

ARC-BC District Contacts (FAQs)

Who is the ARC-BC District Contact?

- When BC school districts join ARC-BC, part of the application process involves identifying someone in the district who will take on the role of ARC-BC District Contact. This person oversees the implementation of ARC-BC in their district.

Can someone at a school level be the ARC-BC District Contact?

- While it might be possible to have someone at the school level (like a Learning Support Teacher) be the District Contact, it is not advisable. The ARC-BC District Contact must be someone who knows the educators in the district and the students they are supporting. As one of the important roles of the Contact is to approve access to ARC-BC, the decision as to whether to approve a registration request or not, must be based on knowledge of that educator and the perceptually disabled students he or she may be supporting. In general, the ARC-BC District Contact should have a district perspective and knowledge base as well as the authority to implement the ARC-BC training program and oversee the school district users' activities on the ARC-BC site.

What are the main roles or responsibilities of the ARC-BC District Contact?

- The ARC-BC District Contact has four main roles:
 - To review and approve registration requests from educators in his or her district to ensure that only those educators who are working directly with students with perceptual disabilities and who understand the Canadian Copyright Law as it pertains to alternate formats is allowed access to the site.
 - To coordinate the district training plan for ARC-BC so all new users understand the Canadian Copyright Law and how to locate and download materials from the site and ongoing users are reminded of training opportunities, the copyright legislation and so on.
 - To manage the district user list – ensuring user profiles are up-to-date and that accurate records of the students who are using ARC-BC materials are kept.
 - To act as a liaison between the district users and the ARC-BC provincial team passing on information about the service to users and sending in feedback or suggestions from the users to help improve the site.
- For more information on the roles and responsibilities of ARC-BC District Contacts, refer to the presentation in Module 9 on the ARC-BC Support Resources page (http://www.setbc.org/setbc/curriculum/arc_main.html).

Can the ARC-BC District Contact role be shared?

- The roles and responsibilities of the ARC-BC District Contact can be shared but should be closely coordinated. In addition, there must be only one email address that is used for registration requests. So one of the people involved in the Contact role would have his or her email used to send registration requests and would be primarily responsible for approving such requests.

What is the Agreement on Alternate Format Use?

- When a school district applies to join the ARC-BC community, someone in district administration is required to sign an Agreement on Alternate Format Use between SET-BC/PRCVI and the district. In that agreement, the district agrees to oversee the implementation of ARC-BC so that the users understand the Canadian Copyright Act as it pertains to alternate formats and that the district takes responsibility for ensuring that the copyright legislation is observed. The ARC-BC District Contact should ensure that the agreement is up-to-date – if there is a change in the district administrator that signed the original agreement, a new one must be signed and returned to the ARC-BC provincial team.

What training is available for the ARC-BC District Contact?

- The ARC-BC provincial team works hard to support District Contacts in their role. Online training is scheduled to help with user training needs and individual training can be arranged to help new Contacts or refresh ongoing Contacts as needed. In addition, there are a number of downloadable tutorials and video presentations and demonstrations available on the ARC-BC Support Resources page (www.setbc.org/setbc/curriculum/arc_main.html).
- ARC-BC District Contacts are encouraged to contact the provincial team at arc@setbc.org at any time if questions arise or they need any type of support around implementing the service in their districts.

Are there training materials available for use by ARC-BC District Contacts?

- All presentations (PowerPoints), tutorials, and demonstrations are available from the ARC-BC provincial team or from the ARC-BC Support Resources page (www.setbc.org/setbc/curriculum/arc_main.html). ARC-BC District Contacts are encouraged to use these materials to ensure that consistent and detailed information is presented to all district users. If District Contacts require materials that aren't already available, they are encouraged to contact the ARC-BC provincial team to discuss their needs.

Can district users attend the online sessions as the required training?

- Many districts are choosing to have users attend online sessions to ensure they have the information needed to appropriately access the site and use the materials with students. Anyone can attend these sessions – the schedule for online sessions is available from the Upcoming Events calendar at www.setbc.org/go/calendar.

How are districts determining which students have a ‘perceptual disability’?

- Each school district is responsible for determining which students would be identified as having a perceptual disability. And each ARC-BC District Contact is responsible for informing their users as to how that determination is made. Many school districts choose to use the existing IEP process – identifying the need for alternate format materials in the student’s IEP and listing materials from ARC-BC as an accommodation. Some districts also require additional test results or documentation. Whatever the district process, users should be very versed on how to determine what students qualify to use the ARC-BC materials and how to document the use of ARC-BC materials with those students.

Are users required to list the students for whom they are downloading ARC-BC materials?

- Many districts requested this be added to the registration process and, in September 2009, this required field was added. When users register for ARC-BC, they are required to list the names of students they will be using materials with in that field. This is kept in their user profile and the ARC-BC District Contact must ensure that users keep that field updated as users download materials for new students.

Who has access to those student names?

- Only the user, the ARC-BC District Contact and the ARC-BC provincial team has access to the student names. They are not shared or revealed in any ARC-BC reports or publications.

Why does ARC-BC need a list of student names?

- The list of student names is needed so ARC-BC District Contacts can ensure that the students listed qualify as ‘perceptually disabled’. This is to reassure publishers that the Canadian Copyright restrictions on alternate formats of their novels and textbooks are being observed. The list of student names also allows the ARC-BC provincial team to generate statistical data on the numbers of students being served by ARC-BC to highlight the continued need for the resource.

How do ARC-BC District Contacts approve registration requests?

- When a user registers for ARC-BC, an email is automatically sent to the ARC-BC District Contact with the user's information. The District Contact can then log into ARC-BC, go to the District User List, locate the user profile and approve and notify the user by clicking the appropriate buttons. The District Contact should always check the user's profile to ensure the information entered is correct and acceptable before approving any user registration request.

Should users be required to re-register each school year?

- This is not necessary as users can be 'carried over' without any problem to new school years. One of the responsibilities of the ARC-BC District Contact is to check the district user list periodically and certainly at the end/beginning of school years to ensure that any users who are not active are disabled. Only those users who need to be accessing the site should be active – all others can be disabled until access is needed in the future.

My district user list is getting very long – where can I find information on how to manage it effectively?

- There is a module on the ARC-BC Support Resources page (www.setbc.org/setbc/curriculum/arc_main.html) that contains tutorials and demonstrations on how to manage your user list. The district user list can be sorted, filtered and the number of records shown per page adjusted to help District Contacts navigate their district user list more effectively. If you have any questions about how to do this, please contact the ARC-BC provincial team at arc@setbc.org.

How can ARC-BC District Contacts find information about their user activities on the site?

- The ARC-BC District Contacts can generate their own reports on user activities. In the area where they manage their user list, they can also generate reports on the district users, their downloads, their alternate format uploads and so on. These reports are very helpful in determining information and training needs. District Contacts are encouraged to run these summary reports at various times of the year to create a picture of how ARC-BC is being used by their district users. Information on how to create these reports can be found on the ARC-BC Support Resources page.

Can ARC-BC District Contacts email their users from within the ARC-BC site?

- ARC-BC has a built in email feature which allows District Contacts to select one or all of the users to send out email messages. This feature is located in the District User List – by checking the boxes next to the user you want to contact and clicking the "Email selected" button, you can compose a simple message to send to the users. Note that

the email composer is very simple and does not have many formatting features at this time and is best suited to simple broadcast type messages.

As an ARC-BC District Contact, can I add users myself?

- All ARC-BC District Contacts can add users to their list if they want. However, the self-registration process requires users to enter their own contact information, add the names of students they are supporting and to check off the Canadian Copyright agreement. So it is far easier and more effective to have users self-register.

What happens if there is a change of ARC-BC District Contact?

- If there is to be a change in the District Contact role, the current ARC-BC District Contact should alert the ARC-BC provincial team by phone or email (arc@setbc.org). We will help the outgoing Contact transition the incoming Contact as much as we can. Any materials, records, and so on that would be of help to the incoming person should be transferred to him or her in a timely manner. As users are registering for access to the site on an ongoing basis – there must be a specific transfer date when the ARC-BC District Contact email address changes over. The ARC-BC provincial team will require contact information on the incoming Contact and will want to ensure that the new person is training on critical issues like copyright and identification of perceptual disabilities.

As the ARC-BC District Contact, I may be asked questions I can't answer – can I contact the ARC-BC provincial team for support?

- Yes! All District Contacts should feel very comfortable contacting the ARC-BC provincial team at any time for any reason. If you have any doubt about anything having to do with the ARC-BC service, don't hesitate to contact us. We are always looking to help all districts implement the service effectively and welcome, in addition to questions, any suggestions and feedback on how to make the site more effective.