

## Frequently Asked Questions by New K8 Families

This document has just a few great FAQ by new families. For many, many, more question answers please visit: <http://help.k12.com/support-topics/welcome-k12-customer-support>

### What materials can I write in? What has to be returned? What is coming?

Go to the OLS landing page (log in)>quick links>my info>my orders>click on the desired order number>this is what you see... (it's towards the bottom)

Click the ► to see the materials in each course kit.  
Return Return if Unused Do Not Return ?

Course	Provided Materials	SKU	Qty	Status	Shipped Date	Tracking Number
Math+ (Blue)	► <a href="#">Math+ Blue 2010</a>	MA0110	1	Shipped	07/29/2010	<a href="#">1ZV4668V0304147123</a>
Introduction to Online Learning (K-2)	No materials					
History K	► <a href="#">History K Course Kit</a>	HI0010	1	Shipped	07/29/2010	<a href="#">1ZV4668V0304146982</a>
Health K	No materials					
Language Arts K	► <a href="#">Language Arts K Course Kit</a>	LA0010	1	Shipped	07/29/2010	<a href="#">1ZV4668V0304146982</a>
	► <a href="#">Phonics Basic Kit</a>	PH0010	1	Shipped	07/29/2010	<a href="#">1ZV4668V0304147123</a>
Physical Education with Lessons	No materials					
Phonics K 2002	No materials					
Technology K	No materials					

If you click on the hyperlinked materials- it will come up as one of the icons (it even lists all the specific part and pieces of the kit and what to do with it)... pretty comprehensive.

### On the On Line School it shows I am to print my student's pages. These pages are also in my student activity books. Can I write in the student activity book?

Yes, you can write in your student activity book or student pages. K12 provides those pages to be printed as well for families who are waiting on materials and want to get started right away.

Why don't I have access to my student(s) daily or weekly plan? You will have access to your student(s) daily and weekly plan once you have completed the Introduction to On Line Learning course on the On Line School to 100% complete. Each new student will have this course. It is intended more for the parents than the students.

### My student is just starting with K12, Where do I start them in the curriculum? It has me starting at the beginning of the school year!

This question is what I receive from new families over and over again. Starting mid-year can be stressful but don't worry! We don't expect your child to do the same work they have already mastered at their previous school but they must show that they've mastered those objects before moving on. Your student has three options:

1. Take the first semester assessments. If your student passes with 80% or higher on the first try please send your teacher a kmail and he/she will review the work and mark off the units within that semester. Any offline assessments must be submitted before your teacher will mark any units off as mastered.
2. Take the unit checkpoints. If your student passes with 80% or higher on the first try please send your teacher a kmail and he/she will review the work and mark off the units as mastered.
3. Continue to complete the lessons one by one as it shows up on the daily/weekly plan.

Student's progress expectations are adjusted due to their enrollment date. Meaning, a student who enrolled on the first day of school would be expected to complete 90-100% of the curriculum. A student who enrolled and began schooling with NVVA on January 18<sup>th</sup> would only be expected to complete at least 52% of the curriculum by the end of the school year. This percentage is calculated by meeting the expectations of completing 2-3% per week in the core subjects. Students who have chosen option 3 are encouraged to work through the summer to catch up if they are expected to move up in curriculum level next year. Please talk to your homeroom teacher to work out a plan that will best fit your student's level and needs.

**My child chose a foreign language for their elective and we can't find it.** The foreign language course can only be accessed through a student account. Any student who has foreign language must have their own user name and password for the On Line School. The foreign language course is called Power Speak.


**How do I set up my own student's account?** When you log on to the On Line School as the Learning Coach, you have a quick link off to the right called "My Account". Click on "My Account" and choose your student's name. Here you can give them a username and a password. Hit save. Your student can now log into the On Line School on their own. Please be aware that students can't log attendance or assessments through their accounts. That needs to be done by the Learning Coach on their accounts. Students who have foreign language or are in the 4<sup>th</sup> grade and above, need to be using their own accounts daily.

**Does K12 provide us with ink and paper?** No, you may receive ink when you first get your printer. However, you are responsible to pay for ink and paper on your own.

**It says my student is to write in their History Journal. What is that? I can't find a History journal in my materials!** The history journal is just a spiral notebook or binder with paper your child will use. It isn't provided for you with your materials.

**I see this giant to do list on my student's account or on my Parent Account (This is how a parent account looks for a parent with only one NVVA student), How are we suppose to complete all of this in a day?**

The list you see below where it says Amanda's lesson Shortcuts isn't the list of what all has to be done for the day. Only the subjects that have a sunshine beside it, will be a lesson for that day. These links are just shortcuts that will take you to the next lesson to be completed. We suggest that you use the Daily Plan or Weekly Plan as your guide of what to do for each day. The daily and weekly plan can be found at the top of of the On Line School once you are logged in. The

button looks like this. 

















**Attendance**

Enter Attendance

**Advance Prep**

Check Upcoming Advance Prep

**AMANDA'S LESSON SHORTCUTS**

-   Idaho Pre-Algebra A
-   Intermediate Language Skills A: GUM
-   Intermediate Literature A
-   Earth Science
-   American History Since 1865
-   Spanish Middle School Year 1
-   Study Island
-  Intermediate Language Skills A: Composition
-  Intermediate Language Skills A: Vocabulary

***I am receiving error loads when starting a lesson on the On Line School (mainly math and Foreign language). Why is this happening?***

By using Mozilla Firefox vs. Internet Explorer as your web browser, we have found this resolves the error loading issue. Click on this link: [Download Mozilla Firefox](#) to download a free version of Mozilla Firefox. You can also get to the free download by going to the help section on the On Line School. Choose Contact K12 Support, on the left in the search box type in Mozilla Firefox and hit search. This will provide you the links needed to download the web browser as well.

***I think I am missing some materials that I should have received. What books should I have gotten?***

You can view all the materials you should have received for each subject through the On Line School. When logged in, click on the help button at the top of the On Line School. Choose Contact K12 Support> materials list> Virtual Academy and Virtual School Programs> Kindergarten through 8<sup>th</sup> grade> choose Nevada. From here, you can click on each specific

subject to see what you should have received. If you are missing any materials please contact K12 support at 888-968-7512.

**Does NVVA pay for Internet service?**

Please refer to your Parent/Student handbook.