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IDVA Continued Engagement Plan

Scenario 1: Access to OLS or K12 Online High School is interrupted.

- **Access to OLS Class Connect is disrupted** – The class will be cancelled for that session, and teachers will immediately email their students. Teachers will work with students to get them caught up once system access is restored. If disruption becomes frequent, we will contact students by telephone and email external class connect links. External Class Connect sessions will take place during regular hours if needed.
- **Access to OLS or LMS Courses is disrupted**–Teachers will work with students to get them caught up once the system access is restored. If disruption becomes frequent, teachers will work with students to adjust assignments and/or progress expectations.
 - **Offline activities while can't get online** – Students will work on offline assignments and tasks in the event of a disruption to the OLS/LMS.
- **How do teachers communicate to students what they can work on** – Email/Autodialer
- **Communication plan to families when system restored** – Email
- **How do you contact a teacher if email is down** –All staff phone numbers are listed on the IDVA website: Who We Are > Staff. Message families and direct them to the website for contact information using an autodialer. Teacher contact information is also included in email signature blocks. If K12 email is available, Admin will email families.
- **How do teachers communicate to students what they can work on** – Email/telephone
- **Communication plan to families when system restored** – Email/Autodialer

Scenario 2: Blackboard Collaborate is experiencing a service disruption.

- **How will family be notified that class has been cancelled** – Affected teacher(s) will send the students an email with cancellation notice in the subject line.
- **Communication plan to families when system restored** – Once system is restored, homeroom teacher (K-8) and 6-12 Master Teacher (HS) will send email notification to students that BBC is restored.
- **How will attendance be excused** – Any class session affected by a system outage, attendance is automatically excused. Teachers will work with students to get them caught up once system access is restored.

Scenario 3: Assessment System is unavailable during a critical testing window.

- **How will family be notified that the system is down** – Affected teacher(s) will send the students an email with assessment in the subject line.
- **Communication plan to families when assessment is restored** – Once assessment system is restored, homeroom teacher (K-8) and 6-12 Master Teacher (HS) will send email notification to students that assessments are available.
- **How will assessments be completed** – Teachers will work with students to get them caught up once the assessment is restored and teachers will offer flexibility.
- **Supplemental Activities** -- Students will work on daily school lessons and assignments while the assessment system is being restored.

How will this plan be shared with staff and families?

- **Staff** – This plan will be shared during back to school meetings and will be in SharePoint.
- **Students** – This plan will be located on IDVA's website and the All School Handbook, and teachers will communicate during interrupted times as outlined.