

TECCA/DESE FREQUENTLY ASKED QUESTIONS (FAQ)

Here is the link to view the pre-recorded District Partnership Information Session.

Passcode: =R2?=4EL

To answer questions from interested families, please share this link [to view the pre-recorded Parent Information Session.](#)

Passcode: dqdD=5cB

Your TECCA/Pearson Supports:

- Antoinette = TECCA enrollment (aleshore@tec-coop.org)
- Angela Warfel = Pearson Program Manager (contact through Connexus platform/ angela.warfel@pearson.com)

1. [What are open enrollment dates for Spring 2021?](#)
 - Dec 14, 2020- Jan 20, 2021: Open enrollment period
 - Jan 27, 2021: Day 1 of second semester
 - Feb 10, 2021: Drop/add change deadline
2. [What is the course structure like?](#) When it comes to student's daily schedule we have both synchronous Live Lesson sessions scheduled 1x a week and asynchronous learning that is required of the students. So students can work independently and create their own schedules. However, you (the school district) also have the option to create a schedule for students that work around your OT/speech/reading, etc. schedules. Here is more information about a day-in-the-life for a virtual school student: <https://www.connectionsacademy.com/about/what-to-expect/day-in-the-life>
3. [What is the student's remote learning schedule?](#) When it comes to student's daily schedule we have both synchronous Live Lesson sessions scheduled 1x a week and asynchronous learning that is required of the students.

- LiveLessons are typically 30 minutes in length for K-8. High school levels span 30-60 minutes and length depends on the course and rigor. Most AP course LiveLessons are 1 hour in length.
- The Planner is a calendar that students and staff can use throughout the year. Users can indicate appointment times, LiveLesson schedules, vacations, etc. The scheduler distributes student courses on the Planner, and the scheduler is activated by the teacher. User-scheduled lessons provide the student with the flexibility to adjust the lesson schedule.

4. [Is there live synchronous instruction with a state-certified teacher?](#)

Yes, the purpose of **LiveLesson** sessions is to facilitate learning experiences for students and to provide enrichment beyond the content within our online lessons. LiveLesson sessions are a highly effective way to address a wide range of student intervention and enrichment needs, including but not limited to: •One-on-one or small group tutoring •Literature discussions •Facilitation of cross-curricular connections •Opportunities to demonstrate mastery in a variety of ways •Differentiated learning activities for struggling students •Participation in activities that promote real-world application of skills •Unit test preparation and review for end-of-course exams •Collaborative learning experiences with peers •Language practice opportunities for world language courses •Building relationships, developing rapport, and study skills needed to foster learning in an online environment LiveLessons are typically 30 minutes in length for K-8. High school levels span 30-60 minutes and length depends on the course and rigor. Most AP course LiveLessons are 1 hour in length.

- [Do we have any flexibility to schedule when LiveLesson will would take place?](#) Unfortunately, no.
- [How many students will be in each class?](#) Class sizes range from ~30-40 in a core course. Electives can be greater.
- [Will students be able to see one another during synchronous learning?](#) Yes, they have that ability.

5. [Contacting the Teacher protocol?](#)

Students & caretakers are encouraged to reach out to the Teacher via Webmail & phone. The teachers send Welcome Webmail messages to

students within two to five business days of course or student start date. Support provided through synchronous contact, or real-time interaction, is typically a one-on-one or small group meeting between a teacher and a student accomplished via telephone or LiveLesson session. During these meetings, teachers provide instruction, assessment, or facilitate other learning activities. Synchronous support must include a two-way, real-time exchange of information, and can also be achieved through small group work. All synchronous support is logged immediately after the interaction within Connexus and includes details about the interaction. Customers with appropriate permissions are able to reference student Logs at any time within Connexus.

- [Communication Expectations for Pearson Teachers?](#) The table below outlines asynchronous and synchronous communication responsibilities for Pearson teachers.

Responsibility	Turnaround Time Expectation
Responding to student or caretaker WebMail messages or phone calls	Within one business day
Sending Welcome WebMail messages to students	Within two to five business days of course or student start date
Curriculum-Based Assessments (CBAs)	One per semester in designated courses (e.g. core content, foreign language, and AP courses.)

Pearson Online & Blended Learning Connexus (Cx) Customer Handbook /Version 1



Ongoing Student Contact	Pearson teachers review weekly performance data to prioritize students to contact
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6. [How are TECCA teachers able to support student's 504 plans & IEPs?](#)

- Pearson OBL Teachers are credentialed, state-certified teachers who
 - provide direct instruction that is teacher-initiated or in response to student-initiated questions
 - respond to WebMail messages and telephone calls
 - moderate




course discussions •grade assignments, provide grading feedback, and assign final grades •host LiveLesson® sessions and provide recordings •follow protocols for synchronous communication and support related to student progress monitoring •are the teacher of record for the course in which they are sectioned

- Pearson teachers are equipped to implement virtual modifications and accommodations to students. Specifically, Pearson teachers are able to modify or adapt assessments, instructional approach, and/or lesson presentation to meet students' IEP/504 plans supplied by the Customer as is reasonably afforded within Connexus. Modification requirements and accommodations must be included in the student's profile prior to any implementation from Teaching Services. It is recommended that the student's IEP be uploaded into Connexus for the Pearson teacher to review. The most common accommodations and modifications include the following: •Assessment retakes after reteach with the Pearson teacher •Assessment corrections •Reduction of academic task size •Extended time on assignments •One-on-one instruction •Modification or alternative versions of academic tasks •Assessment modifications •Compatibility with text-to-speech software
- Programs often need content area teachers to provide information about student progress as documented in the student's IEP. Programs must send requests for any progress update information to their assigned Pearson OBL Program Manager. The Pearson OBL Program Manager will then communicate with Teaching Services. Programs can expect responses to be returned after five business days of Teaching Services receiving the request. When Pearson teachers are approved to attend IEP or 504 meetings, they will be prepared to contribute to the discussion. There will be a Program Manager or Teacher Manager present when teachers participate in IEP meetings.

7. [How do you support my EL students/families?](#)

Students/caretakers can download a [Google Chrome extension, Google translate](#) to help with English Language translations. EL instructional needs will be a responsibility of the district.

8. [What is the screen time expectation for students?](#)

Role	K-5	Grades 6-8	Grades 9-12
 Student	<ul style="list-style-type: none"> • 3-5 hours of learning • 10-25% of day is virtual • Very flexible schedule 	<ul style="list-style-type: none"> • 5-6 hours of learning • 50-65% of day is virtual • Less flexible due to more online work 	<ul style="list-style-type: none"> • 5-6 hours of learning • 80-90% of day is virtual • Regularly scheduled courses
 Learning Coach	<ul style="list-style-type: none"> • 5-6 hours of oversight daily • Speaks with teachers, oversees learning, assists with lessons 	<ul style="list-style-type: none"> • 2-3 hours of oversight daily • Helps student transition to be independent, refers student to teacher when necessary 	<ul style="list-style-type: none"> • Encourages learner independence • Participates in teacher conferences, makes sure lessons are completed
 Teacher	<ul style="list-style-type: none"> • 1 primary teacher • Counseling services included 	<ul style="list-style-type: none"> • Advisory teacher with 1 teacher per subject • Counseling 	<ul style="list-style-type: none"> • Subject specific teachers • Counseling

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9. [How are parents/families supported?](#)

Family 4-1-1 portal, which has recorded orientations, interactive tutorials, how-to guides, digital learning tips.

10. [Who do parents reach out to with questions?](#) The district is responsible to provide parents with a District point of contact to help answer questions.

Caretakers/students can directly reach out to their teachers for curricular specific questions.

11. [What happens after I enroll students with TECCA?](#) Families will receive two emailed Welcome Letters within 3 business days after enrollments have been submitted by TECCA to Pearson. One Welcome email will have login credentials, the second will have password information to ensure student privacy.

12. [What happens if parents/students haven't received their Welcome Letter email?](#) Ask to check spam/junk/etc if emails aren't found by parent. Update the enrollment form and ask Antoinette to communicate the update with the Pearson enrollment team.

13. [Are there materials needed for these courses?](#) Most materials are embedded in the course. There are few K-8 materials that will be shipped directly to the student.

14. [Who do I contact for Tech support?](#)

The School Support Help Desk should be your first point of contact for questions related to Connexus functionality, LiveLesson® accounts, login support, curriculum inquiries, questions and general how-to's. Students and parents must name your school district in order to gain accurate support since they are not a full-time TECCA student, but rather a student of your district.

The Help Desk staff is available by calling 888-679-7740.

Hours of Operation:

Teachers/Admins 8am-8pm ET

Students/Parents 9am-9pm ET