



- **How to contact the instructor via phone, email, or online messaging tools.**

## TEACHER AVAILABILITY AND RESPONSIVENESS

Frequent student-teacher communication in the virtual learning environment requires commitment above and beyond the traditional work day by staff in a brick and mortar environment, as communication is the critical element to the success of the program. Instant Message (IM) communication and email are considered essential and are expected on a regular basis. Voice to voice communication is expected, at a minimum, during the initial start as well as at the end of the term. MVA makes the following commitments to its students, parents and schools:

- All email, voicemail and instant message communication will be responded to within 24-48 hours during the work week.
- Teachers will establish office hours and post them within the virtual classroom. During those hours, teachers will be available to answer phone calls, emails, and instant messages. Each request for correspondence will be answered in as timely of a fashion as possible with a minimum turnaround target of 24 hours. No response to a student/parent contact shall exceed 48 hours from the time of initiation.
- Teachers are expected to talk personally with each student and their parent at least once a month as well as at the beginning and end of the term.
- Teachers will update course announcement pages frequently.
- At the beginning of the course, each student will receive a Welcome Call / Orientation from their teacher as well as required monthly calls.
- Teachers will provides targeted and timely feedback to students on submitted assignments and completed assessments within a period of time not exceeding 72 hours.

## PARENT/GUARDIAN'S RESPONSIBILITIES

As a parent/guardian of a virtual school student, it is very important to understand the responsibilities associated with that role. With the many distractions students have today, it can be difficult for some students to set aside time to work on courses when not in school. It is the responsibility of the parent/guardian to encourage the student to manage their time

in an effective way. Teachers will keep the parent/guardian apprised of the student's progress and will initiate contact if they fall behind in their coursework.

Parents are expected to supervise and monitor their student's progress throughout the duration of the course. This can be accomplished by accessing the parental account periodically to monitor student progress.

Parents should support Academic Integrity. Academic Integrity is one of our core values and one of the most important areas of focus as a learning organization. Students with Academic Integrity make decisions based on ethics and values that will prepare them to be productive and ethical citizens.

You may contact your child's teacher directly via email and/or instant messaging to answer questions about the course that you may have. When a parent/guardian has a concern about the child's performance or behavior, the parent/guardian should set up a conference with the child's teacher.

Parents/guardians should also be aware of the course progression plan that their student is following and use that to help plan for the child's academic and educational future.

- **How to contact technical support via phone, email or online messaging tools.**

## **STUDENTS & PARENTS WITH DISABILITIES**

MVA makes every effort to ensure that all our electronic and information technology is accessible people with disabilities. At a minimum, we strive to maintain compliance with Section 508 of the Rehabilitation Act as amended, 29 U.S.C. Section 794d. If you have difficulty accessing any portion of our content or platforms, or would like to request a specific accommodation, please contact us at [support@aveteaching.com](mailto:support@aveteaching.com).

## **TECHNICAL SUPPORT**

Students will be provided with professional technical support throughout the course as needed. MVA is committed to providing technical assistance within 24-48 hours of a request for assistance. To access technical support, please email [support@aveteaching.com](mailto:support@aveteaching.com).

- **How to contact the administrative office via phone, email, or online messaging tools.**

The contact number for our main office is (305) 669-2906.

The administrative offices can be contacted through email/online messaging tools via the MVA website. The image below reflects how the administrative offices can be contacted.

The image shows a screenshot of the Mater Virtual Academy website's contact page. The page has a blue header with the school's logo and name, "Mater Virtual Academy Serving Students in Grades K-12". Navigation links include Home, About Us, Our Classes, Students & Parents, Teachers, and Contact Us. The main content area is titled "Contact" and contains a form with the following sections:

- Required Fields:** \* Your Name, \* Subject, \* Email, \* Phone.
- Enrollment Information - Inside US:** State (dropdown), County or City, Student Currently Attends (dropdown), Student Current Grade Level (dropdown), Type of Enrollment Interest (dropdown).
- Enrollment Information - Outside US:** Country, Region, State or City, School Student Currently Attends.
- Additional Information:** A text area for a message with the instruction: "Please provide any additional information or use this space to ask your question or submit your comment not related to enrollment."
- Verification Code:** A CAPTCHA image showing the letters "3UPCA" and a text input field for the code. Below it, the instruction reads: "Please enter characters in the image above. Letters are case-sensitive."

A "Submit" button is located at the bottom of the form, and a note states: "\* Indicates required field."

- **Any requirement for regular contact with the instructor for the course and clear expectations for meeting the requirement.**

See pages 11-13 in the Student-Parent Handbook

- **The requirement that the instructor in each course must, at minimum, conduct one contact via phone with the parent and student each month.**

See pages 5-7 in the Faculty Handbook.