

Crestview Online Academy Frequently Asked Questions

1. How should I communicate with my student(s) online programming monitor/advisor?

- a. As often as possible it would be recommended to communicate through the Webmail tool in Connexus. This can be found by clicking on the menu in the upper left-hand corner of the page and choosing the webmail option. From there, things typically function much like traditional email. **currently webmail can only be sent from your student's account.**

2. I am struggling to enable Flash player for specific video content in a course, or with entering a LiveTutor room.

- a. Please refer back to the links on the website for these concerns at <https://crestviewschools.net/index.php/district-news/1049-crestview-online-academy-links>

3. My student cannot advance to the next assignment because the system is saying we didn't finish a quiz/assessment. What should we do?

- a. As a general practice, the cut score in courses is set at a 70% in order to be considered passing. If a student scores at or below that (without the course moderator having changed the score) a student will need to retake the assessment to increase their score before being able to proceed.
 - i. Please note that our teacher monitors are also teaching in school each day. They each have allotted time in their school day to monitor, grade and reply to messages. If you need a quiz reset, or a retry allowed, please send the message to your monitor, and move on to another course for the moment. They will make those changes in due time.

4. Must my child be logged in for 25 hours each week for attendance purposes? What happens if they get all of their work done in less time, or need more time?

- a. The 25 hour requirement meets state attendance requirements. If your student should get to the end of a week and not have all of their work completed, but have 25 hours of time logged in the system. 5 days of attendance credit can still be awarded. If they should complete all of their work in less than the 25 hours. (This includes every task in each course, which can be viewed in each module or by clicking on the gradebook from

the course menu) they will not be required to login for hours each day. However, they must still login daily to ensure that they are checking for grades and feedback from their monitors, so that they can make corrections as needed, and still get everything turned in each week on time.

5. Do I have to track my student's attendance daily?

- a. It is not required of you to track the attendance with the online tool. Our monitors are running reports and following up with that regularly. However, best practice would be to keep a notebook next to your device, or create/save a running spreadsheet of your online working time for your reference and to see how your student is progressing from week to week.

6. My student would like to return to campus for in-person instruction. Can they do that?

- a. At this point, students without an extenuating circumstance, will not be permitted to return to campus until after the end of the first grading period. There will be a 2 week re-enrollment window announced soon that will require you to express interest in returning your student to campus, so that we have time to adjust classrooms and rosters once more prior to the new quarter. If a high school student should return at the end of a 9 weeks the student will be given time during a study hall to finish any online elective that they were taking online not offered in person, so as to be able to receive their course credit.

7. Course content is not loading, or is asking for login credentials when a link is clicked on within a course. What should I do?

- a. Thus far the known issues with sites such as BrainPop and McGraw Hill seem to have been remedied. I have been submitting tickets with Pearson as soon as these issues have been found, and they have been offering solutions or fixing them fairly quickly.

8. Can I see my student's progress grades in their courses as an observer?

- a. Yes. If you choose the child whose account you are trying to observe when you login using the caretaker credentials provided to you may click on a course tile to enter any course that your student is in. From there you will click the menu button in the upper left hand corner and choose gradebook. You will see student assessment scores and overall progress from there.