

# INSIGHT SCHOOL OF MICHIGAN

(ISMI)



## STUDENT CONTINUED ENGAGEMENT PLAN

SCHOOL YEAR 2023-2024

### What to do when the Online School System is down

K12 Virtual Schools LLS (Stride K12) virtual high school runs on the Online Middle/High Schools Platform, also called the OMHS. The OMHS 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
2. Save and print a copy of your advisor's phone number and contact information.
3. Save and print a copy of all your teachers' phone numbers and contact information.
4. Save a copy of your course guides from your teachers.

If you are unable to log in to the OMHS, your first stop should be <http://help.k12.com> to see if the outage is known and has been posted by Stride K12. You can also check the Stride K12 Facebook page (<http://www.facebook.com/Stridek12>) for updated outage information.

### *What if there is a service disruption and I can't login and access my Class Connect sessions?*

- Students will be notified via email that Class Connect is down, and sessions are canceled until service resumes.
- Students will be notified via email when sessions do resume.
- In the case of email being affected or an extended system outage, ISMI may send out a robo-call and/or a robo-text if needed to let students know about an extended system outage and update when the system is back online.
- Students will not be penalized for required sessions that were missed during the outage.
- Teachers will conduct make up sessions that were missed and post recorded content sessions.
- Attendance will not be held.

### *What should I do if the Stride K12 Online High School is interrupted, and I can't login and access my courses?*

There are many things students can work on outside of the Online Course Content. System interruptions should not mean interruptions in learning.

- Print or save a copy of your course plan/calendar so you can access to see what can be worked on offline
- Log onto Khan Academy and work through lessons from your teachers or Knights Learns class
- 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 systems are back up and running

- Study for upcoming quizzes
- Find other educational activities to complete
  - Find home science experiments online to try
  - Watch educational web videos pertaining to your subjects (History channel, PBS)

### What to do when Class Connect or another site is down but the Online School System is working

If Class Connects go down and you miss live sessions but the online course materials are still available, send your teacher an email that Class Connect is not working for you. Then, work in your online course and submit assignments.

#### *What if I'm in another site for class, like NWEA or Khan Academy, but it isn't working for me?*

If during a class session, tell the teacher right away and ask for help. If outside of a live class, try logging back in a few times but if it isn't working email your teacher or Advisor that you can't access the site. Then work on other assignments.

#### *How will we know 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:

- Check Student/LC Email
- Stride K12 Customer Care: <http://help.k12.com>
- K12 Facebook: <http://www.facebook.com/Stridek12>
- ISMI Facebook: <http://www.facebook.com/InsightMichigan>
- Robo-call and/or robo-text in the case of email being affected or an extended system outage

### What to do if your Connection at Home goes down

Life happens. We understand! If your internet is out and you can't log on, don't panic.

#### *What if my internet or power goes out at home?*

We ask that you have a back-up plan, such as using a hot-spot or going to a public library or a relative's house. Call or text your grade-level Advisor to let them know that your internet is down.

**While your connection is down, take your learning offline.** Read your assigned books or offline readings. Keep up with your course plans as much as possible. You can work on your laptop without internet and lesson assignments can be submitted when your connection is back up and running.

Once you're able to gain access again, follow up with your Advisor so they can excuse the appropriate absence due to tech issues. Email your teachers or go to help sessions to check in with them about what you missed. Watch recordings of missed Class Connect sessions. Keep up with your coursework.

#### *What if my laptop isn't working and I can't access the online system or Class Connect sessions?*

1. First, try turning off and restarting the laptop.
2. If that doesn't work, call Customer Service/Tech Support at **1-866-K12-CARE (1-866-512-2273)**. **Write down your Case Number.** Then contact your Grade-level Advisor by phone, text, or email. You must give your case number to your Advisor to have any absences excused.

3. You can also go to [www.help.k12.com](http://www.help.k12.com) on a mobile device and fill out a help ticket. Again, write down your Case Number and give it to your Grade-level Advisor. Advisor contact info on next page.

### ISMI Communication Plan

Outages will be reported by the Operations Manager, Principal, or Head of School to school staff. School staff will contact students and parents via email robo-call, and/or robo-text with information related to the outage.

### Helpful Links to Bookmark

- Stride K12 Customer Care: <http://help.k12.com>
- Stride K12 Facebook: <http://www.facebook.com/StrideK12>
- ISMI Facebook: <http://www.facebook.com/InsightMichigan>

When in doubt, contact your Grade-Level Advisor.

Call (877) 918-4020

Follow the prompts to reach your Advisor.

Help Desk/Tech Support: 1-855-K12-CARE (1-866-512-2273)

Write down your Case Number and give it to your Advisor.

ISMI Address: 526 S. Creyts Rd, Suite A

Lansing, MI 48917

Main Office #: 517-580-0020

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**NO INTERNET ACCESS/POWER OUTAGE:** students who are unable to log into school or have a power outage must have an alternative plan to go to a public library/public location with computer access to do their schoolwork. If the student does not have a back-up plan and cannot go to a public library/location, the student must notify his or her grade level advisor within 24 hours to legitimize the reason for the absence.

**Stride K12 SYSTEMS OUTAGE:** students need to use this time to read, to study, and/or to work on their social emotional learning. **In the case of a system outage, the school will communicate to Students and LCs.**