Frequently Asked Questions

WHEN WILL I GET MY MATERIALS/COMPUTER?

Materials

Textbooks and other class specific materials are sent between the end of July and beginning of August. If your student starts after the first day of school, materials are sent within the first couple of weeks of school. Your student does not need the materials in order to start.

*We do not provide supplies, such as notebooks, pens, binders. You are responsible for getting any supplies your student needs.

Computer

If you are eligible for a school loaner computer, they are shipped around the same time as the materials. Not everyone is eligible. Please email me if you would like to check if your student is eligible. A working computer is required to start.

UTVA Computer Eligibility Policy:
One laptop per three students per grade band (K-5th, 6th-8th, 9th-12th) in families that qualify for the USDA Free and Reduced Meals Program. Students who receive Special Education services are also eligible for a computer upon request.

WHAT IF I DO NOT HAVE INTERNET?

Having reliable, working internet is required to start.

If you need any resources for finding affordable internet, please check out our community resources page on our website here:

https://utahvirtualacademy.org/family-resource-center/

Frequently Asked Questions

WHEN DO I PICK CLASSES/WHAT IS MY CLASS SCHEDULE?

For Elementary and Middle School students, classes are pre-selected. Electives are picked after the first few weeks of school.

Bell Schedules can be found here:

High School students must talk with their school counselor to choose their classes. Find counselor contact info here:

 https://utahvirtualacademy.org/school-counselors/

Bell Schedule can be found here:

HOW DO I FIND MY STUDENT ID?

You must first set up the Learning Coach and student accounts in the OLS in order to retrieve the Student ID.

Here are instructions on how to find the Student ID once the accounts are set up: https://www.help.k12.com/s/article/How-to-Look-Up-Your-Student-ID-in-My-Info

WHO DO I CONTACT WHEN/IF...?

If you need to...
- Check Computer Eligibility
- Find your Registration ID
- Update Account Info like address or phone number, etc.
- Submit any missing documents
- Discuss IEP or 504
- Other

Then....
Email me and I can either assist you or get you in contact with the staff member best suited to assist you.

Strong Start Support

As your student continues to attend classes and complete school work, you will have additional support and social opportunities throughout the school year.

FOLLOW DAILY ATTENDANCE REQUIREMENTS	As a Utah Public School, we follow the same attendance requirements that all other public schools in Utah follow.
CONTINUE TO REACH OUT FOR SUPPORT	Communication at UTVA is expected. Please let us know as you have questions or concerns.
REGULAR STRONG START CHECK-INS	As the Strong Start Coordinator, I will reach out during the year to check in and see how you are doing.
ENJOY UTVA ACTIVITIES!	Ask your Homeroom Teacher or Mentor about activities and social opportunities for our students!
LEARNING COACH RESOURCES	Learning Coach Training Learning Coach Resources

Resources

SCHOOL CALENDAR
https://utahvirtualacademy.org/calendar-events/

ATTENDANCE EXPECTATIONS
https://utahvirtualacademy.org/attendance/

FAMILY RESOURCE CENTER
https://utahvirtualacademy.org/family-resource-center/

WAYS TO CONNECT
https://utahvirtualacademy.org/ways-to-connect/

STRIDE K12 CUSTOMER CARE

You can contact Stride K12 Customer Care/Tech Support using one of the options below. Write down case number for if it needs to be escalated.

1. Call them at 866-512-2273
2. Fill out a support ticket here: https://www.help.k12.com/s/submit-a-case
3. Use the "Chat" feature on their website: help.k12.com