

# Online Youth Programs Manual

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## Registration of Online Youth Program

All University of Iowa Youth Programs must register prior to the start of programmatic events at [Register a Program](#). All existing programs that want to offer online instruction must adhere to the Minors on Campus Policy ([Minors on Campus Policy](#)) and the required policies of the Online Youth Programs Manual.

## Required Policies

### Cash Handling Procedures

Each program shall have a written cash handling procedure that complies with all university processes and regulations (<https://afr.fo.uiowa.edu/cash-handling>).

### Criminal Background Checks

No staff or volunteer shall participate materially in any University Online Youth Program without successfully completing a criminal background check. **Prior to the start of any online youth program**, the name of staff/volunteers that require criminal background checks and the date of completed background check must be reported to the Minors on Campus committee at [Submit Staff and Volunteer Compliance Information](#).

### Self-Disclosure Requirement

Anyone in direct contact with minors must complete a self-disclosure form prior to a criminal background check. Anyone whose duties place them in direct contact with minors must notify the unit's/department's senior HR leadership representative of any arrest or conviction of a serious misdemeanor or felony, and/or any arrest or conviction that has or may have a nexus to their university activities involving minors within 72 hours of such arrest or conviction.

### "Minors on Campus" Training Requirement

No staff or volunteers shall participate materially in any University Youth Program without successfully completing the "Minors on Campus" training requirement. **Prior to the start of any online youth program**, the name of staff/volunteers that require "Minors on Campus" training and the date of completed training must be reported to the Minors on Campus committee at [Submit Staff and Volunteer Compliance Information](#). This training is available through [ICON](#) for all staff with a HawkID. Volunteers and persons without a HawkID can take that training at <https://learn.uiowa.edu/>. Staff program orientation must include discussions of the implications of these rules/guidelines specific to their program.

### Incident Reporting

Online youth programs shall produce written policies for reporting incidents and for maintaining records of such reports. Incidents covered by the policies include violations of program rules, sexual misconduct, discrimination, harassment, and computer software and hardware problems. Every staff or volunteer with direct contact with minors shall keep a daily log of incidents that shall be submitted at the end of each day to the program director. The program director shall assess and evaluate each incident log and follow up as directed by University of Iowa reporting policies.

### Electronic Communication

Each online youth program shall designate a staff member to be carbon copied to all electronic communication addressed to an individual participant from a staff or volunteer and any electronic communication submitted by a participant to program staff or volunteer. No one-on-one electronic communication is permissible. All written communication with participants shall only occur within the public chat window of the online platform or through official University of Iowa email account ending in @uiowa.edu. Contact ITS to assign a UI email account for staff and volunteers without one.

### Regulation of One-on-One Contact

One-on-one contact between one program employee and one program participant should be minimized; to the extent possible, a program participant should not receive one-on-one instruction. Directors are responsible for creating protocols to prevent any one-on-one instruction or communication between a staff or volunteer and a minor participant. If it is not preventable, all one-on-one interaction must be recorded from start to end with no communication between the staff or volunteer and the minor participant to occur at any level without being recorded. Any recordings of one-on-one instruction shall be submitted to the program director for review and to be retained by the program director for a minimum of three years.

### Develop Protocols to Address Hacking of Virtual Classroom

All online youth programs shall have written protocols for addressing “zoombombing” and the hacking of virtual classroom. ITS produced information to guide the development of protocols responding to unwanted intrusions into the virtual classroom. This is available at [Zoom Meeting Privacy Options Page](#). All online instruction shall be password protected. It is advised to make instruction as asynchronous as possible with online interactions focused on discussion, projects, and clarification of course material.

### Provide Technical Instructions

All online youth programs shall provide participants written instructions on how to download, setup, and operate all software programs utilized for instructional purposes. Include troubleshooting solutions and access to technical support, if available.

### Staff to Participant Ratio

Program directors determine appropriate staff to participant ratio.

### Liability Waivers

Directors shall maintain copies of appropriate liability waivers. All waivers used by the program shall be approved by Risk Management. See Appendix A for appropriate waiver form.

### Contact Information

All online youth programs shall distribute to its staff, volunteers, and participating families an outline of the reporting structure for each program. Programs shall develop protocols for communicating with parents and guardians in the case of a crisis. All external crisis communication or request from the media shall be coordinated with the Office of Strategic Communication.

## Appendix A: Waiver Form

### THE UNIVERSITY OF IOWA WAIVER AND RELEASE FORM ONLINE YOUTH PROGRAMS

In consideration for my child being permitted to participate in the University of Iowa {Program Name} via {insert digital platform name} on {Date(s)}, on behalf of my child, myself, our family, our heirs, and assigns, I hereby release and hold harmless the University of Iowa; Board of Regents, State of Iowa; the State of Iowa; and each of their employees, agents and representatives (Releasees) from any and all liability for personal injury, including death, or property damage or loss suffered by my child as a result of, arising out of, or in any way involving my child's participation in Program activities, except to the extent that such liability results directly from the negligence of the University of Iowa, its agents, or employees.

I acknowledge that I know, understand, and appreciate the potential risks associated with my child's participation in online Program activities. **I understand that Program staff are not providing supervision for my child during the online program, and the University does not have control over the information available through the internet or other electronic data sources. Sites accessible through the internet or other electronic data sources may contain material that is illegal, defamatory, inaccurate, obscene, profane, or potentially offensive to others.** The risks may include, but are not limited to: "Zoombombing" or other similar disruptions, cyber bullying, identity theft, hacking, intentional or inadvertent exposure to the types of materials described above, exposure to potentially triggering subject material in writing, art, or spoken word, personal injury including death, and loss or damage of personal property. The risks include exacerbation of pre-existing medical conditions. I fully assume the inherent risks associated with my child attending this Program and assert that my child has chosen to participate in this program, with my express approval.

**Participant Name:** \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix B: Participant Agreement Form

1. I shall enter all online instruction with my microphone on mute.
2. I shall use language appropriate to the classroom during all conversations, including written conversations in chat windows, emails, and during live video discussions.
3. I shall adhere to the protocols governing online learning as established by the instructor, and program. This includes how to reach out to course instructor for additional instruction and clarification of instruction.
4. I shall attend each learning session prepared to actively engage course material.
5. I shall respect the individuality and rights of others in the program. Cyberbullying, harassment, discrimination, and sexual harassment will not be tolerated and can lead to immediate expulsion from the program.
6. I am encouraged to contact the program director and instructor, at any time, if I experience any form of harassment.
7. I shall not capture the image of any other participant. This includes taking screen shots or recording of any type that would include the images of any other participant in the program. The only exception to this rule is if the image has a curricular purpose for the specific course all are in attendance of and permission has been granted by parent(s)/guardian(s) and the participant whose image is captured.
8. I shall not display the image of any other participant online or through any other medium or channel.
9. I understand that all computer mediated written communication shall only occur through the public chat window of the software program utilized during video instruction or through email directed towards the instructor's and authorized personnel's official University of Iowa email account ending in @uiowa.edu.
10. I understand that no written communication between myself and a program staff member shall occur in a one-on-one context. If I am invited by a staff member to communicate through a written channel on a one-on-one basis, I should immediately inform my parent(s)/guardian(s) and the program director.
11. I understand that if a program staff member requests to communicate with me in a one-on-one video environment that this conversation will be recorded and the video will be submitted to the program director or authorized personnel for evaluation.
12. I shall invite the program director or authorized personnel to all shared documents or locations of my work that will receive comments by my instructor.
13. I shall demonstrate respect to program staff and volunteers at all times.
14. I shall wear clothing appropriate for the classroom to all live video instruction. I shall not wear clothing that disrupts the learning environment, such as displaying offensive images or language. I understand that different instructors have different standards regarding appropriate dress and will work with instructors to develop a reasonable solution if I am asked to alter my attire.

15. I shall manage my environment to promote a positive learning environment for others. This includes controlling the visible background of my live image and the noise levels of my environment.

16. I understand it is my sole responsibility to possess the necessary computer hardware and acquire the required computer software to participate in a meaningful way in all aspects of the program.

17. I understand that I am encouraged to contact the program director and/or instructor about any concerns that I have about my experiences in the program, at any time. If I do contact the director or instructor, I shall carbon copy the appropriate authorized personnel of the program.

18. I understand that any violation of the program rules may lead to disciplinary action including immediate dismissal from the program and forfeiture of all fees paid.

As a participant in the **Program Name**, I have read and fully understand the agreements, operating assumptions, rules, and regulations described above. I have had opportunity to ask questions about these materials and have my questions answered. I am aware that any behavior contrary to the guidelines cited above may result in disciplinary action or expulsion from the Program.

Participant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix C: Director Responsibilities

### Prior to Start of Program

- \_\_\_\_\_ Register online youth program at [Register a Program](#).
- \_\_\_\_\_ Complete criminal background checks for all staff and volunteers.
- \_\_\_\_\_ Report compliance of successful criminal background checks for staff and volunteers at [Submit Staff and Volunteer Compliance Information](#)
- \_\_\_\_\_ Have all staff and volunteers complete “Minors on Campus” training requirement.
- \_\_\_\_\_ Report compliance of successful completion of training requirement at [Submit Staff and Volunteer Compliance Information](#).
- \_\_\_\_\_ Develop an instructional manual for participants regarding accessing all online teaching channels.
- \_\_\_\_\_ Develop protocols to minimize one-on-one communication and instruction with minor participants.
- \_\_\_\_\_ Designate a staff member to be carbon copied on all emails from students to staff and from staff to an individual student.
- \_\_\_\_\_ Purchase all necessary software licenses and computer hardware for teaching staff.
- \_\_\_\_\_ Train staff on use of teaching technologies, including providing ITS emergency contacts for troubleshooting purposes.
- \_\_\_\_\_ Develop protocols to address “zoombombing” and hacking into virtual classrooms.
- \_\_\_\_\_ Orient Staff
  - \_\_\_\_\_ Program specific information.
  - \_\_\_\_\_ Required daily incident logs and the submission process to the program director.
  - \_\_\_\_\_ Go over reporting processes for each type of incident.
  - \_\_\_\_\_ Email protocols and the requirement to carbon copy director or authorized personnel.
  - \_\_\_\_\_ Requirement to video tape any one-on-one interaction with minor participants and the submission process to the program director.
  - \_\_\_\_\_ Protocols to address “zoombombing” or hacking into virtual classroom.

## At the Start of the Program

- \_\_\_\_\_ Orient Participants.
- \_\_\_\_\_ Discuss Participant Agreements form.
- \_\_\_\_\_ Inform participants about the rules governing discussion and delivery of course content.
- \_\_\_\_\_ How to report a concern to the director or instructor.
- \_\_\_\_\_ Who is the authorized personnel to carbon copy on all written communication and invite to all shared documents or locations designated by the instructor.
- \_\_\_\_\_ Program specific information, such as schedule, what to expect, etc.

## During Program Operations

- \_\_\_\_\_ Collect and assess daily incident reports from teaching staff. Follow through on any actionable items that require reporting to an external department.
- \_\_\_\_\_ Review emails as they arrive. Along with assessing appropriateness of communication, use for performance reviews and program evaluations.
- \_\_\_\_\_ Access and review comments on shared documents for appropriateness, documentation for performance reviews, and program evaluations.
- \_\_\_\_\_ Collect and review any videotaped one-on-one instruction. Determine alternatives to one-on-one instruction provided, if any, and use for performance reviews and program evaluations.

## Close of the Program

- \_\_\_\_\_ Retain all daily incident reports for audit purposes and to review for program modifications and improvements.
- \_\_\_\_\_ Retain all emails and one-on-one videos for audit purposes and to review for program modifications and improvements.
- \_\_\_\_\_ It is encouraged to submit all participant data to the Office of Admissions at [Submit Participant Data](#).