

**DLD Approval Criteria F 3:** Training and online support to school-based support person to aid them in navigating the online environment.

**Screenshot from OnlineHS Guidelines (draft 2010)**

- i. They are required to attend the weekly on-site time at their school or

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OnlineHS Guidelines - Draft outline 10/27/2010

risk being dropped from the program

- ii. Additional interventions may be determined (additional assistance, on-site time at OnlineHS, etc..)

**School-Based Support (SBS)**

1. Each school will have a single point of contact in addition to the students' counselors. This could be Success Coordinator, career specialist, librarian or other. (\*Need to receive permission from Principal)
2. Receive training annually (First Wednesday in April = Spring; At the start of registration for the following school year) or as needed to review:
  - a. OnlineHS program changes and/or new/different technology upgrades
  - b. Roles & responsibilities as stated below
3. The SBS person's roles & responsibilities will include:
  - a. Serve as a liason between the online teacher and student at their school.
  - b. Facilitate communication between the online program, teacher and the student at their school.
  - c. Monitor student progress and Intervene as needed based on reporting from OnlineHS
  - d. Distribute student passes to attend on-site time, from list sent from OnlineHS
  - e. Troubleshoot student technology issues as needed, or upon student request. Forward any unresolved issues to district Help Desk
  - f. Troubleshoot and/or assist with course issues as needed Forward any unresolved issues to OnlineHS director
  - g. Assist school counselors with students OnlineHS registration & enrollment needs.