2020-21 Virtual Learning Program
Frequently Asked Questions

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1. **Does a student need to live within the Muncie Schools boundaries to participate in the VLP?**
   No. Any child in Indiana is eligible to enroll in the program.

2. **What technology is required to participate in the VLP?**
   Each student enrolled in virtual learning needs to have a working computer or tablet and a reliable connection to the internet. Ideally, the student would be set up in a quiet area at a table or desk.

3. **What if a student doesn't have a computer, tablet or reliable internet connection?**
   Any student needing a device to access the VLP will be provided one by Muncie Community Schools. Students without internet access will also receive hot spots to connect to the program. Each student will be responsible for keeping devices charged and in working condition.

4. **How will students know how to use the VLP?**
   All students and Learning Guides – the parent, guardian or other adult responsible for assisting the student with his or her education – will be put through orientation to understand exactly how the program works and what is expected of each person.

5. **What can the Learning Guide – the parent, guardian or other adult responsible for assisting the student with his or her education – do to ensure success of the student?**
   A Leaning Guide can dramatically assist their student's virtual learning experience by promptly communicating with MCS teachers and administrators. They are required to provide MCS with a working telephone number and an e-mail address that gets checked on a daily basis. Learning Guides with students in grades K-6 will need to play an active role daily in their student's education. The role of Learning Guides of middle school and high school students will be more of oversight to ensure assignments are completed and turned in on time.

6. **How many days/week are students expected to be online for instruction?**
   The VLP will mirror the in-school program in terms of time commitment, so students should be prepared to attend online classes and complete coursework each weekday based on the traditional in-school hours:
   - Elementary: 8:10 a.m. – 2:40 p.m.

- Middle: 9:15 a.m. – 4 p.m.
- High School: 8:15 a.m. – 3:05 p.m.

7. **What computer skills are required to participate in online at-home learning?**
   Some basic skills are required. Use of the computer is an important part of the program, but in the early grades it is mostly the Learning Guide who interacts through the computer. The program is user-friendly. For upper-elementary, middle and high school students, basic computer and some keyboarding skills are necessary.

8. **I registered my students several days ago. Why haven't I received an email from K12 with my registration ID?**
   Unfortunately, as data gets submitted from our registration forms into the K12 system, data errors occur. This has caused a delay in triggering the K12 registration email to some families. We continue to work on this daily to get every registered student up and running as soon as possible.

9. **How does my student log in to their device to get started?**
   Students can get into their device through their school-issued log-in credentials.

10. **Where do I log in to the K12 system?**
    The correct K12 log-in page is: https://login-learn.k12.com/#login

11. **What if I have other questions about the program or experience technical issues?**
    The number to the VLP office is (765) 281-3775. The number to the VLP Tech Hotline is (765) 281-3776. If you do not connect with a live person, please leave a message and someone will return your call.