

KVA STUDENT/FAMILY HANDBOOK 2022-2023

Principal's Welcome Message

Hello, my name is Dr. Shawn Lear. I am the proud principal of the newly created Kent Virtual Academy (KVA)! I am excited to bring my 20 years of service in education to the Kent School District (KSD). I have served students and staff in grades K-12 in both traditional and virtual school environments, and I am passionate about creating educational opportunities for students of all backgrounds. Most of all, I am excited to see what we can build together during our first year as the Kent Virtual Academy community!

A lot has happened in the past few years, and regardless of where you are in life, you deserve an education. When I was a child, my father traveled a lot for work, and we moved around quite a bit. I switched schools seven times and attended school in two different countries! A virtual school would have been a great option for me as a self-motivated student. I believe in virtual education and have completed my two most recent college degrees entirely online. Even if you have never considered a virtual schooling option, I invite you to consider what Kent Virtual Academy can offer you and how you might become a founding member of our growing community.

Kent's virtual school is a non-traditional learning community designed for students in grades 6-12. We're excited to offer a wide range of virtual classes, a flexible schedule, and dedicated KSD teachers and staff to connect with. Our staff are highly qualified and trained to offer both in-person and virtual instruction and support for all types of learners. We believe in a supportive and rigorous learning environment where teachers and students collaborate in virtual and in-person teaching and learning and are committed to providing the flexibility you need to be successful. Our caring staff will also offer in-person opportunities for students who may need some additional assistance from time to time. Our virtual school also offers cross-enrollment, enabling you to take core classes virtually while continuing your sports, band, and additional courses that you may need at your boundary school. Students will join KVA for many reasons—our goal is that all students find a meaningful way to belong, grow, and succeed at KVA.

The experiences of this new community of students and teachers will shape the diversity of our school and collaboratively create the foundation of a lasting learning program. We will foster positive relationships with special events and create new traditions for the Kent Virtual Academy school community. During our first year, we will explore and adopt our own school's name, colors and mascot as we clarify our values together and discover what makes our virtual school a truly distinct and diverse learning community! I personally invite you to explore what this opportunity has to offer you as a student and consider how you might become a founding

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member of our school. Visit our website to learn how to enroll for the 2022-2023 school year online.

I look forward to meeting you this year at KVA! Welcome to Kent Virtual Academy!

Dr. Shawn Lear

KVA Principal

Shawn.Lear@kent.k12.wa.us

Staff List

Bonnie Lew: Science/6th Grade Mentor Class

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Karen Knowles: ELA/7th Grade Mentor Class

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Michael Briggs: CTE/8th Grade Mentor Class

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Suzanne Skidmore: School Success Coach/High School Mentor

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Alex Tijerina: PE/9th Grade Mentor Class

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Pamela Taylor: Social Studies/10th Grade Mentor Class

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David Shipley: Math/11th grade Mentor Class

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Bianca Solorzano-Counselor/12th grade Mentor Class

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Tracie Tawney Special Education/IE teacher/10th Grade Mentor

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Ben Caucci: Para-Professional

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Geralyn Kopf: Para-Professional

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Rani Bauer-Pugmire: School Psychologist

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Occupational Therapist: Jasmine Pielemeier

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Emi Jensen: Digital Librarian/Digital Coach/MS Mentor

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Sydney Wyatt: Data Processor/Registrar

sydney.wyatt@kent.k12.wa.us

Monika (Nikka) Dieckman: Office Manager

monika.dieckman@kent.k12.wa.us

Lillyen Chieng: Technology Support

lillyen.chieng@kent.k12.wa.us

Dr. Shawn Lear: Principal

Shawn.lear@kent.k12.wa.us

Alternative Learning Experience (ALE) versus Home Based Instruction (HBI)

Home-based Instruction and enrollment in an ALE are different educational models. Kent Virtual Academy is an online virtual program that operates under WA ALE requirements and is NOT a home-based instructional model.

Home-based instruction, which includes the following: - Instruction is developed and supervised by the parent or guardian as authorized under RCW 28A.200 and 28A.225.010. - The parents have filed an annual Declaration of Intent with the district. Students are neither enrolled nor eligible for graduation through a public high school unless they meet all district and state graduation requirements. - Students are not subject to the rules and regulations governing

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public school, including course, graduation, and assessment requirements. - The public school is under no obligation to provide instruction or instructional materials, or to supervise the student's education.

Alternative Learning Experience (ALE) includes the following: - Is a public education enrollment option authorized under WAC 392-550. - Subject to all state and federal rules and regulations governing public education. - Curriculum and instructional materials meet district standards and are free from sectarian control or influence.

ALE Learning experiences are:

- Supervised, monitored, assessed, and evaluated by a certificated teacher.
- May be planned in collaboration with the student, parent, and teacher.
- Provided via a Written Student Learning Plan (WSLP).
- Provided in whole, or part, outside the regular classroom.

Kent Virtual Academy fits the definition of ALE and is NOT home-based instruction (HBI).

Please refer to [OSPI's ALE guidelines](#) for more information on ALE requirements

Kent Virtual Academy

DECLARACIÓN DE ENTENDIMIENTO

De acuerdo con los Estándares de Implementación de la Experiencia de Aprendizaje Alternativo, se debe proporcionar el documento de referencia WAC 392-550, antes de la inscripción del padre o guardián la documentación que acredite la comprensión de la diferencia entre instrucción en casa ("Homeschool") e inscripción en una escuela o programa público de Experiencia Alternativa (ALE).

Descripción Resumida

Instrucción en Casa ("Homeschool/Home-based")

- Es proporcionado por el padre o guardián según lo autorizado por RCW 28A.200 y 28A.225.010.
- Los padres han presentado una Declaración de Intención anual con el distrito.
- Los alumnos no están inscritos ni son elegibles para la graduación a través de una escuela secundaria pública a menos que cumplan con todos los requisitos de graduación del distrito y del estado.
- Los alumnos no están sujetos a las normas y reglamentos que rigen la escuela pública, incluidos los requisitos de curso, graduación y evaluación.
- La escuela pública no está obligada a proporcionar instrucción o materiales de instrucción, ni a supervisar la educación del alumno.

Los alumnos de instrucción en casa ("Home-based") pueden tener acceso a servicios auxiliares y pueden inscribirse en un curso de escuela pública a tiempo parcial (menos de tiempo completo) cuando haya espacio disponible. El alumno es responsable de mantener una asistencia aceptable y de cumplir con los requisitos del curso y la escuela para los cursos en los que están inscritos. Mantiene su posición con su instrucción en casa.

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Programa de Escuela o Programa Alternativo (ALE)

- Es autorizado por WAC 392-121-182 y es ofrecido por WAC 392-550.
- Alumnos son inscriptos en la educación pública
- Los alumnos están sujetos a las normas y reglamentos que rigen las escuelas públicas, incluido el curso, la graduación y el requisito de evaluación para todas las partes del programa alternativo.
- Los materiales de instrucción utilizados para los cursos cumplen con los estándares del distrito y están libres de control o influencia sectaria.
- Experiencias de aprendizaje son:
 - Supervisadas, monitoreadas, y evaluadas por maestro certificado (con contacto semanal y evaluación mensual).
 - Experiencias de aprendizaje diseñadas y planeadas juntas con alumnos, padres y maestros.
 - Proporcionadas a través de un Plan de Aprendizaje Escrito de Alumno (WSP).
 - Proporcionadas en forma total o parcial, fuera de la escuela regular.


School Live Lesson Weekly Schedule


While students can work independently any time, all live virtual instruction will be delivered via Microsoft Teams on school days between 8:00 a.m. and 4:00 p.m. High School live classes are offered on Mondays and Thursdays, and middle school live classes are offered on Tuesdays and Fridays. We follow the [KSD Student Calendar](#). We expect students to attend all live sessions and use cameras when requested by teachers.

There will be no live classes scheduled on the following dates: November 8-14, January 31-February 6, and April 4-7.

Please see the KVA [website](#) for the weekly Live lesson schedule and Teacher support hours for the current term.

Teacher Support Hours Weekly Schedule Term 2



	Monday	Tuesday	Wednesday	Thursday	Friday	
DIGITAL DESIGN 2 COMP. APP 2 BUSINESS MATH	Com.Ess 12-1pm	Comp.App 1-2pm Dig. Design 2-3pm Bus.Eng 3-4pm	By appointment	Com. Ess 12-1pm	Comp.App 1-2pm Dig. Design 2-3pm Bus.Eng 3-4pm	
PE	1-2pm		10-12pm	1-2pm		or by appointment
MATH			10-12pm	1-2:30pm		
SOCIAL STUDIES	1-4pm or by appointment	1-4pm or by appointment	10-12pm or by appointment	1-4pm or by appointment	1-4pm or by appointment	
ENGLISH/ JOURNALISM			10-12 or by appointment			or by appointment
SCIENCE		9-11am 1-2pm	10-12 or by appointment		9-11am 1-2pm	or by appointment
DIGITAL LEARNING COACH/ LIBRARY			In-person 10-1pm			
COUNSELING	by appointment	by appointment	In person every other Wednesday	by appointment	by appointment	Available in teams 8-3pm

Instructional Model

Kent Virtual Academy offers a flexible learning experience designed to engage students when and where they work best. Each school day will include a combination of live (synchronous) virtual instruction and on-demand (asynchronous) learning opportunities outside of a traditional bell schedule.

Students can expect to spend about *1.5-2 hours daily on each virtual school course, or an average of 8 hours per week per course.* Depending on the day students will:

- ◆ Attend live virtual lessons with their teachers and classmates.
- ◆ Participate in live virtual class or small group discussions.
- ◆ Check-in or meet with teachers.
- ◆ Watch recorded video lessons.
- ◆ Engage with self-paced curriculum.
- ◆ Work independently on projects and lessons.
- ◆ Participate in learning experiences outside the school setting for credit or to meet competencies.

9-Week Course Term

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Instead of having two semesters in a traditional school year, students will engage in core and elective courses in four nine-week cycles. Students will take between two and four courses each cycle, including:

Two core courses in English language arts (ELA), math, science, and/or social studies.

One or two other courses in Career & Technical Education (CTE), content electives, fine arts, health, & physical education.

Each course is worth .5 credit allowing students to earn up to eight potential credits toward graduation each school year. This means students may earn two more credits than at a traditional school, enabling increased course exploration opportunities.

Enrollment Capacity and Process

Students who wish to enroll throughout the school year will be enrolled during the traditional 9 week and semester transition in order to ensure proper transfer of credits from existing schools and prioritize credit accrual and on-time graduation for students. See our website for up-to-date information on the enrollment timeline and process.

Families who are new to KSD should start with the enrollment page for deadlines and key information. [Grades 1-12 / New Student Enrollment \(kent.k12.wa.us\)](https://kent.k12.wa.us)

Currently enrolled KSD families with students in grades 6-12 should visit our website for details on applying to the Kent Virtual School.

All students who wish to enroll with us must complete an application with an essay and orientation with the virtual school.

At this time, space is not currently limited by grade level. If that changes or if a waitlist is needed, students who reside in the Kent School District boundary will be prioritized for enrollment. Capacity for the entire school is capped at 600 during the 2022-2023 school year and out of district choice transfers are capped at 10% of students.

Students who wish to graduate on time with us should have the following minimum credits upon enrollment:

Grade 10: 5-6 credits

Grade 11: 10-12 credits

Grade 12: 16-18 credits

We are currently building our credit recovery program. If your student has less than the recommended credits, please consider a more appropriate program offered in KSD for credit challenged high school students. The credit recovery programs at each KSD High School, Kent Lab Connect and iGrad offer eligible high school students multiple options for obtaining credits for their graduation.

Ways to get to 24 credits for on-time graduation:

<p><u>Kent Virtual Academy</u> 11000 SE 264th St. Kent 253-373-7542</p> <p>Pros</p> <ul style="list-style-type: none"> • Virtual setting • Flexible schedule • 9-week sessions • Asynchronous work time • Weekly mentor meeting <p>Cons</p> <ul style="list-style-type: none"> • No credit retrieval opportunities • Limited class/credit offerings • No AP courses • No World Language courses 	<p><u>Boundary School</u> Kent-Meridian • Kentlake Kentridge • Kentwood</p> <p>Pros</p> <ul style="list-style-type: none"> • A system you already know • Credit recovery classes during the school day • Offers all classes and credits you need for current credits and credits failed <p>Cons</p> <ul style="list-style-type: none"> • Personal reason why you left • Restricted to traditional school schedule 	<p><u>Kent Laboratory Academy</u> 10515 SE 208th Street Kent 253-373-7322</p> <p>Pros</p> <ul style="list-style-type: none"> • Small school offerings • Connect program specialized for 11th-12th grade students behind in credits • Blended instruction-online classes for both credit retrieval and credit acquisition • Offers two daily meetings for direct teacher support <p>Cons</p> <ul style="list-style-type: none"> • Enrollment based on space available • No AP courses • No traditional PE 	<p><u>iGrad</u> 25668 104th Ave SE Kent 253-373-4723</p> <p>Pros</p> <ul style="list-style-type: none"> • Choice program for (16-21 yr. old) students that are significantly behind on credits • Options for diploma or GED <p><u>Eligibility:</u></p> <ul style="list-style-type: none"> ○ Class of 2024- have earned less than 8.4 credits ○ Class of 2025- have earned less than 3.9 <ul style="list-style-type: none"> • Must commit to 20 hours in total. 10hrs of in-person instruction, two days a week • Schoolwork to remain in good standing
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[iGrad / Home \(kent.k12.wa.us\)](http://kent.k12.wa.us)

[Kent Laboratory Academy / Home](#)

All Learners Are Welcome

All students are welcome at the virtual school. If a student is served on an IEP, has a 504 plan, is designated HiCap, or needs English Language services, then services to support them may follow their enrollment or be offered via dual enrollment at the boundary school. Students who require significant services not offered at the virtual school will have decisions made through the IEP process as prescribed in law.

Access to Boundary School Sports & Activities

Students may still participate in sports, clubs, and other extracurricular activities at their boundary school.

Cross-Enrollment Options & Services Aligned to Student Need

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Virtual school students may also attend their boundary school for select classes or services. Students who enroll with KVA will be considered Kent Virtual Academy students first, even when dual enrolled. Dual enrollment will be limited to 1 or 2 classes at a boundary school. We recommend dual enrollment for classes we do not currently offer, including foreign language, AP or honors courses, and hands on CTE courses like automotive. Please contact our counselor for more information on the potential for dual enrollment.

Bianca Solorzano-Morales

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Weekly Mentoring & On-Demand Support

Supporting our students is a top priority for the virtual school. All students will have an assigned mentor teacher and participate in weekly sessions to nurture their growth, success, and connection in the virtual environment.

Teachers, the counselor, and support staff will offer support to students and families which may be online and/or in person for six hours on school days:

Three hours between 8:00 a.m. and 1:00 p.m.

Three hours between 1:00-6:00 p.m.

Role of the Parent/Guardian in the Learning Environment

Getting Ready for the School Year/School Day

Students benefit from well-defined "Learning Area(s)."

- ◆ Dedicated space to locate and store necessary materials needed for learning
- ◆ Quiet space--minimize distractions for student(s) as much as possible to allow focus during learning
- ◆ Dedicated "study times."
- ◆ Organizational tools-a digital or physical calendar, reminders for key deadlines (Live virtual lessons, key due dates, 9-week term start and stop dates, 3-week progress checkpoints, etc...)
- ◆ Showcase important work and accomplishments of student-celebrate important steps of success as students move towards goals for each course and 9-week term

Online Bullying Information

Updated December 8th, 2022

Our priority is the safety of your child. Children need to attend schools where they feel safe and can receive a quality education. We are committed to doing our part to keep our schools safe and nurturing, but we also need help from you. As we become more and more interconnected through our constant access to technology, our general understanding of bullying that was limited to the playground and school hallways is now shifting to an online setting. This new form of bullying, called cyber bullying, can happen at any time or any place using technology.

Students use online platforms, that are outside of KSD issued devices and software is where a large majority of cyber bullying occurs. Social media platforms, such as TikTok, Twitter, and Instagram, can provide fun social opportunities for students to build relationships and stay connected with friends and family beyond their neighborhood; however, these platforms can also create opportunities for students to explore content and become involved in or experience cyber bullying behaviors that may bring them or their parent/guardian concern. [Please review our policies on bullying at the KSD website.](#)

Here are some tips around online safety that you may wish to consider as you talk to your child:

- **Set healthy limits and clarify expectations** - start with small, manageable goals around screen time and online reputation that align with your family values and goals.
- **Engage in open and honest conversations** – discuss the importance of tech use and how hard it can be to balance its use. Discuss the [signs that may signal us to unplug](#) and take a break from our device. When this happens discuss possible activities your child could do. The important thing is that you are always working toward balance.
- **Agree upon technology use time** – will the time be a reward, or will it be designated time within their daily home routine? During appropriate technology use time, consider generating an educational goal that interests your child.
- **Turning on Safe Mode**—Search engines such as [Google](#) and [Bing](#) along with video platforms such as [YouTube](#) have specific safety settings that restrict the type of content displayed. KSD devices have Safe Search web browsing enabled already, but you may want to enable it on other devices your student uses at home.
- **Using Parental Controls**—Contact your home internet and/or mobile phone provider ([Comcast](#), [Centurylink](#), [T-mobile](#), [Verizon](#), [AT&T](#)) to learn about options for managing access to the web when connected to their networks. Fees from your service provider may apply. Kent School District's Customer Support can only work on district equipment.

Engagement of Students

Student engagement consists of three aspects: behavioral, cognitive, and emotional. It's vital that students fully embrace virtual learning and engage fully in their lessons, coursework, and school support options. It's just as important that students develop relationships with their teachers and peers and make meaningful connections in their virtual school community. Our goal at KVA is that all students feel cared about and all students care about their schooling.

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Brief explanations and examples of each type of engagement are given below, followed by a reflection question for each area of engagement.

Behavioral engagement at KVA: *How often and for how long are students engaged with course materials?* Students are logged into all Teams lessons & all Canvas courses during school hours, interacting with the course materials consistently, submitting work in a timely and complete manner, taking advantage of individual or group support sessions and weekly mentor sessions regularly. *Are students exhibiting behaviors of engagement or avoidance? Why or why not?*

Cognitive engagement at KVA: *How are learners thinking and making connection with what they are learning?* Students interact with teachers and peers in academic conversations (chat/live sessions/discussions), using academic and content specific vocabulary, demonstrating understanding of key concepts or ideas related to each discipline, increasing their knowledge of content as they progress through each course of study. *Are students deeply engaged in their learning? Are students learning more than just the right answer?*

Emotional engagement at KVA: *How connected and cared for do students feel in the learning environment?* Students are experiencing positive social interactions with teachers, staff, and peers during live sessions, in chats, discussion posts, emails, etc... Students are receiving actionable and constructive feedback from teachers and peers, teachers and students are connecting learning in the curriculum to the world around them, parents are involved and aware of their students' learning, positive emotions and a sense of belonging are experienced by all stakeholders. *Do students and families feel like they belong in our school?*

Cameras/Use of Teams

We believe that students will benefit from full engagement in their live virtual classes, which includes use of the built-in webcam and microphone during live virtual lessons and weekly mentor classes. Teachers will be on camera facilitating live virtual lessons twice weekly per class. Meaningful and engaging conversations between students and staff will increase student voice and student motivation for learning. Courses taken over a 9-week cycle require full student engagement for students to complete coursework in a timely manner and receive credit.

Students are expected to respond to teacher requests for participation, including use of cameras in live sessions, chats, and by email, phone, or teams' message. Any student who is concerned about using their webcam or responding to teacher messages should discuss their concerns with our counselor or school administrator as soon as possible.

Canvas & Teams Access/Proper Use

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Students are expected to access their learning materials and instruction via Canvas. Syllabus, course outlines, and curriculum resources will be delivered via the Canvas and Teams Platforms at all times. Links to files can be shared in Microsoft teams and One drive, but all student materials will reside in Canvas, including in progress grades. Final grades will be posted in Skyward.

Communication

Teachers will strive for a 24-hour response time on communications sent outside their virtual work hours. Communications timelines apply during designated school days only according to the KSD School Calendar. The final three school days of each term will not have scheduled live sessions.

Grading Policy

Teachers will notify students at least one week prior to the end of each term of the deadline to hand in work for a 9-week term. Students who wish to receive timely feedback from teachers and make adequate academic progress should turn in work according to posted deadlines. Teachers will update in progress grades at least once a week during each term. End of term grades will be posted in Skyward. All KSD grading policies in relation to absences, end of terms, and grade posting are in effect.

KVA will follow all grading requirements and conditions described in [KSD Board Policy 2420P](#)

Grade reporting on pupil progress will be delivered under the conditions described below in [KSD Board Policy 2420](#).

GRADES AND REPORTING ON PUPIL PROGRESS

The Board believes that the cooperation of school and home is a vital ingredient in the growth and education of the student and recognizes the responsibility to keep parents informed of student welfare and progress in school.

The issuance of grades, written progress reports, and parent conferences on a regular schedule serves as the basis for continuous evaluation of the student's performance and determining changes that should be made to effect improvement. These written and verbal reports shall be designed to provide information that will be helpful to the student, teacher, counselor, and parent.

The District shall comply with the marking/grading system incorporated into the statewide standardized high school transcript. Secondary students' grade points shall be reported for each term; individually and cumulatively.

The Board directs the superintendent to establish a system of reporting student progress and

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shall require all staff members to comply with such a system as part of their teaching responsibility.

A student's grades, diploma, and transcript may be withheld until such a time the student pays for any school property that has been lost or willfully damaged. Upon payment for damages or the equivalency through voluntary work, the grades, diploma, and transcript will be released. The student or his/her parents may appeal the imposition of a charge for damages to the superintendent and board.

Truancy

KSD Truancy policy applies to all students in a virtual setting. Weekly Two-Way contact with students is required under WA Alternative Learning Experience (ALE) law. Students who exhibit truancy and lack of engagement will be closely monitored and may be required to attend additional on-site support sessions. Lack of engagement will be notated in WSLP and may lead to a return to boundary school or other choice program in KSD that better meets the need of the student.

Under the Washington State compulsory attendance laws (RCW 28A.225.010) children between the ages of 8-18 are required to be enrolled in an educational program and attend school unless a legal exception applies. School districts are required to file a truancy petition after the child's 5th consecutive missed weekly contacts without valid justification if the actions taken by a school district under RCW 28A.225.020 are not successful in substantially reducing the student's absences.

In a virtual setting, schools are required to build a plan for supporting adequate academic progress. If a student is missing the regular weekly contact requirements or not fully engaging, the school will schedule a meeting with the family to develop an intervention plan. Secondary students will be given the opportunity to take a needs assessment to address any internalizing barriers that may exist. Attending an Alternative Learning Experience is a choice transfer, and the team may determine that the transfer is not a great fit due to lack of engagement.

Truancy will be monitored and enforced under WA State Law and KSD policy

Step 1: When a student misses all live lessons/weekly contact for one full week (M-F) without justification, student and family will receive the first attendance notification letter.

Step 2: When a student misses all live lessons/weekly contact for a second full week (M-F) without justification, student and family will receive second attendance notification letter. Student and parent will be invited to a virtual informational meeting in Teams to discuss attendance expectations with a school administrator or counselor.

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Step 3: When a student misses all live lessons/weekly contact for a third full week (M-F) without justification, student and family will receive a final attendance notification letter and notice of potential withdrawal and filing of a truancy petition in King County Superior Court. The family must contact Kent Virtual by the stated date and complete a new enrollment at another school to avoid a truancy petition.

Written Student Learning Plans & Academic Progress

Every KVA student will have a Written Student Learning Plan (WSLP) under WA law. KVA staff will work with families to keep these plans up to date, and teachers will review progress at every 3-week interval throughout a 9-week term. Progress grades will be posted, and a monthly conference will occur during both weeks 4 and 8 for all MS students and any HS student who is not making adequate progress. Progress will be evaluated as Satisfactory/Unsatisfactory, and adjustments to each WSLP will be determined during Monthly Progress Meetings in conjunction with the family, student, and teacher(s).

Assessments

Students in grades 6-8 will complete the iReady Math and ELA assessment three times each year in the fall, winter, and spring. Students in grades 6-10 will complete the summative spring assessments, the SBA. Some assessments will be offered virtually, and some assessments will be offered at our physical location, 11000 264th Pl in Kent, WA on the Principal Directed Early Release Weds on the KSD Calendar. More information on assessments will be provided.

Technical & Device Support

Expectations, Responsibilities & Guidelines for Student Devices

The Kent School District (KSD) [One-to-One Device Handbook \(PDF\)](#) outlines our commitment to support learning with the use of electronic resources and the partnership with students and families to make this program successful.

Definitions

- **Equipment:** Devices, batteries, power cord/chargers, and cases.
- **Device(s):** Laptops, tablets, notebooks, desktop computers and hotspots.

Sign the Device Agreement

Once you have read the handbook carefully and understand the expectations, please sign the [Device Agreement](#). Log in to [Skyward](#) to complete the required online form for each student in your household.

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KVA will follow all KSD Technology policies, including Acceptable Use Policy and support processes. We will have a dedicated support person to assist students and families at KVA. Please use the [KSD technology resource page](#) to access support and find out more information on internet access, device safety, digital use expectations for students, FAQs, and much more.

Support Access:

Virtual Tech support is available to Kent School District (KSD) students, families, and staff on school days from 7:00 a.m. to 4:30 p.m.

CustomerSupportCenter@kent.k12.wa.us

(253) 373-7030

They can help with:

Logging in on KSD devices or platforms (laptop, Skyward Family Access, Office 365, etc.).

Troubleshooting issues with KSD hardware (laptops, printers, etc.).

Resolving issues with KSD software (Office 365, Canvas, etc.).

Free hotspots and home internet access are available to families in need.

Our on-site technology support department will be available at KVA from 8:00-10:30 am daily or possibly by appointment. Please call us at 253-373-6881 if you are planning a visit.

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