



Communication Statement

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PRINCIPAL

Virtual Learning Update: Week 8

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Target Audience: Kindergarten; Primary School;
Middle School; High School

Dear Valued Parent and Titan,

Hope this statement finds you well! The last seven (7) weeks of Quarter 1 (Q1) has been rollercoaster ride with COVID-19 pandemic. Despite being at a crossroads, Delta English School (DES) implemented best-in-class technology and innovative practices to help Titans rebuild their academic momentum and succeed.

Delta Education System, USA created **Nebula** - the K-12 operating system of DES. Titans and parents are successfully using **Interchange**, which is our Learning Management System (LMS). Interchange is one of Nebula's apps and is built on Blackboard – the world's leading LMS engine. **DES is the only K-12 school in Middle East that use Blackboard products, including the industry-renowned Blackboard Collaborate.** Nebula is a vital part of DES and we will continue to use Nebula even after COVID-19 subsides.

DES takes system and information security very seriously. We have implemented policies, processes and practices to ensure the confidentiality, integrity and availability of your data within Nebula.

DES celebrates 28 years of innovation and excellence. Our virtual classrooms are unmatched by any other. This proves that DES is a premium CBSE provider and settles for nothing but the best.

Sharjah Private Education Authority (SPEA) is inspecting all virtual classrooms during the month of June 2020. **As per guidelines from SPEA, parents (from Kindergarten 1 to Grade Level 12) ARE NOT ALLOWED TO complete class work, complete homework, and attend classes for their children.** SPEA requires all students to share their microphone and webcam during each virtual lesson.

To all Parents: Thank you for doing an amazing job in helping Titans accommodate to Nebula. **You should now step aside and let Titans independently manage their learning.** Titans will become overly dependent if you continue to complete their coursework. Guide your child's virtual learning but DO NOT take on the role of a teacher. Our faculty hold classes everyday - so your child is in good hands.

To all Titans: Your parents worked hard these past seven weeks to accommodate **Nebula**. It is now time for them to relax and attend to their work. You are not the only student doing virtual classes. Millions of K-12 students across the world log into virtual classes everyday and complete rigorous virtual coursework (without any help). You live in a digital age. Hence, you must learn to be technologically competent in order to succeed in college and career life.

According to *Student Behavior Management: Distance Learning 2020 Manual* published by the UAE Ministry of Education, SPEA requires all PARENTS to comply with the following regulations:

- PARENT must **provide individual devices** (tablet, laptop or desktop PC) for each student.
- PARENT must **allocate a non-distracting learning zone** for students to study at home.
- PARENT must **provide great home internet connection speed**.
- PARENT must **ensure the student appears well-groomed** during each lesson.
- PARENT must **guide the student but should not complete any coursework** for the student.
- PARENT must **ensure the student completes all coursework** prescribed by the school.
- PARENT must **quickly repair or replace a device that is damaged or lost** by the student.
- PARENT must **take responsibility and comply with the school's decision on offenses** committed by the students.

According to *Student Behavior Management: Distance Learning 2020 Manual* published by the UAE Ministry of Education, SPEA requires all STUDENTS (Kindergarten 1 to Grade Level 12) to comply with the following regulations:

- STUDENT must **take responsibility and protect their device** (tablet, laptop or desktop PC) from damage and theft.
- STUDENT must **take responsibility and protect their device** (tablet, laptop or desktop PC) from malware.
- STUDENT must **attend lessons in the designated learning zone** within their home.
- STUDENT must **comply with Digital Citizenship laws** prescribed by the school.
- STUDENT must **appear well-groomed** during each lesson.
- STUDENT must **complete all coursework** prescribed by the school, without help from parents.
- STUDENT must **treat virtual classes with same seriousness as physical classes**.
- STUDENT must **not commit any offense or violation (that includes cyberbullying, plagiarism, and cheating)**.

I am proud of our faculty, who is working hard to create a safer and smarter learning environment so Titans can receive high-quality CBSE education even during these unsettling times. I am also inspired by the other DES associates – administrators and support staff – who tirelessly contribute to this remarkable institution.

During my recent virtual class observations, I noticed that some K1 to GL 11 Titans are actively participating in daily lessons. However, there are Titans who do not treat their virtual learning seriously. The COVID-19 pandemic affects all of us in different ways. But, that is not an excuse to avoid completing class work and homework. **I have identified 16 MAJOR PROBLEMS that requires your urgent attention (see next slides).**

According to Student Behavior Management: Distance Learning 2020 Manual, all UAE schools are required to report non-complying students and parents to the emirate's educational agency (SPEA) for further disciplinary action. This action will include temporary virtual suspension (no access to online learning platform), failing grade with repetition of grade level and permanent dismissal from the school.

First-Degree Virtual Offenses

Low attendance in virtual classes

Not turning-on the microphone, when called by instructor

Not turning-on the webcam throughout each period

Claiming the webcam and/or microphone "does not work"

Not responding to polls

Not sharing written work over webcam, when prompted

Not completing SGA Game Sheets in Group Room

Exiting the virtual classroom before end of period

Arguing with instructors and peers on coursework

Not genuinely completing the assigned coursework

DES Disciplinary Action:

FIRST OFFENSE:

"Absent" Score for Entire Period
+ Verbal Warning

SECOND OFFENSE:

"Absent" Score for Entire Period
+ Verbal and Written Warning

THIRD OFFENSE:

Temporary Virtual Suspension

FOURTH OFFENSE:

Report to SPEA +
Failing Grade or Dismissal

Second-Degree Virtual Offenses

Not uploading a professional, high-quality "Profile Picture"

Talking over other Titans during class

Not appearing well-groomed and in DES Blue Kit uniform

Not using "Status and Feedback"

Clicking "Raise Hand" when another hand is already raised

Not correctly marking on any shared content

Turning-on microphone in Main Room and Group Room

Complaints about rigor of coursework

Complaints about coursework due dates

DES Disciplinary Action:

FIRST OFFENSE:

Verbal Warning

SECOND OFFENSE:

Verbal and Written Warning

THIRD OFFENSE:

Temporary Virtual Suspension

FOURTH OFFENSE:

Report to SPEA +
Virtual Suspension or Dismissal



Problem 1:
Low attendance in
virtual classes

Some Titans are not attending virtual classes. This is unacceptable. DES faculty sacrifice a lot of their time, energy and health to offer uninterrupted virtual instruction.

Virtual classes are just like physical classes. Every Titan (from Kindergarten 1 to Grade Level 11) should attend each virtual period everyday.

Missing one or more virtual periods due to personal (family) emergency and/or poor home internet connection speed is not an excuse.

If Titan fail to comply, see **Slide 7** for DES disciplinary action.



Problem 2:
Not uploading a
professional, high-
quality “Profile
Picture”

Having a social presence is critical to successful online learning experience. Some Titans are using **Profile Picture** of characters from comics and movies. This is unacceptable. All Titans (Kindergarten 1 to Grade Level 11) must upload a professional, high-quality **Profile Picture** of themselves in DES Blue Kit uniform or formal attire.

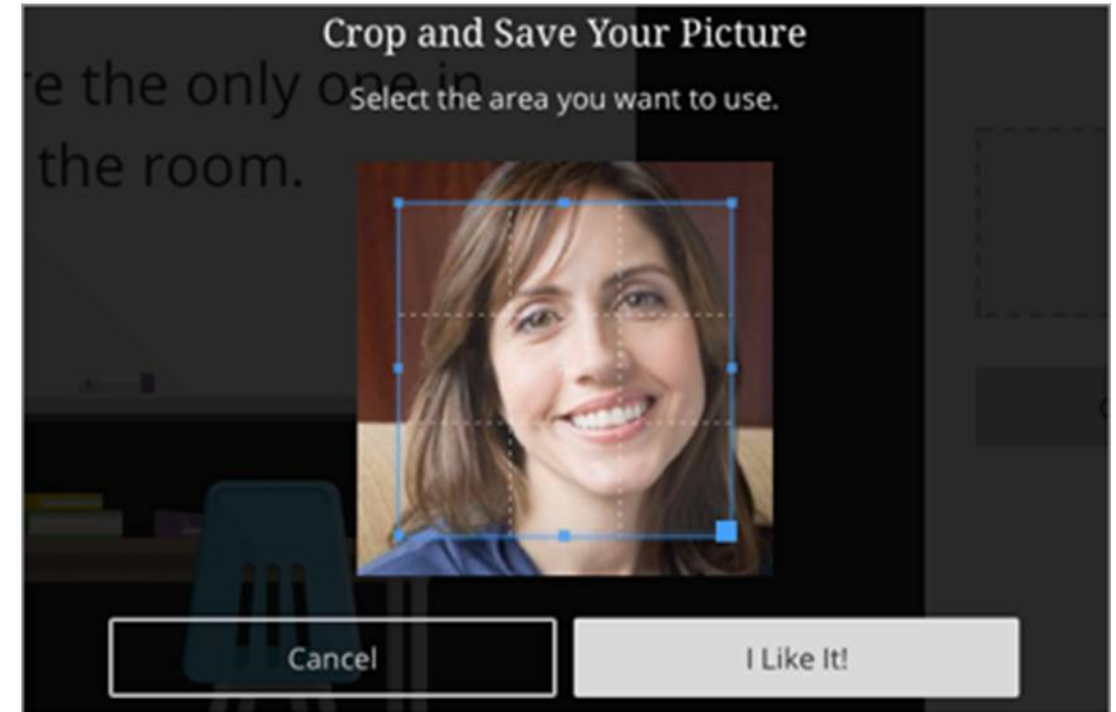
Step 1: Open the **Collaborate Panel** > Select **My Settings**

Step 2: Point to the **Profile Picture** and select it

Step 3: Upload professional, high-quality image (PNG, JPEG, and JPG)

Step 4: Adjust image area

Step 5: Select “I Like it!”





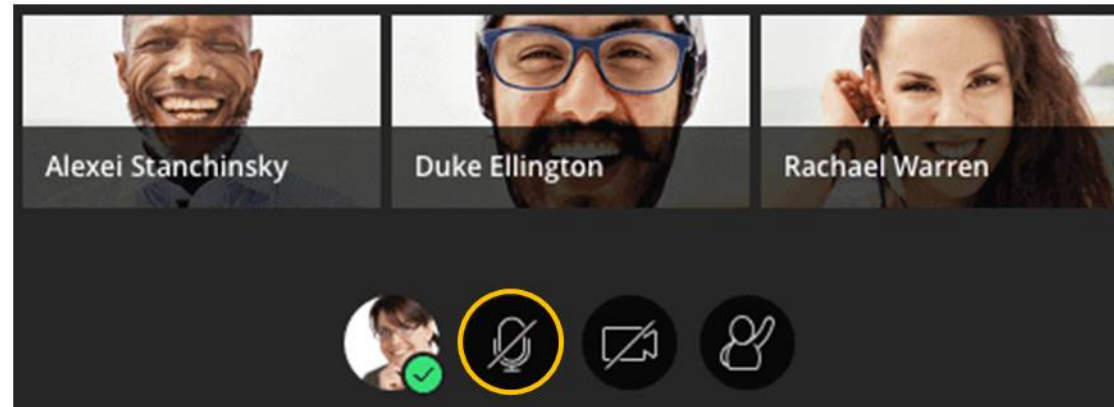
Problem 3:
Not turning-on the
microphone

Parents asked for microphone in Blackboard Collaborate and we allowed it. But, Titans never turn-on their microphone during virtual classes. This is unacceptable.

For security, instructors needs to HEAR each Titan's VOICE during each virtual period.

DES faculty will not remind Titans to turn-on their microphone everyday.

If Titan fail to comply, see Slide 7 for DES disciplinary action.





Problem 4:
Talking over other
Titans during class

When instructors call on Titans to respond, many Titans talk over each other. This is disorderly because it is difficult to understand what is being said when many individuals talk at the same time.

As part of DES Digital Citizenship, you must be courteous and wait your turn when another Titan or instructor is speaking.


Always look at the Collaborate [Attendee Panel](#) to see who is speaking at any time. Anyone who is speaking will have a “microphone” symbol (🎤) next to his or her name.

If Titan fail to comply, see [Slide 8](#) for DES disciplinary action.





20 Participants



Moderators (2)

	 Kerry Smith	
	 Abel Becker	

Presenters (2)

	 Christie Banks	
	 Chad Goodman	



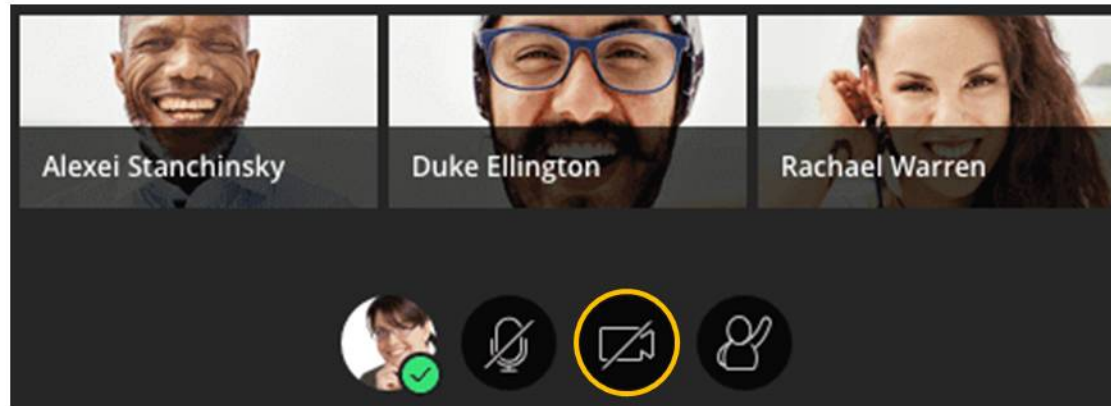
Problem 5:
Not turning-on the
webcam

Parents asked for webcam in Blackboard Collaborate and we allowed it. But, Titans never turn-on their webcam during virtual classes. This is unacceptable..

For security, faculty needs to SEE each Titan's LIVE FACE during each virtual period.

DES faculty will not remind Titans to turn on their webcam everyday.

If Titan fail to comply, see Slide 7 for DES disciplinary action.





Problem 6:
Claiming the
webcam and/or
microphone “does
not work”

When an instructor tell Titans to speak up, some of them are silent. Other Titans message on the [Chat Window](#) that their “microphone and/or webcam does not work.” This is unacceptable.

Virtual classes are just like physical classes. Every Titan (from Kindergarten 1 to Grade Level 11) must participate in lesson discussions and answer all instructor questions.

Reporting a non-functioning microphone and/or webcam is not an excuse.

Due to misuse, we will temporarily disable the Blackboard Collaborate Chat Window.

If Titan fail to comply, see [Slide 7](#) for DES disciplinary action.



Problem 7:
Not appearing
well-groomed and in
DES Blue Kit uniform

Titans do not appear well-groomed and in DES Blue Kit uniform during virtual periods. This is unacceptable.

Virtual classes are just like physical classes. Every Titan (from Kindergarten 1 to Grade Level 11) should appear well-groomed and in DES Blue Kit uniform in every period.

NOTE: If you have not yet purchased DES Blue Kit uniform, do not worry, You can appear in formal attire of your choice, but it should be modest.

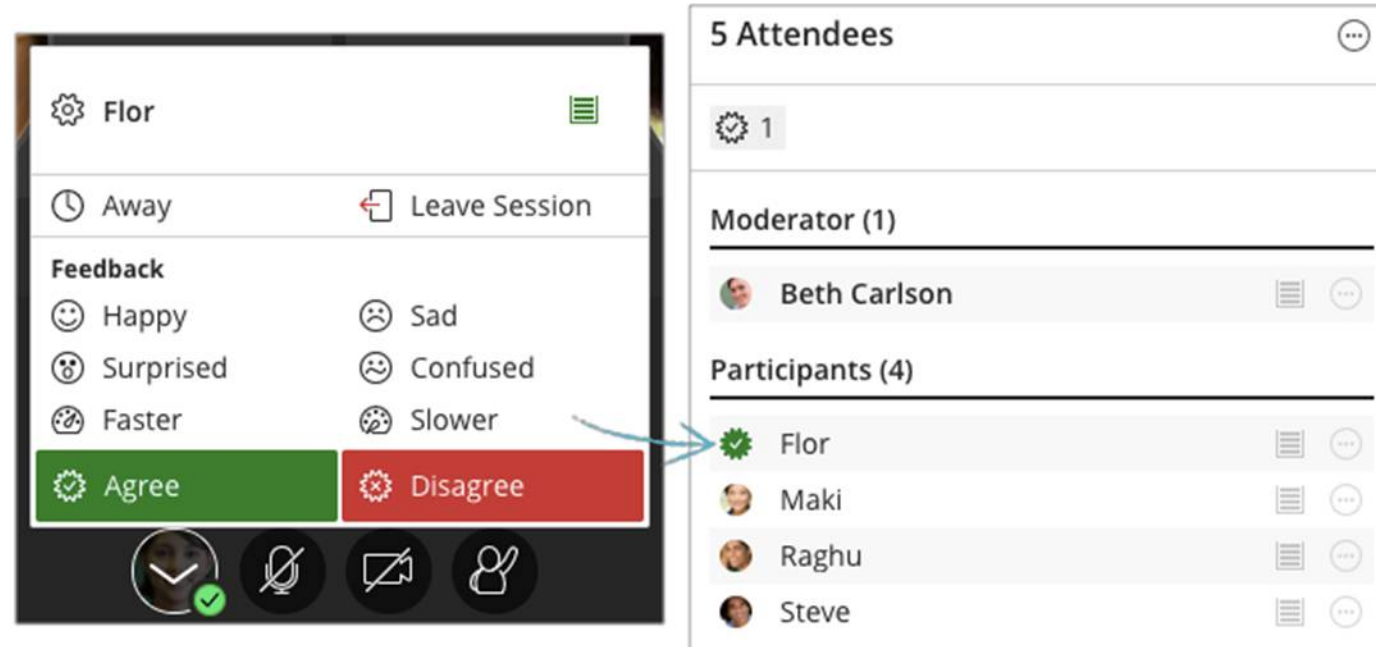
If Titan fail to comply, see **Slide 8** for DES disciplinary action.



Problem 8: Not using "Status and Feedback"

Blackboard Collaborate has a [Status and Feedback](#) feature so Titans can alert instructors about their learning emotions. But, Titans are not using this feature.

Click the green checkmark on your profile picture > Click any "Feedback" emotion or "Agree / "Disagree." DO NOT repeatedly click [Status and Feedback](#). Instructors will get confused if the same Titan continuously click [Status and Feedback](#).





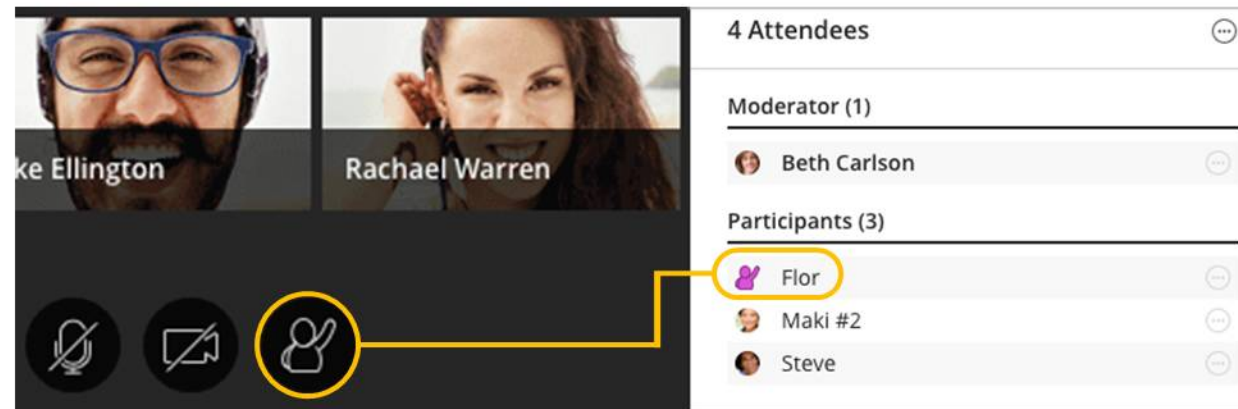
Problem 9:
Clicking “Raise Hand”
when another
student already
raised their hand

Click **Raise Hand** to answer a question or get the instructor’s attention.

DO NOT click **Raise Hand** if another Titan has already raised his or her hand. Instructors cannot attend to you if many Titans click **Raise Hand** at the same time.

Always look at the Collaborate **Attendee Panel** to see whose hand is raised at any time. Anyone who raises their hand will have a “**purple person**” symbol next to his or her name. Only click **Raise Hand** after instructor lowers the other Titan’s hand.

If Titan fail to comply, see Slide 8 for DES disciplinary action.





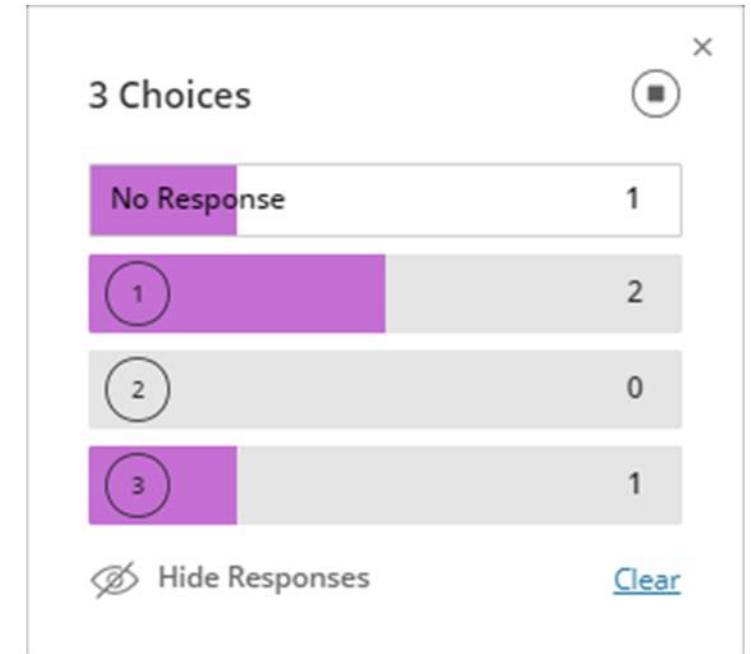
Problem 10: Not responding to polls

Instructors use one or more **polls** during virtual class to check if Titans understand the concepts. But, some Titans do not respond when a poll appears on-screen. This is unacceptable.

Every Titan (from Kindergarten 1 to Grade Level 11) is expected to respond to polls.

Polls are not anonymous. Instructors can see which Titan has responded and which Titan has not responded to each poll.

If Titan fail to comply, see **Slide 7** for DES disciplinary action.





Problem 11:
Not correctly
marking on any
shared content

When instructors share a **blank whiteboard** or **file** (document), they want Titans to use the following Blackboard Collaborate editing and markup tools:



Select

Select an object on whiteboard to resize, move, and delete it



Pointer

Use the "Hand" icon to point to different areas on the screen



Pencil

Use the "Pencil" icon to draw free hand on the screen



Shapes

Use the "Shapes" icon to draw a rectangle, ellipse, or straight line



Text

Use "T" to type text of any font color on the screen



Eraser

Use "Clear" to undo everything on the screen



View Controls

Show or hide "Zoom In", "Zoom Out", "Best Fit", "Actual Size."
Actions under "View Controls" are visible only to you



Stop

Click this icon to stop sharing content



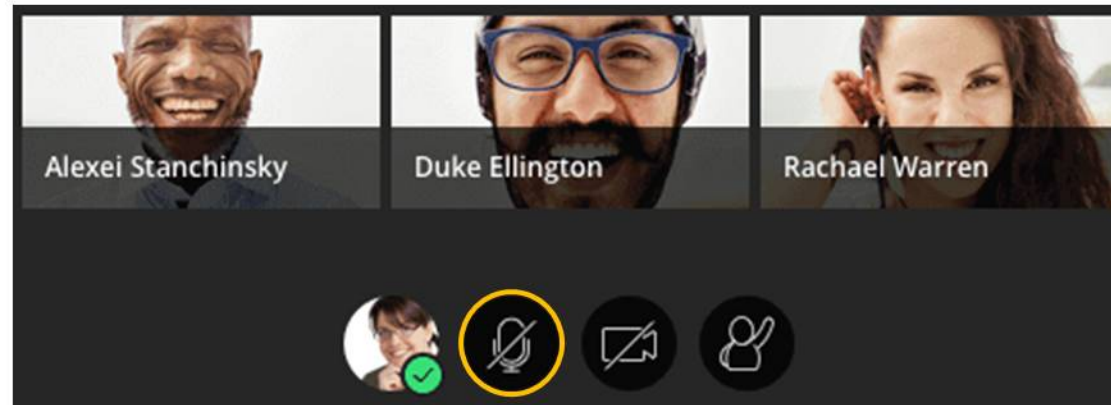
Problem 12:
Not muting
microphone in
Main Room when
talking in Group
Room and vice-versa

When Titans enter **Group Room** in Blackboard Collaborate, they forget to mute their microphone in **Main Room** and vice-versa. This causes echo to other attendees.

Titans do not have to exit **Main Room** to enter **Group Room** and vice-versa. Just open the **Main Room** in one browser tab and **Group Room** in another browser tab.

- ▶ When you talk in **Group Room**: Mute in **Main Room** and unmute in **Group Room**
- ▶ When you talk in **Main Room**: Mute in **Group Room** and unmute in **Main Room**

If Titan fail to comply, see **Slide 8** for DES disciplinary action.



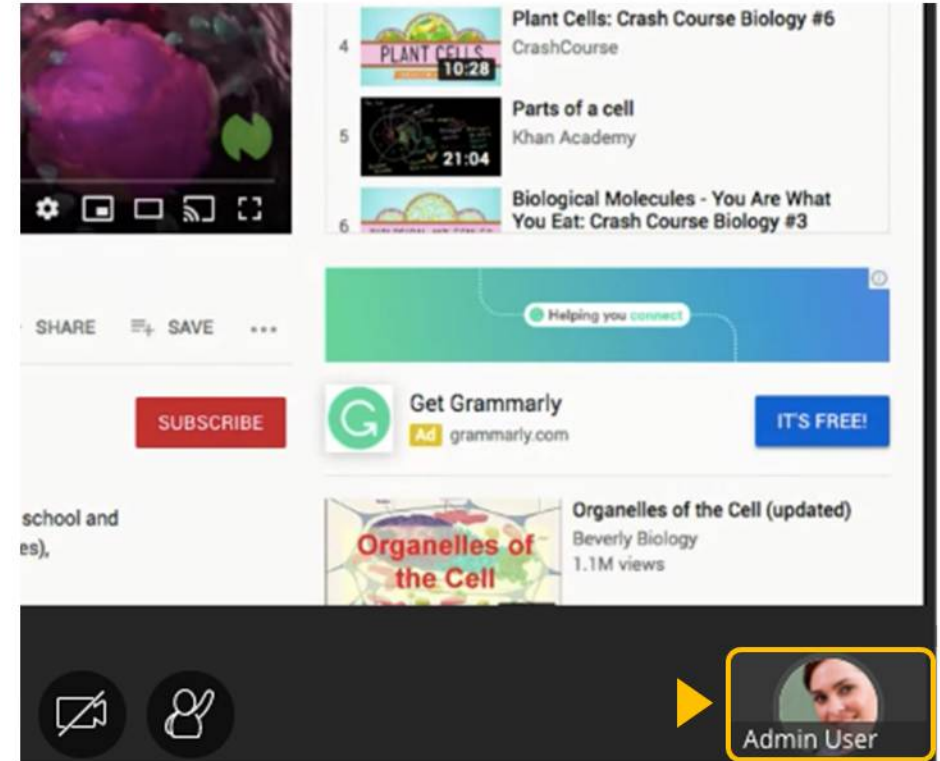


Problem 13:
Not correctly
toggling between
webcam and
screen sharing view

Blackboard Collaborate allow users to share webcam and screen at the same time.

During the lesson, instructors and students will constantly switch between webcam and screen sharing view. Usually, Blackboard Collaborate automatically switches between webcam and screen sharing view.

But, if you do not see the presenter's webcam or screen, click on the presenter's profile in bottom-right or bottom-left of the screen.





Problem 14:
Exiting the virtual
classroom before
end of period

When instructors call on Titans to answer questions, some of them prematurely exit the virtual classroom (before end of period). This is unacceptable.

Virtual classes are just like physical classes. Every Titan (from Kindergarten 1 to Grade Level 11) must participate in lesson discussions and answer all instructor questions.

Prematurely exiting the virtual classroom because of an emergency or poor internet connectivity is not an excuse.

If Titan fail to comply, see **Slide 7** for DES disciplinary action.



Problem 15:
**Complaints about
rigor of coursework**

Some parents and Titans complain about receiving “too much assignments and assessments” during virtual classes. In spite of the COVID-19 pandemic, DES faculty work hard everyday and sacrifice a lot of their time to offer Titans a high-quality, uninterrupted virtual learning experience.

During physical classes, DES offered the same coursework and all Titans were successful. Hence, DES will continue to offer similar coursework during virtual classes.

Unfortunately, DES cannot reduce the coursework load or else many Titans will academically fall behind. **Please DO NOT complain about the coursework load.**

If Titan fail to comply, see **Slide 8** for DES disciplinary action.



Problem 16:
Complaints about
coursework due
dates

Some parents and Titans complain that “assignment and assessment dues dates do not offer enough time for completion.”

DES faculty post all assignments and assessments on [Interchange](#). They always allow enough time for Titans to complete the work.

DES cannot offer extended time or else faculty cannot complete the entire curriculum.

Late submissions will receive a low grade (regardless of the circumstance).

Within [Interchange](#), instructors post announcements inside courses and DES will post announcements on [My Institution](#) page. Track announcements throughout each day.

If Titan fail to comply, see **Slide 8** for DES disciplinary action.

As a Titan, you are blessed, during this pandemic, for two reasons:

- You live in the United Arab Emirates, which offers one of the best technology infrastructures in Asia.
- You educate at Delta English School (DES), which offers the world's leading K-12 virtual learning system.

We all have a responsibility to examine ourselves and to engage one another with greater compassion and deeper listening. At DES, we embrace our values of respect, diversity and inclusion. DES will continue to pursue its mission in exploring and extracting the potential of every Titan.

Thank you for being a loyal customer!

This statement has been
authorized for delivery:



Anita D'Cruz

Principal, Delta English School

