



## Our Differentiation Mould Innovators

Dear Parents and Titans,

The first week of virtual classes at Delta English School (DES) has been a monumental success!

I want to thank the visionary leadership of our Chairman and CEO, Mr. Dennis D'cruz, and Delta Education System, USA for helping DES to offer virtual learning in record time. I also want to give a shout-out to our associates - from the ones behind the scenes like our senior operational, administrative, supply chain and technology teams... to our amazing faculty and support staff - who work tirelessly to ensure Titans receive a hassle-free virtual learning experience. Over this past week, many parents and students have come forward to praise DES' innovative and elegantly crafted virtual learning services. They were pleased by our timely implementation of Nebula and quick response time from ITS Help Desk. We appreciate this amazing feedback and encourage you to keep it coming.

One app of **Nebula** is **Interchange**, which is our Learning Management System (LMS). Interchange is built on Blackboard - the world's leading LMS engine. **DES is proud to be the first and only K-12 school in the entire GCC that use Blackboard products, including the industry-renowned Blackboard Collaborate.** Our ITS and Delta IQ teams work with leading U.S. technology vendors to enhance Nebula, so it meets the highest levels of perfection. Nebula has been put through immense stress test in the past week and its success should assure parents that DES settles for nothing but the best! Nebula has proven that DES is indeed a premium CBSE provider. We have other exciting Nebula apps in the pipeline that will interest you and be revealed in upcoming months.

Kudos to the Titans who are using Nebula to its fullest extent. However, ITS, alerted there is a percentage of Titans who are not currently accessing Nebula for virtual learning. It is my duty to remind you that accessing Nebula is mandatory:

### To Parents:

We would appreciate if you can please read and adhere to the following guidelines:

- An updated **2020-2021 Class Schedule** will be sent out that incorporates timings for the holy month of Ramadan.
- DES is introducing advanced RTI (Response to Intervention) to help students. The updated Class Schedule will feature a newly introduced **Intervention Block** for every grade level. During Intervention Blocks, instructors will work with groups of Titans to complete remediation or enrichment activities.
- **Ensure that your child attends daily virtual lessons and completes all virtual assignments.** Despite lockdown, the 2020-2021 school year is in session and your child is responsible for all DES coursework.
- Please do not complete or submit your child's virtual assignments. This practice will cause your child to experience significant learning gaps that can be hard to close even after physical classes resume.
- You are welcome to attend your child's virtual lessons during the initial weeks, especially for K1 through GL 02. However, please do not encourage this practice, as your child will become overly dependent on you for coursework. This will subsequently cause your child to experience significant learning gaps.

- ITS has received reports of parents entering Blackboard Collaborate and messaging instructors using the Chat window. Please refrain from this practice because it disrupts our delivery of lessons and is not fair to Titans who actively prepare and participate every day.
- Please ensure that your child access Nebula through a personal device. For households with more than one child enrolled at DES, ensure that each child has a device to complete coursework at the same time.
- Maintain good internet connection speed at home. With a weak connection speed, your child can have trouble attending virtual classes and timely submitting virtual assignments. DES will be unable to help you in this situation. If your connection speed is slow, contact your Internet Service Provider (ISP) for an upgrade. Due to COVID-19, ISPs may experience a high volume of service requests. Hence, act promptly to avoid delays.
- Nebula is tightly customized to offer high-quality learning services. It is not designed for social communication and hence cannot allow the formation of private parent groups or forums. However, Nebula offers various tools for students to communicate with instructors.
- Under directives from Sharjah Private Education Authority (SPEA), parents are not allowed to enter school campus until lockdown has been lifted. These measures are in effect for your personal safety. Our phone lines may be busy during regular school hours, so please communicate to the following channels:
  - For billing, contact Office of Accounting: [accounting@deltasch.com](mailto:accounting@deltasch.com)
  - For admissions, contact Office of Admissions: [admissions@deltasch.com](mailto:admissions@deltasch.com)
  - For re-enrollment, contact Office of the Registrar: [registrar@deltasch.com](mailto:registrar@deltasch.com)
  - For parent and student advising, contact School Counselor: [counselor@deltasch.com](mailto:counselor@deltasch.com)
  - For Nebula support, contact ITS Help Desk: [its@deltasch.com](mailto:its@deltasch.com)
- Serve as the primary anchor between your child and DES during these unprecedented times.

### To Titans:

Please read and adhere to the following guidelines:

- Attend all daily virtual lessons, as listed on your Class Schedule.
- **Faculty will record daily student attendance for each virtual period in Blackboard Collaborate.** Daily attendance in virtual periods will determine your promotion to the next grade level. For GL 09 through GL 11, your daily attendance in virtual periods will also determine your eligibility to take the GL 09 end-of-year final, GL 10 AISSE or GL 11 end-of-year final, respectively.
- If you intentionally or unintentionally exit Blackboard Collaborate at anytime during a virtual period and do not return, your attendance will be marked as **'absent.'**
- We understand you may occasionally be unable to access Blackboard Collaborate. If this occurs, re-try until you are able to enter Collaborate. Our Class Schedule already accommodates quick exercises, hydration and restroom breaks between virtual periods. Hence, you are expected to sit through each virtual period from start to end (just as you would in a physical classroom).
- When inside Blackboard Collaborate, click **Raise a Hand** to alert instructor that you have a question and type your question in the **Chat** window. Depending on time, instructors may choose to answer your question either during or after Mini Lessons (Micro Lectures).

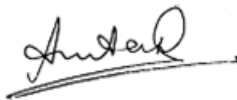
- Do not use Blackboard Collaborate audiovisual or chat tools to share personal information unrelated to the lesson.
- DES will not hold make-up sessions for Titans who fail to attend daily virtual lessons. Likewise, DES faculty will not re-teach any lesson, covered during this period, once physical classes resume.
- DES will not allow make-up assignments for Titans who fail to submit virtual assignments by the deadlines.
- Nebula offers several messaging tools; one of them is **Announcements** within Interchange. Monitor and follow the daily announcements posted by course instructors. DES will not send email reminders on virtual lessons and virtual assignments.
- The COVID-19 pandemic will eventually fade out and lockdown will be lifted, but DES virtual learning will become a vital component of DES physical classrooms. To become successful in 21<sup>st</sup> century college and career destinations, Titans must be technologically adept. Technology is the backbone of today's society and allows us to connect with each other during this crisis period. Use this time to thoroughly familiarize with all Nebula apps and features. **You will be using Nebula for the rest of your education journey at DES.**
- Do not attend virtual lessons and/or complete virtual assignments for any of your siblings (if applicable). Nebula apps are designed for each Titan to have a personalized learning experience. Completing coursework for another student is violation of the DES Honor Code and will be subject to disciplinary action.
- As we transition into the virtual world, Titans will need digital citizenship skills to actively participate in their learning communities and make smart choices online as well as in life. DES will provide Titans with the content and skills needed to solve digital challenges or dilemmas and eventually succeed as digital learners, leaders, and citizens of tomorrow.

Our Momentum Facilities Operations team is performing regular and frequent deep sanitization efforts to keep DES facilities clean. DES is also adhering to UAE Ministry of Health and Prevention recommendations around social distancing, with staggered shifts and fewer employees allowed in any part of the building at any time.

Please do not be paralyzed by this COVID-19 pandemic. Our administrators, faculty and staff are the heroes who attend campus everyday and put their lives on the line so every Titan can have a comfortable and uninterrupted learning experience. We hope you are doing your part in actively pursuing a DES education during this crisis. We thank you for the continued loyalty and look forward to a successful partnership.

This statement has been authorized for delivery:

Sincerely,



Anita D'cruz

Principal, Delta English School

