

Glendale Union Online

# Student Handbook



[www.guhsdz.org](http://www.guhsdz.org)

Your Online Link to Quality Education

Main Phone: (623) 435-6003

Tech Support: (480) 472-7285

Glendale Union Online ♦ 7650 N. 43rd Ave. ♦ Glendale, AZ 85301

# *Glendale Union Online*



## Welcome

Glendale Union Online, sponsored by the Glendale Union High School District in Glendale, Arizona, has been offering online instruction for grades 9-12 since 2009. Our curriculum provides parents with the educational assistance to meet their student's academic needs. Tools such as weekly lesson checklists, online portfolios, parent pages and teacher support are provided for you.

Each course is designed to meet state of Arizona and national curriculum standards. Worksheets, reading assignments, interactive online practice activities, tutorials, unit reviews, quizzes and tests are included as part of our online instruction. Courses begin with a brief video introduction and links to course information to help students get started.

Thank you for choosing Glendale Union Online. Our faculty and staff are looking forward to working with you as you complete your course work.

## Technical Requirements

The following technical requirements, settings, and software are required:

- Access to the Internet through an Internet Service Provider (i.e., Cox, Qwest, etc.). Using MSN or AOL requires that you connect to the Internet, minimize the browser, and open Internet Explorer (or Safari for Macintosh users) as your browser. Your connection speed can be 56K modem or broadband.
- Windows users should use Internet Explorer 7.0 or Firefox to view our courses. Other browsers (MSN, AOL, etc.) are available but are not compatible with our courses. Macintosh users may use either Safari or Firefox. A current email address and phone numbers are also required at the time of registration.
- Your computer should have the following minimum requirements:
  - \* Windows XP or Vista with Pentium Dual Core 533mhz processor; Macintosh OS 10.4 or above with at least 512 MB Ram (minimum)
  - \* Monitor with thousands of colors or greater
  - \* CD-ROM
  - \* Printer
  - \* Access to a scanner (required for some courses; materials list located in the Course Information page in each course.)
  - \* Headset - microphone/headphones (required for some courses; materials list located in Course Information page in each course.)
  - \* A word processing program, such as *Microsoft Word*, *WordPad*, or *ThinkFree Office*. *ThinkFree Office* is available from your local campus bookstore. Please uninstall any expired trial version word processing software that comes pre-installed on new computers. Word processing software that has expired cannot open documents.
  - \* Anti-virus and anti-spyware software. Anti-virus software expires every year. If the anti-virus software has expired, uninstall the old version and reinstall the updated software.
  - \* All pop-up blockers should be turned off before installing plug-ins and working in Glendale Union Online courses. To install Glendale Union Online plug-ins: Vista users go to [www.mdlp.org/vista](http://www.mdlp.org/vista) for Vista instructions; Windows XP users, go to [www.mdlp.org/go](http://www.mdlp.org/go); Macintosh users, go to [www.mdlp.org/mac](http://www.mdlp.org/mac) for instructions.
  - \* Authorware web player and plug-ins, QuickTime 7.0 or above, and Adobe Reader are available on the installation CD or through links on the Glendale Union Online website.

## How do I begin?

This is an in-depth guide to the information covered during an orientation. You may also click on the 'How To' link on the Student page to view the informational movies on individual topics. Help tips for Macintosh users are also available by going to [www.mdlp.org/mac](http://www.mdlp.org/mac).

### • Is your computer ready?

Several plug-ins are necessary for our distance learning courses to function correctly. These plug-ins are available on the installation CD you received with your materials. Complete the installation process for each computer you will be using to do Glendale Union Online coursework. Reinstall the plug-ins if your hard drive is repaired or reformatted. After the installation process, go to [www.mdlp.org/guhsd](http://www.mdlp.org/guhsd) and log in to access courses. If you need help with the installation process, call technical support at 602-402-8451.

- **User ID and Password**

After students complete the entire registration process, a user ID and password to log in and access distance learning courses will be provided via e-mail. Parents use the student's user ID and their unique parent password to log in to the Parent page. After installing the plug-ins, students may log in to their courses and begin working.

- **Log in to a course**

Open Internet Explorer or Firefox (Safari or Firefox for Macintosh users), and type **www.mdlp.org/guhsd** in the address bar. Type the student user ID and password in the box titled 'Site Login,' then press enter/return. You are now on the Student page. Detailed descriptions of the Student, Course, and Parent pages follow:

### **What Features are available on the Student page?**


You should become familiar with the information available on the Student page. When students log in to Glendale Union Online, the first page they see is the Student page. Following are descriptions of the features that can be accessed from the Student page:

- The **Timesheet Calendar** either floats (on a Macintosh computer) or is embedded (on a Windows computer) just above the student's courses. Click on the timesheet calendar and then on the button titled 'Learn More.' Read about how weekly attendance is automatically recorded and how to record attendance manually, if needed. **If you do not see the timesheet calendar, please contact Technical Support.**
- The **Announcements** page displays announcements from a teacher or the Glendale Union Online staff. If there is a new announcement, a button will pop up when a student logs in to the Student page. Click on the Announcements link to read the new announcement.
- The **Help** page contains information that will help troubleshoot problems. Please call Technical Support at 602-402-8451 Monday through Friday between 8 a.m. and 4 p.m. Students may email support (support@mdl.org) when the office is closed.
- The **How To** page contains videos on various topics such as submitting assignments, sending a message to the teacher, and other topics.
- The **User Information** page allows students to change information such as their address, nickname, password, secret question, and secret answer.
- The **Macintosh Help** page contains information to help students install plug-ins and take quizzes and tests on a Macintosh computer.
- The **Graduating Seniors** page contains important information for graduating seniors taking distance learning courses.
- The **Mandatory State Testing** page contains dates and other important information about AIMS and TerraNova tests. Students enrolled in a GUHSD school will complete all testing at local school sites.

### **What Features are available from the Course page?**

You can use the icons on each course page to navigate to the following:

- The **Course Information** icon links to a page that contains a message from the teacher as well as general course requirements. Watch the instructor video and read the course requirements.



The **Lesson Checklist** icon contains links to assignments, the daily and weekly schedule, and lessons. Click on a link, and complete each assignment in the order given. First, complete the Statement of Awareness form. Click on a link in the lesson checklist to access lessons and assignments. After students complete all coursework, they will request permission for the final exam. The final exam is requested by clicking on the link at the bottom of the lesson checklist. Here the student can request permission to take the final exam. The teacher must approve the final exam request before a student takes the exam.

- **Technical Support link:** If you have technical questions when our office is closed, click on the link and email technical support. During regular office hours, call Technical Support at 602-402-8451. If you have registration questions, please contact your school counselor.
- Click on the **Message Box** icon to send a message to your teacher about a course. A pop-up on the course main page indicates that you have a new message from your teacher. If you need additional instructions, click on ‘How To’ from the Student page; then, click on the video about how to send a message.
- Use the **Portfolio** to submit assignments, check for graded assignments, view test scores, and check a student’s overall current grade and percentage in the course. Students upload completed assignments to the Portfolio. The teacher downloads the assignment from the Portfolio and grades it. After the assignment is graded, the teacher uploads the graded assignment to the Portfolio. The student sees the recorded grade. Here are the Portfolio steps and functions:
  1. **Save the assignment**  
Before uploading the first assignment, make folders on the desktop for each course. Download and save coursework and other assignments in the course folder. After opening and typing in a worksheet, save it in the folder for that course. **Note:** If a document is not saved on the student’s computer before uploading it to the Portfolio, the teacher will receive a blank document instead of the one that contains the student’s work.
  2. **Open the Portfolio**  
Submit a completed assignment by clicking on the Portfolio icon.
  3. **Upload an assignment**  
First, open the assignment and check that it contains the completed work. Close the assignment and then open the Portfolio. Click the ‘upload’ button next to the name of the assignment; then, “browse” to the assignment on the student’s computer, and select it. Click on the ‘submit’ button, and the assignment will be sent to the Portfolio. Tests and exams do not need to be uploaded. They are automatically sent to your teacher. The icons at the top of the Portfolio show the status of your assignment. If you need additional instructions, click on the ‘How To’ link on the Student page, and watch the help movie about how to upload an assignment.
  4. **Feedback on a graded assignment**  
Access feedback by clicking on the assignment icon and downloading the graded assignment. If you have questions about the feedback, send a message to the teacher.
  5. **Resubmitting an assignment**  
If a teacher allows a student to resubmit an assignment, the assignment will be unlocked. The student may download the assignment again by clicking on the assignment icon, making the changes, and resubmitting the assignment.



### **How do I access the Parent Page?**

Open Internet Explorer or Firefox (Safari or Firefox for Macintosh computers), type **www.mdlp.org/guhsd** in the address bar. Type the parent user ID and password in the box titled ‘Site Login,’ and then press enter/return. You are now on the Parent page. If you do not have the e-mail with the ID and password you can call Tech Support at 602-402-8451.

The Parent page contains tools to help parents or guardians monitor their student’s progress. The timesheet calendar should appear on the Parent page if the plug-ins are installed. Parents enter student attendance in the timesheet calendar. Links on this page allow parents to change personal information, receive weekly progress reports, notify Glendale Union Online of an extended absence, contact teachers, and view their student’s grades for each course. Parents also have access to technical information, help movies, and graduating senior and mandatory state testing information.

### **Parents Are Key to Student Success**

The most important factor contributing to student success is parental involvement. Research shows that students with involved parents, no matter what their income or background, are more likely to earn higher grades, pass their classes, graduate and go on to postsecondary education. As the parent of a Distance Learning student, how do you get involved? The following list contains hints to increase parental involvement and improve your student’s achievement:

1. Help your student set realistic educational goals. Choose a long-term goal and then set shorter goals as steps to reaching the long-term goal. Discuss progress to both short and long-term goals with your student.
2. Create a “learning zone” in your house. Find a place where your student can study free from clutter and distractions.
3. Assist your student in establishing an online schedule and help them adhere to it. The most successful online students work on their classes on a regular basis.
4. Monitor your student’s progress by logging in to the Parent page. Use the parent page to submit timesheets, check grades, find contact information for instructors, and arrange for weekly progress reports sent to your email address. The parent page can also be used to update personal information and place a student on vacation status.
5. Use appropriate consequences. Success may be rewarded with positive feedback or other incentives. A loss of privileges may be used for students who fail to meet their goals or deadlines.

No matter what their age or ability level, all students benefit from parental involvement in the educational process. Get involved today, and put your student on the path to educational excellence.

## Glendale Union Online Information and Guidelines

### Technical support

Glendale Union Online provides technical support for students who need assistance with logging in, downloading assignments, accessing course pages or quizzes and tests, or any problem related to our distance learning program. We ask students and parents to be responsible for problems related to personal software or computers.

Call our Technical Support line at 602-402-8451 during office hours (Mon - Fri, 8am - 4pm). When our office is closed, click on the Technical Support link—available from any course page—and send an email. For registration questions, contact your local school counselor.

### Testing Procedures

- Quizzes and unit tests are administered online. To maintain integrity, online quizzes and tests are timed and randomized.
- To provide immediate feedback, the computer evaluates multiple choice, matching and true/false questions. Students are able to view the question, the answer they chose, and the correct answer. The instructor must evaluate short answer and essay questions. Teachers review all test results when they are received.
- Tests/quizzes may only be opened and taken one time. All tests and quizzes should be taken without the assistance of notes, reading materials, parental support, or Internet resources. If a student experiences technical difficulties while taking a test or quiz, he/she should send a message to his/her instructor. If a test does not send, students should use the online test finder to locate the encrypted test file. The test finder is available at [www.mdlp.org/testfinder](http://www.mdlp.org/testfinder).
- Midterms (math only) and final exams are administered at each GUHSD campus. Please check with your local high school for exam times.
- Students must request and be granted permission online to take midterm and final exams. When a student requests to take a final exam, an approval or permission denied message is sent to the message box and emailed to the student and parent. Students who have not been granted permission electronically will not be allowed to take a midterm or final exam.
- To receive credit for a Glendale Union Online course, students must pass the final exam with a 60% or better, regardless of their current cumulative course grade. Students who fail the final exam (less than 60%) will receive a failing grade, and may have the option of repeating the course. (Additional course fees may apply.)
- Final exams will not be accessible until all fees are paid in full.

### Guidelines and Expectations for Distance Learning Students

- **Use a respectful tone**  
Communicate with our online teachers as you would with teachers in a traditional classroom. Make sure that the language you use is appropriate, the tone of your writing is respectful, and proper mechanics are used.
- **Update Personal Information**  
Important information from Glendale Union Online is communicated with parents and students through email and regular mail. If our records are not accurate, then our communication with you is not dependable. Please routinely update your personal information from the Parent or Student page.

- **Avoid Plagiarism**

Plagiarism is defined as the unauthorized use or close imitation of the language, thoughts, or writings of another author (or student). Plagiarism includes, but is not limited to, cutting and pasting from any source, borrowing information without citing the original source, copying another student's assignments, or using another student's answers as your own. Due to the individualized nature of our program, students are expected to work independently on all quizzes, tests, worksheets, study guides, projects, essays, etc. that are assigned in the course. Any student found plagiarizing work for a course will be subject to failing grades for the plagiarized assignments and may be dropped from the course and/or program.

- **Submitting Assignments**

Glendale Union Online courses are semester courses, to be completed in 18 weeks. If a student would like to complete a course in less time, he/she would work more than five hours per week per course. Students who want to work at an accelerated pace should contact their instructor(s) before submitting multiple assignments at one time. They should also be aware that if multiple assignments are submitted at one time, teachers might only be able to grade one or two assignments at once. Remaining assignments may be held until assignments from other students are graded. Also, when several assignments are submitted at once, students may not receive feedback on those assignments.

- **Attendance/Timesheets**

The state of Arizona requires attendance to be submitted for each online student. Attendance is recorded and submitted automatically, recording the time students spend working in Glendale Union Online courses. The timesheet calendar can be viewed from either the Parent or Student page. In addition to time spent online, parents may choose to record student attendance on the timesheet calendar for time spent reading, studying, doing labs, physical activity requirements in PE, etc. Students are required to attend Glendale Union Online a minimum of five hours per week per course. Automated email reminders are sent to both students and parents if students fail to attend Glendale Union Online. The following is a detailed description of the Glendale Union Online timesheet calendar:

**\*Week One** - Students and parents each receive an automated email reminder that the student needs to log in and complete assignments.

**\*Week Two** - If a student does not log in for two consecutive weeks, the student is placed on inactive status. Both students and parents receive an email reminder. Inactive students may only access the Student page and the timesheet calendar. Parents may reactivate a student by entering attendance in the timesheet calendar.

**\*Week Three** - If a student does not log in for three consecutive weeks, the student is withdrawn from all courses and will not be able to enter his/her Student page. Contact technical support at 602-402-8451 to reactivate a student. If a student has been withdrawn from Glendale Union Online twice due to lack of attendance, parents should contact the student's counselor before a student will be reactivated.

## **Guidelines for Graduating Seniors**

Sometimes seniors realize late in the school year that they are missing credits needed for graduation and decide to take courses with Glendale Union Online. Glendale Union Online courses are academically rigorous and generally take 18 weeks to complete. Online instructors evaluate all assignments and tests.

To ensure that courses are satisfactorily completed, facilitate the graduation process at the home school, and allow online teachers adequate time to grade materials and provide appropriate feedbacks, the following graduation procedure\* is in effect.

1. Seniors enrolling in a course that will be needed for graduation in May must complete registration no later than March 23. Seniors who enroll after March 23 may enroll as summer students, but they are not eligible to participate in May graduation ceremonies.
2. Assignments must be submitted in the order indicated on the lesson checklist. Students who submit multiple assignments at one time forfeit the opportunity to receive feedback on their work.
3. All coursework must be submitted no later than May 7.
4. The final exam may not be requested until all coursework has been submitted.
5. The final exam must be taken no later than May 14.

## **Special Education Students**

We will provide accommodations and modifications necessary to allow your child with a disability to access Glendale Union Online. For more information contact your child's case manager.

## **Textbooks/Refunds**

The majority of Glendale Union Online courses do not require a textbook.

All fees paid for courses are non-refundable.

## **Holidays and School Breaks**

There are no scheduled holidays or breaks. Office hours for summer and holidays are available by going to our website at [www.guhsdaz.org](http://www.guhsdaz.org).

## **Extended Absence/Vacations**

We understand that sometimes students are unable to participate in distance learning courses due to medical reasons or family circumstances. If a student will be inactive for more than one week due to extended absence or vacation, we ask that parents click on the extended absence link in the Parent page and complete the information requested. Teacher(s) are automatically notified, and attendance/timesheet reminders are temporarily disabled. The student will automatically be reactivated on the date selected or when attendance is submitted through the timesheet calendar. Cancel the absence notification by selecting 'Cancel Absence' from the drop-down menu on the Extended Absence page.

*\*The graduation procedure applies whether a course is needed for credit for May graduation or is being taken as grade replacement for scholarship purposes.*

### **Transcripts and Withdrawals**

Transcripts are sent to the student's home school after the online teacher posts the final grade for a course. Transcripts are also provided to students upon request. If you need a transcript or a paper copy of your student's grades, please call your local registrar's office.

### **Report Cards**

Parents and students can access grades through the Portfolio or Parent page. Students may view completed assignments and grades for each course in their Portfolio. Parents have access to their student's grade(s) and may request to receive weekly progress reports from the Parent page.

### **Distance Learning Teachers**

Teachers communicate with students by using the message box. Help is usually available within 24 hours.

- **Communication with Students**

Many of our Online Program teachers not only teach online, but are also classroom teachers during the day. The most reliable form of communication with our teachers is through the message box. Teachers check the message box several times during the day Monday through Friday and at least once a day on weekends. Parents may also email teachers or leave phone messages. Teacher contact information is available on the Faculty/Staff section, the Course Information page of each course, and the Parent page.

- **Feedback on Assignments**

The type of feedback that each teacher offers will vary based on the type of assignment. Feedback may be in the form of providing a link to an answer key or returning submitted assignments with corrections. Access feedback by clicking on the assignment icon in the Portfolio. If you have questions about how to view feedback, send a message to the teacher. Some assignments may be scored for completion only. No matter what type of assignment is submitted, the student should receive either feedback or a grade within 72 hours. Any questions about how an assignment will be graded should be directed to the teacher for that course.

- **Vacations**

If a teacher's absence will be longer than 48 hours, a substitute teacher will be assigned to the course.

- **Contact Information**

Both the online Faculty/Staff and Contact Us pages contain contact information for the office staff. You may access these pages through our web site at [www.mdlp.org/guhsd](http://www.mdlp.org/guhsd). To speak to any of our office staff or specialists during office hours, call the main office at 480-472-7285.

## Frequently Asked Questions

### **What do I do first?**

Make sure that you are the Administrator and not logging in as a secondary user. Put the installation CD in your computer and follow the instructions for installing the plug-ins on the computer you will be using for Glendale Union Online. If you did not receive a CD, please contact tech support by phone (602-402-8451) from 8 a.m.-4 p.m. Monday-Friday, and a specialist will help you.

### **I cannot log in to the Student/Parent page. What should I do?**

1. Check that you are using Internet Explorer or Firefox (Windows only) as your browser to access our courses (Safari or Firefox on a Macintosh). Students with Windows computers encounter problems when they use other browsers, such as AOL or MSN. Settings should be as follows:
  - a. Security settings are set to medium or medium-high. Disable the Content advisor in the Internet Explorer browser by going to Tools→Internet Options→Content.
  - b. Turn off pop-up blockers in the browser and all security software.
  - c. If necessary, set antivirus/security software to allow mdlp.org. If you have installed additional security software, try temporarily disabling the software to see if the problem is corrected. You may need to adjust the settings to allow Glendale Union Online.
2. Check that your user ID and password are correct and that caps lock is turned off, and try again.
3. If you are more than three weeks behind in attendance, owe money for registration or books, or your end date has passed and you have no more extensions, you will not be able to log in to your courses.
4. If Windows firewall and another security software with a firewall are installed on your computer at the same time, there may be a conflict blocking users from logging in to GUO.
5. Outdated anti-virus and anti-spyware software will cause conflicts with many software programs. Uninstall outdated software, and install new anti-virus software for your computer.

### **I have a Macintosh computer. Are there things I need to be aware of?**

Access the Macintosh Help page by clicking on the link in the Student page, or go to [www.mdlp.org/mac](http://www.mdlp.org/mac).

### **I have a Microsoft Vista computer. Are there things I need to be aware of?**

Extra security features on Vista computers require that users set the Glendale Union Online website as a trusted site. This will ensure that Internet Explorer is not running in what is called protected mode. Access the directions for installing plug-ins on a Vista computer by going to [www.mdlp.org/vista](http://www.mdlp.org/vista). The directions must be followed word for word and letter-by-letter to work properly.

### **Videos do not show. I only see a blank window.**

Install QuickTime from the installation CD. Insert the CD in your computer and follow the printed instructions. Run the Diagnostic feature. If the QuickTime checkmark is red, click on the checkmark and run the installer. If you choose to download QuickTime from [www.apple.com](http://www.apple.com), please be aware that the download file is large and will take several minutes.



