AGORA®

CYBER CHARTER SCHOOL

Dr. Jensen
Chief Executive Officer

Agora students,

On behalf of the entire Agora administrative staff, welcome to the 2023-2024 school year! It is truly an exciting time to be a member of the Agora community. Over the course of the last few years, we've been able to incorporate valuable additions into our curriculum and instructional model, and our reputation as a top-tier cyber charter school has flourished.
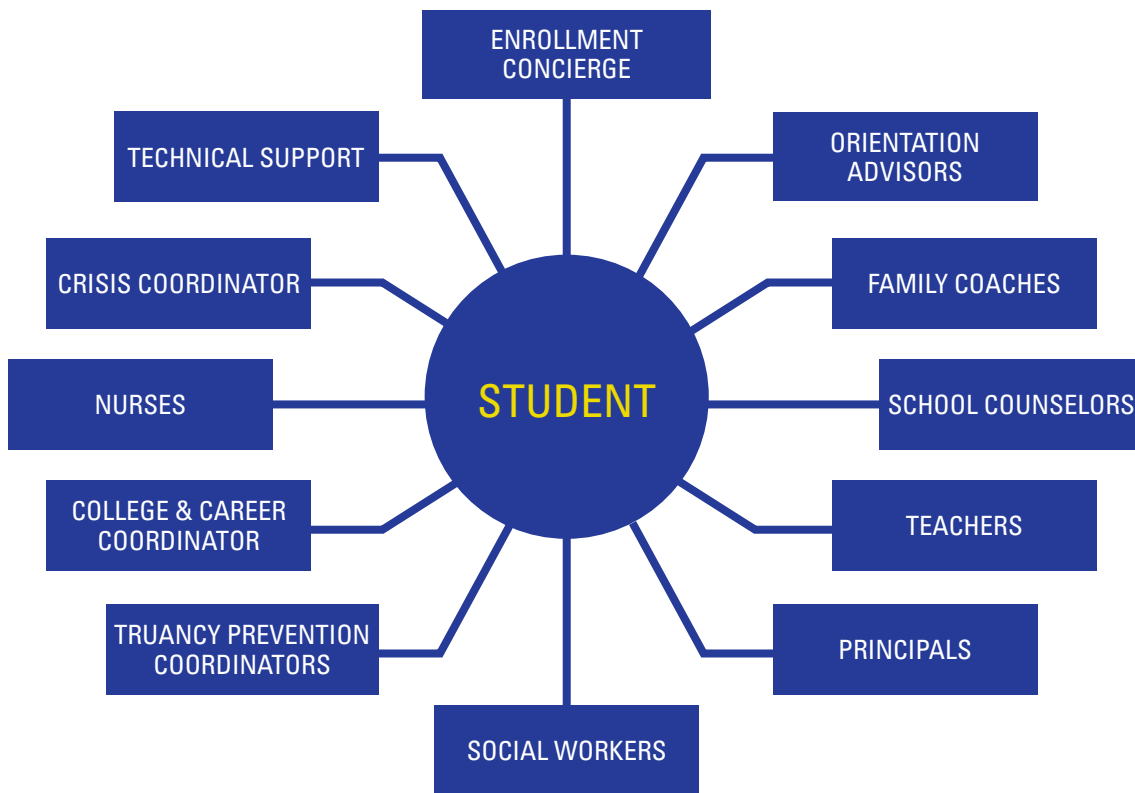
Several of these key components to the Agora experience are outlined in this flipbook—including our New Student Orientation Program, Family Coaches, student information system, and much more. Please read through this document to ensure that you're well-equipped to take full advantage of all that Agora has to offer!

Thanks, and let's have a great year!

Dr. Jensen
#AgoraProud

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                    ENROLLMENT
                    CONCIERGE
                                         ORIENTATION
  TECHNICAL SUPPORT                      ADVISORS

  CRISIS COORDINATOR                     FAMILY COACHES

  NURSES              STUDENT            SCHOOL COUNSELORS

  COLLEGE & CAREER                       TEACHERS
  COORDINATOR

  TRUANCY PREVENTION                     PRINCIPALS
  COORDINATORS

                    SOCIAL WORKERS
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Completing orientation is an important first step toward an academically successful school year. The following topics are discussed in orientation to ease you into the online learning model and prepare you for the transition to content courses.

- Navigating ClassLink, Sapphire, the Online School and other school systems
- Student and Learning Coach responsibilities
- School and technical support teams
- Program expectations
- Social and academic opportunities
- School policies and procedures

As you get into a routine of attending daily live sessions and completing school work, you may find that you need a review of topics taught during orientation. In this case, you can refer to this flipbook for an overview.

The Family Coach is the liaison and primary point of contact between the family and all things Agora.

Consider this person your go-to person

Your Family Coach is:

Name_____

Phone _____

Email_____

Sapphire Student Information System offers parents, students, and authorized Agora staff access to student information, either online or via a mobile app.

- Track report cards and attendance.
- View class schedules.
- E-Form submission including attendance; ISP reimbursement; and change of address, telephone number and email address.
- Access through parent portal at www.agora.org
- Students will access Sapphire via ClassLink

Legal Guardian:

Username _____

Password_____

Student ClassLink:

Username _____

Password_____

Classlink is Agoras Single Sign On technology. This is known as "SSO".
Think of ClassLink as a speed dial to all Agora resources.

Logging into ClassLink gives students access to the resources and programs they
have been assigned so there is no need to remeber or bookmark websites and
different credentials. Be it the K12 OLS, Sapphire, or other web-based resources
needed; logging into ClassLink gives our users instant access to everything they
need on an individual basis.

Depending on the technological issue, support is provided by either Stride, Inc. or by Agora directly.

Stride Customer Care and Technical Support

Stride technical support and troubleshooting will be provided for the following items:

- Stride provided laptop
- Stride provided printer
- Stride Applications of Totalview, Desire to Learn ("D2L")
- Online Learning System ("OLS")

Call: 855-412-3712

Hours of Operation:
Monday - Friday
8:00 a.m. - 11:59 p.m. EST

Saturday & Sunday
12:00 p.m. - 8:00 p.m. EST

The Agora Technical Support Desk

For additional Agora provided technical support regarding the following:

- Sapphire Student Information System Parent and Student Account Support
- ClassLink Support including passwords and applications
- Special Education Assistive Technology ("AT") equipment

Email: support@agora.org
Visit: https://suppport.agora.org
Call: 844-507-8233 (leave a message)

Hours of Operation:
Monday - Friday
7:30 a.m. - 4:00 p.m. EST

(*except on designated holidays)

Please review the **Agora Cyber Charter School Parent/Student Handbook** to familiarize yourself with the school policies and expectations. A student handbook is created to help maintain a safe and productive school environment.

Please click on the Agora Student Handbook in ClassLink to access.

Attendance Policy:

Scan   OR   **Visit:**

https://tinyurl.com/agoraattend

School Hours:

Monday-Friday from 8 am - 4 pm

Daily attendance is required.

Students are required to attend all scheduled virtual classroom sessions.

Daily Attendance:

Students will only considered present for the day when they are present for a minimum of two-thirds of all required virtual sessions.

An absence requires a written excuse sent to the Attendance Office within three days of the absence. Upon written request from a parent or legal guardian, the school appointed designee may excuse a student's absence from school for the following reasons only:

- Student illness
- Death in the immediate family
- Educational tour/trip (form submitted and approved by the Attendance Office five days in advance)
- Technical issues (K12 technical support ticket numbers needed)

In order for an absence to be considered excused, a parent or legal guardian must submit a written explanation or medical excuse to the Attendance Office through the Sapphire Parent Portal.

- All attendance excuses **MUST** be in writing and submitted by the legal guardian to the Attendance Office using their Sapphire Parent Portal within three days of the absence.
- Families are expected to use a backup plan while waiting for issues to be resolved
- Students who are absent due to a power outage, home Internet issue, or illness:
  - **MUST** have the legal guardian notify the Attendance Office by completing the attendance submission form through the Sapphire Parent Portal.
  - **MUST NOT** contact Technical Support, as they are unable to troubleshoot or correct your issue and will not be able to provide assistance or a ticket number.
- Students who are absent due to school-issue computer technical issues:
  - **MUST** contact Technical Support/Customer Care at 855-412-3712 and trouble hoot the issue to receive a technical ticket number.
  - The legal guardian **MUST** complete the attendance submission form through the Sapphire Parent Portal, with the Technical Support ticket number and the reason for the student's absence.

Daily attendance is mandatory. Truancy is defined as three or more unlawful absences. Students are considered habitually truant at six or more days unlawful absences. Agora follows the guidelines for Pennsylvania truancy laws and may file truancy citations with the local magistrate for excessive unlawful absences, which could result in fines and/or imprisonment.

Truancy Policy:

Scan   OR   **Visit:**

https://tinyurl.com/truancypolicy

In the event your address changes after initial enrollment, as per the Change of Residency Policy, all Agora families are required to report the change of address via the Sapphire Parent Portal within 30 days of the student's move to new residence.

Change of Residency Policy:

Scan   OR   **Visit:**

https://tinyurl.com/agoraresidency

All Board Approved School Policies:

Scan   OR   **Visit:**

https://www.boarddocs.com/pa/agora/Board.nsf

Agora's academic program is designed to have students reach their highest potential, while also providing them with resources and faculty support to excel through a multi-tiered system of supports.

For Faculty Information, Visit:

Scan   OR   **Visit:**

https://agora.org/about-agora/#faculty-staff

- Do you need assistance in receiving information about special education services?

- Do you need assistance in requesting and evaluation or screening for your child for special education services?

- Do you have questions about your procedural safeguards?

For More Information:

Scan   OR   **Visit:**

https://agora.org/academics/special-education/

- School Counselors are readily available for all grade levels to provide and assistance required.
- Guidance and assistance in course selection (high school only)
- Academic support on graduation requirements; PSAT, SAT/ACT; and assistance in the college application process
- Resources and support for career readiness
- Personal and social wellness resources

For More Information:

Scan   OR   **Visit:**

https://agora.org/student-life/school-counselors

For additional information about Agora, please visit:

Resources and Support:

Scan [QR code] OR **Visit:**

https://agora.org/resources-support/

School Community:

Scan [QR code] OR **Visit:**

https://agora.org/community

Learning Coach Orientation:

Scan [QR code] OR **Visit:**

https://agora.org/learning-coach-orientation

Notes

Agora's Vision Statement

Preparing all students to achieve their highest potential
through actively engaging in their own schooling,
achieving their personal learning goals, and being ready
to reach post-secondary success as lifelong earners.

Thank you for being a part of the Agora family.

We look forward to partnering with you
in charting a new course for your student.

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