school staff.

Student Witnesses. All students who witness or become aware of bullying shall immediately report the bullying to a teacher, Administrator or other school staff.

School Personnel. Any staff person who witnesses bullying shall immediately intervene and take appropriate action to stop the bullying. In addition, any staff person who witnesses or receives a report of bullying shall make a report to a school Administrator and follow any other processes put in place by the school for reporting bullying incidents.

School Administration. An Administrator who observes bullying or receives a report of bullying shall document the incident and ensure that the school process for investigating and following up on bullying incidents is implemented in a timely manner.

Disciplinary and Other Actions

Consistent and appropriate disciplinary action will be taken for bullying behavior. The primary purpose of such action is to protect the victim and to deter bullying behavior in the future. The discipline imposed should match the offense.

In regard to investigating reports of bullying, Administrators or their designees shall discuss bullying with the victim in a place where the victim feels secure. The initial discussion with the victim shall not take place in the presence of the offending student(s). If more than one student is involved in perpetrating the bullying, the Administrator shall talk to each of the offending students separately. If an investigation substantiates that bullying has occurred, the Administrator or their designee shall take appropriate action consistent with this policy, including placing a written record of the behavior in the offending student(s)'s discipline file. Students involved in bullying situations will also be referred to the Student Assistance Team who will follow-up with the appropriate post-vention procedures.

PDLCs recognizes that parents can play an important role in educating their children and preventing bullying. Accordingly, the parents of each offending student shall be informed of any bullying incidents involving their child. Parents of offending students may be encouraged to attend one or more conferences with an Administrator or their designee to review the bullying behavior and cooperative strategies for correcting it.

The school's Administrator or designee shall also inform the victim's parents as soon as reasonably possible of any and all bullying behavior involving their child. Parents of students who have been bullied may also be provided with bullying prevention resources to support their child and receive ongoing communications from the school regarding the bullying situation. The Administrator or designee will inform the parents of the victim when the investigation has been completed.

Disciplinary action for bullying may include suspension of privileges, removal from class, suspension, and expulsion or exclusion. If the PDLCs Administrator believes that the conduct rises to the level of a crime, disciplinary action will also include referral to law enforcement officials.

The penalties and prohibitions in this policy are in addition to, and do not replace or supersede, any related provisions in school policy prohibiting conduct such as harassment, violence, assault, and

hazing.

Without disclosing personally identifiable data, PDLCS shall make summary information about violations of this policy available to the public, upon request, consistent with the Pennsylvania statutes.

Reprisal

PDLCS will discipline or take appropriate action against any pupil, teacher, administrator or other school personnel who retaliates against any person who reports alleged bullying or any person who testifies, assists or participates in an investigation, or who testifies, assists or participates in a proceeding or hearing relating to such bullying. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment.

Dissemination of Policy and Training

This policy shall be presented to staff, student and parents upon enrollment or re-enrollment. Staff members, students, and parents will be required to sign a statement that they are aware of the policy and agree to adhere to its terms.

PDLCS will develop and implement a method of discussing this policy annually with students and employees.

This policy shall be reviewed at least annually for compliance with state and federal laws.

Child Abuse/Sexual Abuse Policy

School staff members who come into contact with children are mandated to report when they have reasonable cause to suspect that a child under the care, supervision, guidance or training of that person or of their agency, institution or organization is an abused child. In addition, any person may report suspected abuse, even if the individual wishes to remain anonymous. All suspected child abuse situations will be referred to the Student Assistance Program (SAP).

Grief Policy

Mental health issues as well as the death of a family member or friend may disrupt daily life at home, at school or in the community. Without help, mental health problems and unaddressed grief issues can lead to school failure, alcohol or other drug abuse, family discord, violence or even suicide. However, help is available through the Student Assistance Program at PDLCS. Any student experiencing barriers to learning that are social-emotional in nature, or who experience the loss of a loved one will be referred to the Student Assistance Program for follow-up and referral to

outside community resources if needed.

School community members wishing to memorialize a loved one within school parameters must discuss their wishes with the Student Assistance Team to determine the appropriateness of the proposed memorial.

Safe and Drug Free School Policy

In accordance with Federal Law, the PDLCS prohibits the use, possession, concealment or distribution of drugs by students on the PDLCS grounds, in any school building, or at any PDLCS related event, activity or function (e.g. standardized testing). Drugs include any alcoholic beverage, tobacco products, anabolic steroid, and dangerous controlled substance as defined by State or Federal statute, or any substance that could be considered a “look alike” controlled substance. Compliance with this PDLCS policy is mandatory for all students, and any student who violates this policy will be subject to disciplinary action, in accordance with due process and as specified in the PDLCS Code of Conduct as listed in this Parent/Student Handbook, up to and including expulsion from the PDLCS. The Student Assistance Team will be notified in any case of a student suspected of violating the Drug-Free School Policy. When required by the state law, the PDLCS will also notify law enforcement officials.

Suicide Prevention Program

The Pennsylvania Distance Learning Charter School Board of Trustees recognizes that suicide is a major cause of death among young people and that all suicide threats must be taken seriously. The school’s Administrator or designee shall establish procedures to be followed when a suicide attempt, threat or disclosure is reported. Counselors and the School Nurse shall also provide training for students, parents/guardians and staff to help them recognize the warning signs of severe emotional distress and take preventive measures to help potentially suicidal students.

Staff shall promptly report suicidal threats or statements to the Administration, Counselors, or School Nurse, who shall promptly report the threats or statements to the student’s parents/guardians. These statements shall otherwise be kept confidential. In addition, if a student self-reports that they are considering suicide, demonstrates any suicidal ideation or reports are received by any school member that another student may be suicidal, they will automatically be referred to the Student Assistance Program (SAP).

Technology and Internet Appropriate Usage Policy

The use of technology is a privilege and an important part of the overall curriculum of the school.

PDLCS does not warrant that technology resources will meet any specific requirements the student, or other users may have, or that they will be error free or uninterrupted. PDLCS will, from time to time, make determinations on whether specific uses of technology are consistent with school policies for students and school employees. PDLCS always reserves the right to monitor and log technology use, to monitor file server space utilization by users, and to examine specific network usage (as may be deemed necessary) for maintenance, safety or security of the technology resources or the safety of the user. It is the policy of PDLCS to:

- Annually require students and parents to sign the Technology and Internet Acceptable Usage Policy;
- Prevent user access over its computer network to receive or transmit inappropriate material via Internet, electronic mail, or other forms of direct electronic communications;
- Prevent unauthorized access and other unlawful online activity and damage to school resources;
- Prevent unauthorized access and other unlawful online activity and/or damage to school resources;
- Prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and
- Comply with the Children’s Internet Protection Act [Publ. L. No. 106-554 and 47 USC 254(h)].

The Google G Suite for Education is utilized across all aspects of the school for educational purposes in grades K-12. This account will potentially provide the student’s name to Google G Suite Applications and other third party applications. Parents/Guardians consent to the creation of a Google G Suite account for all students by the School to be utilized for school communication, lesson activity completion and as a means for logging into third party educational applications that utilize a Google account single sign on protocol.

Weapons Policy

The PDLCS Board of Trustees recognizes the importance of a safe school environment relative to the educational process. Possession of weapons in the school setting is a threat to the safety of students and staff and is prohibited by law.

Purpose

Weapons serve no educational purpose. The Board of Trustees directs that any student of PDLCS found to be in possession of a weapon at a school related function shall be subject to discipline as outlined herein.

Definitions

Weapon - the term shall include but is not be limited to any knife, cutting instrument, cutting tool, martial arts device, firearm, air rifle, pistol, slingshot device, explosive device, replica of a weapon, and/or any other tool or instrument capable of inflicting serious bodily injury.

According to statute, “weapon” shall be defined as a device, instrument, material or substance (animate or inanimate) that is used for, or is readily capable of, causing death or serious bodily injury, except that such term does not include a pocket knife with a blade of less than 2 ½ inches in length.

Possessing - a student is in possession of a weapon when the weapon is found on the person of the student, in the student’s vehicle, under the student’s control while on school property or on property being used by the school, at any school function or activity (testing locations or field trips) , or at any school event.

Prohibited Activity

Any student of the school who is in possession of a firearm, explosive, or weapons as defined herein, at any school function or activity, including school authorized events held away from school property, shall be in violation of this policy.

Investigation Procedures

An investigation based upon reasonable suspicion requires specific objective facts that reasonably lead one to believe that the individual in question is in possession of a weapon(s).

When determining if there is reasonable suspicion, there are some factors that a school official may consider. These factors include the student’s age, history and school record, the prevalence of weapon(s) in the school, the importance of not delaying the search, the value and reliability of the school official’s information, and the school official’s personal experiences with the student.

Only areas and spaces that could potentially contain a weapon may be searched. This is called the “scope of the search”. If there is reasonable suspicion that an individual is in possession of a weapon, a police officer should be summoned to conduct the search.

- School officials should only search individuals of the same gender.
- The individual should be moved to a private area in which the search should take place. Such search should be witnessed by one individual who should note all of the surroundings and circumstances as well as all of the actions that take place.

- The police officer will pat-down the individual in a manner consistent with all applicable Federal and State laws and guidelines as well as the officer’s training.
- If the search of the individual and/or his/her belongings does not reveal any weapon(s), then all removed items will be returned to the individual. The search is complete.
- If the search reveals any weapon(s), the police officer will immediately confiscate the item(s) and take appropriate action.

After the search is completed, the site employee shall notify and/or summon:

- Local police;
- PDLCS Chief Executive Officer and Principals;
- Parent(s) or guardian(s) of any student(s) involved in the violation;
 - Any employee at the site of a school related activity, upon learning of a possible violation of this policy, shall immediately notify the school’s Administration of the violation and the identity of the student(s) involved.
 - After the Administrator has confirmed the violation of the policy, he/she shall immediately notify the student(s) and the parent(s) or the guardian(s) of the student(s) in writing that the student(s) is/are suspended from school as outlined in the “Penalties” provisions of this policy.
 - The Administrator shall be directly responsible for investigating the violation on behalf of PDLCS with the requested assistance of other school personnel.

Penalties

PDLCS shall expel for a period of not less than one (1) year any student who violates this weapons policy. Such expulsion shall be given in conformance with formal due process proceedings required by law. The school’s Administrator may recommend modifications of such expulsions on a case-by-case basis.

In the case of an exceptional student, the school’s Administrator shall take all necessary steps to comply with the Individuals with Disabilities Education Improvement Act (IDEIA).

Reenrollment to School

Before any student found in violation of this policy may be reenrolled to school, a conference involving parents and school officials shall be held to determine if any remediation and/or guidelines for reenrollment are necessary.

As a condition of Reenrollment to PDLCS, the following items shall be considered:

- Recommendation for outside counseling;
- Referral to the Student Assistance Program;
- Referral to a school counselor.

Any student discovered, without previous plan or knowledge that he/she is in possession of a weapon as defined, shall:

- Immediately report the weapon to a school official;
- Not be in jeopardy of the discipline code unless it can be shown the student had knowledge of the weapon prior to his/her admitted discovery.

Enrolling Students

When the school receives an application from a student who was previously expelled from a Pennsylvania public school for an offense involving a weapon, PDLCS will not accept the student during the expulsion period without prior approval of a PDLCS Administrator.

School Records

Student records are directly accessible only to the professional staff and to the students' parents until the student reaches eighteen years of age. Parents have the right to review records, and a request for that viewing should be made through the Administrator.

An official cumulative record is maintained for each student. Recognizing students' rights for privacy, this record shall contain only verified information of recognized importance.

Release of Records

School records are only released to another school upon request from that school stating that the student is now enrolled in that school, from a signed release by the parent or guardian or as otherwise required by law.

Updates

To keep the student's records up to date and for times of emergency, parents must keep PDLCS informed of any address, and/or telephone changes that may occur during the school year. Parents are required to provide at least one working phone number at all times.

Requests for Records

The Records Department will request the student's records upon completion of the enrollment process. Pennsylvania mandates that the requested records must be received within 10 days. If the

records are not received within 10 days, the local law enforcement agency will be notified. The requirement in Pennsylvania that records must be received in a given time comes from school mandates relating to missing children.

Student Directory Information

It is the policy of the PDLCS not to release any personal information such as names, home address, and phone numbers to outside agencies or requesting parties without the direct written consent of the parent or as otherwise required by law. If the parent authorizes release of this information, a completed Authorization to Release Information Form must be on file in the student's record folder.

Access to Student Recruiting Information

All local educational agencies (LEAs) must provide to military recruiters or institutions of higher education, upon request, access to secondary school students' (i.e., juniors and seniors) names, addresses and telephone listings. The state military affairs law requires the release of directory information consisting of a list of senior male and female students by name, home address and telephone number. The list will be compiled by the first day of the academic year in which the senior students will graduate. Additionally, parents are notified that the school routinely discloses names, addresses, and telephone numbers to military recruiters upon request, subject to a parent's request not to disclose such information without written consent. Please contact your child's counselor if you would like to opt-out of the public, non-nonconsensual disclosure of directory information. You must contact the counselor and submit the opt-out form no later than the first day of the academic year in which the senior students will graduate.

Parents' Rights

Teacher Qualifications

PDLCS will annually notify parents of their right to request the following regarding their child's teacher(s): 1) licensure and certification information emergency or provisional status educational background; 2) qualifications of Instructional Aides.

Title I LEA and School Parent and Family Engagement Policy

The Title I program of PDLCS will foster and enhance parent/involvement in the school. PDLCS wants to involve parents in their children's learning and to form an open line of communication between school and home. This will be accomplished through the following programs, activities and procedures that will be planned and implemented with meaningful consultation with parents and families. This policy was

- Developed jointly with and agreed upon by parents and family members of Title I children;
- Written in an understandable format and provided in a language parents can understand;
- Distributed to all parents and family members of Title I children;
- Made available to the local community;
- Updated annually to meet the changing needs of parents, family members and the school.

Commitments:

1. PDLCS will hold an Annual Title I Meeting. Parents have the opportunity to review Title I programs and provide input into the planning process during the annual Title I meeting held at the school during flexible dates and times. Additionally, parents' rights and Title I requirements will be discussed. Information about the Title I program will be included in the student handbook.
2. Parent/Family meetings, events, conferences, etc., will be offered at different times of day to encourage as much parent participation as possible.
3. Parent and family members will be involved in the planning, review and improvement of this Parent and Family Engagement Policy through Title I meetings and written and verbal feedback opportunities.
4. Parents and family members will be involved in the planning, review and improvement of the Title I program and Family Engagement through Title I meetings. For parents and family members who cannot attend the meeting, they will be offered other opportunities to provide feedback, including surveys, etc.
5. PDLCS will provide parents and family members with timely information about the Title I program, a description and explanation of the high-quality curriculum at the school, and forms of assessments used to measure student progress. PDLCS will provide, if requested by parents, opportunities for regular meetings to formulate suggestions and to participate, as appropriate, in decisions relating to the education of their children and respond to any such suggestions as soon as practically possible.
6. PDLCS will involve parents and family members in the joint development of the Schoolwide Program Plan.
7. A school-parent compact will be jointly developed with parents and family members. The compact outlines how parents/family members, the entire school staff and students will share in the responsibility for improved student achievement. The compact will be reviewed at Title I meetings and distributed in the Fall or when students enter the Title I program, and included in the student handbook.

8. PDLCS will address the importance of communication between teachers and parents/family members on an ongoing basis. Opportunities for communication include:
 - a. Parents are informed about school activities and events through interim progress reports, report cards, mailings, email correspondence, school announcements, parent newsletters, parent/teacher conferences and informal personal and telephone conferences.
 - b. Reasonable access to staff, opportunities to volunteer on any given day of the week and participate in the child's class and observation of classroom activities.
 - c. All parents in grades K-12 are scheduled for a mid-year parent-teacher conference. At any other time, a parent may ask to schedule a conference with the student's teacher(s) or an administrator.
 - d. Ensuring regular two-way, meaningful communication between family members and school staff and to the extent possible, in a language that family members can understand.
9. PDLCS will provide assistance to parents and family members in understanding the challenging State academic standards, State and local academic assessments and how to monitor a child's progress and work with teachers to improve the achievement of their children. PDLCS will also provide assistance materials and training to help parents work with their children to improve their children's achievement, such as literacy training and using technology including education about the harms of copyright piracy, as appropriate, to foster parent engagement.
10. PDLCS will education teachers, support personnel and other staff, with the assistance of parents/family members, in the value and utility of contributions of parents and family members, and in how to reach out to, communicate with, and work with parents and family members as equal partners, implement and coordinate parent programs and build ties between parents and family members and the school.
11. To the extent feasible and appropriate, PDLCS will coordinate and integrate parent and family engagement programs and activities with other Federal, State and local programs.
12. PDLCS will ensure that information related to school and parent programs, meetings, events, and activities is sent to parents and family members in a format and to the extent practical, that family members can understand.
13. PDLCS will provide opportunities for the informed participation of parents and family members (including parents and family members who have limited English proficiency, parents and family members with disabilities, and parents and family members of migratory children) in the Title I program.

Conferences

Parents have the right to request at any time conferences referring to the cumulative progress of the student with an Administrator.

School Contacts with Non-Custodial¹ Parents

Access to student records will be in accordance with the Family Educational Rights and Privacy Act of 1974 and other relevant Federal and State laws as pertaining to the release of records. Upon request, non-custodial parents shall be entitled to exercise all parental rights to the extent that such rights are not restricted by a legally binding instrument or court order.

If there is a court order concerning legal custody of a child, the information must be shared with PDLCS and filed in the child's cumulative record.

Special Education

PDLCS fully complies with state and federal laws regarding the education of students with disabilities. In the event that a parent, or a teacher, suspects that a child may have a disability, instructional intervention strategies will be provided through the Response to Intervention Team. When it has been determined that intervention strategies have not been successful, and the child continues to demonstrate a learning deficit, a multi-factored evaluation may be conducted to determine if the child does have a disability. PDLCS shall comply with all mandated timelines to complete the evaluation process.

When a child is identified as having a disability, an IEP will be provided to meet the specialized needs of the child. As a distance-learning school that relies upon parent educators, PDLCS may deliver educationally appropriate services to students with an IEP using methods that differ from those used at traditional public schools. These methods and services will be determined by the IEP Team. It is the responsibility of the student's parent to take his/ her child to a location specified by PDLCS, for state-mandated standardized testing and other purposes, including certain special education related services.

Policy and Procedure for Parental Complaints

Any parent may file a complaint regarding a violation of school policies, regulations, rules or procedures or federal, state or local law to the Board of Trustees of PDLCS by filing the same in writing with the School Administrator. To file a complaint with the Administrator, the parent shall deliver the written complaint containing:

¹ A non-custodial parent refers to the parent who does not have physical custody of the child, but does have the right to information about the child's education.

- The student's and parent's name (anonymous complaints will not be processed);
- The signature of the complainant;
- The complainant's name and phone number;
- The specific violation of school policy, regulation, rule and procedures, and/or federal, state or local law. The complaint may be delivered in person or by U.S. Mail properly addressed to PDLCS in care of an Administrator.

Upon filing of any complaint, PDLCS will do the following:

- Date stamp the complaint upon receipt;
- Notify the President of the Board of Trustees and the Board's attorney;
- Send a letter of acknowledgement to the complainant within 7-10 business days. The letter should address the general procedures that will be followed.
- Conduct an investigation as directed by the President of the Board of Trustees. This process may include the following:
 - Collaborating with other offices, employees and personnel within the school;
 - Conducting a telephone or personal interview and/or conference(s) with complainant and other necessary parties; and/or
 - Sending written correspondence.
- The Administrator will inform the President of the Board of Trustees of the investigation process and findings.
- The investigation will be based on fact and findings specific to the allegation(s) stated in the complaint. (The reason for the decision will be outlined in the letter of findings.)
- The Board of Trustees, or its representative, will issue a letter (or approve the letter) to the complainant of:
 - Compliance – (findings were unsubstantiated and school has complied); or
 - Non-Compliance – noting the areas of non-compliance, recommending possible changes/technical assistance and requesting that the school respond to the complainant with a corrective action plan letter within 10-15 business days. All documentation of the complaint, findings and any corrective action plan(s) must be placed in the appropriately market complaint file for closure.

Withdrawal

It is against Pennsylvania state code for a student to be simultaneously enrolled in PDLCS and another school district; therefore, the parent is responsible for contacting the PDLCS Records Department before his/her student enrolls in another public school. It is critical that parents send

PDLCS a written request for withdrawal as soon as the decision to withdraw a student has been made.

To withdraw a student from PDLCS, the parent must contact the School to obtain the necessary forms, sign and submit the forms to PDLCS Records Department. This signed form gives official notice of the child's withdrawal and grants permission for PDLCS to send records to the student's new school. Except as prohibited by law, the student's grades and credits will not be released until all obligations are met, including the return of all textbooks, equipment, and materials as detailed in this handbook. PDLCS will contact the family via telephone to discuss the reasons for the withdrawal and what steps may be taken to keep the student enrolled in PDLCS.

Should a student decide to return to PDLCS, the enrollment process will be the same as for newly enrolled students and required documentation must be received prior to enrollment.

PDLCS has an obligation under Pennsylvania Law to immediately initiate proceedings to withdraw a student in the event that said student, without a legitimate excuse, fails to participate in 10 consecutive school days (the equivalent of 55 Continuous Educational Learning Hours of curriculum-based educational learning) during any academic year.

REQUIRED ANNUAL NOTICES

Student Records

It is the intent of this Annual Notice and policy to inform parent/guardian(s) and eligible children (i.e. students 18 and older) of their rights relevant to their privacy rights in the collection, maintenance, release and destruction of these records as required by the *Family Educational Rights and Privacy Act (FERPA)*, 20 U.S.C. '1232g, 34 C.F.R. part 99.

Annual notice of this policy is provided on the PDLCS website, in Student and Family Handbooks, and is available at the school.

The different categories of information maintained by PDLCS are as follows; educational and health records, personally identifiable information and directory information. Information known as directory information can be released without consent. Parents may opt out of this by requesting in writing to the school principal that some or all directory information not be released. In addition, photographs, audio, videos may be used in publications, websites, or social media highlighting various school activities or coverage of school events. If you do not wish your child to be photographed or videotaped for these purposes, you must inform PDLCS principal in writing.

Educational Records include records directly related to a student that are maintained by Pennsylvania Distance Learning Charter School (PDLCS). The educational records of PDLCS students may include all of the following (this list is not intended to be exhaustive): grades, standardized test results, student evaluation reports, samples of student work, records transferred from sending schools, discipline records, medical records and any other records created and maintained by the school district directly related to the student. Educational records do not include communications with legal counsel that are attorney client privileged. Educational records do not include records maintained solely by the creator for their personal use, not shared with others. The contents of a student's educational file shall be determined by the District unless a specific parental request is made or a complaint is made consistent with this Notice

PDLCS shall permit the parent/guardian(s) of a student or an eligible special education student, who is or has been in attendance in the school, to inspect and review the education records of the student upon written request. The school will comply with a written request to review records within a reasonable period of time (never to exceed 45 calendar days from the date of written request) after the request has been made. When there are special cases and where necessary, a parental request to review records will be granted and arranged as soon as possible. Visits to review a student's records shall be arranged and facilitated by a Principal or designee, or any party selected by the school, for the purposes of security and assistance in explaining or interpreting the data. The right to inspect and review education records includes:

1. The right to a response from PDLCS to reasonable requests, made in writing, for explanation and interpretations of the record; and
2. The right to obtain copies of records from PDLCS where failure of PDLCS to provide the copies would effectively prevent a parent or eligible student from exercising the right to inspect and review the educational records (e.g. where the parent lives too far to come review the records personally). *A reasonable fee of \$0.25 will be charged per page for duplicate copies of documents already provided to parents/guardians.*

In accordance with FERPA, PDLCS will not produce or compile documentation that does not already exist.

It is presumed by the school that both natural parent/guardian(s) of a student has authority to inspect and review the educational records of the student at the school in the conference room by appointment unless there is evidence that there is a legally binding instrument, or a State law or court order governing such matters as divorce, separation or custody, which provides to the contrary. A school designee will sit with the parent when the parent reviews the records in a private conference area of the main office.

Under federal law, parental consent is not required for the release of Directory Information, which is information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

PDLCS designates the following as **Directory Information**: information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

(a) Directory Information typically includes, but is not limited to, the student's name; address; telephone listing; date and place of birth; dates of attendance; participation in officially recognized activities and sports.

(b) Directory Information does not include a student's:

(1) Social security number; or

(2) Student identification (ID) number, except as provided in paragraph (c) of this section.

(c) Directory Information includes a student ID number, user ID, or other unique personal identifier used by the student for purposes of accessing or communicating in electronic systems, but only if the identifier cannot be used to gain access to education records except when used in conjunction with one or more factors that authenticate the user's identity, such as a personal identification number (PIN), password, or other factor known or possessed only by the authorized user.

A written record of this information, or electronic copy of the same, including grade level completed and year completed, may be maintained at least 100 years after a student attains age 21. A parent/guardian or eligible student may notify the school in writing of their refusal to allow the school to release directory information without prior consent. Such written refusal for consent must be sent to the Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 .

The school is required to release student directory information (access to names, addresses, and phone numbers of high school juniors and seniors) to **military recruiters and college admissions officers**. The law requires high schools to release information to colleges or other higher learning institutions upon request. Any parent/guardian or student who has reached age eighteen may notify the School **in writing of their refusal** for this information to be released. Letters seeking the withholding of information to military recruiters should be sent to: The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Per federal guidance, **student medical records**, maintained by the nurses' office, are considered educational records and will be shared with staff who the school determines has a legitimate educational interest in the information and a need to know medical information to protect the safety and health of the student. **Once provided to the School, specific parental consent will not be sought to share information on a need to know basis. Parental requests to maintain the confidentiality of specific medical information must be made in writing to the nurse's office.** Requests for complete confidentiality of medical information will be granted at the discretion of the nurse. These requests will be granted unless dangerous to the student.

If an agency reports a crime committed by a student with a disability, the school will ensure that copies of the special education records and disciplinary records of the student will be transmitted properly and only to the extent possible that the transmission is permitted by the Family Educational Rights and Privacy Act.

The school can communicate about sex offenders from agency to agency.

The school shall obtain the written consent of the parent(s)/guardian(s) of a student age eighteen before disclosing Personally Identifiable Information, other than directory information, from the education records of a student to a third party. Consent is not required where the disclosure is to the parent/guardian(s) of a student who is not an eligible student or the student himself or herself.

Personally Identifiable Information for Educational Records

The term includes, but is not limited to:

(a) The student's name;

(b) The name of the student's parent or other family members;

(c) The address of the student or student's family;

(d) A personal identifier, such as the student's social security number, student number, or biometric record;

(e) Other indirect identifiers, such as the student's date of birth, place of birth, and mother's maiden name;

(f) Other information that, alone or in combination, is linked or linkable to a specific student that would allow a reasonable person in the school community, who does not have personal knowledge of the relevant circumstances, to identify the student with reasonable certainty; or

(g) Information requested by a person who the educational agency or institution reasonably believes knows the identity of the student to whom the education record relates.

Uses of Personally Identifiable Information

The school may disclose Personally Identifiable Information from the education records of a student without written consent of the parent/guardian(s) or the student or the eligible student in several situations. (See 34 C.F.R. § 99) Some important examples of when no consent to release information include (list not exhaustive):

1. To other school officials, including teachers, guidance counselors, nurses, and Intermediate Unit personnel within the School who have been determined by the School to have legitimate educational interests or are providing instruction or services to students. The School has determined that all school employees involved in the direct supervision of a student (academic or non-academic) (including support staff) have a legitimate education interest in academic and health related student information if the information is necessary to ensure appropriate fulfillment of their professional duties and to ensure the health and safety of the student.
2. To officials of another school or school system or post-secondary schools in which the student seeks or intends to enroll, subject to the requirements set forth in 99.34. Parents may request a copy of the record sent.
3. To appropriate parties in a health or safety emergency, subject to the conditions set in 34 C.F.R. § 99.36, if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
4. Information designated by the School as Directory Information.
5. Generally, schools must have written permission from the parent/guardian or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - Specified officials for audit and evaluation purposes
 - Appropriate parties in connection with financial aid to a student
 - Organizations conducting studies for or on behalf of the school
 - Accrediting organizations
 - To comply with a judicial order or lawfully issued subpoena
 - State and local authorities, within the juvenile justice system, pursuant to specific state law
 - Contracted, consultant, volunteer, or other party to whom an agency or institution has outsourced institutional services or functions may be considered a school official under this paragraph--

(1) Performs an institutional service or function for which the agency or institution would otherwise use employees;

(2) Is under the direct control of the agency or institution with respect to the use and maintenance of education records; and

(3) Is subject to the requirements of 34 C.F.R. §99.33 (a) governing the use and redisclosure of personally identifiable information from education records.

(ii) An educational agency or institution must use reasonable methods to ensure that school officials obtain access to only those education records in which they have legitimate educational interests. An educational agency or institution that does not use physical or technological access controls must ensure that its administrative policy for controlling access to education records is effective and that it remains in compliance with the legitimate educational interest requirement.

When providing records to authorized third parties, the school will make a reasonable attempt to notify the parent/guardian(s) of the student or the eligible student of the transfer of the records at the last known address of the parent(s)/guardian(s) or eligible student. Per state law, the school will not provide any notice of transfer of records of a student to a school in which a student seeks or intends to enroll.

The school maintains student records in locked filing cabinets within the confines of PDLCS. This storage space contains special education student records, student health records, 504 Student Service Plan records, etc. Current original special education records with psychological records are maintained in the Special Education Department. All school records of students (K-12) who were evaluated by the school psychologist(s) and found not to be non-exceptional are kept and are secured in the school(s)' offices. All records are kept in a secure location and access to files is limited.

PLEASE NOTE: PDLCS BOARD POLICY PROVIDES RESIDENT STUDENTS AND THEIR PARENTS WITH NOTICE THAT THE SCHOOL MAY DESTROY RECORDS UNDER THE FOLLOWING CIRCUMSTANCES AND TIMELINES:

a. Records that include a student's name, address, grades, attendance records, classes attended, grade level completed and year completed may be destroyed once 100 years have passed since the student's 21st birthday.

b. **Special Education records**, Section 504 records, Response to Intervention (RTI) records, and health records **may be destroyed once 7 years have passed from the date a student has graduated or reached graduation age** (if exiting the school before graduation) as long as there is no outstanding request to inspect and review the records and the records are no longer deemed useful to the school.

c. **Notice of destruction of these records is provided annually via this publication.** Educational records of a student are no longer needed by PDLCS to provide educational services at the end of one year following a student's graduation from PDLCS. A parent/guardian may submit a written request for the destruction of all education records at that time.

d. Destruction will proceed where parents or eligible students have not requested copies by July 1 of the year the records may be destroyed as per paragraphs *a* and *b* above. Parents or students over eighteen have the right to request a copy of their record before destruction.

Parents are reminded that copies of the records might be needed for the acquisition of Social Security benefits or for other purposes.

Amendment of Education Records

A parent/guardian or eligible student has the right to request amendment of a student's educational file if it is believed that any information is inaccurate, or in violation of a student's rights. The educational agency shall decide within a reasonable time whether to amend the record. If PDLCS decides not to amend the educational record it shall notify the parent/student of the right to and arrange an informal hearing. The hearing will be conducted by an official of the school without an interest in the outcome, who will be either the Right to Know Officer or their designee. The parent may present relevant evidence. The school will issue a written decision based on the hearing. Informal inquiries may be sent to: ferpa@ed.gov or ppra@ed.gov. The website address is: www.ed.gov/policy/gen/guide/fpcd

Complaints regarding violation of rights accorded parent(s)/guardian(s) and eligible students with respect to student records are to be submitted to the a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352. All complaints will be investigated and responded to in writing within a reasonable period of time. If complaints cannot be satisfactorily resolved by the school, complaints can be filed with the following

**Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-4605**

Questions regarding the above information or requests for a copy of the records policy may be referred to The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Screening and Evaluation

The PDLCS employs the following procedures for locating, identifying and evaluating the needs of school age students who may require special education programs and/or services. These procedures, as required by state regulation, are as follows:

As prescribed by Section 1402 of the Pennsylvania school code, PDLCS helps families make provisions for health screenings for kindergarten (K) through 12th grade students and new students without history of recent exams: Vision (Gr. K-12); Hearing (Gr. K, 3, 7 and 11 and any student with a known history of hearing loss); Mandated Physical Exams (Gr. K, 6, and 11); Dental Screenings (Gr. K, 1, 3, and 7); Scoliosis Screening (Gr. 6, 7) and Body Mass Index (BMI) screening (Gr. K-12).

Speech and language skills are screened in kindergarten and on a referral basis by speech clinicians.

Gross-motor and fine-motor skills, academic and social-emotional skills are assessed by the teachers and support staff. Screening activities include: review of group-based data such as cumulative enrollment and health records, report cards and

academic skills scores. Identified needs from these screening sources, as well as information obtained from parents and outside agencies, is assessed, noted within the student's record and discussed with parents.

PDLCS has intervention/prevention teams in place to support students as a pre-referral system. A **Student Academic Team** has been established as part of the pre-referral intervention process. The team consists of principal, guidance counselor, regular education teachers, reading specialists, school psychologist when needed and special education staff when needed. Parents are also part of this process and are contacted and strongly encouraged to participate in all phases of the Student Academic Team process. The Student Academic Team assists teachers and parents with supporting students who are experiencing academic, behavioral, medical, emotional and social skills difficulties.

The **Response to Instruction and Intervention (RTII)** model is utilized as part of the pre-referral intervention process. The MTSS-RTII team coordinates and oversees the MTSS-RTII pre-referral process. The team coordinates all meetings between parents and staff and identifies researched evidenced-based strategies that can be implemented in the regular education classroom setting for students who are at-risk. The MTSS-RTII team will develop appropriate academic goals that the students need to achieve in order to succeed academically in the regular classroom setting. The MTSS-RTII teacher also monitors the effectiveness of the instructional strategies that are utilized in the regular classroom environment. The teacher also works with students on study skills, organizational skills, preparedness, and will, on occasion, provide individual or small group focused tutoring sessions.

The **Student Assistance Program (SAP)** is an additional support used by the school to identify at-risk students. SAP teams are currently in place at the middle and high school levels. SAP is a cooperative effort with parents, utilizing the support staff, students, and community services. It is a proactive prevention/intervention program that attempts to provide intervention before school performance is seriously compromised. The SAP Core Team of individuals are trained in the SAP Model and focus on screening/intervention for student who may be experiencing drug and alcohol, depression, and/or family issues, and will make referrals to appropriate agencies or treatment facilities, aftercare for those returning from treatment, and crisis intervention as needed. If appropriate, a referral process is initiated at each building level through the Student Academic Team, Response to Intervention Team, and Student Assistance Teams, guidance departments, principal or the Department of Special Education. Assessment data is used by the team to meet the student's specific needs by recommending modifications or adaptations to the regular education program, creating interventions to address the problem and monitoring the student's response to intervention, or to document the need for further evaluation.

If it is determined that a student is in need of further evaluation, the student is referred for a multidisciplinary team (MDT) evaluation, which requires parent permission and includes parent input. Next, a "Permission-to-Evaluate Consent Form" is issued to the parent to sign giving the school district permission to conduct the evaluation. The school has 60 calendar days to complete the evaluation. After the evaluation is completed, an evaluation report is prepared which includes specific recommendations for the types of intervention necessary to meet the needs of the student and to determine the child's eligibility for special education services based upon a disability.

When the evaluation report is completed, parents are invited, if necessary, to a multidisciplinary team meeting to review findings and plan for the student's needs. After the MDT evaluation is completed, parents are given a Notice of Recommended Educational Placement/Prior Written Notice (NOREP), which they sign to indicate their agreement or disagreement with the recommendation.

Parents of students who suspect that their child has a disability and is in need of special education may request a Response to Intervention meeting or multidisciplinary team evaluation of their child through a written request to a PDLCS Principal.

You may find information regarding the appropriate developmental milestone descriptors for infants and toddlers at the Center for Disease Control (CDC) website: <http://www.cdc.gov/ncbddd/actearly/milestones/index.html> For additional information regarding the signs of developmental delays, please contact PDLCS, Director of Special Education, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 x105

Services for School Age Students with Disabilities

PDLCS provides a free, appropriate public education to students with disabilities according to state and federal rules. To be eligible, the child must:

- Be of school age.
- Have a disability *and* be in need of specially designed instruction.
- Meet eligibility criteria for one or more of the following physical or intellectual disabilities as set forth in the Pennsylvania State Standards: autism, deaf-blindness, blindness, visual impairment, emotional disturbance, specific learning disability,

other health impairment, traumatic brain injury, and speech/language impairment, orthopedic impairment, hearing impairment, deafness, multiple disabilities or intellectual disabilities. Services designed to meet the needs of eligible disabled students include:

- The annual development of an individualized education program (IEP).
- A triennial multidisciplinary re-evaluation for students with disabilities (except for those students with intellectual disabilities where evaluation remains biennial).
- A range of supports for students from itinerant level to supplemental level to full time level special education support within the school district or placement in a full-time special education disabilities class outside of the regular school.

The extent of special education services for disabled students and the location for the delivery of such services are determined by the parents and the district staff at the IEP team meeting and are based on the student's identified needs and abilities, chronological age and the level of intensity of the specified intervention. PDLCS also provides related services such as speech therapy, physical therapy, occupational therapy and assistive technology if they are required to enable the student with disabilities to derive educational benefits.

Prior to initiation of services, parents of a student with disabilities are presented a "Notice of Recommended Educational Placement/Prior Written Notice" (NOREP) with which they agree or disagree. If parents agree to the program outlined by the multidisciplinary team, the parent signs either the NOREP or NORA, and the program is implemented for the student. If parents disagree with the program being recommended, they have the right to request IEP facilitation, mediation and/or a due process hearing. Parents are issued "Procedural Safeguards" which outlines in detail their legal rights as a parent of a child identified as having a disability. If a child proves to have a disability or handicapping condition under PA Chapter 15 and the American Disabilities Act and it is determined the child is entitled to services and accommodations that are necessary to enable them access and safety when participating in programs and activities of the school, then a 504 Student Services Plan is outlined between the parent, district LEA and district staff. Parents are also given "Procedural Safeguards" for Chapter 15 504 Student Services Plans which outlines their rights as a parent of a student who has a disability and requires accommodations.

Detailed information regarding Chapter 14 Special Education, Chapter 711 Charter School and Cyber Charter School Programs for Children with Disabilities, and Chapter 15 504 Service Plan/Agreement procedures and services may be obtained by contacting a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Services for Students in Nonpublic Schools

Public school education may be accessible to resident students attending nonpublic schools on a dual enrollment basis in a special education program operated in a public school. A multidisciplinary evaluation which determines the child's eligibility for services must be conducted and, if eligible, an individualized education program plan (IEP) is developed. Parents of nonpublic school students who suspect that their child is disabled and in need of special education may request a multidisciplinary evaluation of their child through a written request to a PDLCS Principal or Director of Special Education.

Services for Protected Handicapped Students

The school will provide to each protected handicapped student without discrimination or cost to the student or family those related aids, services or accommodations which are needed to provide equal opportunity to participate in and obtain the benefits of school programs and extracurricular activities to the extent appropriate to the student's abilities. To qualify as a protected handicapped student, the child must be of school age with a physical or mental handicap which substantially limits or prohibits participation in or access to an aspect of the school program.

Services for protected handicapped students are distinct from those applicable to disabled students enrolled in special education programs. Protected handicapped students fall under Pennsylvania's Chapter 15, sometimes known by its federal name, Section 504 (of the 1973 Rehabilitation Act). In contrast, students with disabilities who qualify for special education services are covered by regulations contained in Pennsylvania's Chapter 14. While both Chapter 14 and 15 provide services to students, there are technical differences between the two. Additional information about evaluation procedures and provision of services to protected handicapped students is available by contacting a School Administrator.

Services for Preschool Age Children

Act 212, the Early Intervention Systems Act, entitles all preschool age children with disabilities to appropriate intervention services. Young children experiencing developmental delay or physical or intellectual disabilities are eligible for early intervention services if it is determined that they meet eligibility requirements.

The **Pennsylvania Department of Public Welfare** is responsible for providing services to infants and toddlers, defined as children from birth to three year of age. Contact the Early Learning Institute, 2510 Baldwick Road, Pittsburgh, PA, 15205-4104, 412-922-8322.

The Pennsylvania Department of Education is responsible for providing services to preschool age children from ages three through five. Contact the **Allegheny Intermediate Unit, Project DART**, 425 East Waterfront Drive, Homestead, PA 15120, 412-394-5941.

Confidentiality of Student Records

The privacy rights of parents and students are mandated by federal legislation known as the Family Educational Rights and Privacy Act of 1974 (FERPA - C.F.R. Part 99), most recently amended in November 1996, state regulations (Chapter 14-Special Education Services and Programs, Chapter 12-Student Rights and Responsibilities) and district policy.

Highly Qualified Teachers

All Pennsylvania public school teachers with primary responsibility for direct instruction in one or more of ESSA's core content areas are required to demonstrate that they satisfy the State's certification and licensure requirements. This requirement includes:

- Elementary level (grades K-6) teachers who teach all subjects to a particular grade;
- Middle- and secondary-level (grades 7-12) core content area teachers;
- Special education teachers who provide direct instruction in one or more core content areas;
- English as language (EL) teachers who provide direct instruction in one or more core content areas

Pennsylvania's Definition of Highly Qualified Teacher

PDLCs staff meets the Every Student Succeeds Act (ESSA) for highly qualified teachers. A highly qualified teacher, according to the United States Department of Education, is fully certified, has a bachelor's degree, a content area major and has passed a content area test. In addition, fully certified teachers in Pennsylvania have completed pedagogical course work in education, including student teaching. We take pride in the tremendous skill and dedication of our faculty and staff.

Please note that, as parents, you have a right to request and receive timely information regarding the professional qualifications of your child's classroom teacher. If you have any questions about our Title I Program or about your child's teacher, please feel free to contact a PDLCs Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090; 888.997.3352.

Parents' Right to Know

As stipulated in ESSA, parents/guardians may request information regarding the professional qualifications of their child's classroom teacher(s). Specifically, individuals have the right to ask for the following information:

- Whether the student's teacher has met state qualifying and licensing criteria for the grade level or subject he/she is teaching;
- Whether the teacher is teaching under emergency or other provisional status;
- The teacher's college major, the baccalaureate degree, and/or any advanced degrees earned by the teacher;
- Whether the child is provided services by paraprofessionals and, if so, their qualifications.

To obtain this information, please submit your request in writing to a PDLCs Administrator who oversees teacher/paraeducator certifications/qualifications. Each request should include the child's name, and his/her teachers' names. Please be certain to include your name, address and a telephone number at which you can be contacted during the day.

Pennsylvania Distance Learning Charter School

Attn: PDLCs Principal

2100 Corporate Drive

Wexford, PA 15090

888.997.3352

Surrogate Parents for Students with Special Needs

Surrogate Parent Program

Federal law establishes the right of a free and appropriate public education for all children with disabilities. To ensure that this right is realized for all such children, procedures are written into the laws to ensure that children with disabilities who are wards of the state, or whose parents are unknown, unavailable, or have had their parental rights legally terminated, have appropriate representation when educational programming decisions are made. This is provided through the recruitment, training and assignment of volunteer surrogate parents who represent the child during the educational process. In Pennsylvania, Intermediate Units have been given the responsibility of recruiting, training and assigning parents to children meeting the qualifications listed. PDLCS works with the Allegheny Intermediate Unit #3 in providing this service.

Identification of Children Eligible for Surrogate Parents

Special needs preschool and school-aged children receiving a free and appropriate education in a public school or an approved private school, who meet one of the following criteria, are eligible for the assignment of a qualified surrogate parent:

1. No IDEA parent can be identified;
2. The local educational agency, after reasonable efforts, cannot locate a parent;
3. The child is a ward of the State as defined by State law (Pennsylvania does not have a state law definition of ward of the State so this provision does not apply in Pennsylvania); or
4. The child is an unaccompanied homeless youth as defined in the McKinney-Vento Homeless Assistance Act (i.e., a youth who lack a fixed nighttime residence and are not in the care of a parent or guardian).

To be identified as being in need of a surrogate parent, the preschooler or school-aged child must have special needs, or be thought to have special needs, and be in need of special education services at PDLCS.

Qualification for Surrogate Parents

Surrogate parents must meet the following qualifications:

- Be a person of good character,
- Be at least 18 years of age,
- Possess reasonable abilities to make decisions regarding a child's educational needs,
- Be willing to acquaint themselves with the child's educational needs and with the special education system in the Commonwealth of Pennsylvania,
- Have no vested interest that would conflict with the primary allegiance to the child they are representing. The surrogate parent should not be an employee of the agency responsible for the care of the child,
- Foster parents may be considered if they meet all other qualifications,
- Have Act 33 and Act 34 clearances from the Commonwealth of Pennsylvania,
- Be willing to complete a training program conducted by the Allegheny Intermediate Unit.

Responsibilities of the Surrogate Parent

The surrogate parent is expected to act in place of a parent for the student concerning his or her educational program. This involves:

- Attending a planning conference to develop an individualized educational program
- Being familiar with appropriate procedures for due process and confidentiality of school records
- Receiving and responding to requests and notices concerning the evaluation and/or educational placement of the assigned student
- Making self familiar with the unique educational needs of the assigned student

The surrogate parent takes on certain quasi-legal responsibilities in order to serve the best interests of the child. The primary function is to represent the student in those circumstances in which decisions need to be made concerning the student's educational program or placement. It is necessary for the surrogate parent to receive considerable training to familiarize him or herself with all aspects of the

surrogate parent role. The demands of the role may be extensive and require the volunteer to make a significant commitment of time and learning in order to serve the best interest of the child.

If you are interested in being a surrogate parent for a child/youth with disabilities, please contact the Director of Special Education or Principal, at 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

English as a Second Language Services (EL)

In accordance with federal law and state regulations, the PDLCS must identify all students who have “limited English proficiency” (LEP). These students typically have a primary language other than English that is used in their homes. Students identified with a limited English proficiency are eligible for ESL instructional services to help them attain proficient skills in their use of the written and spoken English language.

All students must have a Home Language Survey completed by their parents prior to admission into the school district. This survey allows the PDLCS to identify possible LEP students. Our EL Coordinator will conduct a family interview as indicated by EL regulations of any student identified as possibly having a limited English proficiency and will facilitate services to students based on their level of need.

Parents or guardians who feel that their child may have a limited English proficiency should the EL Coordinator, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 for more information.

Title I Performance Report

The PDLCS receives Title I funds annually. This funding is used schoolwide to assist students who are below basic or basic in reading and math skills.

Title I Home-School Compact

The Pennsylvania Distance Learning Charter School, the families and the students agree that this compact outlines how the families, the entire school staff, and the students will share the responsibility for improved student academic achievement. This will serve as the means by which the school and families will build and develop a partnership that will help children achieve Pennsylvania's high standards.

School Responsibilities

PA Distance Learning Charter School will:

- Provide high quality curriculum and instruction in a supportive and effective learning environment that enables the participating children to meet Pennsylvania's Core Standards as follows:
 - All students will participate in the curriculum which is driven by Pennsylvania Core Standards. Students will be supported in a learning environment that provides multiple levels of instruction, considering a variety of learning skills. Supplemental resources will be provided to the students to enhance their curriculum and extend or reinforce learning.
- Hold parent-teacher conferences periodically over the course of the school year to discuss the individual child's achievement.
 - Parent-Teacher conferences will be held mid-year (February) for students in grades K-8 and as needed for students in grades 9-12. All parents may request a conference at any time to discuss their individual student.
- Provide parents with frequent reports on their child's progress.
 - All students in grades K-8 will receive quarterly report cards. Students in grades 9-12 will receive quarterly progress reports. Standardized assessment results will also be communicated and reported to parents.
- Provide parents reasonable access to staff.
 - Specifically, staff will be available for consultation with parents Monday – Friday between the hours of 7:30 a.m. – 3:30 p.m. by phone or email.
- Provide parents opportunities to volunteer and participate in their child's educational program as follows:
 - Parents may participate in their child's class by having access to the Student Information System (SIS) for communicating with school staff, accessing daily

lessons and recorded live learning sessions and having access to their child's Guidance Counselor course.

Parent/Guardian Responsibilities:

We, as parent(s)/guardian(s), will support our child's learning in the following ways:

- Ensure that my child is ready for school each day.
- Develop a schedule to monitor my student's attendance on a daily basis to ensure they are attending live classes and completing daily lessons and assignments
- Participate in as many meetings, conferences, trainings, etc., as possible to help make decisions related to my child's education
- Promote positive use of my child's extracurricular time
- Communicate with all classroom teachers concerning my child's academic progress
- Read daily with my child or ensure that my child is reading each day.
- Encourage a positive attitude towards school.

Student Responsibilities:

We, as students, will share the responsibility to improve our academic achievement and achieve the state's high standards in the following ways:

- Login to the school each day to complete my lessons in all of my courses.
- Attend live learning sessions on a regular basis.
- Believe that I can and will learn.
- Let my teachers and family know if I need help.
- Participate and try my best in standardized testing.
- Read at least 15-30 minutes every day outside of school time.
- Give my parent/guardian any notice or information received by me from my school.
- Keep a positive attitude towards school at all times.

Please sign on the appropriate line below, acknowledging that you have read and agreed with the above compact. Return this signed form to your teacher as soon as possible.

School

Date

Parent/Guardian

Date

Student

Date

SIGNATURE PAGE

Pennsylvania Distance Learning Charter School PARENT/STUDENT INFORMATION HANDBOOK

The Parent/Student Handbook is available to all families who are enrolled in PDLCS. Please take the time to review the content with your child/children. We provide you with a copy of the handbook, but it is also available electronically.

The intent and the spirit of the handbook is what will help us create an emotionally and physically safe environment for all our children.

(Please call your child's teacher or Principal if you need any clarification or explanation).

"We have reviewed the PDLCS 2019-20 Parent/Student Handbook received from the school. We have discussed the content with our child/children."

PLEASE SIGN AND RETURN THIS FORM TO THE ENROLLMENT DEPARTMENT.

Thank you.

Printed Parent/Guardian Name

Parent/Guardian Signature

Printed Student Name

Student Signature

Attachment/Overall School Design/Policies and Procedures/School Safety/Staff Clearance Protocols

Staff Clearances Protocols

New Hires - Certified:

- a. Department of Human Services Child Abuse History Clearance
- b. Pennsylvania State Police Request for Criminal Records Check
- c. Federal Criminal History Record Information
- d. Arrest/Conviction Report and Certification Form
- e. Act 168 – Section 1 completed.

New hires must present (a) and (b) no later than the individual's start date.

An UEID number must be presented for the Federal Criminal History Record and this must be manually verified in the Identogo system.

Act 168: The HR Coordinator will send the Act 168 to all applicable past employers and will maintain its disposition on the HR Tracking Database with the necessary information in order to track when the document was sent and log in its return date. Each week, review the spreadsheet and if, on the suspense date (20 business days after mailing), if the response has not been received, make an additional attempt to obtain the clearance form. All attempts must be documented.

New Hires – Noncertified

All non-certified should register with TIMS using the instructions provided by the HR Coordinator. Upon registration, the new staff member should report their PPID number to the HR Coordinator. The HR Coordinator will verify with TIMS that no criminal history record exists with the PA Department of Education.

Annually:

Arrest/Conviction Report and Certification Form: Annually, all staff members will complete the Arrest Conviction Report and Certification Form and will submit with signed contract prior to the deadline date.

Annual TIMS Review: Prior to the issuance of any new contract, the HR Coordinator will verify with TIMS that no criminal history has been reported on each staff member during the preceding school year. Any findings will be immediately reported to the CEO.

Every Five Years:

The Department of Human Services Child Abuse History Clearance, Pennsylvania State Police Request for Criminal Records Check and the Federal Criminal History Record Information are valid for a period of five years. The HR Coordinator will maintain a record of expiration dates and will contact the staff member at least six months in advance of an approaching clearance deadline.

Maintenance and Disposition of Background Checks:

The HR Coordinator will review the original version of all background clearances. A copy of the clearance is housed in the staff member's personnel file and the original is provided back to the individual. The staff member cannot request subsequent copies of clearances. When a staff member departs the school, the hard copy is maintained for a period of seven years and then shredded. All staff member hard copy personal files are maintained in a locked cabinet and access is restricted to the HR Coordinator and the CEO.

All temporary employees or contractors are also required to have background checks. These checks are maintained in hard copy form only and destroyed via shredding once the contracted services are no longer needed.

Related service providers for the Special Education department must also provide clearances to the Special Education Assistant prior to the commencement of services. The Special Education Assistant will request CJI verification from the HR Coordinator.

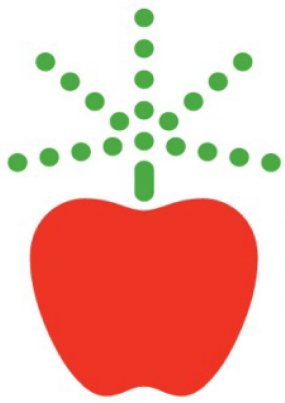


PA Distance Learning
CHARTER SCHOOL

2100 CORPORATE DRIVE, SUITE 500
WEXFORD, PENNSYLVANIA 15090

WWW.PADISTANCE.ORG

PHONE: 888-997-3352 FAX: 866-977-3527



PA Distance Learning
CHARTER SCHOOL

Parent/Student Handbook

2019-20

CONTACT INFORMATION

Pennsylvania Distance Learning Charter School
2100 Corporate Drive, Suite 500
Wexford, PA 15090

Main Toll-Free Phone Number 1.888.997.3352

Enrollment – press 1

Technical Support - press 2

Counselors - press 3

Attendance – press 4

Special Education – press 5

Records – press 6

Testing – press 7

Shipping, School Materials, Internet Reimbursement, FLEx Funds – press 8

For other inquiries – press 0

Administration –

Homeless Liaison: Mrs. Desrochers, Director of Special Education –
ext. 105

Foster Care Liaison: Mrs. Rossetti, Chief Executive Officer – ext. 114

Right to Know Officer: Dr. Posney, Elementary School Principal –
ext. 150

Title IX (Office of Civil Rights): Mrs. Rossetti, Chief Executive Officer
ext. 114

School Safety & Security Coordinator: Mr. Kocuba, Director of
Technology – ext. 109

Main Toll-Free Fax Number 866.977.3527

Dear Families,

Welcome to the Pennsylvania Distance Learning Charter School family! Congratulations on making a choice to be actively involved in your child's education through our online educational model. We value the opportunity to partner with you in providing your child a supportive learning environment. We are confident that your decision to enroll in Pennsylvania Distance Learning Charter School is because you are seeking unique solutions for your family. Our service mission is to create a meaningful learning experience for all students and families. Thank you for selecting our school to be a part of your child's academic growth. Welcome!

Teachers, Administration, and Support Staff



2100 Corporate Drive, Suite 500
 Wexford, PA 15090
 Phone: 1-888-997-3352
 Fax: 1-866-977-3527

2019 – 2020 Calendar

July 2019						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Students - 0 days

August 2019						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Students - 5 days

September 2019						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Students - 20 days

October 2019						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Students - 22 days

November 2019						
S	M	T	W	Th	F	S
				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Students - 17 days

December 2019						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 14 days

January 2020						
S	M	T	W	Th	F	S
						4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Students - 17 days

February 2020						
S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Students - 19 days

March 2020						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 22 days

April 2020						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Students - 20 days

May 2020						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 20 days

June 2020						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Students - 4 days

Notes:	
July 4:	Independence Day – School Closed
Aug. 1:	New Staff Reports
Aug. 5:	Current Staff Reports - Prof. Dev. Week
Aug. 26:	First Day of School
Sept. 2:	Labor Day – No School
Oct. 14:	Columbus Day – No School
Oct. 24:	Open House
Oct. 30:	First Day - Quarter 2
Nov. 11:	Veterans' Day – No School
Nov. 27-Dec 2:	Fall Break – No School
Dec. 3-13:	Keystone Testing
Dec. 23- Jan. 3:	Winter Break – No School
Jan. 20:	Martin Luther King Jr. Day – No School
Jan. 23-24:	PD Staff Only – Students: No School
Jan. 27:	First Day Quarter 3
Feb. 17:	Presidents' Day – No School
Mar. 31:	First Day – Quarter 4
Apr 10 – 13:	Spring Break
Apr 20 – May 8:	PSSA Testing
May 11-22:	Keystone Testing
May 25:	Memorial Day – No School
Jun 4:	Last Day of School
June 6:	2020 Graduation Ceremony

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INTRODUCTION

Welcome to the Pennsylvania Distance Learning Charter School. Throughout this Parent/Student Handbook, the school is referred to as “PDLCS” and the parent/guardian is referred to as “parent”.

Choosing a school for your child or children is an important decision. PDLCS places a great deal of responsibility on the parent and student to make distance-learning work. To better understand this responsibility, parents (and students 18 and older) who are enrolling or continuing enrollment at PDLCS are required to read this Parent/Student Handbook and to sign the Agreement Form found at the end of this document. By signing, the parent is stating that the handbook has been reviewed and that both the parent and student agree to the regulations and guidelines within the handbook.

Mission

The mission of PDLCS is to blend proven classroom teaching techniques with educational technologies to promote academic growth for all students.

Vision

PDLCS believes our first responsibility is to provide quality online educational opportunities. Our teachers, with the support of all departments in the school, are committed to building positive relationships with our families as we equip our students with the necessary tools to succeed. We want to be known as a school that fosters academic integrity and individual academic growth.

Shared Values

PDLCS believes in personalizing the learning experience for our students by providing a supportive online community. We believe all students will achieve academic growth when engaged in live learning sessions and daily online lessons with quality teachers and peers. We value adherence of public cyber school regulations and continuous professional growth of our staff as essential components to student achievement.

Non-Discrimination Policy

PDLCS accepts students of any race, creed, gender, gender expression, sexual orientation, disability or ethnic origin. PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability, immigration status or ethnic origin in the administration of its educational programs and activities.

Our Commitment

PDLCS is committed to providing a barrier-free learning environment. We strive to ensure access and opportunities for ALL students, believing that ALL students can learn. Through our culturally responsive teaching and personalized learning, we will transform the lives of our students.

ENROLLMENT

PDLCS does not charge tuition to parents or students. PDLCS will be in full compliance with open enrollment regulations and withdrawal requirements specified by the school's Charter and Pennsylvania Law. When demand exceeds space available (as determined at the sole discretion of the School's Board of Trustees), enrollment will be determined by a Lottery of all applicants in a given category, except that returning students and their siblings will be given priority over new students. After the Lottery is completed, those students not selected for enrollment will be placed on a waiting list in order of their random selection. Students whose application for enrollment is received after the Lottery is completed shall be placed on the waiting list and admitted on a first-come, first serve basis as long as the last date for enrollment to PDLCS has not passed.

Non-Discrimination Policy

PDLCS will not discriminate on the basis of race, creed, gender, gender expression, sexual orientation, disability or immigration status, or ethnic origin in the administration of its educational programs and activities.

Age Requirements

Children entering the kindergarten program must be five years of age prior to the cut-off date outlined by the home school district's enrollment requirements. Students may not be more than 21 years of age at the time of Enrollment, but may be permitted to complete the school year in which his/her 21st birthday falls, subject to change based on rules and regulations established by the Pennsylvania Department of Education.

Enrollment Application

The Enrollment Application represents the first step in a multi-step process. By completing, signing and submitting the Enrollment Application, the parent expresses a desire to have his/her child attend PDLCS. Completing the application does not mean the child will be automatically enrolled in PDLCS. The parent will submit copies of the following documents for each student as required by law:

- Proof of age (Birth Certificate)
- Immunization Record
- Proof of Residency (Driver's License, Mortgage Statement, Utility Bill, etc)
- Parent Registration Statement
- Home Language Survey

After signing and submitting these forms to the Enrollment Department, the parent/guardian will be contacted by a PDLCS Enrollment Specialist to discuss the next steps. The student is officially enrolled at PDLCS when he/she is assigned an official start date which is within five business days after all required documentation is received.

PDLCS also requests the following information, which will not delay enrollment of a student:

- Private Physician Medical Form
- Private Dental Form
- Proof of Custody, if applicable
- Copy of most recent K-8 Report Card or High School Transcript
- Enrollment Notification Form
- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form, if applicable
- Signed Computer/Internet Acceptable Use Policy
- Income Verification Form (Free & Reduced Lunch Form)

Health Certification and Immunization Requirements

In order for a student to be admitted to PDLCS, the parent must submit satisfactory evidence that all required immunizations have either been administered, are in the process of being administered, or must file a certificate of exemption. In special circumstances, the student's physician may recommend additional immunizations.

If there are any questions about immunizations or where to get them, the parent should contact his/her county or city Public Health Nurse.

Official Enrollment

On the official start date provided to the parent, the student must attend orientation and begin completing his/her school work daily as outlined in the student's course calendars.

In order to maintain a student's enrollment, the parent must:

- Assure that a working phone and Internet connection (high-speed) are maintained at the location where the student is being educated at all times;

- Call the PDLCS Records Department, to provide updated Proof of Residence and Enrollment Notification form for any and all parent or student address and phone number changes within 10 days. Failure to submit up-to-date proof of residency information may result in the removal of a student from PDLCS rolls;
- Monitor daily attendance and completion of course work via the course delivery system. Attendance may be substantiated by course work completed as outlined by the teacher in each course the student is enrolled.

Continuous Enrollment

PDLCS students will automatically be re-enrolled from school year to school year. Parents of re-enrolling students will be sent annual forms to complete, print, sign, and return.

Annual forms for Continuing Enrolling students are:

- Signed Parent/Student Handbook Form
- Signed Authorization for Release of Information Form (if applicable)
- Home Language Survey
- Signed Computer/Internet Acceptable Use Policy
- Private Physician Medical Form with required immunizations for students entering 1st, 6th and 11th Grades
- Private Dental Form for students entering 1st, 3rd and 7th Grades
- Income Verification Form (Free & Reduced Lunch Form)

ACADEMIC PROGRAM

Curriculum – General

PDLCS' curriculum and graded courses of study meet ALL requirements set forth by the Commonwealth of Pennsylvania. The curriculum will be explained to all parents during student course scheduling.

Curriculum – Credit Recovery

PDLCS offers a Credit Recovery program. This program is for students who have experienced setbacks in their education for many reasons. It allows students to recover lost credits in a set amount of time moving them towards graduation from high school. This program is fully on-line. For more information you can contact your Counselor.

Curriculum – Advanced Placement (AP)

PDLCS offers Advanced Placement (AP) classes allowing students to earn credits for college. Most four-year colleges award course credit, advanced placement or both on the basis of AP Exam scores. Talk with your Counselor for more details.

Daily Schedule

- Attendance is recorded by evidence of student active online engagement each day.

Families follow different schedules depending on classes and/or grade of the child. Families have the flexibility to set up their child's schedule. The important thing for families to know is that your child's success increases with consistency. Set a schedule and stick to it.

Synchronous Class is time spent during live learning. Students gather in the virtual classroom with their teacher and learn together. *Asynchronous Class* is learning through the lessons that are set up in the virtual course. Students are required to complete assigned daily lessons independently with the guidance of a parent throughout the day.

Students have synchronous class (live learning) in all grades for every class. Asynchronous lessons are available to students 7 days a week, 24 hours a day. The table below gives an idea of average daily instruction and learning time.

Elementary students (grades K-6) are required to complete a minimum of 5.0 hours of schoolwork daily. Middle and high school students (grades 7-12) are required to complete a minimum of 5.5 hours of schoolwork daily. It is up to families to determine how a student will make up their total number of required learning hours. Families can do this by combining Synchronous and Asynchronous learning spaces.

	Synchronous (approximate time of live learning) Monday - Friday	Asynchronous (in addition to virtual lessons completion of daily calendar lessons with supervision of parent)	Total
Kindergarten	2.5 hours/day	2.5 hours/day	5
Grades 1-6	2.5 hours/day	2.5 hours/day	5
Grades 7-12	2.5 hours/day	Varies 2.5-5.5 hours/day	5.5

Daily Assignments

Each grade or course teacher will share with students how to turn in assignments. All assignments are submitted electronically. Students learn how to submit assignments during school and course orientations.

Grading

Grades K-12 Academic Letter Grades

- A+ 97%-100%
- A 93%-96.99%
- A- 90%-92.99%
- B+ 87%-89.99%
- B 83%-86.99%
- B- 80%-82.99%
- C+ 77%-79.99%
- C 73%-76.99%
- C- 70%-72.99%
- D 60%-69.99%
- F 0%-59.99%

Course Selection

Teacher assignments are based on certification, prior to student course selection. Students enrolled in our school are scheduled into classes using a system that does not provide visible income information. Course selection forms are completed by the student in high school, and by the counselor in grades K-8. Students and counselors can only see the student's name, course name, day(s) and time(s) the course is offered. There is no other identifiable information in the system. The scheduling system automatically enters students into course sections based on the student's availability to attend his or her selected courses. The system then randomizes the students and balances the number of students in each section of a course.

Course Completion

High school courses are scheduled as semester long courses receiving credit for successful

completion (“D” grade or better). There are two semesters scheduled within one school year. Students are expected to complete each course according to the due dates required by the course teacher within the semester given.

High School Credits and Grade Level Assignments

Number of Credits Earned	Grade Level
0 – 5.5 Credits	9 th Grade
5.6 – 10.9 Credits	10 th Grade
11 – 16.5 Credits	11 th Grade
16.6+ Credits	12 th Grade

PDLCS Minimum Graduation Requirements (22 credits)

English: 4 credits

All students must demonstrate proficiency on the Literature Keystone Exam

Mathematics: 3 credits

All students must pass Algebra I and demonstrate proficiency on the Algebra I Keystone Exam

It is recommended that all students take 4 credits of mathematics

Science: 3 credits

All students must pass Biology and demonstrate proficiency on the Biology Keystone Exam

It is recommended that all students take 4 credits of science

Social Studies: 3 credits

All students must pass U.S. Government and U.S. History

It is recommended that all students take 4 credits of social studies

Business/Technology: 0.5 credits

Physical Education: 1.0 credits

World Language: 1.0 credits

Fine Arts: 1.0 credits

Health: 0.5 credits

Electives: 5 credits

High School Drop/Add Period

PDLCS understands that a student may need a schedule change. High school students may contact their Counselor to discuss the need for schedule changes. Classes will only be changed within a 2 week period of the start of a semester. Students may not drop a course after the 2 week period.

Standardized Testing

Like all public schools in Pennsylvania, PDLCS is required to administer several standardized tests each year. Further explanation of the tests currently in place appears below.

PSSA (Pennsylvania System of School Assessment)

The PSSA is a standards-based assessment administered in all Pennsylvania public schools. They are administered in a face-to-face environment, usually in the month of April, to students in grades 3-8. There are currently three content-specific assessments including English Language Arts, Math, and Science.

PASA (Pennsylvania Alternative School Assessment)

The PASA is a standards-based alternative assessment administered in all Pennsylvania public schools. They are administered in a one-on-one face-to-face environment, usually in the months of February and March, for students in grades 3-8 & 11. There are currently three content-specific assessments including English Language Arts, Math, and Science. The student's IEP team will determine if the alternative assessment is appropriate.

Keystone Exams

The Keystone Exams are end-of-course assessments designed to evaluate proficiency in academic content. Students must demonstrate proficiency on the Algebra I, Literature, and Biology Keystone Exams to graduate. Students will be offered multiple face-to-face opportunities to take the Keystone Exams throughout their high school careers.

Universal Screener

All students will be administered a Universal Screener in the area of mathematics and reading at the beginning of the school year or upon enrollment. The results of the assessment will help to determine the best personalized path of learning for the student.

Benchmark Assessments

Benchmark Assessments are computer-adaptive tests that measure the proficiency level and academic growth of students in grades K-12 in the subjects of Math, Reading, Language Arts, and Science. Benchmark tests are administered three times each school year and students complete the tests online at home.

ACCESS Testing (Assessing Comprehension and Communication in English State-to-State for English Learners)

ACCESS for English Learners is an English language proficiency assessment that is administered to all Kindergarten-12th grade students identified as English Learners. The test is given annually to monitor students' progress in acquiring academic English. The ACCESS for English Learners assesses students in the four language domains of Listening, Speaking, Reading, and Writing.

For more information about testing, please contact the PDLCS Testing Department.

Honesty in Schoolwork

It is important that students complete their own work. While families can help students develop study habits and encourage organization of time and materials, families must resist the temptation to provide answers for the student. This may be misleading to the teacher who then thinks the student is applying their learning on their own. If you see your child struggling on an assignment, direct them to their resources to find answers – online program, study guide, course folder. It is also good advice to tell your child to write down questions and ask the teacher in class, in an email, by chat or by calling on the phone. Students may also join a teacher in regularly scheduled Office Hours for assistance.

What is plagiarism?

Plagiarism is the act of presenting the words, ideas, images, sounds, or the creative expression of others as your own. In more common terms – you are “copying” someone else’s ideas, words, or expression as your school work. There are two types of plagiarism:

Intentional

- Copying a friend’s work
- Buying or borrowing papers
- Cutting and pasting blocks of text from electronic sources without documenting

- “Borrowing” from print sources without documentation

Unintentional

- Careless paraphrasing
- Poor documentation
- Quoting excessively
- Failure to use your own “voice”

Avoid Plagiarism by using Documentation

There is nothing wrong with using other people's words or ideas, but you must give them credit. Giving credit is called *documentation*. It is a simple process, and it turns a dishonest essay into true scholarship. Documenting sources has two steps:

- Indicate in the text where the information was found. Most modern writers put that information in parentheses.
- Have a *Works Cited* page at the end of the paper providing the full bibliographic information about the source. Documentation is taught in your courses when outside research is required. Information about documentation can be obtained from teachers at any time.

Tips when documenting, or citing, someone else’s work:

- When using quotes, be sure to cite the source.
- When paraphrasing information from a source, be sure to cite the source.
- The only time you do NOT need to cite information is if it is common knowledge and you knew it before beginning your research. For example, “William Shakespeare is a poet and playwright from the 16th century.”

If you plagiarize your work, you will not receive credit for the assignment. Continued acts of plagiarism will constitute a referral to administration and in extreme cases *can* result in legal action. Plagiarism is an illegal action and is taken very seriously in this environment to protect academic integrity.

Reporting Progress

Families receive Progress Reports each quarter, or every 45 school days. Report cards are issued at the end of the each semester (January and June) for secondary students, and in June for elementary students. These are mailed to families through the U.S. Postal Service. Students and parents have

24/7 access to view grades by logging into the Student Information System at sis.padistance.org with their school issued login.

Retention

PDLCS may retain an elementary student in a grade level if mastery of that grade level's curriculum has not been achieved. The student's teachers may complete a *Recommendation for Retention Form*. In the case of a student with an Individualized Education Plan (IEP), the Director of Special Education must agree and sign off on the form. Documentation, evidence, and/or explanation must accompany the form. There will be an opportunity for the parent to schedule a conference with an Administrator and the student's teachers to review the child's academic progress and educational plan.

Recommendations for retention consider the following data:

- Benchmark Assessment and Standardized State Test Scores
- Rate of attendance is poor – Student Attendance Improvement Plan (SAIP) has not been successful
- Grades earned in courses are less than 60%
- Performance lacks evidence of required standards-based mastery level
- Failure to complete grade-level curriculum by last day of school

Code of Conduct

As part of the Enrollment/Continuing Enrollment process, both the parent and student are required to sign the Agreement Form (found at the end of this handbook) and submit it at the time of Enrollment and annually thereafter. The signed agreement is kept in the student's cumulative file and, among other things, expresses the acceptance of the PDLCS Code of Conduct by both parent and student. Failure to adhere to the Code of Conduct by either the student or parent is cause for expulsion of the student from PDLCS. If a student is expelled from PDLCS, or leaves PDLCS for any reason, he/she must return all PDLCS property and materials, including, but not limited to, the computer, hardware, software, textbooks, workbooks, and other materials and supplies loaned by PDLCS.

All suspensions and expulsions will be conducted in accordance with due process procedures. Only the Administrator may suspend or expel a student. The Administrator will provide the student and the parent/guardian with written notice of the intent to suspend/expel, which will include reasons for the intended suspension/expulsion. The notice will state the time and place to appear for a hearing on the matter, which will not be less than three (3) days or later than ten (10) days after the

Notice of Intent to Suspend/Expel was provided to the student and parent. The student, parent and/or legal representative will have an opportunity to appear on request before the Administrator at a PDLCS chosen location to challenge the suspension/expulsion, or to otherwise explain the student's actions that led to the intended suspension/expulsion. The Administrator may grant an extension of time for the hearing date. If granted, the Administrator will notify all parties in writing of the new date, time and place of the hearing.

Suspension and expulsion of students with disabilities will comply with all federal and state laws, policies and procedures. The IEP Team will meet to review the student's IEP and consider the development of a Behavioral Intervention Plan any time the suspension exceeds 5 days in the academic year. Any student with an IEP who is suspended for more than 10 days during an academic year will continue to receive special education services via a change of placement as determined by the IEP Team. In the event that the student is being disciplined for an expellable action, the IEP Team will meet and conduct both a Manifest Determination and Functional Behavior Analysis. An Alternate Interim Placement will be identified for a period of time not to exceed 45 school days. The suspension shall not exceed 10 school days. No expulsion shall exceed one year, except as otherwise allowed or required by law. A written notice of the suspension/expulsion will be sent or given within one school day to the parent of the student. The notice will contain the reasons for the suspension/expulsion and the right of the student to appeal the suspension/expulsion to the Administrator or Board of Trustees, or its designee. **If a student is expelled from PDLCS for the remainder of the school year, that student may not attempt to re-enroll with PDLCS during the same school year without the approval of the PDLCS Administrator.**

Following are the infractions of the Code of Conduct that may subject a student to discipline up to and including suspension or expulsion, if the same occurs during the presentation of any learning opportunity or at any school event, activity or function.

Cheating – To act dishonestly, copying or using someone else's work.

Insubordination- Not accepting directions; refusing to cooperate with PDLCS employees, agents, and other representatives.

Theft – To take the property of another without right or permission.

Fighting – To participate in physical contact with one or more students, faculty, or staff of PDLCS or any other person with the intent to injure.

Possession or Intake of Alcohol, Illegal Controlled Substances or Tobacco Products.

Vandalism – Purposeful destruction, misuse or defacing of PDLCS property or another's personal property. This includes the computer, printer/fax/scanner/copier unit, and all hardware loaned to the student by PDLCS.

Profane/Obscene Language or Gestures toward Students/Staff/Teachers/Others. Use of unacceptable, disrespectful words stated audibly or in text, terms or gestures intended to embarrass or insult.

Inappropriate use of Internet access, as detailed in the Technology & Internet Acceptable Usage Policy.

Wrongful Conduct – Any action or inaction not specifically referenced in the listing above that impedes, obstructs, interferes with, or violates the mission, philosophy, policies, procedures, rules, and/or regulations of the PDLCS and/or is disrespectful, harmful, or offensive to others or property.

Truancy - as defined in the Attendance section of this Handbook.

Materials, Technology, and Supplies

Certain equipment, supplies and services will be on loan to PDLCS students, which have been deemed necessary to ensure the functionality and ability to participate in the PDLCS educational program. The textbooks, computers, software, hardware, and other materials loaned to the parent and/or student are the property of PDLCS and no parent and/or student has any right to these except for usage in strict accordance with the school's educational model, Code of Conduct, rules, regulations, policies and procedures. Parents and students are responsible for the care and safekeeping of textbooks, computers, software, hardware, and other materials loaned to the parent and/or student during the school year. Materials and property must be used solely in connection with the education services provided by PDLCS.

Internet Cost Provision

PDLCS strongly recommends that all families use high-speed Internet to help their children succeed in the program. PDLCS will provide Internet reimbursement to families at the conclusion of each quarter. Complete instructions on how to submit the form for reimbursement can be found in the "How to Use Internet Reimbursement" document located in the Student Support Services homepage.

Loaned Materials and Property

Pursuant to Pennsylvania law, each family enrolled in PDLCS has the right to have one computer provided per child enrolled in the program. PDLCS loans families a computer, a combination printer/scanner/copier, and other curriculum materials. Parents must return the materials and property promptly if their student withdraws, is removed or expelled from the program. Parents must return curriculum materials at the close of the semester and/or school year.

Recovering and Returning Materials

Recovery of the computer and printer/scanner/copier commences when any of the following occurs:

- A parent’s written Notice of the Intent to Withdraw;
- A student’s mandatory withdrawal after 10 consecutive school days of non-attendance;
- A student’s graduation from PDLCS; or
- A student’s expulsion

Within thirty days after four corresponding authenticated attempts of recovery have been made by an authorized PDLCS de-installer, a written notification is sent to the parent informing them that the following actions may be taken:

- A police report will be filed with the appropriate law enforcement agency to recover the computer, printer, accessories and all other Material and Property from the parent.
- A credit complaint against the parent may be filed with the three major credit-reporting agencies. Other legal action permitted by law and in equity may be taken to secure the return of the school’s materials and property, including civil and criminal actions.

Technical Support and Technology Repair

PDLCS offers technical support services during regular office hours (7:30 am to 4:00 pm on school days) by telephone, 1-888-997-3352, option 2. Students and families may call to receive assistance with setting up or troubleshooting issues with school-owned and/or issued hardware, software, and websites.

PDLCS helpdesk staff will make every attempt to resolve issues remotely via guidance over the phone, or by using software or apps to remotely access the student’s computer. In the event that a computer or other hardware must be shipped back to the school for repair, the school will mail or email return shipping labels. Parents must ensure shipping of equipment to the school upon receipt of the labels. Technical Support will repair or replace, then ship out the hardware within one (1) business day of receipt of the equipment.

Most initial repairs will be completed at the school’s expense. Families may be charged for repairs of obvious physical abuse of the equipment is evident, or when a pattern of repeated damage is evident. Please refer to the letter included with your computer to see a list of potential fees associated with hardware repair.

Attendance

Pennsylvania Public School Law requires children to receive the following Educational Learning Hours:

- Kindergarten: 5.0 per day hours (25 hours per week, completing a minimum of 900 hours per year)
- Grades 1-6: 5.0 hours per day (25 hours per week, completing a minimum of 900 hours per year)
- Grades 7-12: 5.5 hours per day (27.5 hours per week, completing a minimum of 990 hours per year)

Accordingly, parents are required to supervise daily school attendance to avoid truancy issues. **Under the supervision of their parent, students must log into the SIS (Student Information System) daily (this is the school homepage), complete and submit assignments as outlined in the student's course calendar.** Parents are responsible for providing PDLCS with written verification of the reason for an absence **within three (3) days** of such absence. A partial day of absence is considered a day of absence from school requiring documentation to be submitted by the parent to PDLCS. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Truancy Prevention Process

It is the belief of PDLCS that students **achieve academic success through consistent attendance**, engagement in daily coursework and on-going communication with teachers. In order for a student to learn expected skills, it is important they develop a positive and responsible approach to study habits through regular school attendance.

Preventing truancy issues is important to PDLCS and involves many people. **Parents** are responsible for ensuring students attend school. **Students** are responsible to complete daily coursework with the guidance of teachers and parents. The PDLCS **Attendance Officer** is responsible for enforcing, tracking and reporting attendance, as well as developing a Student Attendance Improvement Program to aid families in complying with public cyber-charter school regulations.

Attendance is taken on each school calendar day. Attendance involves daily log-in to the Student Information System (SIS).

Parents are notified of a full-day of absence through an automated phone reporting system. Parents may submit an Excused Absence Form within 3 days of a reported absence. There is a maximum limit of ten parental excuses in one school year. Medical excuses, from a physician's office, must be submitted for all subsequent absences.

Unlawful or unexcused absences occur following a student's absence for which a parental or medical excuse is not submitted within 3-days of the reported absence. Parents are notified after the 3rd unexcused absence. Children and Youth Services are notified for students age 16 years and under with 6 days of unexcused absences, as well as for those who do not participate in the Attendance Improvement Program. Students who continue to accumulate absences will be referred to the local magistrate.

Partial days of absence are considered full-days of absence under Pennsylvania school regulations requiring parental or medical excused absence forms be submitted. Failing to make adequate progress in courses and/or course grades below 60% are often a direct result of unexcused partial days of absences.

Excused Absences

Parents are responsible for providing PDLCS with written verification of the reason for each absence within three (3) days of such absence. Legal excused absences constitute valid excuses for absence of a student from PDLCS, provided satisfactory evidence or documentation is submitted to PDLCS Administration within 3 days of such absence. This includes absence of partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days should require an excuse from a physician. Legal excused absences include, without limitation, the following:

- Observance of a Religious Holiday. An absence may be considered excused if the tenets of a bona fide religion, to which a student or his/her parent adhere, require observance of a religious event. (22 PA. CODE § 11.21) The parent must submit written request for the excusal **prior** to the absence.
- Tutorial Work. An absence may be excused for the purpose of the student receiving tutorial instruction in a field not offered by PDLCS only if (i) the excusal does not interfere with the student's regular program of studies, and (ii) the qualifications of the instructor are approved by PDLCS Administration. (22 PA. CODE. § 11.22)
- Medical or Dental Appointments. An absence resulting from a medical (health care or therapy) or dental appointment, if: (i) such appointment cannot be scheduled outside of regularly scheduled academic calendar days, (ii) the health or therapeutic services are to be rendered by Commonwealth of Pennsylvania licensed practitioners, or (iii) the time of necessary absence from PDLCS involves a minimum of interference with the student's regular program of studies. Notice should be given to the teacher and/or the Attendance Officer prior to the absence, except in the case of an emergency. (22 PA. CODE § 11.23)
- Illness or Injury. An absence resulting from illness or injury, which prevents the student from being physically able to attend PDLCS. Any student missing more than three (3) consecutive school days requires a note from a physician. (22 PA. CODE § 11.25)
- Urgent Reasons. An absence resulting from an urgent reason may be excused. PDLCS shall strictly construe the term "urgent reason" as it applies to such absences and such excuse does not permit irregular attendance. (22 PA. CODE § 11.25)
- Educational Opportunities or Family Educational Trips. An absence may be excused when it is demonstrated that the purpose of the absence is to take advantage of a valid educational opportunity (including classes for religious instruction totaling not more than 36 hours per academic school year) pursuant to 22 PA. CODE § 11.21, if (i) the student's parent submits a written request for the excusal **prior** to the tour or trip, (ii) approval for such an absence is granted prior to the absence in accordance with the Student Educational Leave of Absence Policy, and (iii) there is an adult who is directing and supervising the student during the tour or trip who is acceptable to both the parents and PDLCS. (22 PA. CODE § 11.26)

- Death in the Immediate Family. An absence resulting from the death of a member of the student's immediate family. The immediate family of a student includes, but is not necessarily limited to, parents, grandparents, brothers and sisters.
- Court or Administrative Proceedings. An absence resulting from the attendance of a student at the proceedings of a court or an administrative tribunal if the student is a party to the action or under subpoena as a witness.

In the event that a medical excuse cannot be provided, the parent may submit an Excused Absence Form to PDLCS Administration, requesting approval of the absence. Absences resulting in three (3) or more consecutive days require a medical excuse and Excused Absence Forms are not applicable. Students may only accumulate a maximum of 10 (ten) per school year. This includes partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Excused Absences and Making up Schoolwork

Students whose absences are excused are required to make up all assignments missed or to complete alternative assignments as deemed appropriate by PDLCS. Work missed because of absence must be made up within the timeline set forth by the course teacher. Any work not completed within this period shall result in no credit for the missed assignment. In the case of an extended illness or other extenuating circumstances, the parent must contact PDLCS Administration.

Unexcused/Illegal Absences

Any day that the student has not logged into PDLCS that is not determined to be legal or excused will be considered as an unexcused/illegal absence. The following reasons for absences are illegal and unexcused in accordance with the Pennsylvania State Attendance Laws:

- Truancy
- Lack of transportation
- Trips not approved in advance
- Shopping
- Birthday or other celebration
- Hunting, fishing, attending ball games or sporting events
- Gainful employment

- Sleeping in
- Babysitting
- Any other reason not listed in the Excused Absences section above

Attendance Notification

- All Absences – reported to parents using an automated phone reporting system
- Excused Absence Form – parents submit an Excused Absence Form or Medical Excuse within three (3) days
- Unexcused Absence – when no Excused Absence Form or Medical Excuse Form is received after three (3) days
 - 1st Unexcused Absence – reported to parents via the school automated phone system
 - 2nd Unexcused Absence – reported to parents via the school automated phone system
 - 3rd Unexcused Absence – students are considered truant by law
 - Parent is contacted immediately after the 3rd unexcused absence occurs via phone call by the automated system and the Attendance Officer. A letter outlining the absences will also be sent to the parent via school issued parent email account and postal mail.
 - The Attendance Officer will set a Student Attendance Improvement Plan (SAIP) meeting with the parent and student as well as the appropriate staff members to put a plan in place to eliminate truancy and assist in academic success.
 - 6 Unexcused Absences – students are considered habitually truant by law
 - The student will be referred to our Attendance Improvement Program (AIP).
 - A meeting with the parent/guardian, student and Attendance Officer is required to document the AIP plan for achieving regular attendance and full participation in the school's academic program.
 - Students and parent/guardians of children under the age of 16 years old who refuse to participate in the AIP or do not regularly attend school following the plan's implementation will be referred to Children and Youth Services.
 - A truancy citation will be filed with the local magistrate (where the student resides) for students who fail to participate in the AIP or fail to attend school

regularly.

- Failure to comply with the AIP for ten consecutive days may result in truancy violations that may lead to the removal of the student from active membership at PDLCS.

Emergency School Closing

Should it be necessary to close the offices or testing centers of PDLCS for weather or other unforeseen emergencies, information will be posted on the PDLCS website or provided in a telephone recording on the school's main telephone line.

SAFE 2 Say Something (SS2S)

PDLCS participates in Pennsylvania's Safe 2 Say Something program, which is enforced and operated by the Pennsylvania Office of the Attorney General. S2SS is a program that provides an easy and confidential way for youth (students in grades 5-12) to report safety concerns to help prevent school violence, suicide, abuse and other tragedies. More information regarding the program can be obtained from the school's Administration or by visiting www.safe2saypa.org.

Crises Plan Action Steps

If a student threatens to harm themselves, employees of PDLCS should keep the student on the phone, chat or in class. The employee should continue talking to the student and engage the student so he/she does not hang up the phone or leave the location. The employee should find a nearby teacher, counselor or administrator and inform him/her of the situation. This staff member should call home immediately to speak with the parent or guardian and if no one answers the phone, the staff member will call 911. The staff member should provide the student with the crisis hotline (Lifeline 1-800-273-8255, available 24 hours per day). If the student will speak with someone immediately on the crisis line, a three way call with the student should be initiated. After the incident, the staff member should report the incident to the student's counselor and to an administrator and should prepare a SAP (Student Action Plan) referral, if necessary.

If a student threatens to harm others, employees of PDLCS should gather as much information as possible. The staff member should keep the student on the phone, chat or in class. In addition, the staff member should enlist the help of a nearby colleague, who will call 911. It is imperative to keep the student on the phone. Following the incident, the staff member must make a report to Childline and report the incident to a school administrator. If necessary, a SAP (Student Action Plan) referral should be documented.

If a student tells a staff member something of concern such as prior bullying, family conflict, depression, etc., the staff member should gather as much information as possible and determine if there is an immediate threat. If there is an immediate threat, the staff member should refer to the previous steps listed. If there is not an immediate threat, the staff member should contact the student's counselor and complete a SAP (Student Action Plan) referral, if necessary.

Harassment Policy

Harassment is any form of hostility, conduct or language that alters the condition of the student's school environment and which creates a hostile, intimidating or offensive school environment. Additionally, sexual harassment can consist of unwelcome sexual advances, intentional and unwelcome touching, verbal remarks and requests or demands for sexual favors.

The prohibition against harassment is applicable to all employees of the PDLCS, which includes all staff members, teachers, administrators, managers, and officers. The prohibition also applies to all PDLCS students and parents, prohibiting them from harassing other students, staff or other persons.

Any student that believes another student has harassed him/her, or any person employed by PDLCS, should immediately report the incident to a teacher. If there is any hesitation to discuss the matter with a teacher, the incident should be reported to the PDLCS Administrator. If a student is uncomfortable about reporting to an Administrator, a parent should make the report. Reported incidents will be investigated immediately and the results of the investigation will be thoroughly discussed with the parent and student. Corrective action will be taken if deemed appropriate and the student will be referred to the Student Assistance Team.

Anti-Bullying Policy

General Statement of Policy

The PDLCS Board of Trustees recognizes the negative impact that bullying can have on the health and safety of students and the learning environment. PDLCS strives to preserve a learning environment that is devoid of bullying; therefore, bullying is prohibited at school-sponsored events and activities, at annual testing, and other school sponsored venues.

Definition of Bullying

"Bullying" means repeated behavior by an individual student, an individual student within a group of students, or group of students that is intended to cause the victim(s) to feel frightened,

threatened, intimidated, humiliated, shamed, disgraced, ostracized, or physically abused. Bullying implies an imbalance in power or strength in which the student being bullied has difficulty defending himself/herself. Bullying manifests itself in many forms, including physical, verbal, social/relational and/or cyber bullying.

Bullying occurs in several forms, including but not limited to, the following:

- Written, verbal, or nonverbal threats
- Intimidating or threatening gestures
- Unwanted physical contact, violence, or assault
- An intentional display of force that would give the victim reason to expect or fear physical contact or injury
- Jeering, taunting, or mocking
- Teasing
- Degrading, insulting, or derogatory comments
- Extortion
- Theft of money or possessions
- Vandalism of a student's personal property
- Unauthorized exercise of control over a student's personal property

Cyber Bullying

Cyber bullying, which is sometimes referred to as online social cruelty or electronic bullying, involves but is not limited to:

Sending mean, vulgar or threatening messages or images; posting sensitive, private information about another person; pretending to be someone else in order to make that person look bad; intentionally excluding someone from an online group (Willard, 2005).

Cyber bullying can occur through:

- Emails
- Instant messaging,
- Text or digital imaging messages sent on cell phones, Web pages,
- Web logs (blogs),

- Chat rooms or discussion groups, and
- Other information communication technologies

Preventative Measures

The following preventative measures will be taken:

- A copy of this policy will be provided to staff, students and parents on an annual basis.
- The staff will discuss bullying with students and will provide age appropriate examples to assist students in identifying bullying and understanding why it is inappropriate.
- All students shall be informed that bullying will not be tolerated in any form.
- All students shall be encouraged to report any bullying regardless of whether they are the victim or an observer.
- When bullying has occurred and it has been dealt with in accordance with this policy, preventative measures shall include:
 - Counselor will check in with the student who has been bullied;
 - Counselor will check in with parents/guardians to see if bullying has continued.

Additional preventative measures may include encouraging students to become involved in activities such as friendship groups, peer support groups, new student orientation groups and extracurricular activities and clubs.

The PDLCS Board of Trustees will review this policy at appropriate intervals to ensure its continued efficacy. As part of its review, the Board may require that a survey be conducted to determine the scope and extent of bullying in the school.

Reporting Procedures

Victims/Targets. All students who believe they have been the victim/target of bullying shall promptly report the bullying to a teacher, Administrator or other school staff.

Parents/Guardians. All parents/guardians who become aware of any bullying are encouraged to report the bullying to a teacher, Administrator or other school staff.

Student Witnesses. All students who witness or become aware of bullying shall immediately report the bullying to a teacher, Administrator or other school staff.

School Personnel. Any staff person who witnesses bullying shall immediately intervene and take appropriate action to stop the bullying. In addition, any staff person who witnesses or receives a report of bullying shall make a report to a school Administrator and follow any other processes put in place by the school for reporting bullying incidents.

School Administration. An Administrator who observes bullying or receives a report of bullying shall document the incident and ensure that the school process for investigating and following up on bullying incidents is implemented in a timely manner.

Disciplinary and Other Actions

Consistent and appropriate disciplinary action will be taken for bullying behavior. The primary purpose of such action is to protect the victim and to deter bullying behavior in the future. The discipline imposed should match the offense.

In regard to investigating reports of bullying, Administrators or their designees shall discuss bullying with the victim in a place where the victim feels secure. The initial discussion with the victim shall not take place in the presence of the offending student(s). If more than one student is involved in perpetrating the bullying, the Administrator shall talk to each of the offending students separately. If an investigation substantiates that bullying has occurred, the Administrator or their designee shall take appropriate action consistent with this policy, including placing a written record of the behavior in the offending student(s)'s discipline file. Students involved in bullying situations will also be referred to the Student Assistance Team who will follow-up with the appropriate post-vention procedures.

PDLCs recognizes that parents can play an important role in educating their children and preventing bullying. Accordingly, the parents of each offending student shall be informed of any bullying incidents involving their child. Parents of offending students may be encouraged to attend one or more conferences with an Administrator or their designee to review the bullying behavior and cooperative strategies for correcting it.

The school's Administrator or designee shall also inform the victim's parents as soon as reasonably possible of any and all bullying behavior involving their child. Parents of students who have been bullied may also be provided with bullying prevention resources to support their child and receive ongoing communications from the school regarding the bullying situation. The Administrator or designee will inform the parents of the victim when the investigation has been completed.

Disciplinary action for bullying may include suspension of privileges, removal from class, suspension, and expulsion or exclusion. If the PDLCs Administrator believes that the conduct rises to the level of a crime, disciplinary action will also include referral to law enforcement officials.

The penalties and prohibitions in this policy are in addition to, and do not replace or supersede, any related provisions in school policy prohibiting conduct such as harassment, violence, assault, and

hazing.

Without disclosing personally identifiable data, PDLCS shall make summary information about violations of this policy available to the public, upon request, consistent with the Pennsylvania statutes.

Reprisal

PDLCS will discipline or take appropriate action against any pupil, teacher, administrator or other school personnel who retaliates against any person who reports alleged bullying or any person who testifies, assists or participates in an investigation, or who testifies, assists or participates in a proceeding or hearing relating to such bullying. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment.

Dissemination of Policy and Training

This policy shall be presented to staff, student and parents upon enrollment or re-enrollment. Staff members, students, and parents will be required to sign a statement that they are aware of the policy and agree to adhere to its terms.

PDLCS will develop and implement a method of discussing this policy annually with students and employees.

This policy shall be reviewed at least annually for compliance with state and federal laws.

Child Abuse/Sexual Abuse Policy

School staff members who come into contact with children are mandated to report when they have reasonable cause to suspect that a child under the care, supervision, guidance or training of that person or of their agency, institution or organization is an abused child. In addition, any person may report suspected abuse, even if the individual wishes to remain anonymous. All suspected child abuse situations will be referred to the Student Assistance Program (SAP).

Grief Policy

Mental health issues as well as the death of a family member or friend may disrupt daily life at home, at school or in the community. Without help, mental health problems and unaddressed grief issues can lead to school failure, alcohol or other drug abuse, family discord, violence or even suicide. However, help is available through the Student Assistance Program at PDLCS. Any student experiencing barriers to learning that are social-emotional in nature, or who experience the loss of a loved one will be referred to the Student Assistance Program for follow-up and referral to

outside community resources if needed.

School community members wishing to memorialize a loved one within school parameters must discuss their wishes with the Student Assistance Team to determine the appropriateness of the proposed memorial.

Safe and Drug Free School Policy

In accordance with Federal Law, the PDLCS prohibits the use, possession, concealment or distribution of drugs by students on the PDLCS grounds, in any school building, or at any PDLCS related event, activity or function (e.g. standardized testing). Drugs include any alcoholic beverage, tobacco products, anabolic steroid, and dangerous controlled substance as defined by State or Federal statute, or any substance that could be considered a “look alike” controlled substance. Compliance with this PDLCS policy is mandatory for all students, and any student who violates this policy will be subject to disciplinary action, in accordance with due process and as specified in the PDLCS Code of Conduct as listed in this Parent/Student Handbook, up to and including expulsion from the PDLCS. The Student Assistance Team will be notified in any case of a student suspected of violating the Drug-Free School Policy. When required by the state law, the PDLCS will also notify law enforcement officials.

Suicide Prevention Program

The Pennsylvania Distance Learning Charter School Board of Trustees recognizes that suicide is a major cause of death among young people and that all suicide threats must be taken seriously. The school’s Administrator or designee shall establish procedures to be followed when a suicide attempt, threat or disclosure is reported. Counselors and the School Nurse shall also provide training for students, parents/guardians and staff to help them recognize the warning signs of severe emotional distress and take preventive measures to help potentially suicidal students.

Staff shall promptly report suicidal threats or statements to the Administration, Counselors, or School Nurse, who shall promptly report the threats or statements to the student’s parents/guardians. These statements shall otherwise be kept confidential. In addition, if a student self-reports that they are considering suicide, demonstrates any suicidal ideation or reports are received by any school member that another student may be suicidal, they will automatically be referred to the Student Assistance Program (SAP).

Technology and Internet Appropriate Usage Policy

The use of technology is a privilege and an important part of the overall curriculum of the school.

PDLCS does not warrant that technology resources will meet any specific requirements the student, or other users may have, or that they will be error free or uninterrupted. PDLCS will, from time to time, make determinations on whether specific uses of technology are consistent with school policies for students and school employees. PDLCS always reserves the right to monitor and log technology use, to monitor file server space utilization by users, and to examine specific network usage (as may be deemed necessary) for maintenance, safety or security of the technology resources or the safety of the user. It is the policy of PDLCS to:

- Annually require students and parents to sign the Technology and Internet Acceptable Usage Policy;
- Prevent user access over its computer network to receive or transmit inappropriate material via Internet, electronic mail, or other forms of direct electronic communications;
- Prevent unauthorized access and other unlawful online activity and damage to school resources;
- Prevent unauthorized access and other unlawful online activity and/or damage to school resources;
- Prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and
- Comply with the Children’s Internet Protection Act [Publ. L. No. 106-554 and 47 USC 254(h)].

The Google G Suite for Education is utilized across all aspects of the school for educational purposes in grades K-12. This account will potentially provide the student’s name to Google G Suite Applications and other third party applications. Parents/Guardians consent to the creation of a Google G Suite account for all students by the School to be utilized for school communication, lesson activity completion and as a means for logging into third party educational applications that utilize a Google account single sign on protocol.

Weapons Policy

The PDLCS Board of Trustees recognizes the importance of a safe school environment relative to the educational process. Possession of weapons in the school setting is a threat to the safety of students and staff and is prohibited by law.

Purpose

Weapons serve no educational purpose. The Board of Trustees directs that any student of PDLCS found to be in possession of a weapon at a school related function shall be subject to discipline as outlined herein.

Definitions

Weapon - the term shall include but is not be limited to any knife, cutting instrument, cutting tool, martial arts device, firearm, air rifle, pistol, slingshot device, explosive device, replica of a weapon, and/or any other tool or instrument capable of inflicting serious bodily injury.

According to statute, “weapon” shall be defined as a device, instrument, material or substance (animate or inanimate) that is used for, or is readily capable of, causing death or serious bodily injury, except that such term does not include a pocket knife with a blade of less than 2 ½ inches in length.

Possessing - a student is in possession of a weapon when the weapon is found on the person of the student, in the student’s vehicle, under the student’s control while on school property or on property being used by the school, at any school function or activity (testing locations or field trips) , or at any school event.

Prohibited Activity

Any student of the school who is in possession of a firearm, explosive, or weapons as defined herein, at any school function or activity, including school authorized events held away from school property, shall be in violation of this policy.

Investigation Procedures

An investigation based upon reasonable suspicion requires specific objective facts that reasonably lead one to believe that the individual in question is in possession of a weapon(s).

When determining if there is reasonable suspicion, there are some factors that a school official may consider. These factors include the student’s age, history and school record, the prevalence of weapon(s) in the school, the importance of not delaying the search, the value and reliability of the school official’s information, and the school official’s personal experiences with the student.

Only areas and spaces that could potentially contain a weapon may be searched. This is called the “scope of the search”. If there is reasonable suspicion that an individual is in possession of a weapon, a police officer should be summoned to conduct the search.

- School officials should only search individuals of the same gender.
- The individual should be moved to a private area in which the search should take place. Such search should be witnessed by one individual who should note all of the surroundings and circumstances as well as all of the actions that take place.

- The police officer will pat-down the individual in a manner consistent with all applicable Federal and State laws and guidelines as well as the officer’s training.
- If the search of the individual and/or his/her belongings does not reveal any weapon(s), then all removed items will be returned to the individual. The search is complete.
- If the search reveals any weapon(s), the police officer will immediately confiscate the item(s) and take appropriate action.

After the search is completed, the site employee shall notify and/or summon:

- Local police;
- PDLCS Chief Executive Officer and Principals;
- Parent(s) or guardian(s) of any student(s) involved in the violation;
 - Any employee at the site of a school related activity, upon learning of a possible violation of this policy, shall immediately notify the school’s Administration of the violation and the identity of the student(s) involved.
 - After the Administrator has confirmed the violation of the policy, he/she shall immediately notify the student(s) and the parent(s) or the guardian(s) of the student(s) in writing that the student(s) is/are suspended from school as outlined in the “Penalties” provisions of this policy.
 - The Administrator shall be directly responsible for investigating the violation on behalf of PDLCS with the requested assistance of other school personnel.

Penalties

PDLCS shall expel for a period of not less than one (1) year any student who violates this weapons policy. Such expulsion shall be given in conformance with formal due process proceedings required by law. The school’s Administrator may recommend modifications of such expulsions on a case-by-case basis.

In the case of an exceptional student, the school’s Administrator shall take all necessary steps to comply with the Individuals with Disabilities Education Improvement Act (IDEIA).

Reenrollment to School

Before any student found in violation of this policy may be reenrolled to school, a conference involving parents and school officials shall be held to determine if any remediation and/or guidelines for reenrollment are necessary.

As a condition of Reenrollment to PDLCS, the following items shall be considered:

- Recommendation for outside counseling;
- Referral to the Student Assistance Program;
- Referral to a school counselor.

Any student discovered, without previous plan or knowledge that he/she is in possession of a weapon as defined, shall:

- Immediately report the weapon to a school official;
- Not be in jeopardy of the discipline code unless it can be shown the student had knowledge of the weapon prior to his/her admitted discovery.

Enrolling Students

When the school receives an application from a student who was previously expelled from a Pennsylvania public school for an offense involving a weapon, PDLCS will not accept the student during the expulsion period without prior approval of a PDLCS Administrator.

School Records

Student records are directly accessible only to the professional staff and to the students' parents until the student reaches eighteen years of age. Parents have the right to review records, and a request for that viewing should be made through the Administrator.

An official cumulative record is maintained for each student. Recognizing students' rights for privacy, this record shall contain only verified information of recognized importance.

Release of Records

School records are only released to another school upon request from that school stating that the student is now enrolled in that school, from a signed release by the parent or guardian or as otherwise required by law.

Updates

To keep the student's records up to date and for times of emergency, parents must keep PDLCS informed of any address, and/or telephone changes that may occur during the school year. Parents are required to provide at least one working phone number at all times.

Requests for Records

The Records Department will request the student's records upon completion of the enrollment process. Pennsylvania mandates that the requested records must be received within 10 days. If the

records are not received within 10 days, the local law enforcement agency will be notified. The requirement in Pennsylvania that records must be received in a given time comes from school mandates relating to missing children.

Student Directory Information

It is the policy of the PDLCS not to release any personal information such as names, home address, and phone numbers to outside agencies or requesting parties without the direct written consent of the parent or as otherwise required by law. If the parent authorizes release of this information, a completed Authorization to Release Information Form must be on file in the student's record folder.

Access to Student Recruiting Information

All local educational agencies (LEAs) must provide to military recruiters or institutions of higher education, upon request, access to secondary school students' (i.e., juniors and seniors) names, addresses and telephone listings. The state military affairs law requires the release of directory information consisting of a list of senior male and female students by name, home address and telephone number. The list will be compiled by the first day of the academic year in which the senior students will graduate. Additionally, parents are notified that the school routinely discloses names, addresses, and telephone numbers to military recruiters upon request, subject to a parent's request not to disclose such information without written consent. Please contact your child's counselor if you would like to opt-out of the public, non-nonconsensual disclosure of directory information. You must contact the counselor and submit the opt-out form no later than the first day of the academic year in which the senior students will graduate.

Parents' Rights

Teacher Qualifications

PDLCS will annually notify parents of their right to request the following regarding their child's teacher(s): 1) licensure and certification information emergency or provisional status educational background; 2) qualifications of Instructional Aides.

Title I LEA and School Parent and Family Engagement Policy

The Title I program of PDLCS will foster and enhance parent/involvement in the school. PDLCS wants to involve parents in their children's learning and to form an open line of communication between school and home. This will be accomplished through the following programs, activities and procedures that will be planned and implemented with meaningful consultation with parents and families. This policy was

- Developed jointly with and agreed upon by parents and family members of Title I children;
- Written in an understandable format and provided in a language parents can understand;
- Distributed to all parents and family members of Title I children;
- Made available to the local community;
- Updated annually to meet the changing needs of parents, family members and the school.

Commitments:

1. PDLCS will hold an Annual Title I Meeting. Parents have the opportunity to review Title I programs and provide input into the planning process during the annual Title I meeting held at the school during flexible dates and times. Additionally, parents' rights and Title I requirements will be discussed. Information about the Title I program will be included in the student handbook.
2. Parent/Family meetings, events, conferences, etc., will be offered at different times of day to encourage as much parent participation as possible.
3. Parent and family members will be involved in the planning, review and improvement of this Parent and Family Engagement Policy through Title I meetings and written and verbal feedback opportunities.
4. Parents and family members will be involved in the planning, review and improvement of the Title I program and Family Engagement through Title I meetings. For parents and family members who cannot attend the meeting, they will be offered other opportunities to provide feedback, including surveys, etc.
5. PDLCS will provide parents and family members with timely information about the Title I program, a description and explanation of the high-quality curriculum at the school, and forms of assessments used to measure student progress. PDLCS will provide, if requested by parents, opportunities for regular meetings to formulate suggestions and to participate, as appropriate, in decisions relating to the education of their children and respond to any such suggestions as soon as practically possible.
6. PDLCS will involve parents and family members in the joint development of the Schoolwide Program Plan.
7. A school-parent compact will be jointly developed with parents and family members. The compact outlines how parents/family members, the entire school staff and students will share in the responsibility for improved student achievement. The compact will be reviewed at Title I meetings and distributed in the Fall or when students enter the Title I program, and included in the student handbook.

8. PDLCS will address the importance of communication between teachers and parents/family members on an ongoing basis. Opportunities for communication include:
 - a. Parents are informed about school activities and events through interim progress reports, report cards, mailings, email correspondence, school announcements, parent newsletters, parent/teacher conferences and informal personal and telephone conferences.
 - b. Reasonable access to staff, opportunities to volunteer on any given day of the week and participate in the child's class and observation of classroom activities.
 - c. All parents in grades K-12 are scheduled for a mid-year parent-teacher conference. At any other time, a parent may ask to schedule a conference with the student's teacher(s) or an administrator.
 - d. Ensuring regular two-way, meaningful communication between family members and school staff and to the extent possible, in a language that family members can understand.
9. PDLCS will provide assistance to parents and family members in understanding the challenging State academic standards, State and local academic assessments and how to monitor a child's progress and work with teachers to improve the achievement of their children. PDLCS will also provide assistance materials and training to help parents work with their children to improve their children's achievement, such as literacy training and using technology including education about the harms of copyright piracy, as appropriate, to foster parent engagement.
10. PDLCS will education teachers, support personnel and other staff, with the assistance of parents/family members, in the value and utility of contributions of parents and family members, and in how to reach out to, communicate with, and work with parents and family members as equal partners, implement and coordinate parent programs and build ties between parents and family members and the school.
11. To the extent feasible and appropriate, PDLCS will coordinate and integrate parent and family engagement programs and activities with other Federal, State and local programs.
12. PDLCS will ensure that information related to school and parent programs, meetings, events, and activities is sent to parents and family members in a format and to the extent practical, that family members can understand.
13. PDLCS will provide opportunities for the informed participation of parents and family members (including parents and family members who have limited English proficiency, parents and family members with disabilities, and parents and family members of migratory children) in the Title I program.

Conferences

Parents have the right to request at any time conferences referring to the cumulative progress of the student with an Administrator.

School Contacts with Non-Custodial¹ Parents

Access to student records will be in accordance with the Family Educational Rights and Privacy Act of 1974 and other relevant Federal and State laws as pertaining to the release of records. Upon request, non-custodial parents shall be entitled to exercise all parental rights to the extent that such rights are not restricted by a legally binding instrument or court order.

If there is a court order concerning legal custody of a child, the information must be shared with PDLCS and filed in the child's cumulative record.

Special Education

PDLCS fully complies with state and federal laws regarding the education of students with disabilities. In the event that a parent, or a teacher, suspects that a child may have a disability, instructional intervention strategies will be provided through the Response to Intervention Team. When it has been determined that intervention strategies have not been successful, and the child continues to demonstrate a learning deficit, a multi-factored evaluation may be conducted to determine if the child does have a disability. PDLCS shall comply with all mandated timelines to complete the evaluation process.

When a child is identified as having a disability, an IEP will be provided to meet the specialized needs of the child. As a distance-learning school that relies upon parent educators, PDLCS may deliver educationally appropriate services to students with an IEP using methods that differ from those used at traditional public schools. These methods and services will be determined by the IEP Team. It is the responsibility of the student's parent to take his/ her child to a location specified by PDLCS, for state-mandated standardized testing and other purposes, including certain special education related services.

Policy and Procedure for Parental Complaints

Any parent may file a complaint regarding a violation of school policies, regulations, rules or procedures or federal, state or local law to the Board of Trustees of PDLCS by filing the same in writing with the School Administrator. To file a complaint with the Administrator, the parent shall deliver the written complaint containing:

¹ A non-custodial parent refers to the parent who does not have physical custody of the child, but does have the right to information about the child's education.

- The student's and parent's name (anonymous complaints will not be processed);
- The signature of the complainant;
- The complainant's name and phone number;
- The specific violation of school policy, regulation, rule and procedures, and/or federal, state or local law. The complaint may be delivered in person or by U.S. Mail properly addressed to PDLCS in care of an Administrator.

Upon filing of any complaint, PDLCS will do the following:

- Date stamp the complaint upon receipt;
- Notify the President of the Board of Trustees and the Board's attorney;
- Send a letter of acknowledgement to the complainant within 7-10 business days. The letter should address the general procedures that will be followed.
- Conduct an investigation as directed by the President of the Board of Trustees. This process may include the following:
 - Collaborating with other offices, employees and personnel within the school;
 - Conducting a telephone or personal interview and/or conference(s) with complainant and other necessary parties; and/or
 - Sending written correspondence.
- The Administrator will inform the President of the Board of Trustees of the investigation process and findings.
- The investigation will be based on fact and findings specific to the allegation(s) stated in the complaint. (The reason for the decision will be outlined in the letter of findings.)
- The Board of Trustees, or its representative, will issue a letter (or approve the letter) to the complainant of:
 - Compliance – (findings were unsubstantiated and school has complied); or
 - Non-Compliance – noting the areas of non-compliance, recommending possible changes/technical assistance and requesting that the school respond to the complainant with a corrective action plan letter within 10-15 business days. All documentation of the complaint, findings and any corrective action plan(s) must be placed in the appropriately market complaint file for closure.

Withdrawal

It is against Pennsylvania state code for a student to be simultaneously enrolled in PDLCS and another school district; therefore, the parent is responsible for contacting the PDLCS Records Department before his/her student enrolls in another public school. It is critical that parents send

PDLCS a written request for withdrawal as soon as the decision to withdraw a student has been made.

To withdraw a student from PDLCS, the parent must contact the School to obtain the necessary forms, sign and submit the forms to PDLCS Records Department. This signed form gives official notice of the child's withdrawal and grants permission for PDLCS to send records to the student's new school. Except as prohibited by law, the student's grades and credits will not be released until all obligations are met, including the return of all textbooks, equipment, and materials as detailed in this handbook. PDLCS will contact the family via telephone to discuss the reasons for the withdrawal and what steps may be taken to keep the student enrolled in PDLCS.

Should a student decide to return to PDLCS, the enrollment process will be the same as for newly enrolled students and required documentation must be received prior to enrollment.

PDLCS has an obligation under Pennsylvania Law to immediately initiate proceedings to withdraw a student in the event that said student, without a legitimate excuse, fails to participate in 10 consecutive school days (the equivalent of 55 Continuous Educational Learning Hours of curriculum-based educational learning) during any academic year.

REQUIRED ANNUAL NOTICES

Student Records

It is the intent of this Annual Notice and policy to inform parent/guardian(s) and eligible children (i.e. students 18 and older) of their rights relevant to their privacy rights in the collection, maintenance, release and destruction of these records as required by the *Family Educational Rights and Privacy Act (FERPA)*, 20 U.S.C. '1232g, 34 C.F.R. part 99.

Annual notice of this policy is provided on the PDLCS website, in Student and Family Handbooks, and is available at the school.

The different categories of information maintained by PDLCS are as follows; educational and health records, personally identifiable information and directory information. Information known as directory information can be released without consent. Parents may opt out of this by requesting in writing to the school principal that some or all directory information not be released. In addition, photographs, audio, videos may be used in publications, websites, or social media highlighting various school activities or coverage of school events. If you do not wish your child to be photographed or videotaped for these purposes, you must inform PDLCS principal in writing.

Educational Records include records directly related to a student that are maintained by Pennsylvania Distance Learning Charter School (PDLCS). The educational records of PDLCS students may include all of the following (this list is not intended to be exhaustive): grades, standardized test results, student evaluation reports, samples of student work, records transferred from sending schools, discipline records, medical records and any other records created and maintained by the school district directly related to the student. Educational records do not include communications with legal counsel that are attorney client privileged. Educational records do not include records maintained solely by the creator for their personal use, not shared with others. The contents of a student's educational file shall be determined by the District unless a specific parental request is made or a complaint is made consistent with this Notice

PDLCS shall permit the parent/guardian(s) of a student or an eligible special education student, who is or has been in attendance in the school, to inspect and review the education records of the student upon written request. The school will comply with a written request to review records within a reasonable period of time (never to exceed 45 calendar days from the date of written request) after the request has been made. When there are special cases and where necessary, a parental request to review records will be granted and arranged as soon as possible. Visits to review a student's records shall be arranged and facilitated by a Principal or designee, or any party selected by the school, for the purposes of security and assistance in explaining or interpreting the data. The right to inspect and review education records includes:

1. The right to a response from PDLCS to reasonable requests, made in writing, for explanation and interpretations of the record; and
2. The right to obtain copies of records from PDLCS where failure of PDLCS to provide the copies would effectively prevent a parent or eligible student from exercising the right to inspect and review the educational records (e.g. where the parent lives too far to come review the records personally). *A reasonable fee of \$0.25 will be charged per page for duplicate copies of documents already provided to parents/guardians.*

In accordance with FERPA, PDLCS will not produce or compile documentation that does not already exist.

It is presumed by the school that both natural parent/guardian(s) of a student has authority to inspect and review the educational records of the student at the school in the conference room by appointment unless there is evidence that there is a legally binding instrument, or a State law or court order governing such matters as divorce, separation or custody, which provides to the contrary. A school designee will sit with the parent when the parent reviews the records in a private conference area of the main office.

Under federal law, parental consent is not required for the release of Directory Information, which is information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

PDLCS designates the following as **Directory Information**: information contained in an education record of a student that would not generally be considered harmful or an invasion of privacy if disclosed.

(a) Directory Information typically includes, but is not limited to, the student's name; address; telephone listing; date and place of birth; dates of attendance; participation in officially recognized activities and sports.

(b) Directory Information does not include a student's:

(1) Social security number; or

(2) Student identification (ID) number, except as provided in paragraph (c) of this section.

(c) Directory Information includes a student ID number, user ID, or other unique personal identifier used by the student for purposes of accessing or communicating in electronic systems, but only if the identifier cannot be used to gain access to education records except when used in conjunction with one or more factors that authenticate the user's identity, such as a personal identification number (PIN), password, or other factor known or possessed only by the authorized user.

A written record of this information, or electronic copy of the same, including grade level completed and year completed, may be maintained at least 100 years after a student attains age 21. A parent/guardian or eligible student may notify the school in writing of their refusal to allow the school to release directory information without prior consent. Such written refusal for consent must be sent to the Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 .

The school is required to release student directory information (access to names, addresses, and phone numbers of high school juniors and seniors) to **military recruiters and college admissions officers**. The law requires high schools to release information to colleges or other higher learning institutions upon request. Any parent/guardian or student who has reached age eighteen may notify the School **in writing of their refusal** for this information to be released. Letters seeking the withholding of information to military recruiters should be sent to: The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Per federal guidance, **student medical records**, maintained by the nurses' office, are considered educational records and will be shared with staff who the school determines has a legitimate educational interest in the information and a need to know medical information to protect the safety and health of the student. **Once provided to the School, specific parental consent will not be sought to share information on a need to know basis. Parental requests to maintain the confidentiality of specific medical information must be made in writing to the nurse's office.** Requests for complete confidentiality of medical information will be granted at the discretion of the nurse. These requests will be granted unless dangerous to the student.

If an agency reports a crime committed by a student with a disability, the school will ensure that copies of the special education records and disciplinary records of the student will be transmitted properly and only to the extent possible that the transmission is permitted by the Family Educational Rights and Privacy Act.

The school can communicate about sex offenders from agency to agency.

The school shall obtain the written consent of the parent(s)/guardian(s) of a student age eighteen before disclosing Personally Identifiable Information, other than directory information, from the education records of a student to a third party. Consent is not required where the disclosure is to the parent/guardian(s) of a student who is not an eligible student or the student himself or herself.

Personally Identifiable Information for Educational Records

The term includes, but is not limited to:

(a) The student's name;

(b) The name of the student's parent or other family members;

(c) The address of the student or student's family;

(d) A personal identifier, such as the student's social security number, student number, or biometric record;

(e) Other indirect identifiers, such as the student's date of birth, place of birth, and mother's maiden name;

(f) Other information that, alone or in combination, is linked or linkable to a specific student that would allow a reasonable person in the school community, who does not have personal knowledge of the relevant circumstances, to identify the student with reasonable certainty; or

(g) Information requested by a person who the educational agency or institution reasonably believes knows the identity of the student to whom the education record relates.

Uses of Personally Identifiable Information

The school may disclose Personally Identifiable Information from the education records of a student without written consent of the parent/guardian(s) or the student or the eligible student in several situations. (See 34 C.F.R. § 99) Some important examples of when no consent to release information include (list not exhaustive):

1. To other school officials, including teachers, guidance counselors, nurses, and Intermediate Unit personnel within the School who have been determined by the School to have legitimate educational interests or are providing instruction or services to students. The School has determined that all school employees involved in the direct supervision of a student (academic or non-academic) (including support staff) have a legitimate education interest in academic and health related student information if the information is necessary to ensure appropriate fulfillment of their professional duties and to ensure the health and safety of the student.
2. To officials of another school or school system or post-secondary schools in which the student seeks or intends to enroll, subject to the requirements set forth in 99.34. Parents may request a copy of the record sent.
3. To appropriate parties in a health or safety emergency, subject to the conditions set in 34 C.F.R. § 99.36, if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
4. Information designated by the School as Directory Information.
5. Generally, schools must have written permission from the parent/guardian or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - Specified officials for audit and evaluation purposes
 - Appropriate parties in connection with financial aid to a student
 - Organizations conducting studies for or on behalf of the school
 - Accrediting organizations
 - To comply with a judicial order or lawfully issued subpoena
 - State and local authorities, within the juvenile justice system, pursuant to specific state law
 - Contracted, consultant, volunteer, or other party to whom an agency or institution has outsourced institutional services or functions may be considered a school official under this paragraph--

(1) Performs an institutional service or function for which the agency or institution would otherwise use employees;

(2) Is under the direct control of the agency or institution with respect to the use and maintenance of education records; and

(3) Is subject to the requirements of 34 C.F.R. §99.33 (a) governing the use and redisclosure of personally identifiable information from education records.

(ii) An educational agency or institution must use reasonable methods to ensure that school officials obtain access to only those education records in which they have legitimate educational interests. An educational agency or institution that does not use physical or technological access controls must ensure that its administrative policy for controlling access to education records is effective and that it remains in compliance with the legitimate educational interest requirement.

When providing records to authorized third parties, the school will make a reasonable attempt to notify the parent/guardian(s) of the student or the eligible student of the transfer of the records at the last known address of the parent(s)/guardian(s) or eligible student. Per state law, the school will not provide any notice of transfer of records of a student to a school in which a student seeks or intends to enroll.

The school maintains student records in locked filing cabinets within the confines of PDLCS. This storage space contains special education student records, student health records, 504 Student Service Plan records, etc. Current original special education records with psychological records are maintained in the Special Education Department. All school records of students (K-12) who were evaluated by the school psychologist(s) and found not to be non-exceptional are kept and are secured in the school(s)' offices. All records are kept in a secure location and access to files is limited.

PLEASE NOTE: PDLCS BOARD POLICY PROVIDES RESIDENT STUDENTS AND THEIR PARENTS WITH NOTICE THAT THE SCHOOL MAY DESTROY RECORDS UNDER THE FOLLOWING CIRCUMSTANCES AND TIMELINES:

a. Records that include a student's name, address, grades, attendance records, classes attended, grade level completed and year completed may be destroyed once 100 years have passed since the student's 21st birthday.

b. **Special Education records**, Section 504 records, Response to Intervention (RTI) records, and health records **may be destroyed once 7 years have passed from the date a student has graduated or reached graduation age** (if exiting the school before graduation) as long as there is no outstanding request to inspect and review the records and the records are no longer deemed useful to the school.

c. **Notice of destruction of these records is provided annually via this publication.** Educational records of a student are no longer needed by PDLCS to provide educational services at the end of one year following a student's graduation from PDLCS. A parent/guardian may submit a written request for the destruction of all education records at that time.

d. Destruction will proceed where parents or eligible students have not requested copies by July 1 of the year the records may be destroyed as per paragraphs *a* and *b* above. Parents or students over eighteen have the right to request a copy of their record before destruction.

Parents are reminded that copies of the records might be needed for the acquisition of Social Security benefits or for other purposes.

Amendment of Education Records

A parent/guardian or eligible student has the right to request amendment of a student's educational file if it is believed that any information is inaccurate, or in violation of a student's rights. The educational agency shall decide within a reasonable time whether to amend the record. If PDLCS decides not to amend the educational record it shall notify the parent/student of the right to and arrange an informal hearing. The hearing will be conducted by an official of the school without an interest in the outcome, who will be either the Right to Know Officer or their designee. The parent may present relevant evidence. The school will issue a written decision based on the hearing. Informal inquiries may be sent to: ferpa@ed.gov or ppra@ed.gov. The website address is: www.ed.gov/policy/gen/guide/fpcd

Complaints regarding violation of rights accorded parent(s)/guardian(s) and eligible students with respect to student records are to be submitted to the a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352. All complaints will be investigated and responded to in writing within a reasonable period of time. If complaints cannot be satisfactorily resolved by the school, complaints can be filed with the following

**Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-4605**

Questions regarding the above information or requests for a copy of the records policy may be referred to The Right to Know Officer, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Screening and Evaluation

The PDLCS employs the following procedures for locating, identifying and evaluating the needs of school age students who may require special education programs and/or services. These procedures, as required by state regulation, are as follows:

As prescribed by Section 1402 of the Pennsylvania school code, PDLCS helps families make provisions for health screenings for kindergarten (K) through 12th grade students and new students without history of recent exams: Vision (Gr. K-12); Hearing (Gr. K, 3, 7 and 11 and any student with a known history of hearing loss); Mandated Physical Exams (Gr. K, 6, and 11); Dental Screenings (Gr. K, 1, 3, and 7); Scoliosis Screening (Gr. 6, 7) and Body Mass Index (BMI) screening (Gr. K-12).

Speech and language skills are screened in kindergarten and on a referral basis by speech clinicians.

Gross-motor and fine-motor skills, academic and social-emotional skills are assessed by the teachers and support staff. Screening activities include: review of group-based data such as cumulative enrollment and health records, report cards and

academic skills scores. Identified needs from these screening sources, as well as information obtained from parents and outside agencies, is assessed, noted within the student's record and discussed with parents.

PDLCS has intervention/prevention teams in place to support students as a pre-referral system. A **Student Academic Team** has been established as part of the pre-referral intervention process. The team consists of principal, guidance counselor, regular education teachers, reading specialists, school psychologist when needed and special education staff when needed. Parents are also part of this process and are contacted and strongly encouraged to participate in all phases of the Student Academic Team process. The Student Academic Team assists teachers and parents with supporting students who are experiencing academic, behavioral, medical, emotional and social skills difficulties.

The **Response to Instruction and Intervention (RTII)** model is utilized as part of the pre-referral intervention process. The MTSS-RTII team coordinates and oversees the MTSS-RTII pre-referral process. The team coordinates all meetings between parents and staff and identifies researched evidenced-based strategies that can be implemented in the regular education classroom setting for students who are at-risk. The MTSS-RTII team will develop appropriate academic goals that the students need to achieve in order to succeed academically in the regular classroom setting. The MTSS-RTII teacher also monitors the effectiveness of the instructional strategies that are utilized in the regular classroom environment. The teacher also works with students on study skills, organizational skills, preparedness, and will, on occasion, provide individual or small group focused tutoring sessions.

The **Student Assistance Program (SAP)** is an additional support used by the school to identify at-risk students. SAP teams are currently in place at the middle and high school levels. SAP is a cooperative effort with parents, utilizing the support staff, students, and community services. It is a proactive prevention/intervention program that attempts to provide intervention before school performance is seriously compromised. The SAP Core Team of individuals are trained in the SAP Model and focus on screening/intervention for student who may be experiencing drug and alcohol, depression, and/or family issues, and will make referrals to appropriate agencies or treatment facilities, aftercare for those returning from treatment, and crisis intervention as needed. If appropriate, a referral process is initiated at each building level through the Student Academic Team, Response to Intervention Team, and Student Assistance Teams, guidance departments, principal or the Department of Special Education. Assessment data is used by the team to meet the student's specific needs by recommending modifications or adaptations to the regular education program, creating interventions to address the problem and monitoring the student's response to intervention, or to document the need for further evaluation.

If it is determined that a student is in need of further evaluation, the student is referred for a multidisciplinary team (MDT) evaluation, which requires parent permission and includes parent input. Next, a "Permission-to-Evaluate Consent Form" is issued to the parent to sign giving the school district permission to conduct the evaluation. The school has 60 calendar days to complete the evaluation. After the evaluation is completed, an evaluation report is prepared which includes specific recommendations for the types of intervention necessary to meet the needs of the student and to determine the child's eligibility for special education services based upon a disability.

When the evaluation report is completed, parents are invited, if necessary, to a multidisciplinary team meeting to review findings and plan for the student's needs. After the MDT evaluation is completed, parents are given a Notice of Recommended Educational Placement/Prior Written Notice (NOREP), which they sign to indicate their agreement or disagreement with the recommendation.

Parents of students who suspect that their child has a disability and is in need of special education may request a Response to Intervention meeting or multidisciplinary team evaluation of their child through a written request to a PDLCS Principal.

You may find information regarding the appropriate developmental milestone descriptors for infants and toddlers at the Center for Disease Control (CDC) website: <http://www.cdc.gov/ncbddd/actearly/milestones/index.html> For additional information regarding the signs of developmental delays, please contact PDLCS, Director of Special Education, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 x105

Services for School Age Students with Disabilities

PDLCS provides a free, appropriate public education to students with disabilities according to state and federal rules. To be eligible, the child must:

- Be of school age.
- Have a disability *and* be in need of specially designed instruction.
- Meet eligibility criteria for one or more of the following physical or intellectual disabilities as set forth in the Pennsylvania State Standards: autism, deaf-blindness, blindness, visual impairment, emotional disturbance, specific learning disability,

other health impairment, traumatic brain injury, and speech/language impairment, orthopedic impairment, hearing impairment, deafness, multiple disabilities or intellectual disabilities. Services designed to meet the needs of eligible disabled students include:

- The annual development of an individualized education program (IEP).
- A triennial multidisciplinary re-evaluation for students with disabilities (except for those students with intellectual disabilities where evaluation remains biennial).
- A range of supports for students from itinerant level to supplemental level to full time level special education support within the school district or placement in a full-time special education disabilities class outside of the regular school.

The extent of special education services for disabled students and the location for the delivery of such services are determined by the parents and the district staff at the IEP team meeting and are based on the student's identified needs and abilities, chronological age and the level of intensity of the specified intervention. PDLCS also provides related services such as speech therapy, physical therapy, occupational therapy and assistive technology if they are required to enable the student with disabilities to derive educational benefits.

Prior to initiation of services, parents of a student with disabilities are presented a "Notice of Recommended Educational Placement/Prior Written Notice" (NOREP) with which they agree or disagree. If parents agree to the program outlined by the multidisciplinary team, the parent signs either the NOREP or NORA, and the program is implemented for the student. If parents disagree with the program being recommended, they have the right to request IEP facilitation, mediation and/or a due process hearing. Parents are issued "Procedural Safeguards" which outlines in detail their legal rights as a parent of a child identified as having a disability. If a child proves to have a disability or handicapping condition under PA Chapter 15 and the American Disabilities Act and it is determined the child is entitled to services and accommodations that are necessary to enable them access and safety when participating in programs and activities of the school, then a 504 Student Services Plan is outlined between the parent, district LEA and district staff. Parents are also given "Procedural Safeguards" for Chapter 15 504 Student Services Plans which outlines their rights as a parent of a student who has a disability and requires accommodations.

Detailed information regarding Chapter 14 Special Education, Chapter 711 Charter School and Cyber Charter School Programs for Children with Disabilities, and Chapter 15 504 Service Plan/Agreement procedures and services may be obtained by contacting a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

Services for Students in Nonpublic Schools

Public school education may be accessible to resident students attending nonpublic schools on a dual enrollment basis in a special education program operated in a public school. A multidisciplinary evaluation which determines the child's eligibility for services must be conducted and, if eligible, an individualized education program plan (IEP) is developed. Parents of nonpublic school students who suspect that their child is disabled and in need of special education may request a multidisciplinary evaluation of their child through a written request to a PDLCS Principal or Director of Special Education.

Services for Protected Handicapped Students

The school will provide to each protected handicapped student without discrimination or cost to the student or family those related aids, services or accommodations which are needed to provide equal opportunity to participate in and obtain the benefits of school programs and extracurricular activities to the extent appropriate to the student's abilities. To qualify as a protected handicapped student, the child must be of school age with a physical or mental handicap which substantially limits or prohibits participation in or access to an aspect of the school program.

Services for protected handicapped students are distinct from those applicable to disabled students enrolled in special education programs. Protected handicapped students fall under Pennsylvania's Chapter 15, sometimes known by its federal name, Section 504 (of the 1973 Rehabilitation Act). In contrast, students with disabilities who qualify for special education services are covered by regulations contained in Pennsylvania's Chapter 14. While both Chapter 14 and 15 provide services to students, there are technical differences between the two. Additional information about evaluation procedures and provision of services to protected handicapped students is available by contacting a School Administrator.

Services for Preschool Age Children

Act 212, the Early Intervention Systems Act, entitles all preschool age children with disabilities to appropriate intervention services. Young children experiencing developmental delay or physical or intellectual disabilities are eligible for early intervention services if it is determined that they meet eligibility requirements.

The **Pennsylvania Department of Public Welfare** is responsible for providing services to infants and toddlers, defined as children from birth to three year of age. Contact the Early Learning Institute, 2510 Baldwick Road, Pittsburgh, PA, 15205-4104, 412-922-8322.

The Pennsylvania Department of Education is responsible for providing services to preschool age children from ages three through five. Contact the **Allegheny Intermediate Unit, Project DART**, 425 East Waterfront Drive, Homestead, PA 15120, 412-394-5941.

Confidentiality of Student Records

The privacy rights of parents and students are mandated by federal legislation known as the Family Educational Rights and Privacy Act of 1974 (FERPA - C.F.R. Part 99), most recently amended in November 1996, state regulations (Chapter 14-Special Education Services and Programs, Chapter 12-Student Rights and Responsibilities) and district policy.

Highly Qualified Teachers

All Pennsylvania public school teachers with primary responsibility for direct instruction in one or more of ESSA's core content areas are required to demonstrate that they satisfy the State's certification and licensure requirements. This requirement includes:

- Elementary level (grades K-6) teachers who teach all subjects to a particular grade;
- Middle- and secondary-level (grades 7-12) core content area teachers;
- Special education teachers who provide direct instruction in one or more core content areas;
- English as language (EL) teachers who provide direct instruction in one or more core content areas

Pennsylvania's Definition of Highly Qualified Teacher

PDLCS staff meets the Every Student Succeeds Act (ESSA) for highly qualified teachers. A highly qualified teacher, according to the United States Department of Education, is fully certified, has a bachelor's degree, a content area major and has passed a content area test. In addition, fully certified teachers in Pennsylvania have completed pedagogical course work in education, including student teaching. We take pride in the tremendous skill and dedication of our faculty and staff.

Please note that, as parents, you have a right to request and receive timely information regarding the professional qualifications of your child's classroom teacher. If you have any questions about our Title I Program or about your child's teacher, please feel free to contact a PDLCS Principal, 2100 Corporate Drive, Suite 500; Wexford, PA 15090; 888.997.3352.

Parents' Right to Know

As stipulated in ESSA, parents/guardians may request information regarding the professional qualifications of their child's classroom teacher(s). Specifically, individuals have the right to ask for the following information:

- Whether the student's teacher has met state qualifying and licensing criteria for the grade level or subject he/she is teaching;
- Whether the teacher is teaching under emergency or other provisional status;
- The teacher's college major, the baccalaureate degree, and/or any advanced degrees earned by the teacher;
- Whether the child is provided services by paraprofessionals and, if so, their qualifications.

To obtain this information, please submit your request in writing to a PDLCS Administrator who oversees teacher/paraeducator certifications/qualifications. Each request should include the child's name, and his/her teachers' names. Please be certain to include your name, address and a telephone number at which you can be contacted during the day.

Pennsylvania Distance Learning Charter School

Attn: PDLCS Principal

2100 Corporate Drive

Wexford, PA 15090

888.997.3352

Surrogate Parents for Students with Special Needs

Surrogate Parent Program

Federal law establishes the right of a free and appropriate public education for all children with disabilities. To ensure that this right is realized for all such children, procedures are written into the laws to ensure that children with disabilities who are wards of the state, or whose parents are unknown, unavailable, or have had their parental rights legally terminated, have appropriate representation when educational programming decisions are made. This is provided through the recruitment, training and assignment of volunteer surrogate parents who represent the child during the educational process. In Pennsylvania, Intermediate Units have been given the responsibility of recruiting, training and assigning parents to children meeting the qualifications listed. PDLCS works with the Allegheny Intermediate Unit #3 in providing this service.

Identification of Children Eligible for Surrogate Parents

Special needs preschool and school-aged children receiving a free and appropriate education in a public school or an approved private school, who meet one of the following criteria, are eligible for the assignment of a qualified surrogate parent:

1. No IDEA parent can be identified;
2. The local educational agency, after reasonable efforts, cannot locate a parent;
3. The child is a ward of the State as defined by State law (Pennsylvania does not have a state law definition of ward of the State so this provision does not apply in Pennsylvania); or
4. The child is an unaccompanied homeless youth as defined in the McKinney-Vento Homeless Assistance Act (i.e., a youth who lack a fixed nighttime residence and are not in the care of a parent or guardian).

To be identified as being in need of a surrogate parent, the preschooler or school-aged child must have special needs, or be thought to have special needs, and be in need of special education services at PDLCS.

Qualification for Surrogate Parents

Surrogate parents must meet the following qualifications:

- Be a person of good character,
- Be at least 18 years of age,
- Possess reasonable abilities to make decisions regarding a child's educational needs,
- Be willing to acquaint themselves with the child's educational needs and with the special education system in the Commonwealth of Pennsylvania,
- Have no vested interest that would conflict with the primary allegiance to the child they are representing. The surrogate parent should not be an employee of the agency responsible for the care of the child,
- Foster parents may be considered if they meet all other qualifications,
- Have Act 33 and Act 34 clearances from the Commonwealth of Pennsylvania,
- Be willing to complete a training program conducted by the Allegheny Intermediate Unit.

Responsibilities of the Surrogate Parent

The surrogate parent is expected to act in place of a parent for the student concerning his or her educational program. This involves:

- Attending a planning conference to develop an individualized educational program
- Being familiar with appropriate procedures for due process and confidentiality of school records
- Receiving and responding to requests and notices concerning the evaluation and/or educational placement of the assigned student
- Making self familiar with the unique educational needs of the assigned student

The surrogate parent takes on certain quasi-legal responsibilities in order to serve the best interests of the child. The primary function is to represent the student in those circumstances in which decisions need to be made concerning the student's educational program or placement. It is necessary for the surrogate parent to receive considerable training to familiarize him or herself with all aspects of the

surrogate parent role. The demands of the role may be extensive and require the volunteer to make a significant commitment of time and learning in order to serve the best interest of the child.

If you are interested in being a surrogate parent for a child/youth with disabilities, please contact the Director of Special Education or Principal, at 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352.

English as a Second Language Services (EL)

In accordance with federal law and state regulations, the PDLCS must identify all students who have “limited English proficiency” (LEP). These students typically have a primary language other than English that is used in their homes. Students identified with a limited English proficiency are eligible for ESL instructional services to help them attain proficient skills in their use of the written and spoken English language.

All students must have a Home Language Survey completed by their parents prior to admission into the school district. This survey allows the PDLCS to identify possible LEP students. Our EL Coordinator will conduct a family interview as indicated by EL regulations of any student identified as possibly having a limited English proficiency and will facilitate services to students based on their level of need.

Parents or guardians who feel that their child may have a limited English proficiency should the EL Coordinator, 2100 Corporate Drive, Suite 500; Wexford, PA 15090 1.888.997.3352 for more information.

Title I Performance Report

The PDLCS receives Title I funds annually. This funding is used schoolwide to assist students who are below basic or basic in reading and math skills.

Title I Home-School Compact

The Pennsylvania Distance Learning Charter School, the families and the students agree that this compact outlines how the families, the entire school staff, and the students will share the responsibility for improved student academic achievement. This will serve as the means by which the school and families will build and develop a partnership that will help children achieve Pennsylvania's high standards.

School Responsibilities

PA Distance Learning Charter School will:

- Provide high quality curriculum and instruction in a supportive and effective learning environment that enables the participating children to meet Pennsylvania's Core Standards as follows:
 - All students will participate in the curriculum which is driven by Pennsylvania Core Standards. Students will be supported in a learning environment that provides multiple levels of instruction, considering a variety of learning skills. Supplemental resources will be provided to the students to enhance their curriculum and extend or reinforce learning.
- Hold parent-teacher conferences periodically over the course of the school year to discuss the individual child's achievement.
 - Parent-Teacher conferences will be held mid-year (February) for students in grades K-8 and as needed for students in grades 9-12. All parents may request a conference at any time to discuss their individual student.
- Provide parents with frequent reports on their child's progress.
 - All students in grades K-8 will receive quarterly report cards. Students in grades 9-12 will receive quarterly progress reports. Standardized assessment results will also be communicated and reported to parents.
- Provide parents reasonable access to staff.
 - Specifically, staff will be available for consultation with parents Monday – Friday between the hours of 7:30 a.m. – 3:30 p.m. by phone or email.
- Provide parents opportunities to volunteer and participate in their child's educational program as follows:
 - Parents may participate in their child's class by having access to the Student Information System (SIS) for communicating with school staff, accessing daily

lessons and recorded live learning sessions and having access to their child's Guidance Counselor course.

Parent/Guardian Responsibilities:

We, as parent(s)/guardian(s), will support our child's learning in the following ways:

- Ensure that my child is ready for school each day.
- Develop a schedule to monitor my student's attendance on a daily basis to ensure they are attending live classes and completing daily lessons and assignments
- Participate in as many meetings, conferences, trainings, etc., as possible to help make decisions related to my child's education
- Promote positive use of my child's extracurricular time
- Communicate with all classroom teachers concerning my child's academic progress
- Read daily with my child or ensure that my child is reading each day.
- Encourage a positive attitude towards school.

Student Responsibilities:

We, as students, will share the responsibility to improve our academic achievement and achieve the state's high standards in the following ways:

- Login to the school each day to complete my lessons in all of my courses.
- Attend live learning sessions on a regular basis.
- Believe that I can and will learn.
- Let my teachers and family know if I need help.
- Participate and try my best in standardized testing.
- Read at least 15-30 minutes every day outside of school time.
- Give my parent/guardian any notice or information received by me from my school.
- Keep a positive attitude towards school at all times.

Please sign on the appropriate line below, acknowledging that you have read and agreed with the above compact. Return this signed form to your teacher as soon as possible.

School

Date

Parent/Guardian

Date

Student

Date

SIGNATURE PAGE

Pennsylvania Distance Learning Charter School PARENT/STUDENT INFORMATION HANDBOOK

The Parent/Student Handbook is available to all families who are enrolled in PDLCS. Please take the time to review the content with your child/children. We provide you with a copy of the handbook, but it is also available electronically.

The intent and the spirit of the handbook is what will help us create an emotionally and physically safe environment for all our children.

(Please call your child's teacher or Principal if you need any clarification or explanation).

"We have reviewed the PDLCS 2019-20 Parent/Student Handbook received from the school. We have discussed the content with our child/children."

PLEASE SIGN AND RETURN THIS FORM TO THE ENROLLMENT DEPARTMENT.

Thank you.

Printed Parent/Guardian Name

Parent/Guardian Signature

Printed Student Name

Student Signature

Suicide Prevention learning paths are ready for your use!

Completing the eduplanet21 modules will fulfill your requirements under Act 71, signed into Pennsylvania law on June 26, 2014 and explained on the Department of Education website ([Act 71 on PDE website](#)). The modules are designed to take 4 hours. Please schedule your time accordingly.

Act 71 of 2014 requires school entities to: "(1) adopt a youth suicide awareness and prevention policy; and (2) provide ongoing professional development in youth suicide awareness and prevention for professional educators in buildings serving students in grades 6-12. Additionally, section 1526 specifically permits school entities to incorporate curriculum on this topic into their instructional programs pursuant to their youth suicide awareness and prevention policies."

This course will will meet the requirement of professional development as described below: School entities are required to: "Include in its professional development plan submitted to the secretary for approval pursuant to section 1205.1 four (4) hours of training in youth suicide awareness and prevention every five (5) years for professional educators in school buildings serving students in grades six through twelve."

Instructions for Staff:

You can redeem your learning path by clicking the link below or by manually entering the membership code following the instructions below. If you choose to activate your code via link, follow the same instructions, however when you arrive at the step to enter your membership code, you will find it has already been filled in.

- You may already have a username and password. If not, create one. Login then, enter our membership code, UBRKGW to begin the modules.

* Understanding Youth Suicide and Prevention (Act 71) –UBRKGW-
<http://www.eduplanet21.com/membership/activate/UBRKGW>

To activate your code:

1. Go to www.eduplanet21.com
2. If this is your first time using eduplanet21, click "Sign Up!" (if you have an existing account, simply sign in, click "Membership Code" and enter the above code)
3. Enter your email address and membership code
4. Receive your confirmation email and click "Yes, it's me"

- Modules must be finished by September 25, 2015
- Once complete, give a copy of the training completion certificate to Mrs. Rossetti and sign the Act 48 sheet

PARENT INVOLVEMENT EDUCATION
(PIE) SERIES

Session 6: Teens and Suicide

Miss Russo and Mrs. P

Statistics:

- More than 1,200 teenagers die by suicide each year in the United States
- More than 72,000 teens are treated in emergency rooms each year because they have attempted suicide (CDC, 2003a)

One survey (CDC, 2003b) found that in a 12-month period:

- Almost 17 percent of high school students had seriously considered suicide
- 16.5 percent of high school students made a suicide plan
- 8.5 percent of high school students tried to kill themselves at least once

Risk Factors for Teenage Suicide:

- Suffering from a chemical imbalance that causes depression or another mental disorder that brings them a great deal of pain
- May be overwhelmed by problems, such as drug or alcohol abuse or family violence
- Emotional pain that they cannot see any other solution to their problems

Recognizing the Warning Signs

- Teens have their own culture and language. They may know their friends better than their own parents do. They may be able to tell that something is bothering one of their friends, even when their teachers, guidance counselors or parents don't have a clue that anything is wrong.
- While there is no foolproof method of knowing that a teen may be thinking of hurting him or herself, the following signs might indicate that a young person is considering suicide include the following:

Warning Signs:

- A suddenly worsening school performance
- A fixation on death or violence
- Unhealthy peer relationships
- Violent mood swings or a sudden change in personality
- Signs that the teen is in an abusive relationship

Warning Signs continued...

- Other risky behaviors
- Signs of an eating disorder
- Difficulty in adjusting to gender identity
- Bullying
- **Depression**- Depression is an emotional problem that increases a person's risk of suicide. The following signs indicate that a teen may be depressed:

Characteristics of Depression:

- A sudden worsening in school performance
- Withdrawal from friends and extracurricular activities
- Expressions of sadness and hopelessness, or anger and rage
- A sudden, unexplained decline in enthusiasm and energy
- Overreaction to criticism
- Lowered self-esteem, or feelings of guilt
- Indecision, lack of concentration, and forgetfulness
- Restlessness and agitation
- Changes in eating or sleeping patterns
- Unprovoked episodes of crying
- Sudden neglect of appearance and hygiene
- Seeming to feel tired all the time, for no apparent reason
- Use of alcohol or other drugs

Some Warning Signs Demand IMMEDIATE ACTION!

- Announcing that the person has made a plan to kill him- or herself
- Talking or writing about suicide or death
- **Saying things like:**

I wish I were dead.

I'm going to end it all.

You will be better off without me.

What's the point of living?

Soon you won't have to worry about me.

Who cares if I'm dead, anyway?

Some Warning Signs Demand IMMEDIATE ACTION!

- Staying by him or herself rather than hanging out with friends and family
- Expressing the belief that life is meaningless
- Giving away prized possessions
- Neglecting his or her appearance and hygiene
- Dropping out of school or social, athletic, and/or community activities
- Obtaining a weapon or another means of hurting him or herself (such as prescription medications)

How Can YOU Help?

- Tell someone!
- Don't be afraid of being wrong!
- Talk to the person that you are concerned about
- Don't pretend you have all the answers

Helpful Resources

- National Suicide Prevention Lifeline-
1-800-273-8255 or
(<http://www.suicidepreventionlifeline.org/>).
- National Institute of Mental Health-
(www.nimh.nih.gov/)
- American Foundation for Suicide Prevention
(<http://www.afsp.org>)
- Suicide Prevention Resource Center
(<http://www.sprc.org/>)

SAVE A FRIEND: TIPS FOR TEENS TO PREVENT SUICIDE

By Richard Lieberman, MS, NCSP, Los Angeles Unified School District; & Katherine C. Cowan, National Association of School Psychologists



Growing up is not easy. Children and teenagers face many tough decisions and difficult life experiences that, at times, seem overwhelming. For some kids, a difficult, scary or threatening situation like the 9/11 terrorist attacks can cause so much distress that they start to think about killing themselves. Suicide is one of the leading causes of death for kids in middle school and high school and it can be prevented if adults and friends are aware of the warning signs and know what to do.

Although kids thinking about suicide are not likely to seek help, they do show warning signs to their friends, classmates, parents or trusted school personnel. *Never ignore these signs. You can help.*

Some situations that might cause some kids to think about suicide include breaking up with boyfriend or girlfriend, failing in school, problems with parents, and rejection by friends. After a disaster such as a school shooting or terrorist attack in our country, some students may display warning signs of suicidal behavior. Children and youth who have experienced a personal loss, abuse, or an earlier tragic or frightening event, or who suffer from depression or other emotional problems, have a higher risk of suicide. Youngsters who have these risk factors *and* who have been directly affected by or witnessed a traumatic event are most likely to consider suicide.

Warning signs may not appear right away following the event. Parents, teachers, and friends must be good listeners and observers over the weeks to come. Below are some tips to help prevent suicide and get help.

Suicide Warning Signs

- *Suicide notes:* These are a very real sign of danger and should be taken seriously.
- *Threats:* Threats may be direct statements (“I want to die.” “I am going to kill myself.”) or, unfortunately, indirect comments (“The world would be better without me.” “Nobody will miss me anyway.”). Among teenagers, indirect clues could be offered through joking or through comments in school assignments, particularly creative writing or artwork. Younger children and those who may have some delays in their development may not be able to express their feelings in words but may provide indirect clues in the form of acting-out, violent behavior, and often with threatening or suicidal comments.
- *Previous attempts:* If a child or teenager has attempted suicide in the past, there is a greater likelihood that he or she will try again. Be observant of any friends who have tried suicide before.
- *Depression (helplessness/hopelessness):* When symptoms of depression include strong thoughts of helplessness and hopelessness, a child or adolescent is possibly at greater risk for suicide. Watch out for behaviors or comments that indicate that your friend is feeling overwhelmed by sadness or pessimistic views of the future.
- *“Masked” depression:* Sometimes risk-taking behaviors can include acts of aggression, gunplay, and alcohol/substance abuse. While some teens do not act depressed, their behavior suggests that they are not concerned about their own safety.
- *Final arrangements:* This behavior may take many forms. In adolescents, it might be giving away prized possessions such as jewelry, clothing, journals, or pictures.
- *Efforts to hurt oneself:* Self-injury behaviors are warning signs for young children as well as teenagers. Common self-destructive behaviors include running into traffic, jumping from heights, and scratching/cutting/marking the body.
- *Inability to concentrate or think clearly:* These problems may be reflected in classroom behavior, homework habits, academic performance, household chores, even conversation. If your friend starts skipping classes, getting poor grades, acting up in class, forgetting or poorly performing chores

around the house, or talking in a way that suggests he or she is having trouble concentrating, these might be signs of stress and risk for suicide.

- *Changes in physical habits and appearance:* Changes include inability to sleep or sleeping all the time, sudden weight gain or loss, and disinterest in appearance or hygiene.
- *Sudden changes in personality, friends, and behaviors:* Parents, teachers, and friends are often the best observers of sudden changes in suicidal students. Changes can include withdrawing from friends and family, skipping school or classes, loss of involvement in activities that were once important, and avoiding friends.
- *Death and suicidal themes:* These might appear in classroom drawings, work samples, journals, or homework.
- *Plan/method/access:* A suicidal child or adolescent may show an increased interest in guns and other weapons, may seem to have increased access to guns or pills, and may talk about or hint at a suicide plan. The greater the planning, the greater the potential for suicide.

What You Can Do to Help a Friend

- *Know the warning signs:* Read over the list above and keep it in a safe place.
- *Do not be afraid to talk to your friends:* Listen to their feelings. Make sure they know how important they are to you, but do not believe you can keep them from hurting themselves on your own. Preventing suicide will require adult help.
- *Make no deals:* Never keep secret a friend's suicidal plans or thoughts. You cannot promise that you will not tell. You have to tell to save your friend.
- *Tell an adult:* Talk to a trusted adult such as your parent, your friend's parent, even your school's psychologist or counselor. And don't wait. Don't be afraid that the adults will not believe you or take you seriously. Keep talking until they listen. Even if you are not sure your friend is suicidal, talk to someone. It is OK if you jump the gun. This is definitely the time to be safe and not sorry.
- *Ask if your school has a crisis team:* Many schools (elementary and middle and high schools) have organized crisis teams, which include teachers, counselors, social workers, psychologists, and principals. These teams help train staff to recognize warning signs of suicide as well as how to help in a crisis situation. These teams can also help students understand warning signs of violence and suicide. If your school does not have a crisis team, ask your

Student Council or faculty advisor to look into starting a team.

Resources

Dougy Center for Grieving Children and Families—
www.dougy.org

National Association of School Psychologists—
www.nasponline.org/NEAT/crisismain.html

SOS High School Suicide Intervention Program—
www.mentalhealthscreening.org

Adapted from A National Tragedy: Preventing Suicide in Troubled Children and Youth, available on the National Association of School Psychologists website at www.nasponline.org.

Richard Lieberman, MS, NCSP, is coordinator of the Suicide Prevention Unit for the Los Angeles Unified School District and a member of the National Emergency Assistance Team of the National Association of School Psychologists. Katherine C. Cowan is NASP's Director of Marketing and Communications.

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Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Enrollment	681	Incidents Involving Local Law Enforcement	0
Incidents	0	Total Arrests	0
Offenders	0	Assignments to Alternative Education	0

Misconduct Categories

Misconduct Type	Incidents Associated with the Misconduct	Percent of Total Incidents	Incidents per 100 Students
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Weapon Detection

Weapon Detection Method	Incidents Associated with the Weapon Detection Method	Percent of Total Incidents	Incidents per 100 Students
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Offender Demographics

Age	Offenders	Percent of Total Offenders
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Grade	Offenders	Percent of Total Offenders
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Gender	Offenders	Percent of Total Offenders
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Race / Ethnicity / Status Category

Race or Ethnicity	Offenders	Percent of Total Offenders
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Offender Status	Offenders	Percent of Total Offenders
-----------------	-----------	----------------------------

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Incident Place and Time

Incident Place	Incident Time Frame	Total
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Sanctions

School Sanction Type	Total
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Adjudication

Adjudication	Total
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Remedial Programs

Remedial Program	Total
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Parental Involvement

Type of Parental Involvement	Total
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School Security Staff

School Security Staff	Total
-----------------------	-------

Injuries

No Data Available

School Security Staff from District Fact

Security Staff from District Fact	Count
ZERO	0

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Expulsions by Grade

No Data Available

Expulsions by Race

No Data Available

Expulsions by Gender

No Data Available

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Out-of-School Suspensions by Grade

No Data Available

Out-of-School Suspensions by Race

No Data Available

Out-of-School Suspensions by Gender

No Data Available

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

Habitual Truancy by Grade

	Total	Truancy Rate
001	4	0.59
002	4	0.59
003	8	1.17
004	5	0.73
005	14	2.06
006	9	1.32
007	15	2.20
008	20	2.94
009	41	6.02
010	29	4.26
011	20	2.94
012	1	0.15
Total	170	24.96

Habitual Truancy by Race

	Total	Truancy Rate
White / Caucasian (not Hispanic)	95	13.95
American Indian / Alaskan Native	1	0.15
Asian (not Hispanic)	1	0.15
Hispanic (any race)	22	3.23
Multi-Racial	12	1.76
Black / African American (not Hispanic)	39	5.73
Total	170	24.96

Habitual Truancy by Gender

Gender	Total	Truancy Rate
Female	91	13.36
Male	79	11.60
Total	170	24.96

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2016-2017

AUN	LEA	Count of Locations (excluding 9999)	Number of Locations (excluding non-school location 9999) with AEDs	Total Number of AEDs reported in the LEA (includes AEDs reported for non-school location 9999)	Number of Locations (excluding non-school location 9999) without AEDs
115220003	Pennsylvania Distance Learning CS	2	0	0	2

Safe Schools ACS and LEA Profile

School Year: 2016-2017
LEA: Pennsylvania Distance Learning CS

PA Department of Education
Office for Safe Schools
333 Market Street, 5th Floor
Harrisburg, PA 17126-0333
Primary email: ra-edsafeschoolsrep@pa.gov

Due Date: July 31, 2017

Local law enforcement agency with jurisdiction over the school entity: Franklin Park P.D.

NOTE: IF MULTIPLE LOCAL LAW ENFORCEMENT (LLE) AGENCIES HAVE JURISDICTION OVER THE SCHOOL ENTITY, IN THIS CASE YOU ARE REQUIRED TO SUBMIT A SCHOOL-LEVEL ACS FOR EACH SCHOOL CERTIFIED BY THE APPROPRIATE LLE WITH JURISDICTION.


Data Contact Person:

Name: Mary Ann Calderone

Email: maryann.calderone@padistance.org

Phone: 888-997-3352 x185

Fax: 866-997-3527

 Initial to indicate data and associated validation reports were reviewed


IT Contact Person:

Name: Mary Ann Calderone

Email: maryann.calderone@padistance.org

Phone: 888-997-3352 x185

Fax: 866-997-3527

 Initial to indicate all batch details were reviewed and all messages were addressed as necessary


I certify that in accordance with 24 PS 13-1303-A, I have reviewed the Safe Schools – School Report for the school entity listed above and that the information provided on the files and summarized on the above School Safety Report is correct and true to the best of my knowledge and was prepared in accordance with the Pennsylvania Information Management System (PIMS).

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Check this box if there is more than one local Enforcement Agency with jurisdiction in your district. The signed individual School's ACS are attached.

Chief LEA Administrator's Signature 	Date: <u>June 26, 2017</u>
Printed name: Patricia R. Rossetti, CEO	

I certify that in accordance with 24 PS 1303-A (B.1), I have reviewed the Safe Schools – School Report for the school entity listed above, that the school entity listed above is in my department's jurisdiction, and that the information provided on the files and summarized on the above School Safety Report accurately reflects our police incident data.

Chief Law Enforcement Officer Signature:		Date:
Printed name:	Donald R. Dorsch	<u>6/27/17</u>
Police department:	Franklin Park P.D.	
Contact information: Telephone:	412-364-1227	
Email:	ddorsch404@fppd.biz	

Check this box if the Local Law Enforcement Agency fails to review and provide notification of the accuracy of its incident data to the above report as required by 24 PS 1303-A (B.1).

Chief LEA Administrator's Signature 	Date: <u>June 26, 2017</u>
Printed name: Patricia R. Rossetti, CEO	

Note: This Signature is not Required If you Have Multiple Law Enforcement Agencies And Each Individual School ACS is attached.

Safe Schools ACS and LEA Profile

School Year: 2016-2017

LEA: Pennsylvania Distance Learning CS

Due Date: July 31, 2017

PA Department of Education

Office for Safe Schools

333 Market Street, 5th Floor

Harrisburg, PA 17126-0333

Primary email: ra-edsafeschoolsrep@pa.gov

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Enrollment	848	Incidents Involving Local Law Enforcement	0
Incidents	0	Total Arrests	0
Offenders	0	Assignments to Alternative Education	0

Misconduct Categories

Misconduct Type	Incidents Associated with the Misconduct	Percent of Total Incidents	Incidents per 100 Students
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Weapon Detection

Weapon Detection Method	Incidents Associated with the Weapon Detection Method	Percent of Total Incidents	Incidents per 100 Students
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Offender Demographics

Age	Offenders	Percent of Total Offenders
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Grade	Offenders	Percent of Total Offenders
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Gender	Offenders	Percent of Total Offenders
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Race / Ethnicity / Status Category

Race or Ethnicity	Offenders	Percent of Total Offenders
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Offender Status	Offenders	Percent of Total Offenders
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Incident Place and Time

Incident Place	Incident Time Frame	Total
----------------	---------------------	-------

Sanctions

School Sanction Type	Total
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Adjudication

Adjudication	Total
--------------	-------

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Remedial Programs

Remedial Program	Total
------------------	-------

Parental Involvement

Type of Parental Involvement	Total
------------------------------	-------

School Security Staff

School Security Staff	Total
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Injuries

No Data Available

School Security Staff from District Fact

No Data Available

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Expulsions by Grade

No Data Available

Expulsions by Race

No Data Available

Expulsions by Gender

No Data Available

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Out-of-School Suspensions by Grade

No Data Available

Out-of-School Suspensions by Race

No Data Available

Out-of-School Suspensions by Gender

No Data Available

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

Habitual Truancy by Grade

	Total	Truancy Rate
001	1	0.12
002	6	0.71
003	11	1.30
004	8	0.94
005	3	0.35
006	11	1.30
007	18	2.12
008	34	4.01
009	38	4.48
010	13	1.53
011	4	0.47
Kindergarten	3	0.35
Total	150	17.69

Habitual Truancy by Race

	Total	Truancy Rate
American Indian / Alaskan Native	1	0.12
Asian (not Hispanic)	3	0.35
Black / African American (not Hispanic)	35	4.13
Hispanic (any race)	29	3.42
Multi-Racial	24	2.83
White / Caucasian (not Hispanic)	58	6.84
Total	150	17.69

Habitual Truancy by Gender

Gender	Total	Truancy Rate
Female	74	8.73
Male	76	8.96
Total	150	17.69

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2017-2018

AUN	LEA	Count of Locations (excluding 9999)	Number of Locations (excluding non-school location 9999) with AEDs	Total Number of AEDs reported in the LEA (includes AEDs reported for non-school location 9999)	Number of Locations (excluding non-school location 9999) without AEDs
115220003	Pennsylvania Distance Learning CS	2	0	0	2

Safe Schools ACS and LEA Profile

School Year: 2017-2018
LEA: Pennsylvania Distance Learning CS

PA Department of Education
Office for Safe Schools
333 Market Street, 5th Floor
Harrisburg, PA 17126-0333
Primary email: ra-edsafeschoolsrep@pa.gov

Due Date: July 31, 2018

Local law enforcement agency with jurisdiction over the school entity: Franklin Park P.D.

NOTE: IF MULTIPLE LOCAL LAW ENFORCEMENT (LLE) AGENCIES HAVE JURISDICTION OVER THE SCHOOL ENTITY, IN THIS CASE YOU ARE REQUIRED TO SUBMIT A SCHOOL-LEVEL ACS FOR EACH SCHOOL CERTIFIED BY THE APPROPRIATE LLE WITH JURISDICTION.

Data Contact Person:

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Phone: 888-997-3352 x185
Fax: 866-997-3527

MAC Initial to indicate data and associated validation reports were reviewed

MAC Initial to indicate all batch details were reviewed and all messages were addressed as necessary

I certify that in accordance with 24 PS 13-1303-A, I have reviewed the Safe Schools – School Report for the school entity listed above and that the information provided on the files and summarized on the above School Safety Report is correct and true to the best of my knowledge and was prepared in accordance with the Pennsylvania Information Management System (PIMS).

I certify that in accordance with 24 PS 13-1303-A, I have reviewed the Safe Schools – School Report for the school entity listed above and that the information provided on the files and summarized on the above School Safety Report is correct and true to the best of my knowledge and was prepared in accordance with the Pennsylvania Information Management System (PIMS).

Check this box if there is more than one local Enforcement Agency with jurisdiction in your district. The signed individual School's ACS are attached.

Chief LEA Administrator's Signature Printed name: Patricia R. Rossetti, CEO <i>Patricia Rossetti</i>	Date: 6/19/2018
---	---------------------------

I certify that in accordance with 24 PS 1303-A (B.1), I have reviewed the Safe Schools – School Report for the school entity listed above, that the school entity listed above is in my department's jurisdiction, and that the information provided on the files and summarized on the above School Safety Report accurately reflects our police incident data.

Chief Law Enforcement Officer Signature: Printed name: Donald R. Dorsch Police department: Franklin Park P.D. Contact information: Telephone: 412-364-1227 Email: ddorsch404@fppd.biz	Date: <i>6/20/18</i>
--	--------------------------------

Check this box if the Local Law Enforcement Agency fails to review and provide notification of the accuracy of its incident data to the above report as required by 24 PS 1303-A (B.1).

Chief LEA Administrator's Signature Printed name: Patricia R. Rossetti, CEO	Date:
--	--------------

Note: This Signature is not Required If you Have Multiple Law Enforcement Agencies And Each Individual School ACS is attached.

Safe Schools ACS and LEA Profile

School Year: 2017-2018

LEA: Pennsylvania Distance Learning CS

Due Date: July 31, 2018

PA Department of Education

Office for Safe Schools

333 Market Street, 5th Floor

Harrisburg, PA 17126-0333

Primary email: ra-edsafeschoolsrep@pa.gov

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Enrollment	843	Incidents Involving Local Law Enforcement	0
Incidents	0	Total Arrests	0
Offenders	0	Assignments to Alternative Education	0

Misconduct Categories

Misconduct Type	Incidents Associated with the Misconduct	Percent of Total Incidents	Incidents per 100 Students
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Weapon Detection

Weapon Detection Method	Incidents Associated with the Weapon Detection Method	Percent of Total Incidents	Incidents per 100 Students
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Offender Demographics

Age	Offenders	Percent of Total Offenders
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Grade	Offenders	Percent of Total Offenders
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Gender	Offenders	Percent of Total Offenders
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Race / Ethnicity / Status Category

Race or Ethnicity	Offenders	Percent of Total Offenders
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Offender Status	Offenders	Percent of Total Offenders
-----------------	-----------	----------------------------

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Incident Place and Time

Incident Place	Incident Time Frame	Total
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Sanctions

School Sanction Type	Total
----------------------	-------

Adjudication

Adjudication	Total
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* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Remedial Programs

Remedial Program	Total
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Parental Involvement

Type of Parental Involvement	Total
------------------------------	-------

School Security Staff

School Security Staff	Total
-----------------------	-------

Injuries

No Data Available

School Security Staff from District Fact

Security Staff from District Fact	Count
ZERO	0

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Expulsions by Grade

No Data Available

Expulsions by Race

No Data Available

Expulsions by Gender

No Data Available

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Out-of-School Suspensions by Grade

No Data Available

Out-of-School Suspensions by Race

No Data Available

Out-of-School Suspensions by Gender

No Data Available

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

Habitual Truancy by Grade

	Total	Truancy Rate
001	7	0.83
002	7	0.83
003	4	0.47
004	16	1.90
005	7	0.83
006	13	1.54
007	20	2.37
008	41	4.86
009	61	7.24
010	10	1.19
011	2	0.24
Kindergarten	9	1.07
Total	197	23.37

Habitual Truancy by Race

	Total	Truancy Rate
American Indian / Alaskan Native	3	0.36
Asian (not Hispanic)	2	0.24
Black / African American (not Hispanic)	56	6.64
Hispanic (any race)	30	3.56
Multi-Racial	21	2.49
White / Caucasian (not Hispanic)	85	10.08
Total	197	23.37

Habitual Truancy by Gender

Gender	Total	Truancy Rate
Female	104	12.34
Male	93	11.03
Total	197	23.37

* Categories with zero values are not shown on this report.

Safe Schools ACS and LEA Profile

LEA: Pennsylvania Distance Learning CS

School Year: 2018-2019

AUN	LEA	Count of Locations (excluding 9999)	Number of Locations (excluding non-school location 9999) with AEDs	Total Number of AEDs reported in the LEA (includes AEDs reported for non-school location 9999)	Number of Locations (excluding non-school location 9999) without AEDs
115220003	Pennsylvania Distance Learning CS	2	0	0	2

Safe Schools ACS and LEA Profile

School Year: 2018-2019
LEA: Pennsylvania Distance Learning CS

PA Department of Education
Office for Safe Schools
333 Market Street, 5th Floor
Harrisburg, PA 17126-0333
Primary email: ra-edsafeschoolsrep@pa.gov

Due Date: July 31, 2019

Local law enforcement agency with jurisdiction over the school entity: Franklin Park P.D.

NOTE: IF MULTIPLE LOCAL LAW ENFORCEMENT (LLE) AGENCIES HAVE JURISDICTION OVER THE SCHOOL ENTITY, IN THIS CASE YOU ARE REQUIRED TO SUBMIT A SCHOOL-LEVEL ACS FOR EACH SCHOOL CERTIFIED BY THE APPROPRIATE LLE WITH JURISDICTION.

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I certify that in accordance with 24 PS 13-1303-A, I have reviewed the Safe Schools – School Report for the school entity listed above and that the information provided on the files and summarized on the above School Safety Report is correct and true to the best of my knowledge and was prepared in accordance with the Pennsylvania Information Management System (PIMS).

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[] Check this box if there is more than one local Enforcement Agency with jurisdiction in your district. The signed individual School's ACS are attached.

Chief LEA Administrator's Signature <i>Patricia Rossetti</i>	Date: 6/20/2019
Printed name: Patricia R. Rossetti	

I certify that in accordance with 24 PS 1303-A (B.1), I have reviewed the Safe Schools – School Report for the school entity listed above, that the school entity listed above is in my department's jurisdiction, and that the information provided on the files and summarized on the above School Safety Report accurately reflects our police incident data.

Chief Law Enforcement Officer Signature: Printed name: Walter Healy Police department: Franklin Park P.D. Contact information: Telephone: 412-364-1227, ext. 324 Email:	Date:
--	--------------

[] Check this box if the Local Law Enforcement Agency fails to review and provide notification of the accuracy of its incident data to the above report as required by 24 PS 1303-A (B.1).

Chief LEA Administrator's Signature <i>Patricia Rossetti</i>	Date: 6/20/2019
Printed name: Patricia R. Rossetti	

Note: This Signature is not Required If you Have Multiple Law Enforcement Agencies And Each Individual School ACS is attached.

Safe Schools ACS and LEA Profile

School Year: 2018-2019
LEA: Pennsylvania Distance Learning CS

PA Department of Education
Office for Safe Schools
333 Market Street, 5th Floor
Harrisburg, PA 17126-0333
Primary email: ra-edsafeschoolsrep@pa.gov

Due Date: July 31, 2019

Local law enforcement agency with jurisdiction over the school entity: Franklin Park P.D.

NOTE: IF MULTIPLE LOCAL LAW ENFORCEMENT (LLE) AGENCIES HAVE JURISDICTION OVER THE SCHOOL ENTITY, IN THIS CASE YOU ARE REQUIRED TO SUBMIT A SCHOOL-LEVEL ACS FOR EACH SCHOOL CERTIFIED BY THE APPROPRIATE LLE WITH JURISDICTION.

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Chief LEA Administrator's Signature <i>Patricia Rossetti</i>	Date: 6/20/2019
Printed name: Patricia R. Rossetti	

I certify that in accordance with 24 PS 1303-A (B.1), I have reviewed the Safe Schools – School Report for the school entity listed above, that the school entity listed above is in my department's jurisdiction, and that the information provided on the files and summarized on the above School Safety Report accurately reflects our police incident data.

Chief Law Enforcement Officer Signature: <i>Walter J Healy</i>	Date:
Printed name: Walter Healy	<i>X 6/21/19</i>
Police department: Franklin Park P.D.	
Contact information: Telephone: 412-364-1227, ext. 324	
Email: <i>whealy411@fppd.biz</i>	

[] Check this box if the Local Law Enforcement Agency fails to review and provide notification of the accuracy of its incident data to the above report as required by 24 PS 1303-A (B.1).

Chief LEA Administrator's Signature <i>Patricia Rossetti</i>	Date: 6/20/2019
Printed name: Patricia R. Rossetti	

Note: This Signature is not Required If you Have Multiple Law Enforcement Agencies And Each Individual School ACS is attached.

Safe Schools ACS and LEA Profile

School Year: 2018-2019

LEA: Pennsylvania Distance Learning CS

Due Date: July 31, 2019

PA Department of Education

Office for Safe Schools

333 Market Street, 5th Floor

Harrisburg, PA 17126-0333

Primary email: ra-edsafeschoolsrep@pa.gov

PENNSYLVANIA DISTANCE LEARNING CHARTER SCHOOL

Book:	Policy Manual
Section:	Programs
Title:	Wellness Policy
Reference:	Public Law 108-25, Section 204
Adopted:	December 10, 2007
Revised:	December 10, 2010, November 1, 2017

PURPOSE: The purpose of this policy is to outline Pennsylvania Distance Learning Charter School's (PDLCS) Wellness Policy in accordance with Public Law 108-265, Section 204.

SCOPE: This policy applies to all students and staff of PDLCS.

POLICY AUTHORITY: Policy draft is reviewed by the CEO of PDLCS; then (1) sent to the Board of Trustees, and (2) presented at the next formal, public Board Meeting for review, public comments and approval.

DETAILED POLICY STATEMENT:

PDLCS is committed to helping students develop beneficial nutritional and physical health habits. Therefore, it is the policy of the School that:

- Student, parents, teachers, health professionals and community members will implement, monitor, and review the School's nutrition and physical activity policies.
- All students will be encouraged to stay physically active on a regular basis.
- The school will provide physical education curricula and nutrition education opportunities throughout the school year, as well as other developmentally appropriate activities that nurture enduring health habits.
- The student wellness policy shall be considered in planning all school-based activities.

Delegation of Responsibility:

- The School's Administration or designee shall monitor the school's programs and curricula to ensure compliance with this policy, related policies and to establish guidelines or administrative regulations.
- The School's Administration shall report to the Board of Trustees on the school's compliance with laws and policies related to student wellness.

Guidelines: The Board of Trustees shall appoint a Wellness Committee comprised of five individuals including at least one of each of the following: School Board Member, School Administrator or designee, student, parent/guardian, member of the public and may also include:

- Teacher
- Staff member
- Health professional
- Community member
- Other individuals chosen by the Board

The Wellness Committee shall serve as an advisory committee regarding student health issues and shall be responsible for maintaining compliance with the Wellness Policy. The Wellness Committee may examine related research and laws, assess student needs and the current school environment, review existing Board policies and administrative regulations, and raise awareness about student health issues. The Wellness Committee may make recommendations to the Board related to other health issues necessary to promote student wellness.

The Wellness Committee may survey parents/guardians and/or students; conduct community forums or focus groups; collaborate with appropriate community agencies and organizations; and engage in similar activities, within the budget established for these purposes.

The Wellness Committee shall provide periodic reports to the School Administration or designee regarding the status of its work, as required.

Committee members will serve a two year term.

Nutrition Education: The goal of nutrition education is the development of healthy eating habits among students. Promoting student health and nutrition improves readiness for learning and increases potential for achievement.

The nutrition curricula shall be age appropriate and focused on the development of sound health habits. The curricula will be a comprehensive health education program in accordance with Pennsylvania State Board of Education curriculum regulations and the academic standards for Health, Safety and Physical Education and Family and Consumer Science.

Physical Education: Comprehensive K-12 physical education courses shall be the principle channel fall students learn, practice developmentally-appropriate skills and knowledge that are considered necessary to sustain lifelong, health-enhancing physical activity.

The physical education curricula shall be taught by certified health and physical education teachers. The curricula will be a sequential, comprehensive program in accordance with the Pennsylvania State Board of Education curriculum regulations and the academic standards for Health, Safety and Physical education.

Physical Activity: In addition to planned physical education, age appropriate physical education, age appropriate physical activity opportunities shall be encouraged to meet the needs of all students. These may include activities offered by the school district of residence including intramurals and interscholastic athletics. Parents will have access to limited educational support funds to enroll their child in private physical activities including the YMCA, gymnastics, dance or martial arts.

MEMORANDUM OF UNDERSTANDING

BETWEEN

Franklin Park Police Department

(Law Enforcement Authority)

and

PA Distance Learning Charter School

(School Entity)

July 1, 2019

(Date)

I. Introduction

A. Parties

The following Law Enforcement Authority or Authorities agree to follow the policies and procedures contained in this Memorandum of Understanding (hereinafter “Memorandum”):

Franklin Park Police Department

The following School Entity or Entities agree to follow the policies and procedures contained in this Memorandum:

PA Distance Learning Charter School

- B.** This Memorandum establishes procedures to be followed when certain incidents – described in Section II below – occur on school property, at any school sponsored activity, or on a conveyance as described in the Safe Schools Act (such as a school bus) providing transportation to or from a school or school sponsored activity. This Memorandum does not cover incidents that are outside of those school settings and create no substantial disruption to the learning environment.
- C.** The parties seek to foster a relationship of cooperation and mutual support and to maintain a safe school environment.
- D. Legal Authority**
 - 1. The parties make this agreement as required by Article XIII-A of the Public School Code of 1949, popularly known as the “Safe Schools Act,” as amended, 24 P.S. §§ 13-1301-A—13-1313-A.



2. In so recognizing this legal authority, the parties acknowledge their respective duties pursuant to the Safe Schools Act and hereby agree to support and cooperate with one another in carrying out their joint and several responsibilities thereunder.
3. Information From Student Records
 - a. The Law Enforcement Authority shall be governed by the following reporting and information exchange guidelines:
 - i. Criminal History Record Information Act, 18 Pa.C.S. § 9101 et seq.
 - ii. The prohibition against disclosures, specified in section IV(C)(5) of this Memorandum.
 - b. When sharing information and evidence necessary for the Law Enforcement Authority to complete its investigation, the School Entity shall:
 - i. Comply with the Family Educational Rights and Privacy Act (hereinafter “FERPA”), 20 U.S.C. § 1232g, and its implementing regulations at 34 C.F.R. § 99.1 et seq., and 22 Pa. Code §§ 12.31-12.33, including any amendments thereto.
 - ii. Comply with the requirements of the Safe Schools Act, 24 P.S. §§ 13-1303-A and 13-1313-A, and any amendments thereto.
 - iii. Complete reports as required by section 1303-A of the Safe Schools Act, 24 P.S. § 13-1303-A, and any amendments thereto.
 - c. The School Entity may disclose personally identifiable information from an educational record of a student to the Law Enforcement Authority if a health or safety emergency exists and knowledge of that information is necessary to protect the health or safety of the student or other individuals. In determining whether a health or safety emergency exists, the School Entity may take into account the totality of the circumstances pertaining to a threat to the health or safety of a student or other individuals. If the School Entity determines that there is an articulable and significant threat to the health or safety of a student or other individuals, it may disclose information from education records to the Law Enforcement Authority, if knowledge of that information is necessary for the Law Enforcement Authority to protect the health or safety of the student or other individuals. The School Entity must record the articulable and significant threat to the health or safety of a student or other individuals so that it can demonstrate to parents, students and the Family Policy Compliance Office¹ – what circumstance led it to determine that a health or safety emergency existed and why the disclosure was justified.

¹ Questions related to FERPA should be directed to the Family Policy Compliance Office within the U.S. Department of Education.

E. Priorities of the Law Enforcement Authority

1. Help the School Entity prevent delinquent acts through preventive measures, including referrals to support services, diversionary programs, restorative practices, school-wide positive behavior supports, education and deterrence.

2. Investigate as appropriate all incidents reported to have occurred on school property, at any school sponsored activity, or on a conveyance as described in the Safe Schools Act (including a school bus) providing transportation to or from a school or school sponsored activity. The investigation of all reported incidents shall be conducted in the manner that the Law Enforcement Authority, in its sole discretion, deems appropriate; but any investigation shall be conducted so as to involve as little disruption to the school environment as is practicable.
3. Identify those responsible for the commission of the reported incident and, where appropriate, apprehend and prosecute those individuals. Identification and apprehension procedures shall involve as little disruption to the school environment as is practicable.
4. Establish and maintain a cooperative relationship with the School Entity in the reporting and resolution of all incidents described in Section II of this document.

F. Priorities of the School Entity

1. Help law enforcement prevent delinquent acts through preventive measures, including referrals to support services, diversionary programs, restorative practices, school-wide positive behavior supports, education and deterrence.
2. Create a safe learning environment.
3. Establish and maintain a cooperative relationship with the Law Enforcement Authority in the reporting and resolution of all incidents described in Section II of this document.
4. Provide the Law Enforcement Authority with all relevant information and required assistance in the event of a reported incident.
5. The School Entity shall give the Law Enforcement Authority a copy of the School Entity's behavior support services procedures and invite Law Enforcement Authority representatives to behavior support trainings.

II. Notification of Incidents to Law Enforcement

The School Entity is required to notify law enforcement in specific situations listed in subsection A of this section, and has discretion over whether to notify law enforcement about incidents listed in subsection B of this section. Law enforcement's decision to investigate and file charges may be made in consultation with school administrators.

A. Mandatory Notification

1. The School Entity shall immediately notify the Law Enforcement Authority having jurisdiction where the offense occurred by the most expeditious means practicable of any of the following incidents occurring on school property, at any school sponsored activity, or on a conveyance as described in the Safe Schools Act (including a school bus) providing transportation to or from a school or school sponsored activity:
 - a. The following offenses under 18 Pa.C.S (relating to crimes and offenses):
 - i. Section 908 (relating to prohibited offensive weapons).

- a) The term “offensive weapon” is defined by section 908 of the Crimes Code as “[a]ny bomb, grenade, machine gun, sawed-off shotgun with a barrel less than 18 inches, firearm specially made or specially adapted for concealment or silent discharge, any blackjack, sandbag, metal knuckles, dagger, knife, razor or cutting instrument, the blade of which is exposed in an automatic way by switch, push-button, spring mechanism, or otherwise, any stun gun, stun baton, taser or other electronic or electric weapon or other implement for the infliction of serious bodily injury which serves no common lawful purpose.” See 18 Pa.C.S. § 908(c) (relating to definitions).
 - b) Consistent with section 908(b) of the Crimes Code (relating to exceptions), this reporting requirement does not apply to one who possessed or dealt with an offensive weapon solely as a curio or in a dramatic performance, or to one who possessed an offensive weapon briefly in consequence of having found it or taken it from an aggressor, or under circumstances similarly negating any intent or likelihood that the weapon would be used unlawfully.
- ii. Section 912 (relating to possession of weapon on school property).
 - a) The term “weapon” is defined by section 912 of the Crimes Code to include but is not limited to, a knife, cutting instrument, cutting tool, nunchuck stick, firearm, shotgun, rifle and any other tool, instrument or implement capable of inflicting serious bodily injury.
 - b) Consistent with section 912(c) of the Crimes Code (relating to defense), this reporting requirement does not apply to a weapon that is: (a) possessed and used in conjunction with a lawful supervised school activity or course; or (b) is possessed for other lawful purpose.
 - iii. Chapter 25 (relating to criminal homicide).
 - iv. Section 2702 (relating to aggravated assault).
 - v. Section 2709.1 (relating to stalking).
 - vi. Section 2901 (relating to kidnapping).
 - vii. Section 2902 (relating to unlawful restraint).
 - viii. Section 3121 (relating to rape).
 - ix. Section 3122.1 (relating to statutory sexual assault).
 - x. Section 3123 (relating to involuntary deviate sexual intercourse).
 - xi. Section 3124.1 (relating to sexual assault).
 - xii. Section 3124.2 (relating to institutional sexual assault).
 - xiii. Section 3125 (relating to aggravated indecent assault).
 - xiv. Section 3126 (relating to indecent assault).
 - xv. Section 3301 (relating to arson and related offenses).

- xvi. Section 3307 (relating to institutional vandalism), when the penalty is a felony of the third degree.
 - xvii. Section 3502 (relating to burglary).
 - xviii. Section 3503(a) and (b)(1)(v) (relating to criminal trespass).
 - xix. Section 5501 (relating to riot).
 - xx. Section 6110.1 (relating to possession of firearm by minor).
- b. The possession, use or sale of a controlled substance, designer drug or drug paraphernalia as defined in “The Controlled Substance, Drug, Device and Cosmetic Act,” as amended, 35 P.S. §§ 780-101—780-144, popularly known as the “Drug Act.” For purposes of this Memorandum, the terms “controlled substance”, “designer drug” and “drug paraphernalia” shall be defined as they are in Section 102 of the Drug Act. See 35 P.S. § 780-102 (relating to definitions).
 - c. Attempt, solicitation or conspiracy to commit any of the offenses listed in paragraphs 1 and 2 of this subsection.
 - d. An offense for which registration is required under 42 Pa.C.S. § 9795.1 (relating to registration).
- 2. In responding to students who commit an incident listed under section 1303-A(b)(4.1) of the Safe Schools Act (24 P.S. § 13-1303-A(b)(4.1)), a school entity may consider the propriety of utilizing available school-based programs, such as school-wide positive behavior supports, to address the student’s behavior. Nothing in this provision shall be read to limit law enforcement’s discretion.

B. Discretionary Notification

- 1. The School Entity may notify the Law Enforcement Authority having jurisdiction where the incident occurred of any of the following incidents occurring on school property, at any school sponsored activity, or on a conveyance as described in the Safe Schools Act (including a school bus) providing transportation to or from a school or school sponsored activity:
 - a. The following offenses under 18 Pa.C.S (relating to crimes and offenses):
 - i. Section 2701 (relating to simple assault).
 - ii. Section 2705 (relating to recklessly endangering another person).
 - iii. Section 2706 (relating to terroristic threats).
 - iv. Section 2709 (relating to harassment).
 - v. Section 3127 (relating to indecent exposure).
 - vi. Section 3307 (relating to institutional vandalism), when the penalty is a misdemeanor of the second degree.

- vii. Section 3503(b)(1)(i), (ii), (iii) and (iv), (b.1) and (b.2) (relating to criminal trespass).
 - viii. Chapter 39 (relating to theft and related offenses).
 - ix. Section 5502 (relating to failure of disorderly persons to disperse upon official order).
 - x. Section 5503 (relating to disorderly conduct).
 - xi. Section 6305 (relating to sale of tobacco).
 - xii. Section 6306.1 (relating to use of tobacco in schools prohibited).
 - xiii. Section 6308 (relating to purchase, consumption, possession, or transportation of liquor or malt or brewed beverages by a person under 21 years of age).
- b. Attempt, solicitation or conspiracy to commit any of the offenses listed in subsection (a).
2. In exercising its discretion to determine whether to notify law enforcement of such incidents, the School Entity may consider the following factors: the seriousness of the situation, the school's ability to defuse or resolve the situation, the child's intent, the child's age, whether the student has a disability and, if so, the type of disability and its impact on the student's behavior, and other factors believed to be relevant.
- C. Law Enforcement Response to Notification
- 1. When notified of an incident listed in subsections A or B, law enforcement's decision to investigate and file charges, at the sole discretion of the Law Enforcement Authority, may be made in consultation with school administrators.
 - 2. In determining whether to file charges, the Law Enforcement Authority is encouraged to consult with the District Attorney. Where appropriate under the law, part of this consultation may include a discussion about the availability or propriety of utilizing a diversionary program as an alternative to filing charges.
- D. Notification of the Law Enforcement Authority when incident involves children with disabilities
- 1. If a child with a disability commits an incident of misconduct, school administrators and the Law Enforcement Authority should take into consideration that the child's behavior may be a manifestation of the disability and there may be no intent to commit an unlawful act. A child with a disability under this subsection shall mean a student with an IEP, a protected handicapped student with a service agreement that includes a behavior support plan, or such student for whom an evaluation is pending under 22 Pa. Code §§ 14.123 (relating to evaluation), 15.5 (relating to school district initiated evaluation and provision of services), 15.6 (relating to parent initiated evaluation and provision of services), or Chapter 711 (relating to charter school and cyber charter school services and programs for children with disabilities).

2. In the event a child with a disability commits a mandatory notification offense under Subsection A, the School Entity must provide immediate notification to the Law Enforcement Authority regardless of the disability. Such notification will state that the child has an IEP or a service agreement that includes a behavior support plan and may include the School Entity's recommendation that police intervention may not be required and advisement that the School Entity will act to address the student's behavior need as required by applicable federal and state law and regulations, including 22 Pa. Code §§ 14.133 (relating to positive behavior support), 15.3 (relating to protected handicapped students—general) or 711.46 (relating to positive behavior support). The Law Enforcement Authority may take the recommendation under advisement but reserves the right to investigate and file charges.
3. In the event a child with a disability commits a discretionary offense under Subsection B and the School Entity does not believe that police intervention is necessary, the School Entity will address the student's behavior need as required by applicable federal and state law and regulations, including 22 Pa. Code §§ 14.133, 15.3 or 711.46.
4. In accordance with 34 CFR 300.535 (relating to referral to and action by law enforcement and judicial authorities), nothing will prohibit the School Entity from reporting an offense committed by a child with a disability to the Law Enforcement Authority, and nothing will prevent State law enforcement and judicial authorities from exercising their responsibilities with regard to the application of Federal and State law to crimes committed by a child with a disability.
5. The School Entity, when reporting an offense committed by a child with a disability, should ensure that copies of the special education and disciplinary records of the child are transmitted for consideration by the appropriate authorities to the Law Enforcement Authority to whom the incident was reported.
6. The School Entity, when reporting an incident under this section, may transmit copies of the child's special education and disciplinary records only to the extent that the transmission is permitted by FERPA.

[Describe any specific procedures to be followed for incidents involving a student with a disability having an IEP as required by 22 Pa. Code § 14.104 (relating to special education plans) or 22 Pa. Code Chapter 711 (relating to charter school and cyber charter school services and programs for children with disabilities)]

No physical students at location.

- E. Upon notification of the incident to the Law Enforcement Authority, the School Entity shall provide as much of the following information as is available at the time of notification. In no event shall the gathering of information unnecessarily delay notification:
1. Whether the incident is in-progress or has concluded.
 2. Nature of the incident.
 3. Exact location of the incident.



4. Number of persons involved in the incident.
 5. Names and ages of the individuals involved.
 6. Weapons, if any, involved in the incident.
 7. Whether the weapons, if any, have been secured and, if so, the custodian of the weapons.
 8. Injuries involved.
 9. Whether EMS or the Fire Department have been notified.
 10. Identity of the school contact person.
 11. Identity of the witnesses to the incident, if any.
 12. Whether the incident involves a student with a disability and, if so, the type of disability and its impact on the student's behavior.
 13. Other such information as is known to the school entity and believed to be relevant to the incident.
- F. No later than September 30 of each year, the School Entity shall assemble and make ready for immediate deployment to its Incident Command Post the following information for the purpose of assisting the Law Enforcement Authority in responding to an emergency:
1. Blueprints or floor plans of the school buildings.
 2. Aerial photo, map or layout of the school campus, adjacent properties and surrounding streets or roads.
 3. Location(s) of predetermined or prospective command posts.
 4. Current teacher/employee roster.
 5. Current student roster.
 6. Most recent school yearbook.
 7. School fire-alarm shutoff location and procedures.
 8. School sprinkler system shutoff location and procedures.
 9. Gas/utility line layouts and shutoff valve locations.
 10. Cable/satellite television shutoff location and procedures.
 11. Other information the School Entity deems pertinent to assist local police departments in responding to an emergency

III. Law Enforcement Authority Response

- A. Depending on the totality of the circumstances, initial response by the Law Enforcement Authority may include:
1. For incidents in progress:
 - a. Meet with contact person and locate scene of incident.

- b. Stabilize incident.
 - c. Provide/arrange for emergency medical treatment, if necessary.
 - d. Control the scene of the incident.
 - i. Secure any physical evidence at the scene.
 - ii. Identify involved persons and witnesses.
 - e. Conduct investigation.
 - f. Exchange information.
 - g. Confer with school officials to determine the extent of law enforcement involvement required by the situation.
2. Incidents not in progress:
- a. Meet with contact person.
 - b. Recover any physical evidence.
 - c. Conduct investigation.
 - d. Exchange information.
 - e. Confer with school officials to determine the extent of law enforcement involvement required by the situation.
3. Incidents initially reported to the Law Enforcement Authority
- If any incident described in sections IIA or IIB is initially reported to the Law Enforcement Authority, the Law Enforcement Authority shall proceed directly with its investigation, shall immediately notify the School Entity of the incident, and shall proceed as outlined in sections IIA through IIE.

B. Custody of Actors

1. Students identified as actors in reported incidents may be taken into custody at the discretion of the investigating law enforcement officer under any of the following circumstances:
 - a. The student has been placed under arrest.
 - b. The student is being placed under investigative detention.
 - c. The student is being taken into custody for the protection of the student.
 - d. The student's parent or guardian consents to the release of the student to law enforcement custody.
2. The investigating law enforcement officer shall take all appropriate steps to protect the legal and constitutional rights of those students being taken into custody.

IV. Assistance of School Entities

A. In Loco Parentis

1. Teachers, Guidance Counselors, Vice Principals and Principals in the public schools have the right to exercise the same authority as a parent, guardian or person in parental relation to such pupil concerning conduct and behavior over the pupils attending a school during the time they are in attendance, including the time required in going to and from their homes.
2. School authorities' ability to stand in loco parentis over children does not extend to matters beyond conduct and discipline during school, school activities, or on a conveyance as described in the Safe Schools Act providing transportation to or from school or a school sponsored activity.

B. Notification of Parent or Guardian

1. Parents or guardians of all victims and suspects directly involved in an incident listed under Section IIA or IIB shall be immediately notified of the involvement, and they shall be informed about any notification regarding the incident that has been, or may be, made to the Law Enforcement Authority.
2. The School Entity shall document attempts made to reach the parents or guardians of all victims and suspects directly involved in incident listed under Section IIA or IIB.

C. Scope of School Entity's Involvement

1. **General Principles:** Once the Law Enforcement Authority assumes primary responsibility for a matter, the legal conduct of interviews, interrogations, searches, seizures of property, and arrests are within the purview of the Law Enforcement Authority. The School Entity shall defer to the Law Enforcement Authority on matters of criminal and juvenile law procedure, except as is necessary to protect the interests of the School Entity. The Law Enforcement Authority will keep the chief school administrator, or his designees, informed of the status of pending investigations.
2. **Victims**
 - a. The School Entity shall promptly notify the parent or guardian of a victim when the Law Enforcement Authority interviews that victim. The Law Enforcement Authority shall follow its policies and procedures when interviewing a victim to ensure the protection of the victim's legal and constitutional rights.
 - b. In the event a victim is interviewed by Law Enforcement Authority on school property, a guidance counselor or similar designated personnel may be present during the interview.
3. **Witnesses**
 - a. The School Entity shall promptly notify the parent or guardian of a witness when the Law Enforcement Authority interviews that witness. The Law Enforcement Authority shall follow its policies and procedures when interviewing a witness to ensure the protection of the witness's legal and constitutional rights.
 - b. In the event a witness is interviewed by the Law Enforcement Authority on school property, a guidance counselor or similar designated personnel should be present during the interview.

4. Suspects and Custodial Interrogation

- a. The School Entity shall help the Law Enforcement Authority to secure the permission and presence of at least one parent or guardian of a student suspect before that student is interrogated by law enforcement authorities.
- b. When a parent or guardian is not present, school authorities shall not stand in loco parentis (in the place of the parent/guardian) during an interview.
- c. If an interested adult cannot be contacted, the School Entity shall defer to the investigating Law Enforcement Authority, which will protect the student suspect's legal and constitutional rights as required by law.

5. Conflicts of Interest

- a. The parties to this Memorandum recognize that if a School Entity employee, contractor, or agent of the School Entity is the subject of an investigation, a conflict of interest may exist between the School Entity and the adult suspect.
- b. Neither the individual that is the subject of the investigation, nor any person acting as his/her subordinate or direct supervisor, shall be present during Law Enforcement Authority's interviews of student co-suspects, victims or witnesses by the Law Enforcement Authority.
- c. Neither the individual who is the subject of the investigation, nor his/her subordinate(s) and/or direct supervisor(s), shall be informed of the contents of the statements made by student co-suspects, victims or witnesses, except at the discretion of the Law Enforcement Authority or as otherwise required by law.

D. Reporting Requirements

All school entities are required to submit an annual report, which will include violence statistics and reports, to the Department of Education's Office for Safe Schools. This annual report must include all new incidents described in Sections IIA and IIB. Before submitting the required annual report, each chief school administrator and each police department having jurisdiction over school property of the School Entity shall do the following:

- a. No later than thirty days prior to the deadline for submitting the annual report, the chief school administrator shall submit the report to the police department with jurisdiction over the relevant school property. The police department shall review the report and compare the data regarding criminal offenses and notification of law enforcement to determine its accuracy.
- b. No later than fifteen days prior to the deadline for submitting the annual report, the police department shall notify the chief school administrator, in writing, whether the report accurately reflects police incident data. Where the police department determines that the report accurately reflects police incident data, the chief of police shall sign the report. Where the police department determines that the report does not accurately reflect police incident data, the police department shall indicate any discrepancies between the report and police incident data.



- c. Prior to submitting the annual report, the chief school administrator and the police department shall attempt to resolve discrepancies between the report and police incident data. Where a discrepancy remains unresolved, the police department shall notify the chief school administrator and the office in writing.
- d. Where a police department fails to take action as required under clause a or b, the chief school administrator shall submit the annual report and indicate that the police department failed to take action as required under clause a or b.
- e. Where there are discrepancies between the School Entity's incident data and the police incident data, the following shall occur:

[Describe procedure to be followed for the resolution of school violence data discrepancies prior to filing the annual report]

Law Enforcement Agency and School Entity will meet to review discrepancies and determine how the incident(s) should be reported. School Entity will make any required changes and resubmit the annual report to the police department.

V. General Provisions

- A. This Memorandum does not create any contractual rights or obligations between the signatory Law Enforcement Authority, the signatory School Entity, any other signatory authorities or entities, or their respective officers, employees, agents or representatives.
- B. This Memorandum may be amended, expanded or modified at any time upon the written consent of the parties. It must be reviewed and re-executed within two years of the date of its original execution and every two years thereafter.
- C. If changes in state or federal law require changes to this Memorandum, the parties shall amend this Memorandum.
- D. All parties to this Memorandum will communicate fully and openly with each other in order to resolve any problems that may arise in the fulfillment of the terms of this Memorandum.

Patricia R. Rossetti

Patricia R. Rossetti, Chief School Administrator

PA Distance Learning Charter School

School Entity

Donald R. Dorsch

Donald R. Dorsch, Chief Law Enforcement Authority

Franklin Park Police Department

Law Enforcement Authority

Darla S. Posney

Darla S. Posney, Building Principal K-6

PA Distance Learning Charter School

School Building

Kelly Crooks

Kelly Crooks, Building Principal 7-12



Standard Operating Procedure

Title: Referring a Student to SAP (Student Assistance Program)

Department		Version No.	PDLCS-2019v1.0		
Prepared by:	Tanya Contos	Date: 04/22/2019	Supersedes:	NA	
Approved by:	Patricia Rossetti	Date: 04/22/2019	Date Issued:	06/04/2019	

Document Owner: SAP Coordinator

Affected Parties: All Staff

Purpose: This procedure provides a guideline for staff on the process of submitting a Student Assistance Program referral.

Data Needed:

Objective, verifiable student data and red flag behaviors
Documented interventions

Resources Needed:

[Student Assistance Program Training Slides](#)

[Student Assistance Program Initial Referral Form](#)

Guidelines and/or Procedures:

1. Review Student Assistance Program Training and identify student that has outside barriers to academic success
2. Document objective, verifiable data and red flag behaviors
3. Identify and document interventions that you have tried with the intended referral
4. Provide information in steps 1-3 above on the "Initial Referral Form."
5. Submit the Initial Referral Form to any SAP Team Member in person

The following is excerpted from the 2019-2020 Student Handbook

Attendance

Pennsylvania Public School Law requires children to receive the following Educational Learning Hours:

Kindergarten: 5.0 per day hours (25 hours per week, completing a minimum of 900 hours per year)

Grades 1-6: 5.0 hours per day (25 hours per week, completing a minimum of 900 hours per year)

Grades 7-12: 5.5 hours per day (27.5 hours per week, completing a minimum of 990 hours per year)

Accordingly, parents are required to supervise daily school attendance to avoid truancy issues. **Under the supervision of their parent, students must log into the SIS (Student Information System) daily (this is the school homepage), complete and submit assignments as outlined in the student's course calendar.** Parents are responsible for providing PDLCS with written verification of the reason for an absence **within three (3) days** of such absence. A partial day of absence is considered a day of absence from school requiring documentation to be submitted by the parent to PDLCS. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Truancy Prevention Process

It is the belief of PDLCS that students **achieve academic success through consistent attendance**, engagement in daily coursework and on-going communication with teachers. In order for a student to learn expected skills, it is important they develop a positive and responsible approach to study habits through regular school attendance.

Preventing truancy issues is important to PDLCS and involves many people. **Parents** are responsible for ensuring students attend school. **Students** are responsible to complete daily coursework with the guidance of teachers and parents. The PDLCS **Attendance Officer** is responsible for enforcing, tracking and reporting attendance, as well as developing a Student Attendance Improvement Program to aid families in complying with public cyber-charter school regulations.

Attendance is taken on each school calendar day. Attendance involves daily log-in to the Student Information System (SIS).

Parents are notified of a full-day of absence through an automated phone reporting system. Parents may submit an Excused Absence Form within 3 days of a reported absence. There is a maximum limit of ten parental excuses in one school year. Medical excuses, from a physician's office, must be submitted for all subsequent absences.

Unlawful or unexcused absences occur following a student's absence for which a parental or medical excuse is not submitted within 3-days of the reported absence. Parents are notified after the 3rd unexcused absence. Children and Youth Services are notified for students age 16 years and under with 6 days of unexcused absences, as well as for those who do not participate in the Attendance Improvement Program. Students who continue to accumulate absences will be referred to the local magistrate.

Partial days of absence are considered full-days of absence under Pennsylvania school regulations requiring parental or medical excused absence forms be submitted. Failing to make adequate progress in courses and/or course grades below 60% are often a direct result of unexcused partial days of absences.

Excused Absences

Parents are responsible for providing PDLCS with written verification of the reason for each absence within three (3) days of such absence. Legal excused absences constitute valid excuses for absence of a student from PDLCS, provided satisfactory evidence or documentation is submitted to PDLCS Administration within 3 days of such absence. This includes absence of partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days should require an excuse from a physician. Legal excused absences include, without limitation, the following:

- Observance of a Religious Holiday. An absence may be considered excused if the tenets of a bona fide religion, to which a student or his/her parent adhere, require observance of a religious event. (22 PA. CODE § 11.21) The parent must submit written request for the excusal **prior** to the absence.
- Tutorial Work. An absence may be excused for the purpose of the student receiving tutorial instruction in a field not offered by PDLCS only if (i) the excusal does not interfere with the student's regular program of studies, and (ii) the qualifications of the instructor are approved by PDLCS Administration. (22 PA. CODE. § 11.22)
- Medical or Dental Appointments. An absence resulting from a medical (health care or therapy) or dental appointment, if: (i) such appointment cannot be scheduled outside of regularly scheduled academic calendar days, (ii) the health or therapeutic services are to be rendered by Commonwealth of Pennsylvania licensed practitioners, or (iii) the time of necessary absence from PDLCS involves a minimum of interference with the student's regular program of studies. Notice should be given to the teacher and/or the Attendance Officer prior to the absence, except in the case of an emergency. (22 PA. CODE § 11.23)
- Illness or Injury. An absence resulting from illness or injury, which prevents the student from being physically able to attend PDLCS. Any student missing more than three (3) consecutive school days requires a note from a physician. (22 PA. CODE § 11.25)

- Urgent Reasons. An absence resulting from an urgent reason may be excused. PDLCS shall strictly construe the term "urgent reason" as it applies to such absences and such excuse does not permit irregular attendance. (22 PA. CODE § 11.25)
- Educational Opportunities or Family Educational Trips. An absence may be excused when it is demonstrated that the purpose of the absence is to take advantage of a valid educational opportunity (including classes for religious instruction totaling not more than 36 hours per academic school year) pursuant to 22 PA. CODE § 11.21, if (i) the student's parent submits a written request for the excusal **prior** to the tour or trip, (ii) approval for such an absence is granted prior to the absence in accordance with the Student Educational Leave of Absence Policy, and (iii) there is an adult who is directing and supervising the student during the tour or trip who is acceptable to both the parents and PDLCS. (22 PA. CODE § 11.26)
- Death in the Immediate Family. An absence resulting from the death of a member of the student's immediate family. The immediate family of a student includes, but is not necessarily limited to, parents, grandparents, brothers and sisters.
- Court or Administrative Proceedings. An absence resulting from the attendance of a student at the proceedings of a court or an administrative tribunal if the student is a party to the action or under subpoena as a witness.

In the event that a medical excuse cannot be provided, the parent may submit an Excused Absence Form to PDLCS Administration, requesting approval of the absence. Absences resulting in three (3) or more consecutive days require a medical excuse and Excused Absence Forms are not applicable. Students may only accumulate a maximum of 10 (ten) per school year. This includes partial days. A maximum of ten days of cumulative lawful absences verified by parental notification may be permitted during a school year. All absences beyond ten cumulative days require an excuse from a physician.

Excused Absences and Making up Schoolwork

Students whose absences are excused are required to make up all assignments missed or to complete alternative assignments as deemed appropriate by PDLCS. Work missed because of absence must be made up within the timeline set forth by the course teacher. Any work not completed within this period shall result in no credit for the missed assignment. In the case of an extended illness or other extenuating circumstances, the parent must contact PDLCS Administration.

Unexcused/Illegal Absences

Any day that the student has not logged into PDLCS that is not determined to be legal or excused

will be considered as an unexcused/illegal absence. The following reasons for absences are illegal and unexcused in accordance with the Pennsylvania State Attendance Laws:

- Truancy
- Lack of transportation
- Trips not approved in advance
- Shopping
- Birthday or other celebration
- Hunting, fishing, attending ball games or sporting events
- Gainful employment
- Sleeping in
- Babysitting
- Any other reason not listed in the Excused Absences section above

Attendance Notification

- All Absences – reported to parents using an automated phone reporting system
- Excused Absence Form – parents submit an Excused Absence Form or Medical Excuse within three (3) days
- Unexcused Absence – when no Excused Absence Form or Medical Excuse Form is received after three (3) days
 - 1st Unexcused Absence – reported to parents via the school automated phone system
 - 2nd Unexcused Absence – reported to parents via the school automated phone system
 - 3rd Unexcused Absence – students are considered truant by law
 - Parent is contacted immediately after the 3rd unexcused absence occurs via phone call by the automated system and the Attendance Officer. A letter outlining the absences will also be sent to the parent via school issued parent email account and postal mail.
 - The Attendance Officer will set a Student Attendance Improvement Plan (SAIP) meeting with the parent and student as well as the appropriate staff members to put a plan in place to eliminate truancy and assist in academic success.

- 6 Unexcused Absences – students are considered habitually truant by law
 - The student will be referred to our Attendance Improvement Program (AIP).
 - A meeting with the parent/guardian, student and Attendance Officer is required to document the AIP plan for achieving regular attendance and full participation in the school’s academic program.
 - Students and parent/guardians of children under the age of 16 years old who refuse to participate in the AIP or do not regularly attend school following the plan’s implementation will be referred to Children and Youth Services.
 - A truancy citation will be filed with the local magistrate (where the student resides) for students who fail to participate in the AIP or fail to attend school regularly.
 - Failure to comply with the AIP for ten consecutive days may result in truancy violations that may lead to the removal of the student from active membership at PDLCS.

The following is excerpted from the 2019-2020 Student Handbook

Withdrawal

It is against Pennsylvania state code for a student to be simultaneously enrolled in PDLCS and another school district; therefore, the parent is responsible for contacting the PDLCS Records Department before his/her student enrolls in another public school. It is critical that parents send PDLCS a written request for withdrawal as soon as the decision to withdraw a student has been made.

To withdraw a student from PDLCS, the parent must contact the School to obtain the necessary forms, sign and submit the forms to PDLCS Records Department. This signed form gives official notice of the child's withdrawal and grants permission for PDLCS to send records to the student's new school. Except as prohibited by law, the student's grades and credits will not be released until all obligations are met, including the return of all textbooks, equipment, and materials as detailed in this handbook. PDLCS will contact the family via telephone to discuss the reasons for the withdrawal and what steps may be taken to keep the student enrolled in PDLCS.

Should a student decide to return to PDLCS, the enrollment process will be the same as for newly enrolled students and required documentation must be received prior to enrollment.

PDLCS has an obligation under Pennsylvania Law to immediately initiate proceedings to withdraw a student in the event that said student, without a legitimate excuse, fails to participate in 10 consecutive school days (the equivalent of 55 Continuous Educational Learning Hours of curriculum-based educational learning) during any academic year.

**9-12 PA DISTANCE LEARNING CHARTER SCHOOL
2100 CORPORATE DRIVE SUITE 500
WEXFORD, PA 15090
1-888-997-3352**

FRIDAY OCT 19, 2018

TO THE PARENT(S)/GUARDIAN(S) OF _____:

<NAME>

<ADDRESS>

<CITY, STATE, ZIP>

<NAME>, DOB : < >, HAS MISSED THE FOLLOWING DATES:

08/29/2018 (ABSENT - UNLAWFUL)	08/31/2018 (ABSENT - UNLAWFUL)	09/04/2018 (ABSENT - EXCUSED)
09/05/2018 (ABSENT - EXCUSED)	09/06/2018 (ABSENT - EXCUSED)	09/21/2018 (ABSENT - UNLAWFUL)
09/24/2018 (ABSENT - UNLAWFUL)	09/26/2018 (ABSENT - UNLAWFUL)	09/28/2018 (ABSENT - UNLAWFUL)
10/11/2018 (ABSENT - UNLAWFUL)	10/15/2018 (ABSENT - UNLAWFUL)	10/17/2018 (ABSENT - UNLAWFUL)
10/18/2018 (ABSENT - UNLAWFUL)		

EXCUSED ABSENCES YTD: 3
UNEXCUSED ABSENCES YTD: 10
TOTAL ABSENCES YTD: 13

THESE ABSENCES ARE CONSIDERED UNLAWFUL AND CONSTITUTE A VIOLATION OF THE COMPULSORY ATTENDANCE PROVISION OF THE PENNSYLVANIA PUBLIC SCHOOL CODE.

PARENTS ARE RESPONSIBLE FOR PROVIDING PDLCS WITH WRITTEN VERIFICATION OF THE REASON FOR EACH ABSENCE WITHIN (3) DAYS OF SUCH ABSENCE. WHEN NO EXCUSED ABSENCE FORM OR MEDICAL EXCUSE FORM IS RECEIVED AFTER 3 DAYS, THE FOLLOWING STEPS WILL BE TAKEN:

- 1ST UNEXCUSED ABSENCE – REPORTED TO PARENTS VIA THE SCHOOL AUTOMATED PHONE SYSTEM
- 3RD UNEXCUSED ABSENCE – REPORTED TO PARENTS VIA THE SCHOOL AUTOMATED PHONE SYSTEM, A PHONE CALL FROM THE COUNSELOR, AND 3-DAY TRUANCY LETTER IS SENT TO THE PARENT AND HOME SCHOOL DISTRICT
- 4TH UNEXCUSED ABSENCE – TRUANCY ELIMINATION PLAN (TEP) MEETING IS SCHEDULED, COPIES OF THE TEP ARE SHARED WITH PDLCS, THE PARENT, AND THE HOME SCHOOL DISTRICT. CHILDREN AND YOUTH SERVICES NOTIFIED FOR STUDENTS UNDER THE AGE OF THIRTEEN.

6 Day Letter Template

NOTE: THIS FORMAT IS FROM AN EDITOR FROM WITHIN THE SIS. THE LETTER LOOKS DIFFERENT WHEN PRINTED, BUT DOES CONTAIN THE FOLLOWING TEXT:

THE PARENT(S)/GUARDIAN(S) OF:

JANE DOE
ADDRESS, ADDRESS 2
CITY, ST 99999

YOUR STUDENT HAS ACCUMULATED SIX (6) OR MORE UNEXCUSED ABSENCES FOR THE 2019-20120 SCHOOL YEAR, WHICH BEGAN ON AUGUST 26TH, 2019. ATTEMPTS TO NOTIFY YOU BY TELEPHONE USING OUR AUTOMATED ATTENDANCE SYSTEM AFTER EACH DAY OF ABSENCE HAVE NOT RESULTED IN THE REQUIRED PARENTAL OR MEDICAL EXCUSES BEING SUBMITTED. PARENTS ARE RESPONSIBLE FOR PROVIDING PA DISTANCE LEARNING CHARTER SCHOOL WITH WRITTEN VERIFICATION OF THE REASON FOR EACH ABSENCE WITHIN THREE (3) DAYS OF SAID ABSENCE OR IT IS CONSIDERED UNEXCUSED. WE ARE CONCERNED ABOUT YOUR STUDENT AND WANT TO HELP HIM OR HER SUCCEED AT PA DISTANCE LEARNING; HOWEVER, PENNSYLVANIA LAW REQUIRES THAT WE CONTACT CHILDREN AND YOUTH SERVICES FOR STUDENTS AGES 15 AND YOUNGER. IN ADDITION, PENNSYLVANIA LAW REQUIRES THAT WE NOTIFY THE STUDENT'S HOME SCHOOL DISTRICT ON THE SIXTH (6TH) DAY OF ABSENCE FOR ALL STUDENTS. THIS MAY RESULT IN YOUR HOME DISTRICT STARTING THE TRUANCY PROCESS WITH YOU. THE DATE OF THIS LETTER REFLECTS THE SIXTH (6TH) UNEXCUSED ABSENCE FROM SCHOOL. YOUR STUDENT WILL NOW BE ENROLLED IN OUR MANDATORY ATTENDANCE IMPROVEMENT PROGRAM. INFORMATION ON THE ATTENDANCE IMPROVEMENT PROGRAM WILL BE SENT TO THE PARENT AND STUDENT EMAIL ACCOUNTS AND WILL APPEAR ON THE CORRESPONDING GOOGLE CALENDARS. PLEASE REMEMBER THAT THE HOME SCHOOL DISTRICT, AS WELL AS CHILDREN AND YOUTH SERVICES, WILL RECEIVE NOTIFICATION OF THE ABSENCES AND CAN TAKE FURTHER ACTION AS THEY SEE FIT.

THANK YOU FOR YOUR COOPERATION IN OUR EFFORTS TO ELIMINATE TRUANCY



Standard Operating Procedure

Title: 6 Unlawful/Unexcused Days of Absence Procedure

Department	Attendance		Version No.	PDLCS-2019v1.1	
Prepared by:	Kelly Crooks	Date: 08/01/2018		Supersedes:	2018v1.0
Approved by:	Nick Kocuba	Date: 08/06/2019		Date Issued:	08/21/2019

Document Owner: Attendance Officer

Affected Parties: Anyone working in the Attendance Office.

Purpose: This procedure explains who needs to be notified once a student accrues 6 unlawful/unexcused days of absence. It also details how to complete each step. (Students who are 17+ years old are not of compulsory school attendance age; therefore their unexcused absences cannot be “unlawful,” only “unexcused.”). The last part of the procedure outlines the student’s participation in the AIP program

Data Needed:

- Student’s demographic information
- Student’s number of unlawful absences
- Student’s historical schooling information (grades, number of times contacting school, etc.)

Resources Needed:

- SIS 6-Day generated letter
- SIS Contact log
- SAIP Form
- Attendance 1920 Spreadsheet

Guidelines and/or Procedures:

1. The first step is to pull the Daily Report 3- daily report and compare absences to the following:
 - a. Excused Absence Responses
 - b. Educational Trip Responses
 - c. Acellus
 - d. Live learning
 - e. Attendance Email
 - f. Grad Recovery list (Calvert and grad recovery attendance will have to be verified by staff prior to contacting a student regarding absences).
2. Next, run a daily report of which students have hit 6 days of unexcused absence:
 - a. Log into SIS.padistance.org
 - b. Click on the Attendance tab in the left column
 - c. Click on Daily Reports 6
 - d. Click on “Save 6 unexcused absence file to your computer”
 - e. Click on the downloaded file
 - f. The file will have the student’s last name, first name, and unexcused absence dates
 - g. Go back to the SIS and click on the Student Records tab in the left column
 - h. Under Student Records click on Student Record and search by the student’s name



3. On day 7: The Attendance Officer makes a **personal call** (If you are unable to leave a message or there is no phone service, send an email to both the student and parent accounts) to the habitually truant student's home notifying them of their habitual truancy. Use any parent excused absences and encourage medical notes be sent to clear unexcused absences, if applicable. If this does not decrease absences beyond 6 days, advise the parents of participation in the SAIP (Student Attendance Improvement Program).
 - a. SIS > Student Records > Student Record > type in desired student's name > "Click to view"
 - b. Call all numbers listed on the "Student Info" and "Parent Info" tabs.
 - c. Transfer parent/student to any applicable staff members (School Counselor to create a work plan, Records for change of address, etc.)
 - d. Document the applicable information (left message or details of discussion) in the contact log.
 - e. If contact is made, schedule a time to meet with both parent and student. Notify Counselor of the SAIP process. Discuss attendance barriers and set attainable goals, to improve attendance habits. Document and mail the SAIP. Allow time for the family to comply (4 week review)
4. On Day 8 (with no contact): The Attendance Officer pulls a **6 Day attendance letter** (Should include SAIP information and a reminder to review the attendance policy) for the student from the SIS.
 - a. SIS > Attendance Letters > Generate Letters
 - b. Select the desired school building (K-8 or 9-12)
 - c. Select the desired letter template (YTD 6 Day Attendance K-8/9-12)
 - d. Select the desired grade level & hit the "Submit" then "Deselect" button
 - e. Check the box to the right of the desired student (make sure no other student's letters are selected)
 - f. Hit the "Print" button
 - g. Hit "Ctrl" + "P" and change the printing options to "Save as PDF"
 - h. Save the letter to your computer
5. Once the Attendance Officer has saved a copy of the letter to their computer, they do the following:
 - a. **Save** a copy to the 6 Day Letters Y:drive folder (Y:drive > _Attendance 2019-20)
 - b. Print a copy of the letter, stamp the envelope & **photocopy** the letter in the envelope, saving it to the 6 Day Envelopes Y:drive folder (Y:drive > _Attendance 2017-18)- Nick this would be a lot of work.
 - c. **Mail** the letter to the student's postal (not shipping) address listed in the SIS
 - d. **Scan & save** the paper copy of the fax transaction to the 6 Day Fax Receipts Y:drive folder
6. The Attendance Officer updates the **6 Day tab** on the Attendance Tracking 19-20 spreadsheet in the Google Drive (Drive > Attendance 19-20 > _Forms & Tracking)
7. On day 10 and no contact from parents: Continue to re-engage and adjust **SAIP** if needed.
 - a. The family is made aware of the SAIP during the 10-day phone call home.
 - b. If there is no contact, mail an SAIP to the family.



Standard Operating Procedure

Title: 10 Unlawful/Unexcused Days of Absence Procedure

Department	Attendance		Version No.	PDLCS-2019v1.1	
Prepared by:	Kelly Crooks	Date: 08/01/2018		Supersedes:	2018v1.0
Approved by:	Nick Kocuba	Date: 08/06/2019		Date Issued:	08/21/2019

Document Owner: Attendance Officer

Affected Parties: Anyone working in the Attendance Office.

Purpose: This procedure explains who needs to be notified once a student accrues 10 unlawful/unexcused days of absence. It also details how to complete each step. (Students who are 17+ years old are not of compulsory school attendance age; therefore their unexcused absences cannot be “unlawful,” only “unexcused.”)

Data Needed:

- Student’s demographic information
- Student’s number of unlawful absences
- Student’s historical schooling information (grades, number of times contacting school, etc.)

Resources Needed:

- SIS (sis.padistance.org)
- Attendance Tracking 1920 Spreadsheet (Google Drive)

Guidelines and/or Procedures:

1. The first step is to pull the Daily Report 3- daily report and compare absences to the following:
 - a. Excused Absence Responses
 - b. Educational Trip Responses
 - c. Acellus
 - d. Live learning
 - e. Attendance Email
 - f. Grad Recovery list (Calvert and grad recovery attendance will have to be verified by staff prior to contacting a student regarding absences).
 - g. Send out one call.
2. Next, run a daily report of which students have hit 10 days of unexcused absence (should be completed on day 12, as the day one calls will be sent out on day 11, the day after the absence).
 - a. Log into SIS.padistance.org
 - b. Click on the Attendance tab in the left column
 - c. Click on Daily Reports 3
 - d. Click on “Save 10 unexcused absence file to your computer”
 - e. Click on the downloaded file
 - f. The file will have the student’s last name, first name, and unexcused absence dates
 - g. Go back to the SIS and click on the Student Records tab in the left column
 - h. Under Student Records click on Student Record and search by the student’s name
 - i. Click on the name and find the primary phone number



3. The day after the once call is sent, the Attendance Officer makes a **personal call** to the habitually truant student's home notifying them of their continued habitual truancy & mandatory participation in the AIP (Attendance Improvement Program) – if not already attending.
 - a. SIS > Student Records > Student Record > type in desired student's name > "Click to view"
 - b. Call all numbers listed on the "Student Info" and "Parent Info" tabs.
 - c. Transfer parent/student to any applicable staff members (School Counselor to create a work plan, Records for change of address, etc.)
 - d. Document the applicable information (left message or details of discussion) in the contact log.
4. The Attendance Officer pulls a **10 Day attendance letter** for the student from the SIS.
 - a. SIS > Attendance Letters > Generate Letters
 - b. Select the desired school building (K-8 or 9-12)
 - c. Select the desired letter template (YTD 6 Day Attendance K-8/9-12)
 - d. Select the desired grade level & hit the "Submit" button
 - e. Check the box to the right of the desired student (make sure no other student's letters are selected)
 - f. Hit the "Print" button
 - g. Hit "Ctrl" + "P" and change the printing options to "Save as PDF"
 - h. Save the letter to your computer
5. Once the Attendance Officer has saved a copy of the letter to their computer, they **do the following**:
 - a. **Save** a copy to the 10 Day Letters Y:drive folder (Y:drive > _Attendance 1819)
 - b. Print a copy of the letter, stamp the envelope & **photocopy** the letter in the envelope, saving it to the 10 Day Envelopes Y:drive folder (Y:drive > _Attendance 1819)
 - c. **Mail** the letter to the student's postal (not shipping) address listed in the SIS
 - d. **Fax/Email** a copy to the student's school district of residence
 - e. **Scan & save** the paper copy of the fax transaction to the 10 Day Fax Receipts Y:drive folder
6. The Attendance Officer updates the **10 Day tab** on the Attendance Tracking 1819 Spreadsheet in the Google Drive (Drive > Attendance 17-18 > _Forms & Tracking)
7. Email the Counselor advising the student has 10 unlawful absences.



Standard Operating Procedure
Title: 20-Day Unexcused Absence

Department	Attendance		Version No.	PDLCS-2019v1.1	
Prepared by:	Kelly Crooks	Date: 08/01/2018		Supersedes:	2018v1.0
Approved by:	Nick Kocuba	Date: 08/06/2019		Date Issued:	08/21/2019

Document Owner: Attendance Officer

Affected Parties: Attendance Officers

Purpose: This procedure outlines the steps that need to be taken when a student accumulates three (3) unexcused absences.

Data Needed: SIS “20-Day Unexcused Absence Report”

Resources Needed:

- SIS 20-Day generated letter
- SIS Contact log
- Completed SAIP Form (Includes AIP/SAIP and any additional plans)
- Attendance 1920 Spreadsheet

Guidelines and/or Procedures:

1. On the 20th day of unlawful absences, if the family does not attend the mandatory in house hearing:
 - a. A notification of a CYS referral and/or intent to fine should be mailed to the parent. Timeframe of mailing should be documented.
 - b. If there is no response:
 - i. Complete the PA Non Traffic Citation, in its entirety.
 - ii. Contact the appropriate agency for directions on how submit the citation, if needed.
 - iii. Proceed as directed and save a copy of the citation to the appropriate Y drive.
 - iv. Fax a copy of the Truancy Letter over to the appropriate school district.
2. If the student is within compulsory age, has not re-engaged, after the fine. The Attendance Officer will initiate a referral to an outside truancy intervention agency, working with the local school district:
 - a. Make the report one of the following ways:
 - i. Pull the All County Truancy Agency List located in the Attendance 1920 Google Folder.
 - ii. Contact the appropriate agency for directions on how they would like to receive the referral.
 - iii. Proceed as directed and save a copy of the referral to the appropriate Y drive.
 - b. Create a contact log entry with the details of your report and save under the “Admin Only” view to ensure confidentiality. Make sure to include the following in your contact entry:
 - i. Phone report = Agency Name # & referral number
 - ii. Electronic report = Note that your report was electronic so it is clear there is a paper trail
 - iii. Current caseworker report = Caseworker’s name & agency they work for

OR

- c. If there is no truancy depart for the district, make the CYS report in one of the following ways:



- i. Call ChildLine's phone number (800-932-0313 x 1) to give a verbal report (request the referral number now assigned to the call) OR
 - ii. Submit an electronic report through ChildLine's website (<https://www.compass.state.pa.us/cwis/public/home>) OR
 - iii. Contact the student's caseworker who is already working with the family (Student Caseworker Tracking Spreadsheet in Google Drive)
 - d. Create a contact log entry with the details of your report and save under the "Admin Only" view to ensure confidentiality. Make sure to include the following in your contact entry:
 - i. Phone report = Operator's name & badge # & referral number
 - ii. Electronic report = Note that your report was electronic so it is clear there is a paper trail
 - iii. Current caseworker report = Caseworker's name & agency they work for.
3. If the student is over 16 years of age, the Attendance Officer will initiate a referral to the graduation team, to schedule a local college tour, as part of the *Student Success Intervention Program*.
 - a. Make the report one of the following ways:
 - i. Open the SSIP google form located in the Attendance 1920 Google Folder.
 - ii. Complete and send to the appropriate staff.
 - iii. Once the information has been sent and a response received, contact the parent, mail and email the SSIP information.
 - b. Create a contact log entry with the details of your report and save under the "Admin Only" view to ensure confidentiality.



Increased Absence Awareness

Dear (Parent),

We noticed your student has missed between 1 - 3 days of school so far this academic year. We have learned that students who miss even a few days of school each month are at far greater risk of academic failure and dropout than students who attend regularly. We have set a goal that every student in our school attends regularly.

Because attendance is so important, please send your child to school every day unless he or she has an illness requiring reduced activity. We are aware that all illnesses due not require medical visits and therefore parents will utilize one of their 10 parent excused absences. Absences must be excused within three days of the absence. We have included a chart with this letter that will help you keep track of your student's absences. Please email attendance@padistance.org, complete the online excused absence form or call Attendance Officer directly at 888-997-3352 ext. 121, to verbally excuse the absence.

If your child has a medical appointment, please obtain a medical note and send it one of three ways:

1. Fax- 888-997-3527 Attn: Attendance Department
2. Scan- using student printer to attendance@padistance.org.
3. Take a photo and text/email to attendance@padistance.org.

If your child is at risk of missing too much school, please notify your student's Counselor for assistance. We will also monitor each student's attendance across the year so we can work with families, when the number of absences puts a student at risk of truancy. We are looking forward to a great school year with students in class, ready to learn every day, and working with you to help your student attend regularly and have greater opportunities for success.

Sincerely,

Alvina Vaughan, Attendance Officer

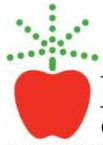
_____, Principal

- 5TH – 9TH UNEXCUSED ABSENCES AFTER THE TEP IS IN PLACE ARE DOCUMENTED ON THE TEP, REPORTED TO THE PARENTS BY THE COUNSELORS VIA THE SCHOOL EMAIL SYSTEM AND TELEPHONE
- 10TH UNEXCUSED ABSENCE AFTER THE TEP IS IN PLACE – A LETTER IS MAILED TO THE PARENT AND HOME SCHOOL DISTRICT STATING THE STUDENT WILL BE DROPPED FROM THE ACTIVE MEMBERSHIP OF PDLCS AND MUST REPORT TO HOME SCHOOL DISTRICT.

IN ORDER TO AVOID THE CONSEQUENCES OF PROLONGED TRUANCY YOUR STUDENT SHOULD LOG IN TO THE SCHOOL SYSTEMS IMMEDIATELY AND CONTINUE TO LOG IN EVERY DAY GOING FORWARD AND COMPLETE ASSIGNMENTS/ATTEND CLASS AND CONTACT TEACHERS FOR AN INDIVIDUALIZED SCHOOLWORK PLAN TO MEET LEARNING REQUIREMENTS FOR GRADE LEVEL. YOU SHOULD SUBMIT ANY EXCUSED ABSENCE FORMS THAT YOU MAY HAVE FOR THE DAYS LISTED ABOVE. YOU AND YOUR STUDENT WILL WORK WITH THE COUNSELOR AND PRINCIPAL TO DEVELOP A TEP TO HELP ELIMINATE FURTHER TRUANCY ISSUES.

Dr. Darla Posney
Principal
888-997-3352 x150

CC: Superintendent of Reading SD



September 7, 2018

To Whom It May Concern:

Re: Notification of Truancy

Attached are **attendance letters** for any habitually truant students residing in your district. These letters contain the number of absences the student has accrued so far this school year as well as information on our attendance policy.

Our school will be providing a mandatory, in house, **Attendance Improvement Program (AIP)** for the student and their parent/guardian(s).

If you would like more information about our Attendance Improvement Program, or our Attendance and Truancy Policy, please contact our school at the below information.

Sincerely,

Alvina Vaughn x 121
Patricia Rogers x186
Attendance Officers
PA Distance Learning Charter School
888-997-3352
attendance@padistance.org