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Welcome to Stride!

Dear Parents:

Welcome to online learning with Stride!

We partner with districts in Florida to provide exceptional virtual/online public education using the Stride curriculum. We blend innovative instructional technology with a traditional curriculum for students across the state.

Our unique learning model includes many benefits, such as a rigorous and comprehensive research-based curricula, the flexibility of learning anytime, the support of Florida certified instructors, and an individualized learning plan that prepares students to meet their educational and post-secondary goals. This challenging and engaging curriculum was developed by renowned learning experts, instructors, and instructional designers.

As part of each student's enrollment, Microsoft Office Suite is included as an additional free resource. Please refer to the [School Mail](#) section for detailed information and instructions for downloading the software.

Our program requires a partnership between our instructors, administrators, Florida school districts, and our dedicated families. Communication is central to your student's achievement. This Learning Coach Success Guide is a comprehensive manual to help your student succeed in the program. Please read it carefully. You will be able to refer to it throughout the school year as needed.

Our dedicated staff looks forward to working with your family during the upcoming school year!

Note: The information included in this document is subject to change, and you will be informed of any updates.

How to Use This Guide

This guide outlines procedures for the online learning environment in Florida. You may jump to the sections you wish to review in any order using the Table of Contents. Links within the guide will open other documents, helpful websites, or instructional videos.

Know the platform your student is working in, and be sure to read the sections that apply to your student.

The advisor or content area teacher is always the first point of contact. Do not hesitate to contact them if you have questions or need assistance accessing programs or tools.

Elementary Guide (Grades K–5)

Learning Coach Responsibilities

As your student's Learning Coach (LC), you will work with your student on a daily basis. Your daily responsibilities are important for your student's success. They include the following:

- **Prepare for your student's school day:** Take 30 to 45 minutes either at night or in the morning, whenever it is convenient for you, and "prep" for the day. The Online School (OLS) has everything (lessons, student pages, and instructor guides) right there for you. Simply log in to the OLS and look at your student's Daily Plan. Read through the lessons and their corresponding instructor guides, then prepare the supplies needed for that day.
- **Monitor assessments:** As the LC, you must input your password before your student can take an assessment. It is your responsibility to keep this password safe and not share it with your student.
- **Log your student's attendance daily:** This includes online work, offline work, and live sessions (Class Connects and Student Connects). Access the **Attendance** page through the OLS using your Learning Coach account. When you log attendance, be sure to manually enter the number of minutes your student actually spent on each of their courses. Only Learning Coaches are allowed to log attendance; students are not permitted to record attendance.
- **Check your School Mail daily:** Your instructor(s) as well as the district will send School Mail with important and sometimes time-sensitive information. Checking your School Mail daily will help keep you informed. Respond to School Mail within 24 hours for timely correspondence.
- **Review your student's work and progress:** It is essential that you monitor all lessons on the Daily/Weekly Plan and ensure they are completed so you're your student keeps up with the expected pace.
- **Ensure your student is attending required live sessions:** Please remember, **all** sessions are scheduled in Eastern Standard Time Zone (EST). Particular Class Connect sessions are required during the week in addition to the individualized meetings between your student and their instructor(s). Ensure that your student is logged in on time for these sessions. Setting reminders on a cell phone or computer calendar is often helpful.
- **Ask for help:** Working with your student at home can sometimes become a challenge. Our team of experienced educators is here to support you and your student with time management, motivation, and academic concerns. Reaching out for help is a sign of commitment to your child's success in school.

Student Expectations

- Check school mail daily.
- Respond to all school mail and/or phone calls or texts within 24 business hours.
- Complete all lessons scheduled on the Daily Plan Monday-Friday, with the exception of holidays.
- All lessons begin online, but they may include offline work as well. Be sure to complete all online and offline work before taking the lesson assessment.
- Attend Class Connects, Student Connects, and additional intervention or enrichment sessions scheduled by your instructor.

- Complete benchmark testing three times per year as scheduled by your instructor.
- Complete required i-Ready lessons.
- In case of a computer malfunction, make a backup plan for your computer files by using a thumb drive or cloud storage. Also, print your student Weekly Plan ahead of time.
- Participate in and do your best on the mandatory Florida Assessment of Student Thinking (FAST) testing.

Required Standardized Testing

For more information, please visit the [Florida Statewide Assessments Portal](#).

District virtual program students are required to participate in the Florida Assessment of Student Thinking (FAST) test, as well as any course-specific State assessments. If this is a requirement for your student, your district will provide testing dates, times, and locations closer to the testing date window. Please keep in contact with your advisor/homeroom teacher and school district counselors about testing.

Academic Integrity

Online and offline assessments, such as quizzes and tests, are a critical part of any academic program. They offer important information about students' progress toward mastery. This information is helpful only when accurate, and it can only be accurate if the assessment represents the student's work alone.

Students are expected to honor the following principles while taking assessments:

- The student alone will take assessments.
- Students will not copy or redistribute any part of an assessment in any way, whether it be electronically, verbally, or on paper.
- Students will treat the assessment as "closed book," meaning that they may not use any textbooks, references, or other materials (printed or electronic) during the assessment unless the instructor or the specific assessment instructs them to do otherwise. For example, a student may be specifically told to refer to certain pages in a book as part of the assessment.
- Answers will represent only the student's work, free of any outside assistance. The student will not plagiarize in any way.
- Students will not confer with other students, family members, or acquaintances, either in person or through electronic communication, during the assessment.

Written work should be completely free of plagiarism. Plagiarism is copying another person's work without providing a direct reference to the author, original print material, website, or artificial intelligence agent. Put simply, always give credit where credit is due. Be sure to contact the instructor with questions regarding citing sources. Web tools that check for student plagiarism are used regularly.

Unless the instructor or specific directions include exceptions, students are expected to follow these principles while taking assessments and completing written assignments. Only by honoring these principles can both academic and personal integrity be ensured.

Introduction to Online Learning (IOL) Course

Students should start working on lessons the very first day of school. Even if materials have not arrived, the student should begin working on the OLS course Introduction to Online Learning (IOL).

The IOL course is a five-day course which will help orient your family to the program, provide you with a daily checklist of things to do, and prepare you for a successful school year. To access the IOL course, log in to your OLS account and select the IOL lesson for the day.

Additional support videos are embedded in the first few lessons of each course. Be certain to view those videos to know how to best utilize the tools within each course.

Navigating the Online School

Visit the [Service Station](#) for additional resources.

Many resources are available to get you started in the OLS. Be sure to attend our live Orientations or view recordings if you are starting past the first day of school. Videos are available 24/7 to help you learn how to navigate the platform.

Instructor-Graded Assignments (Grades K–5)

The state of Florida requires that we maintain samples of student work for accountability purposes. Instructors will grade these assignments and provide feedback to ensure adequate educational progress. Each family will be supplied a list of the required assignments that are to be submitted to your child's instructor.

Instructor-graded assignments are part of the student's grade in the course. Failure to submit assignments will result in a zero for the assignment grade.

Optional Lessons

Our curriculum identifies several lessons as "optional." These lessons are intended to provide enrichment for students who wish to be challenged or need extra practice to understand a concept. Optional lessons do not count toward student progress and may be skipped in order to focus on other course assignments.

Grading and Progress Reports

How Grades Are Calculated

Scores are calculated from Expected Progress, Assessments, Content Competency, and Academic Effort and Engagement. The instructor will provide you with a grading syllabus.

Monitoring Student Grades

Your student's teacher will provide specific directions and login instructions to view and monitor your student's grades throughout the year.

Progress Reports and Report Cards

Students are issued a progress report each quarter. Grades are based on several categories and weights. Report Cards will be issued through School Mail at the end of each semester.

Secondary Guide (Grades 6–12)

Learning Coach Responsibilities

As a Learning Coach (LC) for a student in middle or high school, your role will be quite different than that of an elementary LC. Students work more independently on the Online Middle/High School (6–12) platform than the Online School (K–5), but they will still require support and assistance from their LC as they go through their day.

- **Computer/internet accessibility is a requirement:** In case of a computer malfunction, make a backup plan for your computer files by using a thumb drive or cloud storage.
- **Phone availability:** Teachers and advisors must be able to reach Learning Coaches by a working phone number and/or be able to leave a voice message. Learning Coaches are expected to return phone calls within 24 business hours.
- **Help your student prepare for the day:** Take 30 to 45 minutes, either at night or in the morning (whenever it is convenient for you), to "prep" for the day. Review your student's Class Plans to see upcoming assignments, assessments, and projects. As the school year progresses, students should become more independent with this task.
- **Monitor your student's work:** Learning Coaches must ensure that students are maintaining academic integrity when completing assignments and assessments. All tests and quizzes should be treated as closed-book and single-browser, unless otherwise noted.
- **Review your student's work and progress:** Learning Coaches have their own view in the Online Middle/High School (OMHS) where they can monitor their student's progress and grades. Each course has its own Class Plan with assignment due dates. Please help your student adhere to these plans to stay on track.
Note: To find student gradebooks within each course, select **Grades** from the top of each course classroom page.
- **Missing assignment zeroes:** Students will be assigned zeroes for assignments that were not completed by the assignment due date. If assignments are left unfinished, the **Overdue Assignments** widget will show that there is missing work. Students and LCs should check the gradebook periodically to make sure

all assignments have been completed. Most zeroes can be made up without penalty, but the student must contact their instructor for more information.

- **Log your student's attendance daily:** Attendance must be logged by the Learning Coach through their account to provide legal documentation of the time their student spent doing schoolwork. Students are not permitted to record attendance. When you log attendance, be sure to manually enter the number of minutes your student actually spent on each of their courses. This includes coursework, independent reading, Class Connects, Student Connects, field trips, etc.
- **Check your school mail daily:** Your student's teachers, advisor, and district counselors will send School Mail with important and sometimes time-sensitive information. Checking your School Mail daily will help to keep you informed. Respond to all School Mail and phone messages **within 24 hours** for timely correspondence.
- **Ensure your student is attending required live sessions:** Certain Class Connect sessions are required during the week for the courses that have an associated progress monitoring or EOC test. Ensure that your student is logged in on time to these sessions; they will receive a participation grade. Setting reminders on a cell phone or computer calendar is often helpful.
- **Ask for help:** Working with your student at home can sometimes become a challenge. Our team of experienced educators is here to support you and your student with time management, motivation, and academic concerns. Reaching out for help is a sign of commitment to your child's success in school.

Student Expectations

- **Computer/internet accessibility is a requirement.** In the case of a computer malfunction, make a backup plan for your computer files by using a thumb drive or cloud storage.
- **Check School Mail daily** and respond to all School Mail, phone calls, and/or texts within 24 business hours.
- **Complete all lessons scheduled** on the Plan Monday through Friday, with the exception of holidays.
- All lessons begin online, but they may include offline work as well. Be sure to complete all online and offline work before taking the lesson assessment.
- Attend Class Connects, Student Connects, and additional intervention or enrichment assignments, as scheduled by your instructor.
- **Complete benchmark testing three times per year** as scheduled by your instructor.
- If you are enrolled in a course that requires the use of **supplementary lesson content**, be sure to complete these lessons; they are a part of the curriculum and will be graded.

- **Participate and do your best** on the mandatory Florida Assessment of Student Thinking (FAST) tests. Students are expected to complete all mandatory practice tests when requested by instructors.

Required Standardized Testing

For more information, please visit the [Florida Statewide Assessments Portal](#).

District virtual program students are required to participate in the Florida progress monitoring assessments three times per school year. If this is a requirement for your student, then your district will provide testing dates, times, and locations closer to the testing date window. Please keep in contact with your advisor/homeroom teacher and school district counselors about testing.

Academic Integrity

Online and offline assessments, such as quizzes and tests, are a critical part of any academic program. They offer important information about students' progress toward mastery. This information is helpful only when accurate, and it can only be accurate if the assessment represents the student's work alone.

Students are expected to honor the following principles while taking assessments:

- The student alone will take assessments.
- Students will not copy or redistribute any part of an assessment in any way, whether it be electronically, verbally, or on paper.
- Students will treat the assessment as "closed book," meaning that they may not use any textbooks, references, or other materials (printed or electronic) during the assessment unless the instructor or the specific assessment instructs them to do otherwise. For example, a student may be specifically told to refer to certain pages in a book as part of the assessment.
- Answers will represent only the student's work, free of any outside assistance. The student will not plagiarize in any way.
- Students will not confer with other students, family members, or acquaintances, either in person or through electronic communication, during the assessment.

Written work should be completely free of plagiarism. Plagiarism is copying another person's work without providing a direct reference to the author, original print material, website, or artificial intelligence agent. Put simply, always give credit where credit is due. Be sure to contact the instructor with questions regarding citing sources. Web tools that check for student plagiarism are used regularly.

Introduction to Online Learning course (ORN10ES)

Students are expected to complete the Introduction to Online Learning (ORN10E5) course on the first day of school. This course must be completed before beginning any other courses. The ORN10E5 course should take approximately one school day to

complete. Advisors will be monitoring ORN10E5 course assignments and completion. Learning Coaches may mark no more than 8 hours of attendance for this course.

The ORN10E5 course is a six-lesson course which will help orient your family to the program, provide you with a daily checklist of things to do, and prepare you for a successful school year. To access the ORN10E5 course, log in to your student's account, select **Classes** from the left-hand navigation bar, and select the course card for **ORN10ES_ONLINELEARN**. You will find further instructions in the **Announcements** area of the course home page.

Navigating the Online Middle/High School

Visit the [Service Station](#) for additional resources.

Many resources are available to help you get started in the OMHS. Be sure to attend our live Orientations or view recordings if you are starting past the first day of school. Videos are available 24/7 to help you learn how to navigate the platform.

Grading and Progress Reports

How Grades Are Calculated

The OMHS has gradebooks for each course that can be viewed through the student and Learning Coach accounts. Grades are calculated based on points earned for computer-graded assessments, teacher-graded assignments, discussion board posts, and participation in Class Connects and Student Connects. For complete grading information, please see the **Grading Information** posted within each course's **Course Materials** page.

Monitoring Student Grades

Logging into your student's gradebook frequently will allow you to monitor their current grades. Encourage your student to maintain a well-organized schedule in order to ensure an optimal learning pace and sufficient time to master skills.

Note: Find student gradebooks within each course by selecting **Grades** from the top of each course classroom page.

Progress Reports and Report Cards

Students are issued a progress report each quarter and a report card at the end of each semester. However, current grades can be viewed anytime through the **Gradebook** area of the student and Learning Coach accounts.

Attendance Requirements (All Grades)

Review the [How to Record Attendance article](#) for instructions on how to enter attendance.

The goal for every student is to follow the Daily Plan each day. Students should be completing lessons in order (not skipping around) and staying on pace with the Class

Plans. Best practices include learning in manageable bits each and every day in a consistent, habitual routine. By doing this, the brain will retain more information, and the student will dramatically improve their recall abilities. The goal of learning is to master the content, not click the box.

Since Stride programs are public school programs, districts require daily student attendance. Your instructor or advisor will let you know if your child's attendance hours are on track during each Class Connect. The chart below provides a general guideline of attendance requirements:

Grade level	Required yearly hours	Weekly hours	Daily hours
K-3	720	20	4
4-12	900	25	5-6

Attendance in virtual online education is comprised of multiple program elements, including completing online lessons, attending synchronous live sessions, participating in additional remediation, submitting work samples, and preparing for standardized testing. These individual pieces collectively form the instruction offered to students in a virtual setting. Students must comply with all facets of the program in order to be counted as present for attendance purposes.

- The attendance logged should match the time spent in the course that same day.
Example: If there isn't a Science lesson completed on Monday, there should not be attendance logged for Science on Monday.
- Students are expected to work during normal school days/hours, but students are also permitted to work at any day/time of the week. Attendance **may** be logged on the **weekend**; however, attendance **must** be logged **each school day**.
- If your student is sick, please email your student's instructors and advisor, then log zeroes for attendance that day.
- Attendance for i-Ready, Intensive Reading, and DIBELS® can be logged under the appropriate subject/course.
Example: If a student completed 30 minutes in i-Ready working on math skills, then thirty minutes can be entered under the Math course.
- **Introduction to Online Learning** should have no more than 8 hours logged for attendance for the year.
Note: Pursuant to **FL Stat. 1003.21** and **FL Stat. 1002.45(3)(b)**, non-participation in the virtual instruction program is considered an attendance violation. If it is not corrected, students will be reported to the district to be withdrawn.

Managing School

Students in Florida will complete their courses within an online environment. The curriculum and tracking tools are all located on the platform.

- Students in grades K–5 will use the **Online School (OLS)** platform.
- Students in grades 6–12 will use the **Online Middle/High School (OMHS)** platform.

Understanding Accounts

Review the [How to Set Up Your Learning Coach OLS Account from the Registration Email article](#) to learn how to set up your Learning Coach and student accounts.

Learning Coach Account

- Learning Coaches will communicate with instructors through School Mail or by phone. Students are not copied on School Mail sent to and from the LC School Mail account.
- The account is used for monitoring assignments and entering the LC password for assessments when complete (K–5 only).
- Enter grades for offline work through this account (K–5 only).
- Use this account for logging attendance.

Student Account

- Use for Student Connects, Class Connects, and logging in to any other live or recorded sessions.
- All schoolwork must be completed through the **student's account**.
- Use this account for School Mail correspondence directly from the student. All School Mail between an instructor and student will be copied to the LC.

Protecting the Learning Coach Password

- The student should **never** be given the LC password.
- **Do not** auto-save your LC password in the computer.
- If the student gains access to the password, it needs to be changed **immediately**.
- Please reach out to your instructor if you need help changing the password.

Live Synchronous Classroom

Students will attend Class Connect sessions in all core subject areas each week. Students will have mandatory and optional sessions available.

In order to participate in the sessions, speakers or headphones are required. Your student will need a working microphone to participate in other classroom activities, and you will also need a microphone at various points to speak with the instructors and other parents during meetings, Class Connects, and other school sessions. Most laptops have integrated microphones and speakers; however, comfortable headphones with a microphone are preferred by many students.

School Mail

Stride utilizes School Mail for the majority of our instructor/parent/student correspondence. It is essential that you check your School Mail twice a day for important school updates and messages regarding your student. School Mail should be responded to within 24 hours by students, LCs, and instructors.

- The School Mail is safe, and private student information is secure.
- Students' School Mail is permanent. There is no way to delete messages, but messages can be archived and tagged.
- There is no spam/junk mail or other outside distractions from the important work of schooling students.

Microsoft Office Suite

Review the [How to Download Office 365 \(For Personal Devices\) / School Email for Students article](#) for instructions on downloading Office 365 School Email for Students.

- All Stride students have access to Microsoft Office Suite through their student email accounts.
- Access to Microsoft Word, PowerPoint, and Excel is necessary for assignments in most courses.
- To download the Microsoft programs, select the **Office 365** link in the student email account, then select **Install Office 2016**.
- The suite is available for Mac and PC users.
- Please use your student email (found in **My Account**) for the username and the password (the one you created to access your account).

Student Connects

Student Connects are one-on-one student/teacher conferences where the instructor is able to assess mastery of grade level benchmarks set by state standards. These learning conferences also contribute to the student's progress.

For K–5 students, instructors will meet with students one-on-one using the Engageli classroom. The instructor and student will spend time completing activities together that will show content mastery for the given courses: Reading, Math, Writing, History, Science, and electives. During this time, the LC is a silent observer. The LC may remain in the room, but please allow your student the freedom to perform independently.

For 6–12 students, teachers may utilize the Engageli classroom or phone calls to complete Student Connects.

The goal of these conferences is to obtain a true assessment of the student's mastery of content. Any non-mastered content may result in lessons being placed back on the Daily Plan so that the student has the opportunity to review and relearn the material.

Missed Student Connects will affect your student's grade and may be reported to the district. After their time spent with the student, the instructor will then meet with the LC to go over progress and answer any questions.

Student Connects Reminders

- A working microphone (headset) and camera are required for these sessions.
- Provide your student with a quiet environment with minimal distractions.
- Turn off the television and radio.
- Relocate younger siblings.
- Your instructor will do their best to accommodate your schedule when scheduling your student's Student Connect. The instructor will then add the link to the Plan for the day and time it was scheduled. LCs will see it on their Plan with their student's name appearing in the title of the Student Connect.
- On the day and time of your Student Connect, select the blue **Student Connect** session link from the Plan to access the Student Connect in Engageli.

Class Connects

A Class Connect is a whole group, synchronous session taught through Engageli. Sessions are held multiple times each week focusing on Math, Language Arts, Science, History, and electives. In most cases, attendance is suggested, but there are certain sessions where attendance is required for all students. Your student's Individualized Learning Plan (ILP) will indicate which sessions are required.

A schedule of Class Connect sessions is available through the OLS and OMHS in both the LC and student accounts.

- To log in to the live session or view the recording, simply select the link directly from your calendar.
- A semester planning guide with topics will be sent out through School Mail.

Support for Students

Individualized Learning Plan

Instructors will work with Learning Coaches and students to develop Individualized Learning Plans (ILPs) within the first four weeks of enrollment. The ILP will outline the student's program goals for the current school year.

The ILP will be reviewed and updated on a regular basis by instructors to ensure that students are meeting expectations. Appropriate support and interventions are put in place to assist struggling students in meeting state standards and personal academic goals.

Action Plan

If a K–5 student's grade falls below 80%, a 6–12 student's grade falls below 70%, or your student is not compliant with the expectations set forth in the ILP, the instructor will

provide a plan to help your student get caught up. An Action Plan will be implemented to outline your student's short-term goals and expectations.

Instructors and LCs will work together to ensure student goals are reached. Failure to make progress towards goals will be escalated to the district level.

Response to Intervention (RTI)

Response to Intervention (RTI) is a multi-tier approach to the early identification and support of students with learning and behavior needs. The RTI process begins with high-quality instruction and universal screening of all children in the general education classroom.

Currently, instructors provide Tier 1 and Tier 2 interventions to students. Students will have access to benchmark testing three times a year, and that data, along with state test scores and student academic performance, will be used to provide interventions to struggling students. Instructors and Learning Coaches are responsible for providing and documenting students' Tier 1 and Tier 2 interventions.

Students who need more intensive interventions will be referred to the school district.

The Academic Intervention Plan (AIP) is used to document the student's RTI goals and progress monitoring data. The AIP becomes part of the Individualized Learning Plan.

Special Education

Instructors will receive a copy of the IEP and/or 504 Plan, and they must follow the general education accommodations that are relevant to the online environment. It is important for Learning Coaches and mentors to share information about their student's disability with their instructor and discuss how it may affect their learning in the online environment. Instructors will provide general education notes for the student's IEP/504 meetings, and they may attend the IEP/504 meetings at the request of the school district.

Note: Stride does not supply Special Education services. That is the responsibility of the school district.

Field Trips and Community Events

Stride and some districts sponsor opportunities for families to get together and meet instructors and other families throughout the school year. Monthly newsletters with both virtual and face-to-face events will be sent through School Mail. Stride also offers National Virtual Student Clubs on a variety of topics. Club information will be communicated to parents with dates and times through School Mail.

Course Materials

Using Materials

Students will receive a shipment of materials to use during the school year. Students will use both offline and online materials throughout the day. Some materials will be

returned at the end of the school year; therefore, we recommend you save the boxes so you may reuse them to return these materials.

Courses are full of activities and resources, such as student guides and the latest assessments. Most materials are available online for easy reference. Be certain to review any Learning Coach or student guides in particular. Some materials are not included, such as common household items needed for projects.

Tracking Materials Shipments

Follow the instructions below to track the shipping status for course materials:

Note: Course materials may arrive separately and on different days.

1. Log in to the LC account.
2. On the right-hand side of the home page, select **My Info**.
3. Select the **Student Name**.
4. Select the **Orders** tab to see a list of all material orders.
5. Select the **Order Number** that you would like to view.
6. Scroll down to **Course Materials** to view a summary of your order. The summary includes a list of the materials provided for each course, the kit name, the SKU number, the order status, and tracking information.
7. Select the **arrow (>)** to see the items provided in each course kit.

Missing or Damaged Materials

For a list of the materials included in each course kit, or to browse support topics on how to use materials, please visit the [Stride Customer Support website](#).

To report missing or damaged course materials, please complete the [Stride Support Form](#).

Returning Materials at the End of the Year

Select **My Info** from the Learning Coach account to access a list of all the materials your student(s) will receive for the upcoming school year. This list will also explain which items will need to be returned once the course and/or school year has ended.

Note: Students may write in the books that are consumable and will not be returned at the end of the year.

Follow the directions below to return materials at the end of the year:

1. Log in to your Learning Coach account.
2. On the right-hand side of the home page, select the **My Info** quick link.
3. Select the student's name, then select the **Orders** tab to see a list of all orders for materials.
4. Select the **Order Number** that you would like to view.

5. Scroll down to **Course Materials** to view a summary of your order. This includes a list of the materials provided for each course, the kit name, the SKU number, the order status, and tracking information.
6. Select the **arrow (>)** to see the items provided in each course kit.
7. Use the icons next to each item and the return status to determine which materials will or will not need to be returned once the course and/or school year is complete.

Note: Return shipping labels will be sent, but follow the instructions in the [How to Obtain UPS Return Shipping Labels article](#) to create additional labels.

Logistics

Contact Information

- **Technical Support:** Call 866-512-2273 or access [K12 Customer Support](#).
- **Customer Support:** Access [K12 Customer Support](#).
- **Teacher Contact Information:** This is provided to Learning Coaches and students through School Mail and the OMHS course page. Teachers can be contacted via School Mail or phone as well as during Class Connect sessions.

Change of Home Address

If you move within the same school district, you will need to contact your district and **fax two proofs of residence** to the Stride Florida office to update your address in our system. Proof of residence includes utility bills, mortgage statements, and lease agreements. Also, please contact your school district to make sure they have your current contact information and address. This is particularly important for state testing coordination.

- **Stride Florida Office Fax:** 904-247-3276

If you move out of the district or state, please contact your instructor to determine if a district or state transfer is an option.

Technical Resources

Internet Browsers

For more information on browsers and Stride systems, review the [Recommended Browsers article](#).

The following browsers are recommended when accessing the Stride online schools:

- **Internet Explorer 9.0** or higher
- **Google Chrome 17.0** or higher
- **Mozilla Firefox 10.0** or higher

Clearing Your Cache and Cookies

About Caches, Cookies, and Browser History

Each time you access a file through your web browser, the browser caches (i.e., stores) it. Thus, the browser doesn't have to retrieve files (including any images on the page) from the remote website each time you select the **Back** or **Forward** buttons. You should periodically clear the cache to allow your browser to function more efficiently.

A cookie is a file created by a web browser at the request of a website that is stored on the computer. These files typically store user-specific information, such as selections in a form, shopping cart contents, or authentication data. Browsers will normally clear cookies that reach a certain age, but clearing them manually may solve problems with websites or your browser.

How to Clear Your Browser Cache

Review the [Refresh Your Cache website](#) to learn how to clear your browser cache.

Clearing your cache before you begin Student Connect or Class Connect sessions can resolve many problems (choppy audio, echo, etc.) and help with any components that are not fully installed. This procedure should be done regularly, as many problems in Engageli are due to overloaded browser caches.

Withdrawal from Program

Reach out to your homeroom teacher or advisor if you are considering a withdrawal. Our instructors are trained and dedicated to making this program successful for your student and family. We strive to support families that may need some additional time transitioning to virtual education, and our instructors are devoted to setting up your student to succeed.

If you move out of the district or decide to remove your student from the virtual program, please contact your instructor or advisor as soon as possible. In order to transition your student, paperwork must be filled out. Please let your instructor know the name of the school and the reason for the withdrawal. You must also contact the district to complete any necessary paperwork they have in place. Failure to do so may delay your student's withdrawal from the program and lead to truancy.

Locating Your Student's Stride ID Number

There are times you will need your student's Stride student ID number.

Follow the steps below to locate your student's ID number:

1. Log in to the Learning Coach account.
2. Select **My Info**, then select **Overview**.
3. Select the hyperlinked **student's name**.
4. Select the **School** tab.
5. Locate the **Student ID**.

Helpful Websites

The following websites are listed in alphabetical order:

- [Course Materials Information](#): A list of articles that covers all appropriate materials for each course as well as how to use course materials.
- [Florida Statewide Assessment \(FSA\) Portal](#)
- [i-Ready Website](#)
- [Recommended Internet Browsers](#)
- [Refresh Your Cache Website](#): Provides instructions on how to clear your browser's cache for improved performance.
- [Start Strong With Online Learning](#): A one-stop shop for all Learning Coach questions. Here you will find orientation videos, curriculum help and resources, checklists for getting started, and FAQs.
- [Technical Issues Help Site](#): This website focuses on resolving technical issues (logging in to the OLS/OMHS, how to clear your cache, required browsers, etc.).

Helpful Terms

The following terms are listed in alphabetical order:

- **Class Connect (CC)**: Whole-group session through Engageli where the instructor will present a live lesson to the class.
- **Engageli**: Interactive online platform that your instructor will use to host synchronous (real-time) Class Connect and Student Connect sessions.
- **i-Ready**: Test preparation website that complements OLS coursework and is mandatory depending on the grade level.
- **Learning Coach (LC)**: The adult that is primarily responsible for monitoring the student's schoolwork and lessons.
- **Mandatory Testing**: Some tests your student may be required to complete are as follows:
 - Florida Assessments for Instruction in Reading (FAIR)
 - Stanford Achievement Test (SAT)
 - End of Course Exam (EOC)
 - FAST Progress Monitoring
 - DIBELS®
 - i-Ready

Note: Testing requirements differ depending on the student and the grade level. Your student's instructor will share more information on these requirements throughout the year.

- **Online Middle/High School (OMHS)**: Stride 6–12 site with students' Plans, School Mail, course content, and links to Class Connects.
- **Online School (OLS)**: Stride K–5 site with your Daily Plans, Weekly Plans, and links to Class Connects and Student Connects.

- **Student Connect (SC):** One-on-one student/teacher mandatory monthly meetings where your instructor will assess your child for mastery of the content.
- **Teacher-Graded Assignments (TGAs):** Samples of your student's work submitted to your student's instructor.