

Process for enabling a student into a VLACS course

- 1. Student is assigned to Instructor by Genius**

Instructors will contact parent/student *no later than 48 business hours* after appearing as "assigned" in Genius.
- 2. Send welcome email to student and parent**

Next, an introductory email is sent to the student and parent email addresses found in Genius for the purpose of scheduling the required Welcome Call. *Sometimes this email ends up in a spam folder, so students and parents may need to check this area, if this correspondence isn't received in a timely manner.* These emails are logged by Instructors, and can be verified by the VLACS office. VLACS Instructors automate scheduling the Welcome Call via an online scheduler called Schedule Once.
- 3. Welcome call scheduled**

Either a confirmation email or phone call is made by the Instructor to the student and parent verifying the date and time of the Welcome Call. If scheduling was completed using Schedule Once, a verification will be sent electronically. Parents and students are asked to review <http://welcome.vlacs.org> prior to the Welcome Call in order to learn more about VLACS.
- 4. Typically, students are "enabled" during the Welcome Call. This will permit the student access to his/her course.**

During the Welcome Call, parent(s) & student review course information & navigation and procedures. Families are instructed that Adobe Connect, VLACS' online classroom tool, will become the primary tool for communicating during a course. *Instructors schedule an Adobe Connect call with the student to follow up after the first week and answer any new questions he/she might have about the course.*
- 6. Follow-up welcome call email**

The Welcome Call Follow-up Email is sent to the student and parent after this call. This message confirms dates for course enabling, proposed completion date, end of the 28 day grace period as well as the details for the follow-up call.

Contact Us

Address: 30 Linden Street, Exeter, NH 03833

Phone: 603.778.2500

Fax: 866.651.5038

General Information: info@vlacs.org

Guidance: guidance@vlacs.org

Tech Support: helpdesk@vlacs.org