

UTVA Student Continued Engagement Plan 2020-2021

What to do when the OLS/OMHS is down

The OLS/OMHS (The Learning Platform students use to access their schooling) may be down for maintenance or unexpected outages from time to time. During these times, it is important not to panic and follow this plan!

Be prepared in advance by doing the following things on the first day of school:

1. Download your course textbooks, if applicable.
2. Go to Website for contact information-<http://www.utahvirtualacademy.org>
3. Download UTVA's Flyer School App- <https://www.flyerconnect.org/app>

When you are unable to log in to the OLS/OMHS, your first stop should be <http://help.k12.com> to see if the outage is known and has been posted by K12. You can also check the K12 Facebook page (<http://www.facebook.com/k12inc>) or the UTVA Learning Coach Facebook page(<https://tinyurl.com/UTVALCFBGroup>)for updated outage information.

What happens if Newrow is experiencing service disruption and students are not able to access Class Connects?

- Students will be notified in email and Flyer App that Newrow is down, and sessions are canceled until service resumes.
- Students will be notified in email and Flyer App that Newrow is back, and sessions will resume.
- Students will not be penalized for required sessions that were missed during the outage.

What should students do if the K12 Online MS/HS is interrupted and they cannot access courses?

OLS/OMHS interruptions should not mean interruptions in learning! There are many things students can work on outside of the OLS/OMHS.

- Look for email from course teacher for coursework for the day
- Read books or other activities/assignments in course materials to keep up with Course Plan as much as possible – lesson assignments can be submitted when the OLS/OMHS is back up and running
- Study for upcoming quizzes/assessments, if applicable
- Find other educational activities to complete, such as, physical activities, find home science experiments online to try, watch educational web videos pertaining to your subjects (History channel, PBS, Khan Academy), or more.

What to do when Class Connect is down, but OMHS is working

If Class Connects go down and you miss live sessions but the OMHS and your courses are still available:

1. Email Teacher that Class Connects are not working.
2. Watch recordings of missed sessions when they are available.
3. Work in your online course, on your daily plan, and submit assignments as needed.

How to determine when systems are back up and running

Check the following places for updates on all systems outages, and keep checking back to login about every 30 minutes to see if the affected system is back up and running again:

- Student/LC Email
- K12 Customer Care: <http://help.k12.com>
- UTVA Learning Coach Facebook: <https://tinyurl.com/UTVALCFBGroup>
- Flyer School App: <https://www.flyerconnect.org/app>

Communication of Plan

- Outages will be reported by the Academic Administrators to the teachers. Teachers will then contact parents and students via email or auto dialer with information related to the outage & additional resources families can access until the system is restored. Information will also be sent via the School Flyer App (<https://www.flyerconnect.org/app>) and Facebook Page(<https://tinyurl.com/UTVALCFBGroup>).

Helpful links to bookmark

- K12 Customer Care: <http://help.k12.com>
- UTVA Learning Coach Facebook: <https://tinyurl.com/UTVALCFBGroup>
- School Website: www.utahvirtualacademy.org
- Ways to Connect: <http://utahvirtualacademy.org/ways-to-connect/>