

**DLD Approval Criteria E2:** Institutionalized practices for monitoring student progress and helping students keep up with the pace of their course.

**Excerpt from OnlineHS Manual (pgs 13 & 14. Last revised 2010) & updated with new notification technology systems.**

## Student Support Matrix

### Teacher Responsiveness

- a. Teachers receive phone calls and messages directly to their desk  
Contact information for instructors is listed in the “Teacher Info” section of each course and in the Staff Directory area of the web site (<http://www.OnlineHS.net>)
- b. Teachers respond to emails within 24 hours
- c. Teachers correct/score & provide feedback on on-time assignments within 3 school days.
- d. An OnlineHS teacher is on-site at each high school each week
- e. OnlineHS instructors are available for face-to-face meetings at OnlineHS by appointment between 8am & 3pm.
- f. OnlineHS teachers track student progress each week (typically on Friday) and indicate which students are falling behind and need to be seen on-site at their school the following week.
- g. OnlineHS instructors assess each student’s monthly progress.

### Institutional Response to Intervention (RTI)

- h. For each student that is marked as “behind in progress” each week (step “f” above):
  - i. The student’s school counselor is notified
  - ii. Their student’s school “Success Coordinator” is notified w/ a request for contact.
  - iii. The school’s “Success Coordinator” (or other designee) prints passes and distributes them to student prior to the on-site visit, so they are reminded to attend and can ‘pass’ freely to the meeting area (library, computer lab, etc..)
  - iv. There is an automated phone call made to the student’s home phone, prior to the on-site visit, recommending and inviting their presence for face-to-face assistance.
  - v. There is an automated email that is sent to the student’s parent(s) notifying them that: (1) the student is falling behind and (2) needs to attend a face-to-face session at their school the next day.
- i. For each student that is not passing for the duration of a calendar month:
  - i. They are required to attend the weekly on-site time at their school or risk being dropped from the program
  - ii. Additional interventions may be determined (additional assistance, on-site time at OnlineHS, etc..)