



Continuous Engagement Plan - Students & Learning Coaches

Throughout the school year, there may be times when our web-based school systems are offline. If this happens, we have put the following plans in place to minimize potential disruptions to our students' school days. Please refer to the appropriate section below in the event of one of these outages. (Sections included in this document: Online School - OLS, Newrow, Schoology, Regional & Individual Power Outages, and Additional Resources.)

*If there are known outages of any of our systems, Insight PA will attempt to notify students and Learning Coaches through email, text message, and/or phone. **For this reason, please let us know if there is ever a change in your contact information by emailing studentrecords@insightpa.org***

ONLINE SCHOOL (OLS):

What should you do if the OLS is down?

- Try logging into the system by going to <https://login-learn.k12.com/#login>. Attempt to log back into the OLS every 15 minutes until an outage has been announced.
- Check your email, voicemail, texts, and the Insight PA website for any communications from your teacher or the school regarding a system outage.
- Log into Schoology to check for a Zoom link to attend class and/or asynchronous assignments.
- Attend Zoom classes and complete asynchronous work in Schoology.
- Make sure you are using Google Chrome as your browser and clear your cache and cookies. For directions on clearing cache and cookies, please go to [Clear Cache and Cookies](#). If you are having trouble with Chrome, try using a different browser - Mozilla Firefox, Safari, etc.
- If you have not received any communication from Insight PA or your teacher regarding an outage, visit the K12 Customer Support website (<https://www.help.k12.com>) to check alerts under "Important Information" (found on the right side of the page).
- If there is no outage listed on the K12 Customer Support website, call Customer Support at (866) 512-2273. Be sure to write down your Customer Support ticket number.
 - Inform your homeroom teacher and/or advisor by email or phone (Insight PA office number is 484-713-4353) that you are experiencing technical difficulties and provide them with your Customer Support ticket number.
 - If a student is unable to log into his/her classes, please complete the [Insight PA Attendance Form](#) to inform the school of your technical difficulties as soon as possible. If a widespread outage has *not* been announced, you must provide your Customer Support ticket number or the student will be marked absent.
 - Students should continue to complete asynchronous work in Schoology.

- If Schoology and Zoom are also unavailable, work on offline assignments, practice Math facts, read a book, answer writing prompts, or complete other school-related activities.
- If needed, Google Classroom will be used as an additional resource.

NEWROW:

What should you do if Newrow is down?

- Attempt to log back into Newrow one time.
- Check your email, voicemail, texts, and the Insight PA website for any communications from your teacher or the school regarding a system outage.
- Log into Schoology to check for a Zoom link to attend class and/or asynchronous assignments.
- Attend Zoom classes and complete asynchronous work in Schoology.
- If you have not received any communication from Insight PA or your teacher regarding an outage, visit the K12 Customer Support website (<https://www.help.k12.com>) to check alerts under “Important Information” (found on the right side of the page).
- If there is no outage listed on the K12 Customer Support website, call Customer Support at (866) 512-2273. Be sure to write down your Customer Support ticket number.
 - Inform your homeroom teacher and/or advisor by email or phone (Insight PA office number is 484-713-4353) that you are experiencing technical difficulties and provide them with your Customer Support ticket number.
 - If a student is unable to log into his/her classes, please complete the [Insight PA Attendance Form](#) to inform the school of your technical difficulties as soon as possible. If a widespread outage has *not* been announced, you must provide your Customer Support ticket number or the student will be marked absent.
 - Students should continue to complete asynchronous work in Schoology.
- If Schoology and Zoom are also unavailable, work on offline assignments, practice Math facts, read a book, answer writing prompts, or complete other school-related activities.
- If needed, Google Classroom will be used as an additional resource.

SCHOOLGY:

What should you do if Schoology is down?

- Check your email, voicemail, texts, and the Insight PA website for any communications from your teacher or the school regarding a system outage.
- Inform your homeroom teacher and/or advisor that you are experiencing technical difficulties with Schoology.
- Continue to attend required Class Connect sessions in the OLS/OMHS and complete work assigned by your teacher outside of the Schoology platform.
- If the OLS/OMHS or Newrow are also down and a student is unable to log into his/her classes, please complete the [Insight PA Attendance Form](#) to inform the school of your technical difficulties as soon as you can. If a widespread outage has *not* been announced, you must provide your Customer Support ticket number for the OLS/OMHS or Newrow outage or the student will be marked absent.

- If the OLS and Zoom are also unavailable, work on offline assignments, practice Math facts, read a book, answer writing prompts, or complete other school-related activities.
- If needed, Google Classroom will be used as an additional resource.

REGIONAL POWER OUTAGES:

The health and safety of our students and their families are our highest priority. In the event of a natural disaster or storm, please do not risk your safety to attend class.

- If there is a regional power outage, please contact your homeroom teacher and/or advisor by phone (Insight PA office number is 484-713-4353) or email as soon as you can to inform them of the outage.
- If a student is unable to log into his/her classes, please complete the [Insight PA Attendance Form](#) to inform the school of your technical difficulties as soon as possible.
- If possible, check your email on a smartphone for directions from your teacher.
- If you have not received an email from your teacher or you cannot access email, work on offline assignments, practice Math facts, read a book, answer writing prompts, or complete other school-related activities.

INDIVIDUAL POWER & INTERNET OUTAGES:

Consistent internet access is a requirement for enrollment at Insight PA. Families may request that a portion of their costs for internet access be reimbursed twice per year. (More information about internet reimbursement can be found in the Parent and Student Handbook, or [on our website.](#))

- Relocate to a back-up location with internet service. If you do not have a back-up location, please make arrangements for one as soon as possible. If you are experiencing a loss of power or internet service in your home, please call (Insight PA office number is 484-713-4353) or email your homeroom teacher and/or advisor as soon as possible.
- If a student is unable to log into his/her classes, please complete the [Insight PA Attendance Form](#) to inform the school of your technical difficulties as soon as possible.
- While seeking another location with internet service, work on offline assignments, practice Math facts, read a book, answer writing prompts, or complete other school-related activities.

ADDITIONAL RESOURCES:

In the event that Newrow, Zoom, Schoology, and/or Google Classroom have experienced an outage, students and Learning Coaches can access education apps by selecting “ClassLink” from the Quick Links menu in the OLS.

Insight PA Schoology Link - <https://insightpa.schoology.com>

Insight PA Attendance Form - <https://insightpa.k12.com/resources.html>