

Service Level Agreement Chinese Language Instruction

Version 1.0

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Presented to:
Crawford Central School District

Prepared by:
*Office of Innovation & Technology
Asian Studies Program*



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Executive Summary

This service level agreement outlines the services being delivered by the Berks County Intermediate Unit (BCIU) to the Crawford Central School District (CCSD) under the Asian Studies Program of BCIU. These services are intended to provide CCSD with a program of Chinese Language instruction for students enrolled at the district. The program itself will consist of direct instruction by PA certified Chinese language teachers, via distance learning technology.

This service level agreement will also identify a set of roles and responsibilities on the part of BCIU and CCSD, in order to insure the successful delivery of a program of Chinese language instruction.

BCIU and administrators at CCSD will be required to sign and accept the terms of the agreement for services offered to CCSD.

This service level agreement represents a good faith partnership between the BCIU and the district. One in which the representatives of both institutions work together to enhance and continue to develop the services of this agreement to the benefit of the students, the district, and the Asian Studies programs of BCIU.

Project Overview / Scope

The Office of Innovation & Technology of the Berks County Intermediate Unit (BCIU) offers the following Asian Studies program services to the school district courtesy of the IU's Confucius Classroom charter. This charter represents the official sanctioning of the BCIU by the Chinese government's Hanban, and our official partnership with the University of Pittsburgh's Confucius Institute. These relationships form the enabling framework that supports the acquisition of qualified Chinese language teachers from Wuhan University and Beijing Normal University in China.

Chinese Language Instruction:

- Chinese language instruction in **Putonghua** (commonly referred to as Mandarin Chinese)
- Language and cultural instruction provided by a Pennsylvania Certified teacher of Chinese
 - BCIU utilizes Chinese Guest Scholars from Wuhan and Beijing Normal University to provide Distance learning instruction.
 - BCIU will insure teacher certification is secured for any BCIU-hosted Guest Scholars serving the district via distance learning
 - Guest Scholars from Wuhan University and Beijing Normal University are vetted on behalf of the BCIU by the staff of the University of Pittsburgh's Confucius Institute (CI-Pitt).
- Chinese language curriculum, including textbook materials, a Schoology LMS, and online resources are supported elements of the program offering by BCIU.
- Additional "enabling" components, including the use of and provisioning of tablet computers and applications can be incorporated into the course as supplemental elements of this service agreement.

Administrative and Technical Supports:

- Program overviews and meetings via distance learning technologies with perspective students and support staff will be provided as deemed appropriate by school administration.
- Likewise, a limited number of parent teacher conferences and “meet the teacher” events will be supported by BCIU’s Chinese language teachers as per schedules.
- Grade reporting and updates to the student records will be performed as per district guidelines and policies.
- BCIU will provide technical support for initial configuration and trouble-shooting of video-conference equipment and network access. Note: this includes a review and sign-off of the client facilities (classrooms) that will be used to host the class.
- BCIU will provide technician support during scheduled class sessions throughout the school year.
- Access to the International Studies Roundtable, isr.berksiu.org website (materials and events including upcoming seminars, teacher trainings, digital materials, and other resources).

Out of Scope

The following items are outside the scope of this agreement:

- Purchase of DL/VC equipment required by the district
- Purchase of students’ computer hardware, peripherals, internet connectivity and/or appropriate telecommunication services used by students
- Network equipment and services supporting the district’s high speed network access to BCIU via the internet

Agreement Terms

Chinese Language - Distance Learning Option

- Chinese language instruction delivered by PA certified Chinese language teacher via video conference connection between video studios at the BCIU and a designated classroom(s) at the district
- A LMS environment with all curriculum materials
- Class size is limited to a maximum of 20 students per 3 credit class
- BCIU will align classroom instruction with existing district bell/classroom schedules
- Chinese language instruction will be provided for Putonghua or Mandarin Chinese
- Chinese character instruction will be provided using the “Simplified” character set
- Curriculum and student materials will be delivered to CCSD by BCIU staff members prior to the start of classes each term.
- The **Crawford Central School District** will supply an in-class facilitator to aid the Chinese teacher by providing support for:
 - Classroom management
 - Communications of class schedule changes
 - Communications of class roster changes
 - Communications of pertinent IEP information and any required accommodations
 - Initial trouble-shooting of connection issues

- BCIU will offer professional development for any classroom facilitators designated by the client school district as part of this agreement.
- The school district will provide a suitable classroom space to accommodate a distance learning environment:
 - Suitably sized room that enables seating of students in a manner that allows clean line of site between individual students and the instructor
 - A room free of obvious sound and lighting issues that will hamper communications
- BCIU will conform to district policies and procedures for grade reporting, attendance tracking, etc.
- In the event that the school district requires the BCIU teachers to input information directly into grade reporting and attendance systems, the school district must grant these teachers the required access and login accounts necessary to perform these tasks. Additionally, the client district will be responsible to provide basic training to the Guest scholars on the use and navigation of any such district systems.

Service Rate Tables:

Service rates for services listed in these tables are valid for the 2017-18 school year.

Distance learning language option:	
Per student/ per semester	375.00
Total fee:	\$

- NOTE: expenses for CCSD supplied VC equipment for the classroom are not included in this table and represent an additional expense to be planned by CCSD.

Member School District Name

Contact Name, Phone and Email

Signature: Authorized Client Representative

Date

Signature: Authorized BCIU Representative

Date

William J. Miller

7-10-2017