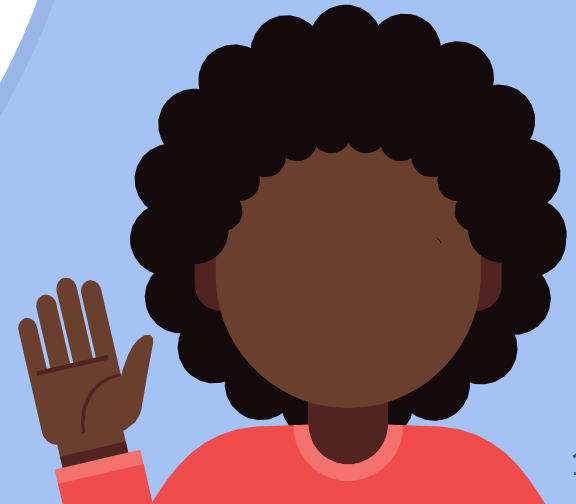


# LEARNING COACH-STUDENT Contact Guide

[contact@gatewayvirtualacademy.com](mailto:contact@gatewayvirtualacademy.com)  
[www.gatewayvirtualacademy.com](http://www.gatewayvirtualacademy.com)  
816 837 0909



# What is this guide used for?

In order to establish effective communication between parents/students and the school, it is important to develop a clear method for this to happen.

This 'Parent-Student Contact Guide' sheet will give parents/guardians and students the most appropriate member of staff to deal with an identified issue or concern. This guide will also provide parents/guardians and students clarity over the methods of communication that will be used.

**Updates to this document and school contact information can be made at any time. Please refer to this document for the latest version.**



# What's Inside?

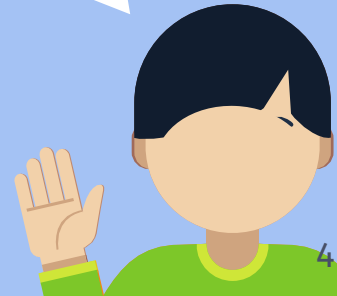
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# ATTENDANCE

Submit a reason for absence, tardiness, request early leave and more.

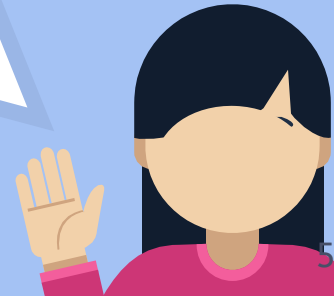


# Inform School of Absence/Tardiness

- × Click below to submit an excuse for tardies, absences or submit the reason for early dismissal.

[ABSENCE EXCUSE FORM](#)

[Tardy Excuse](#)



# Request early dismissal or leave from school (advanced notice)

- × Email the Secretary - [secretary@gatewayvirtualacademy.com](mailto:secretary@gatewayvirtualacademy.com)
- × Early leaves should be planned in advance, however we understand that emergencies can arise.



# STUDENT SUPPORT

Request assistance with your accounts, report broken links, and more.



# Request assistance

- × Use the chat feature on the school website [www.gatewayvirtualacademy.com](http://www.gatewayvirtualacademy.com)
- × Email [support@gatewayvirtualacademy.com](mailto:support@gatewayvirtualacademy.com)
- × Call the school 816 837 0909 Ext. 1 (Learning Coaches only may place calls)

*You can also report broken links.*





# Helpful Contact Information

**Blackboard**

[Create a Case](#)

[Chat with an Agent](#)

North America (toll free):

**1.877.382.2293**

International (not toll free):

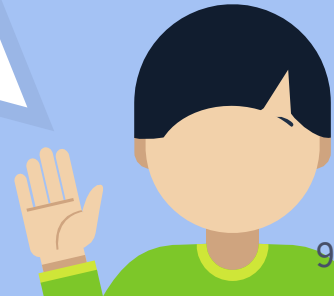
**1.606.274.2370**

**Accelerate**

[Help Desk](#)

Call (toll free):

**866.705.5575**



# Teacher Contacts [LG]

**ELEMENTARY**  
Grades 2 - 5  
Language Arts - [elementaryLA@gatewayvirtualacademy.com](mailto:elementaryLA@gatewayvirtualacademy.com)  
Math - [elementaryMA@gatewayvirtualacademy.com](mailto:elementaryMA@gatewayvirtualacademy.com)  
Science - [elementarySCI@gatewayvirtualacademy.com](mailto:elementarySCI@gatewayvirtualacademy.com)  
Social Studies - [elementarySS@gatewayvirtualacademy.com](mailto:elementarySS@gatewayvirtualacademy.com)

**MIDDLE SCHOOL**  
Grades 6-8  
Language Arts - [middleLA@gatewayvirtualacademy.com](mailto:middleLA@gatewayvirtualacademy.com)  
Math - [middleMA@gatewayvirtualacademy.com](mailto:middleMA@gatewayvirtualacademy.com)  
Science - [middleSCI@gatewayvirtualacademy.com](mailto:middleSCI@gatewayvirtualacademy.com)  
Social Studies - [middleSS@gatewayvirtualacademy.com](mailto:middleSS@gatewayvirtualacademy.com)

**HIGH SCHOOL**  
Grades 9 - 12  
Language Arts - [highschoolLA@gatewayvirtualacademy.com](mailto:highschoolLA@gatewayvirtualacademy.com)  
Math - [highschoolMA@gatewayvirtualacademy.com](mailto:highschoolMA@gatewayvirtualacademy.com)  
Science - [highschoolSCI@gatewayvirtualacademy.com](mailto:highschoolSCI@gatewayvirtualacademy.com)  
Social Studies - [highschoolSS@gatewayvirtualacademy.com](mailto:highschoolSS@gatewayvirtualacademy.com)

**ISLAMIC STUDIES**  
Arabic - [arabic@gatewayvirtualacademy.com](mailto:arabic@gatewayvirtualacademy.com)  
Quran - [quran@gatewayvirtualacademy.com](mailto:quran@gatewayvirtualacademy.com)

★ Self-Paced Electives    [learningsupport@gatewayvirtualacademy.com](mailto:learningsupport@gatewayvirtualacademy.com)

# Teacher Contacts [SP]

Language Arts - [learningsupport@gatewayvirtualacademy.com](mailto:learningsupport@gatewayvirtualacademy.com)

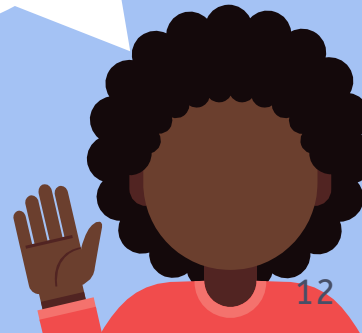
Math - [highschoolMA@gatewayvirtualacademy.com](mailto:highschoolMA@gatewayvirtualacademy.com)

Science - [highschoolSCI@gatewayvirtualacademy.com](mailto:highschoolSCI@gatewayvirtualacademy.com)

Social Studies - [learningsupport@gatewayvirtualacademy.com](mailto:learningsupport@gatewayvirtualacademy.com)

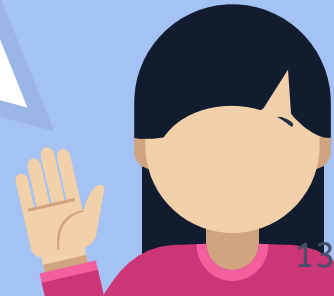
# SCHOOL WORK

This includes homework,  
projects, exams, and grades.



# Provide a reason for overdue homework, project or assignment.

- × Email your subject teacher.
  - × TIP! Be sure to include your reason.



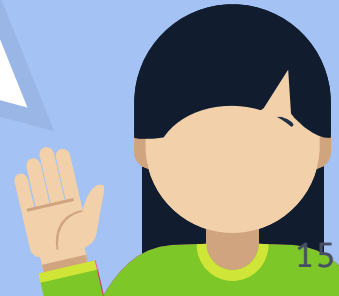
# Request a homework or project extension

- × Email your subject teacher.
  - × **TIP! Be sure to include your reason.** Remember, extensions are given at the discretion of your teacher.



# Raise a concern about a grade or an exam

- × Email your subject teacher.



# Seek clarification on homework/ classwork content policies

- × Email your subject teacher.





# ELECTIVES

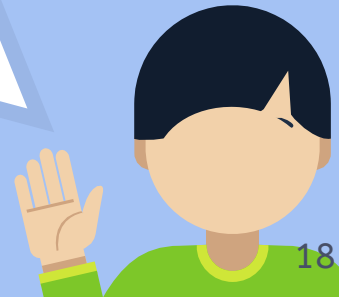


# Sign up to take a self-paced elective:

- × Fill out the form that applies:

[Electives Sign Up Form - HS](#)

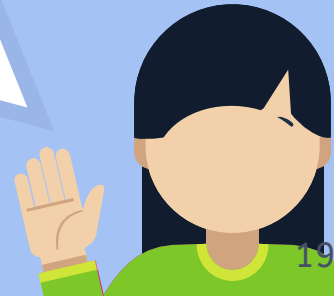
[Electives Sign Up Form - MS](#)



# Withdraw/drop an elective course:

*Self-paced or Islamiyyah courses*

- × To withdraw or drop a course, fill out the form:
  - × **[Electives Withdrawal Form](#)**



# SCHOOL PERFORMANCE

Find out more about retention and promotion, high school credits, request counseling and more.



# Request or refer someone for counseling

- × Fill out the referral form
  - × **School Counselor Referral Form (CONFIDENTIAL)**
- × **Contact number : (816)-837-0909 Ext. 2**



# Find out more about promotion, retention and high school credits

- × Email the Guidance Counselor  
[learningsupport@gatewayvirtualacademy.com](mailto:learningsupport@gatewayvirtualacademy.com)

Contact number : (816)-837-0909 Ext. 2

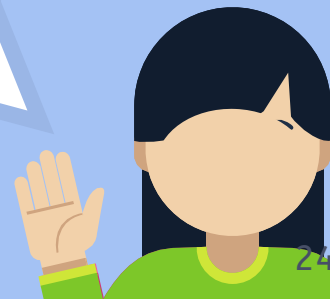


# TUITION



# Make a payment

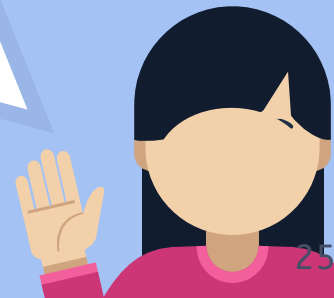
Pay Here





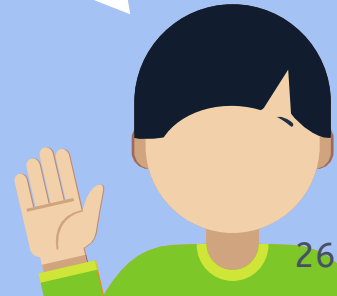
# Ask a question / raise a concern about your tuition

- × Email the Tuition Department - [tuition@gatewayvirtualacademy.com](mailto:tuition@gatewayvirtualacademy.com)
- × Call: (816)-837-0909 Ext. 3



# INCIDENTS & COMPLAINTS

Report an incident, file a complaint, request a meeting



# Report an Incident

- × Complete the form:

[Incident Report Form](#)



# Our process is easy

Please follow the chain of authority when placing complaints as it creates efficiency when reporting problems and communicating with parents/guardians and staff:



Technical assistance (eg. broken links, etc.) should be referred to [support@gatewayvirtualacademy.com](mailto:support@gatewayvirtualacademy.com).



# Contact Info

Tuition Dept.  
Co-founder

**Raiyanah Abdul-Karim**

Email: [raiyanaha@gatewayvirtualacademy.com](mailto:raiyanaha@gatewayvirtualacademy.com)

Phone: (816)-837-0909 Ext. 3

Principal

**Khabirah Wilson**

Email: [principal@gatewayvirtualacademy.com](mailto:principal@gatewayvirtualacademy.com)

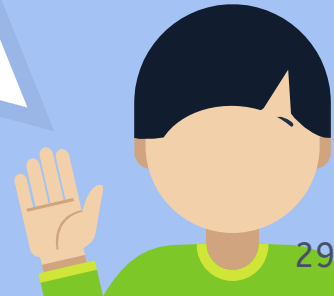
Phone: (816)-837-0909 Ext. 2

Administrative  
Manager

**Shama PM**

Email: [admin@gatewayvirtualacademy.com](mailto:admin@gatewayvirtualacademy.com)

Phone: (816)-837-0909 Ext. 1



# Request a meeting

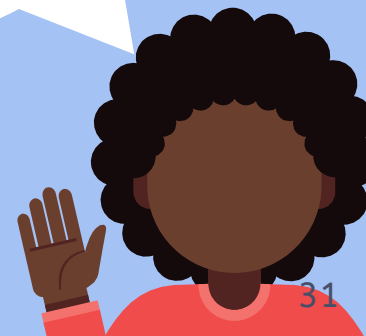
- × You can request a live meeting with your teacher or any other member by emailing the school secretary.
- × [secretary@gatewayvirtualacademy.com](mailto:secretary@gatewayvirtualacademy.com)
- × Working Days & Time - Monday to Friday 7am until 12pm CST.

*TIP! : In the email make sure to include why you would like to meet with a school member and your preferred times.*



# DOCUMENTS/RECORDINGS

Request recordings,  
transcripts and more.



# Request a class recording

- × To access the recordings, please login to your Accelerate account, choose a class and open the Resources folder. In the folder, you will find the recordings document. Recordings will be added by 2 pm CST daily.





# Request a transcript or custom report\*

- × Email the Secretary - [secretary@gatewayvirtualacademy.com](mailto:secretary@gatewayvirtualacademy.com)

A custom report is a specialized report that can be produced upon request, such as a proof of enrollment, or an attendance report.



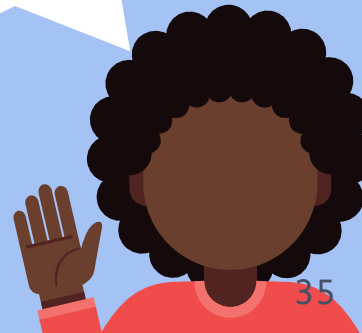
# Do you need something else?

- × Email the Assistant - [secretary@gatewayvirtualacademy.com](mailto:secretary@gatewayvirtualacademy.com)



# OTHER

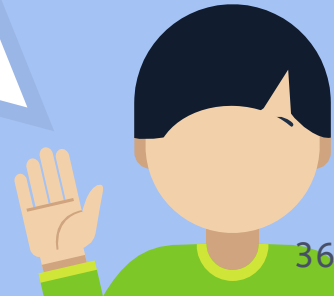
Here are a few other instances where you may need to contact us.



# Ask about school policies

Contact the Administrative Manager:

- × Email: [admin@gatewayvirtualacademy.com](mailto:admin@gatewayvirtualacademy.com)
- × OR Call (816)-837-0909 Ext. 1



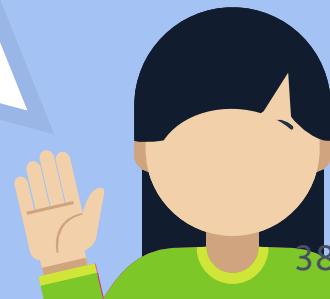
# Update contact information

- × Email the Assistant - [assistant@gatewayvirtualacademy.com](mailto:assistant@gatewayvirtualacademy.com)



# Make a donation

## Donate here



# Offer Volunteer Service/Support

Contact the Cofounder:

- × Email: [cofounder@gatewayvirtualacademy.com](mailto:cofounder@gatewayvirtualacademy.com)
- × OR Call (816)-837-0909 Ext. 3



# Request info about school events

- × Email the Secretary - [secretary@gatewayvirtualacademy.com](mailto:secretary@gatewayvirtualacademy.com)





# Do you have another question and unsure of who to contact?

- × Email the Secretary - [secretary@gatewayvirtualacademy.com](mailto:secretary@gatewayvirtualacademy.com)

She will connect you with the best person to help you.



# Thanks!

We hope you find this guide useful.

