

August 31, 2020

Dear Student and Parent/Guardian,

We appreciate your patience during this unprecedented time. During the first two weeks of school, students will be in the school-based instructional model of e-Learning or in Virtual Academy with total virtual learning. Following the procedures listed below and the attached norms for online learning will help your student begin a successful school year in eLearning and Virtual Academy instructional models.

Student Expectations

- Know your username and password.
- Charge and power up your laptop.
- Know how to connect to Wi-Fi.
- Login to your laptop and access Clever and Microsoft Teams on time.
- Login to each class period following the daily schedule for each period (bell schedule below).

Period	6th Grade	7th Grade	8th Grade
1st Period	8:30 – 9:30	8:30 – 9:30	8:30 – 9:30
2nd Period	9:34 – 10:34	9:34 – 10:34	9:34 – 10:14
3rd Period	10:38 – 11:38	10:38 – 11:23 <i>LUNCH</i>	10:18 – 10:58
4th Period	11:42 – 12:27 <i>LUNCH</i>	11:27 – 12:07	11:02 – 12:02
5th Period	12:31 – 1:31	12:11 – 12:51	12:06 – 12:51 <i>LUNCH</i>
6th Period	1:35 – 2:15	12:55 – 1:55	12:55 – 1:55
7th Period	2:19 – 3:00	1:59 – 3:00	1:59 – 3:00

- Follow each teacher’s guidelines and policies regarding daily lessons and assignments.
- Use Clever to access classes, assignment, and resources.
- Login to Microsoft Teams at the beginning of each class period every day to attend online class sessions.
- Teams can be accessed through the desktop app, Clever, and Office365.
- Watch the following helpful videos via Clever:
 - Student Device Orientation, Connect to Home Wi-Fi
 - Join Teams Meetings, Access Clever on the Laptop
 - O365 Overview, and Unified Classroom Navigation
- Read and respond to emails, messages, and phone calls from teachers in a timely manner.
- Communicate with your teacher regarding your learning needs.
- Follow the District Student Device Handbook for device care and safety.
- Make sure you have an appropriate space free from clutter and distractions in order to learn and study.
- Submit all assignments on time.
- Follow each teacher’s procedure for accessing online textbooks and/or resources available for your subjects/courses.

Student Attendance Expectations

- Be sure to login to each class at the designated class time to be marked present. Failure to attend the scheduled online designated class time and or submit assignments will result in students being marked absent. Excessive absences will be handled in accordance with the District’s Attendance and Truancy policies, which adhere to state truancy laws.

Parent/Guardian Expectations

- View the Parent Device Orientation video at <https://www.ddtwo.org/Page/25099>.
- Read the Student Device Handbook and Technology Responsible Use Agreement with your student. Pay close attention to appropriate use, repairs, and theft/loss policies.
- Ensure your student knows usernames and passwords and encourage active participation.
- Create an appropriate learning space with limited distractions for your student.
- Help your student create a daily schedule, so your student knows when to login for each class.
- Establish a contingency plan for internet delays and outages (e.g. identifying alternate locations with internet access, using backup computers, etc.).
- Be knowledgeable of your student's progress and grades in each subject area/course.
- Read and respond to emails, messages, and phone calls from teachers in a timely manner.
- Keep your school's front office staff updated if your email or contact phone number changes.

Tech Support

- Resources and troubleshooting support are updated as needed at <https://www.ddtwo.org/tech>.
- If you do not remember your computer log in credentials, contact your teacher.
- If you know your credentials, but it is not working:
 - Make sure the caps on is not on.
 - Check to see if you typed your username correctly. Make sure you are not mistyping your password. Delete your password and retype it.
- If you are unable to access home Wi-Fi, restart your device. Make sure airplane mode is not on your device.
- If you are having issues involving audio/video, check to make sure your device is not muted.
 - If you are using earbuds/headphones, unplug the earbuds/headphones. When plugging them back in, make sure to plug them all the way into the headphone jack.
- Restart your device.
- If you still need help, technology support and videos can be found at <https://www.ddtwo.org/Page/25203>.
- If your issues was not resolved, then
 - Contact your teacher, or
 - Contact Cantey Technologies if your device is malfunctioning.
 - Between the hours of 7:00 AM-8:00 PM, call **843-896-0777**
 - Be prepared to provide your student credentials (username and password).

If Cantey Technologies cannot resolve the issue through the phone support process, students will be directed to bring the device to the school during a designated time, so the device can be serviced. Students will be issued a spare device.

Communication between home and school will be essential this school year. If you have any needs, please reach out to teachers, counselors, and administrators for support. We look forward to working with you and your student, and we will have a successful year!