



The K12 Zone Parent Resource Guide

Table of Contents

Introduction to the K12 Zone	1
Quick Start Guide to the K12 Zone	2
How Your Student Can Benefit From the K12 Zone	4
Monitoring and Safety	5

Introduction to the K12 Zone

What is the K12 Zone?

The K12 Zone is an immersive, personalized, interactive virtual campus for students at K12-powered schools. It encourages engagement through virtual chat, video conferencing, and other tools. It also provides a space where students can safely and creatively explore, learn, and socialize with each other.

Students have two K12 Zone options—school-specific and national—each one split up by grade band (K–2, 3–5, 6–8, and 9–12).

What are school K12 Zones?

School K12 Zones are associated with a specific K12-powered school. These Zones host teacher-led events, recess, educational activities, and more. These Zones are also open at different hours. For questions regarding your school-specific K12 Zone, contact your school directly.

What is the National K12 Zone?

The National K12 Zone is open to all students at K12-powered schools and is split into grade bands (K–2, 3–5, 6–8, and 9–12). This Zone provides opportunities for students to socialize, play games, hang out, or study! The National K12 Zone also hosts national-level events, like movie nights, trivia events, spirit weeks, and more. Please note, the National K12 Zone is only available to students if offered by their specific school.

How can my student access the K12 Zone?

Students can access their school K12 Zone and the National K12 Zone through their Online Learning System (OLS). The school and National K12 Zones utilize a single-sign-on function. The National K12 Zone is open Monday–Friday from 9 AM–9 PM (ET). Each school's K12 Zone hours are different. For questions about your school's Zone hours of operation, please connect directly with your school.

Are there age restrictions in the K12 Zone?

There are no age restrictions. School and National K12 Zones are split into grade bands (K–2, 3–5, 6–8, 9–12).

What else can my student do in the K12 Zone?

The K12 Chat is a way for students over age 13 to connect with other students at K12-powered schools via a K12 communications widget on their OLS Landing Page. This new feature allows students to make friends and continue their conversations through direct messaging.

Quick-Start Guide to the K12 Zone

Here, you'll find detailed instructions on how to get started, interact with others, and more in the K12 Zone!

Moving Within the K12 Zone

Once you have entered the K12 Zone, your avatar can move throughout the K12 Zone by either:

- a. Clicking the space where you want your avatar to move; or
- b. Using the cursor control keys on your keyboard

If you right click on your avatar, you can have them sit down, send a heart, ride a scooter, or even dance.

Connecting With Others via Video

When you get close to others, you will be able to see and hear them (up to 9 other participants). To leave a conversation, simply walk away as if you were mingling at a live event.

If you're in a world and connect with someone's video, you have the option to send them a private message. Once you exchange a private message with someone in the K12 Zone, you can stay in touch in the future, even if you aren't connected via video. Please note that video functionality is disabled in the National K12 Zone.

Interacting With the World

You can interact with certain objects inside the world. When you hover over an interactive object, it will increase in size, and your cursor will turn into a pointed finger. When you encounter an interactive object, try clicking on it!

Zoom In and Out

To see more of the world, you can use your internet browser's zoom-in/zoom-out feature. Press control + / - on a PC or command + / - on a Mac. Pressing command 0 or control 0 will return you to seeing the world at a 100% view.

Turn Audio and Video On or Off

To turn your audio on or off, click on the microphone icon in the right corner of your own video screen. You can also mute and unmute by pressing the M key on your keyboard. When your microphone is on mute, the icon will turn red.

To turn your video on or off, hover over your own video and click on the video icon in the left corner. You can also turn your video on and off by pressing the V key on your keyboard. When your video is off, your screen will show a picture of your avatar in place of your video.

Private Zones

A private zone is an area in the world configured for small groups to have private conversations. These are great places to have one-to-one discussions or work on group projects.

In the K12 Zone, private zones are indicated with dotted lines. You enter a private zone by moving your avatar inside the dotted lines using the mouse or arrow keys.

Expanding Video Tiles

In the default view, all video tiles are small squares located around the edges of your browser window. If you'd like a larger view of a single guest's video, you can expand your own or another guest's video tile. To expand a tile:

- Hover over the video tile you want to expand and click the two arrows in the upper right corner. This will make the tile larger for only you and move it to the center of your screen.
- You can make the video even bigger by clicking the arrows again.
- If the arrows are pointing away from each other, clicking will expand the video tile.
- If the arrows are pointing toward each other, clicking will decrease the size of the tile.
- To return to the default view, click the 'X' button in the upper right corner of your expanded video tile.



How Your Student Can Benefit From the K12 Zone

There are several ways the K12 Zone can benefit your student. It helps students:

- Socialize with classmates and other students at their school
- Improve problem-solving skills through activities and games
- Improve teamwork skills through group activities and interactions
- Build relationships



Monitoring and Safety

How is the Zone safe?

The K12 Zone is a private space that only students at K12-powered schools and K12 moderators can access.

What does monitoring look like?

The K12 Zone is monitored during open hours by trained moderators. Students agree to a code of conduct they are expected to uphold during their time in the K12 Zone.

What happens if there is bullying within the K12 Zone?

We understand that bullying can be a big issue, and no bullying will be tolerated within any of the K12 Zones—National or school-based. Our moderators have specific guidelines for reprimanding students who engage in bullying, or inappropriate behavior and language.

What does the escalation process for disputes between students in the K12 Zone look like?

Within the K12 Zone, students can report other students by requesting help from the moderators. They can click on avatar of the other student to report them, which will notify a K12 moderator. From there, the moderator can walk over to the students and address the issue accordingly. Additionally, a red Help Phone that will notify moderators if a student needs help can be found in the library.

What can moderators see in the K12 Zone?

K12 moderators can see students interacting within the Zone, and if they approach a single student or group of students, they can video, audio, or chat with them. If there is a dispute between students, a trained moderator will be notified to address the issue.

All direct messaging conversations in K12 Zone and K12 Chat are moderated by Gaggle, a third-party service that employs both AI and human moderation.



How is the K12 Zone different than playing video games?

The K12 Zone was designed to foster creativity, socialization, and community. While there are some games within the K12 Zone (tic-tac-toe, chess, etc.), students spend most of their time getting to know others within their school or grade band.

Additionally, if students spend excessive time playing games, moderators can encourage other ways for the student to use the K12 Zone.

Do parents have access to the K12 Zone?

Since it is a student world, parents are encouraged to shadow their students in the K12 Zone by watching on the same computer screen.

Can parents opt out their kids?

Yes! If you do not want your student to join the K12 Zone, please contact your school.

Are K12 moderators trained?

All of our K12 moderators undergo thorough training on the ins and outs of the K12 Zone, how to interact with students, how to de-escalate disputes or get further assistance if needed, and more.

Can kids chat with classmates who aren't actively in the Zone?

With K12 Chat, students can communicate with classmates outside of the K12 Zone after they've made an initial connection.



Consent for National Programs

Why do I need to provide parental consent?

Parental consent is required for students at K12-powered schools to participate in the National K12 Zone if they are under the age of 13, due to legal requirements. If your student is 13 or older, you do not need to provide consent.

Do I need to provide parental consent for my student to join their school K12 Zone?

Some school Zones do require consent from parents. Parents should contact their specific school to learn more.

Are there requirements for providing parental consent?

Consent can only be granted by a legal guardian, and you must have Learning Coach OLS credentials to access the consent page.

I just got an email from K12 and Privo, what do I do?

Simply go to consent.k12.com and complete the online consent verification process through Privo, our third-party partner.

Will my credit card be charged?

Credit card verification is one of the ways that Privo can complete adult verification. If you chose this method, your credit card will be charged a \$1 fee and refunded the amount three business days later.

I lost the consent email. How can I sign again? Can another link be sent?

Please go to consent.k12.com to sign in and complete the verification process.

Is there a wait time between submitting consent and access?

Once you have completed the consent process and see the “Thank you! Account successfully created and verified.” popup on the consent page, the student should be able to access the National K12 Zone.



Consent for National Programs

How can I change my consent selections?

Please sign in to consent.k12.com and update your consent selections.

Why can't my student access the National K12 Zone?

If parental consent has not been completed, your student will be unable to access the National K12 Zone. Please go to consent.k12.com to complete the verification process.

What do I do if I have multiple students to complete verification for?

You will need to complete the parental consent process for each student on consent.k12.com.

