

eChalk Professional Learning Services include:

- Skilled and experienced eChalk instructors
- Appropriate materials and handouts
- All travel expenses for eChalk personnel to and from the training location
- Flexible scheduling between the hours of **8 am and 6 pm** (local time), **Monday through Saturday**.

Scheduling Procedures:

Please call **(800) 499-2741** or email your eChalk Client Manager or Client Specialist to determine which Professional Learning Services are right for your school or district.

- eChalk must receive a signed Service Order at least two weeks prior to the scheduling of any professional learning services. eChalk cannot confirm any requested dates for services without a signed Service Order.
- On-site professional learning services are subject to the availability of an eChalk instructor. eChalk will make every effort to accommodate the needs and schedules of the school/district. All scheduling requests are processed on a first-come, first-served basis.
- eChalk sites must be built and configured **at least one week** before a scheduled session. This may require schools/districts to provide all of the information needed to build and configure their eChalk sites **at least three weeks** before a scheduled session.
- Schools/district may divide a full-day, on-site professional learning session into two half-day sessions of three hours each only when scheduled on the same calendar day (e.g. morning & afternoon sessions). Only schools within a 50-mile radius of an eChalk office are able to divide a full-day into two half-day sessions on separate calendar days.
- Any session lasting 0-3 hours is billed as a half-day session. Any session lasting more than three (3) hours is billed as a full-day. Schools/districts who use an eChalk instructor for more than seven (7) hours on a single day will be billed for additional service in half-day increments.
- Each training day includes one (1) instructor. For hands-on training sessions only, eChalk maintains a **maximum number of participants per session of 18 individuals per eChalk instructor**. Schools/districts that need to accommodate more participants in a hands-on training session may use additional purchased training days to request additional eChalk instructors for these sessions or pay an **additional fee of \$150.00 for each additional participant**. For the sake of clarity, a hands-on training session includes individual computer training rather than a group presentation only.

Billing and Cancellation Procedures:

- eChalk will only schedule and deliver professional learning services after receiving a signed Service Order from the school or district.
- There is a **two-week cancellation policy** for all eChalk professional learning services. Any scheduled and confirmed services must be cancelled at least two weeks prior to the scheduled date in order to be eligible for rescheduling without cost. Cancellations received within two weeks of a confirmed date will result in the forfeit of the session and the school/district will be charged the full fee for the cancelled session. Cancellations due to official school or district closings do not apply.
- **To cancel a scheduled session**, the school/district should call **(800) 499-2741**, write **support@eChalk.com**, or **contact their assigned eChalk instructor by 7pm EST**. A session is officially cancelled when the school/district receives written confirmation via fax or email from eChalk.
- Purchased professional learning services may only be scheduled during the service period listed on an eChalk Service Order (i.e. between the Service Begin Date and Service End Date). All professional learning services expire as of the Service End Date indicated on a customer's eChalk Service Order. **No refunds or carryovers will be given for cancelled, unused, or unattended sessions**. This includes, but is not limited to: unscheduled services by school/district; incomplete implementation materials; or technical issues with network setup, computer operation, Internet access availability, or unknown passwords.
- Each training day includes one (1) instructor. A school/district will be invoiced for multiple service days if multiple eChalk instructors are working in the district simultaneously (e.g. if three eChalk instructors deliver service in the district on a given day, the district will be charged for three days of service).
- eChalk's Professional Learning Services Terms & Conditions are subject to change without notice. For the most current Terms & Conditions document, please contact **eChalk Customer Support** at **(800) 499-2741**, **support@eChalk.com** or access our website at **<http://www1.echalk.com/plsterms.pdf>**.

What is E-Rate Training?

- Schools/districts that purchase E-Rate eligible eChalk training must adhere to the USAC's E-Rate Program rules for these training services. eChalk's "On-site Administrator Training" (E-Rate eligible) is provided for School/District Site Managers or Site Administrators only. E-Rate training days may not be used for end-user training (e.g. teacher training or train-the-trainer programs). View the USAC's Eligible Services List rules for training services at **http://www.usac.org/_res/documents/sl/pdf/ESL_archive/EligibleServicesList_110910.pdf** (pages 22 & 24).

Providing a Functional Environment for Professional Learning:

- The school/district is responsible for verifying and testing access to eChalk on the computers that will be used during the session prior to the date of a session.
- All of the computers used for a session must meet eChalk's minimum Technical Requirements, be working properly, have a live Internet connection, and have a recent version of a Web browser that eChalk supports. If mobile computers are being used, they need to be fully charged, turned on, and ready for use. eChalk Technical Requirements may be found in the eChalk Support Center.
- The school/district is responsible for providing all necessary equipment and a facility to accommodate a one computer per participant ratio for hands-on training sessions (Participant Maximum 18).
- A school/district representative who is familiar with the school's network must be available on the scheduled date to resolve any technical issues that may occur. It is optimal if the school/district representative is available at the onset of the session or at a prearranged time.
- A school/district representative who has access to network and client computer passwords must be available on the scheduled session date or at a prearranged time.