Required Student Technical Skills

2017-18

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Technical Support

Our Technical Support department provides an outstanding service to students. Our expert team is ready to assist students with setting up their school or home workstation with the necessary system requirements to view and work in the online platform. Due to the nature of working on digital courses, when students have a technical issue, they should use the toll-free number to get their issue resolved quickly. It is important that when students call Technical Support they are at or near their computer so they can answer questions and make adjustments as needed. Technical Support contact information can be found by clicking the Help tab in the learning management system.

Student Orientation
To ensure success with the program, students should watch the Student Orientation video prior to beginning their coursework.

Technology Settings and Skills Necessary for Student Success

Internet Access
Students need to have Internet access and know how to log in using a username and password.

System Requirements
Student's computers should meet the following system requirements.

Browser	Microsoft Internet Explorer®	Version 11
	Mozilla Firefox®	Version 44 and 45 or higher
	Apple Safari®	Version 9 or higher
	Google Chrome®	Version 49 or higher
PDF Reader	Adobe Acrobat Reader DC® *Or the latest version of a browser that supports built-in PDF viewing, such as Chrome® or Firefox®*	Version 2015 or higher

Browser Settings
Browsers should be configured with these recommended settings.

Passwords	Disable features that automatically save passwords
AutoComplete	Disable AutoComplete, as it often looks like a list of answers to choose from
Caching	Enable caching, but set browsers to clear the cache when closed
JavaScript	JavaScript must be enabled for pages to render correctly

Typing
Because the Learning Management System (LMS) requires students to type answers, students need to know how to type or be in the process of learning to type. It is expected that high school students can type fluently.

Create and Modify Documents
Students need to know how to create, edit, modify, and submit documents. Because assignments may require students to create and modify documents for completing their work, students need to know how to use documentation programs, such as Microsoft® Office and/or Google Docs. If a student uses Google Docs, they will not be able to share the file directly from Google to their teacher. They will need to download the assignments and upload them directly into the assignment submission box in one of the accepted file types listed below.

Accepted File Types: [csv, doc, docx, pdf xls, xlsx, txt, ppt, pptx, odf, odt, ods, odp, mdb, accdb, pub, jpg, jpeg pages, numbers, key]

Copy and Paste
Some students may choose to write essays and research papers in a word processing document or online program before submitting it via the Writer Tool or Essay Box. Students will need to understand how to copy and paste text from one program to another.

Create and Present Digital Presentations
For some projects in the courses, students may have the option to create a visual presentation of their work. They may be asked to present their work in a slideshow or video format. If students wish to present their work in one of these visual formats instead of the standard text format, they will need to know how to use programs such as Microsoft PowerPoint, video editing software, or other visual formatting programs.

Scan and Save Documents
Some projects or lessons call for students to create graphs or drawings. If students choose to create these assignments by hand, they will need to know how to use a scanner to scan the document, save it to their computer, and upload it into the LMS.

Upload Documents
The LMS allows students to upload documents related to some assignments through an internal upload feature. Students should be familiar with using the folder browsing feature of the upload button to locate and select documents to be uploaded.

Work in Multiple Browser Windows or Tabs Simultaneously
Lessons sometimes contain links to outside websites so that students can access more information on a topic. These links open in a unique browser window or tab. Students should be familiar with how to navigate between windows or tabs.

Internet/Email Etiquette
Students need to know the proper way to use the Internet and write professional emails and messages.

Resources and Where to Go for Help
Students need to be willing to utilize the resources provided to them when they need help. These resources include the Help Page within the LMS, Student Resources tab in the Portal, teacher communication via email, phone, or the Technical Support Hotline.

Student Code of Conduct

To be successful in their online courses, students are expected to:

- Log in daily and make progress in their course(s).
- Be willing to put forth effort and complete the course(s) in the allotted time frame.
- Attend regularly scheduled teacher office hours when requesting help.
- Receive regular instructor communication through grading, phone, or messaging.
- Reach out to their instructor(s) for help.
- Contact Technical Support for any software issues.
- Complete the student orientation.
- Inform the virtual teacher ahead of time when they are not going to be active in their course(s) for one week or more.
- Use formal language when communicating with instructors or academy staff via messaging (this includes lessons, quizzes, projects, and tests).
- Complete their own course(s) and maintain academic integrity at all times.
- Always use their given name when attending live sessions or training, or when turning in projects or assessments.
- Always respond to teacher messages and staff messages that require a response.

Netiquette Guidelines

It is important to recognize that the online classroom is in fact a classroom, and certain behaviors are expected when communicating with both peers and instructors. These guidelines for online behavior and interaction are known as netiquette.

Security:

Remember that your password is the only thing protecting you from pranks or more serious harm.

- Don't share your password with anyone.
- Change your password if you think someone else might know it.
- Always log out when you are finished using the system.

General Guidelines:

When communicating online, you should always:

- Treat your instructor with respect, even in email or in any other online communication.
- Always use your teacher's proper title: Dr. or Mr. /Ms. /Mrs.
- Unless specifically invited, don't refer to your teacher by his/her first name.
- Use clear and concise language.
- Remember that all communication should have correct spelling and grammar.
- Avoid slang terms such as "wassup?" and texting abbreviations such as "u" instead of "you."
- Use standard fonts such as Times New Roman and use a size 12 or 14-point font.
- Avoid using the Caps Lock feature AS IT CAN BE INTERPRETED AS YELLING.
- Limit and possibly avoid the use of emoticons like :) or be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or as offensive.
- Be careful with personal information (both yours and other's) and do not send confidential information via e-mail.

When you send an email to your instructor, teaching assistant, or classmates, you should:

- Use a descriptive subject line.
- Be brief.
- Avoid attachments unless you are sure your recipients can open them.
- Avoid HTML in favor of plain text.
- Sign your message with your name and return email address.
- Think before you send the email to more than one person. Does everyone really need to see your message?
- Be sure you REALLY want everyone to receive your response before you click, "reply all".

- Be sure that the message author intended for the information to be passed along before you click the "forward" button.

Modified from University of Florida's online netiquette guidelines:

- http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf
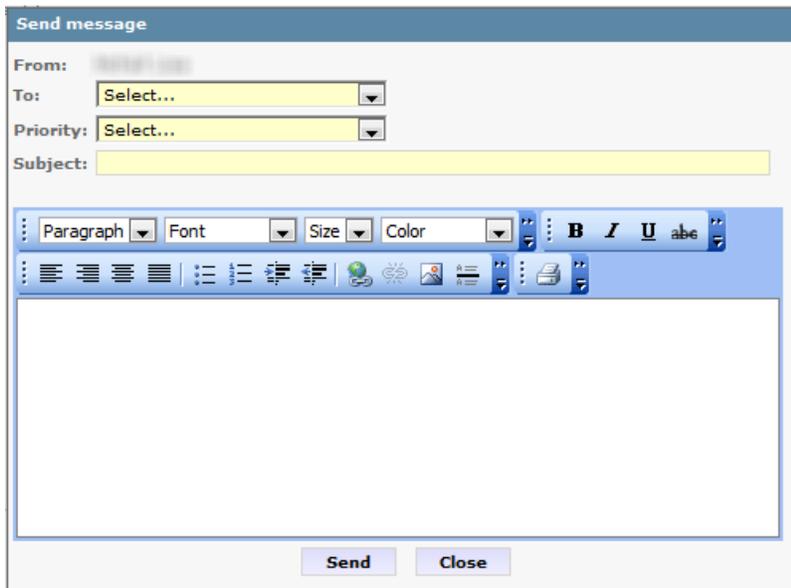
Messages Page

The LMS has an internal messaging system which makes it possible for students and teachers to communicate within the online classroom. The sample message board shows a sample message screen. Each message can be replied to or deleted.

Message Board

The example below shows a typical message form. Select the mail recipient, the priority, choose a subject, and enter the text. The message is HTML-based, so bullets, fonts, and colors can be used.

Sending a New Message