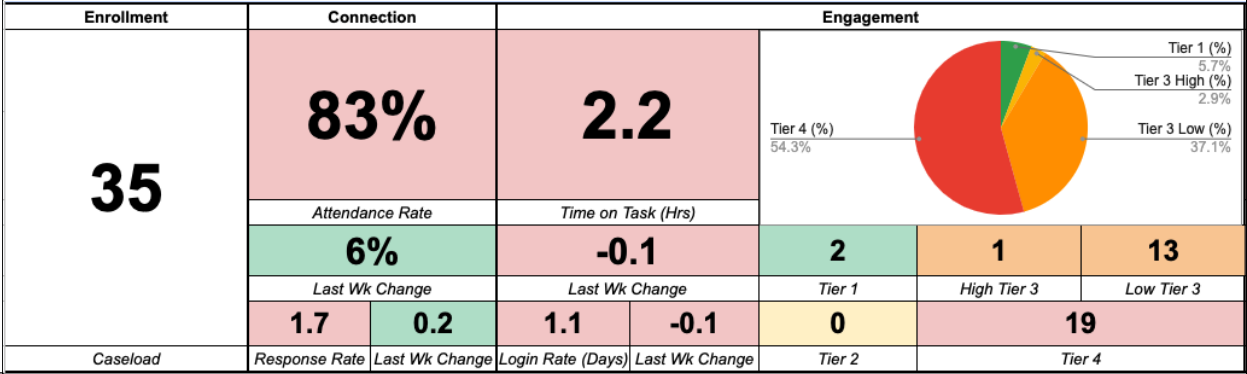


Communication Case Study

Student: **Billy Frost** Age: **17** First Enrolled: **10/17/2020**

Progress History:

This student completed 7 of 12 classes during 2020-21 and 3 of 12 courses during 2021-22. He is currently progressing at a 4 week progress average of 39%, which is about a 4 course completion rate. At his current progress, he will not graduate for another 6 years. Below is one month of communication between two school staff members and Billy.



DATE	CENTER	TEACHER	Respondent	STUDENT	TYPE	2 WAY	MESSAGE
8/29/22 14:19	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Good afternoon! Welcome back to the first official day of school for the year. Remember for Fall orientation you need to have had your EDP, NWEA testing, and in Center orientation done as a part of the Fall school orientation process. Many of you have already completed your NWEA testing. If you have not, let's get that scheduled this week so you don't have to come into the Center for two hours to do it. You can still take it from home if you do it Smithy this week. Everyone that hasn't will have to come in for about ten minutes for orientation and to sign a re-enrollment form the Fall. If you have any questions let me know.
8/29/22 14:26	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thank you for letting me know Sir! I do have a question Mr Smith, have I completed my orientation process, and my NWEA testing yet?? also I will be finishing my class today as well!! that will be nice...
8/29/22 14:30	Center 2	Smith, Bob		Frost, Billy	Comm App	N	You knocked out your EDP, NWEA and orientation long ago, but I appreciate it Billy. Just mass message I sent out to everyone. Great job on your course; keep up the great work! I'm excited that you're about to start a new one for the new semester.
8/29/22 14:32	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thanks for your support Sir! I'm glad I got them done too as well!
8/29/22 14:36	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Great job working hard, Billy! I hope you and your family are well.
8/29/22 14:39	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hi Jane, we've been doing good so far, been doing school for two and a half hours now. hope you've been doing good as well?
8/29/22 14:52	Center 2	Doe, Jane		Frost, Billy	Text	N	That's awesome! It's a great day to do that, as the weather seems to have taken a turn for the worse. I've been doing well! We're really busy here at the school lately, as it's the beginning of the year, but that is a good thing :) Thank you for asking!
8/29/22 15:06	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hello there again Mr Bob Smith I just finished up my Final exam and ready for another class! Can't wait to see what this school year brings!!!!
8/29/22 15:24	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Awesome, I'll set it up for you. Thank you sir and great job!
8/29/22 15:29	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Great job Billy. I got you all set up with Biology A. Hope you like it and have a great day!
8/29/22 16:20	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thank you Sir! I hope you have a great day as well !!
8/30/22 8:04	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Awesome, Billy! Great work finishing up your class!
8/30/22 11:09	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thank you, Jane! I appreciate your support a lot!!
8/30/22 11:13	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Of course! Enjoy your day, and let us know if you have any questions about your new course.
8/30/22 13:26	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hi Ms Jane! I'm just wondering if I could get a test check, I failed my other earlier so Jane make sure this one is good, hope you've been ok??
8/30/22 13:42	Center 2	Doe, Jane		Frost, Billy	Text	N	Hey, Billy! I will look into this with Mr. Smith and get back to you shortly. He is currently with another student, so thank you for your patience.
8/30/22 13:48	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Nevermind!!! I passed LOL
8/30/22 14:22	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Great to hear, Billy!
8/31/22 8:07	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Good morning Billy Today is the first week of school and the first day this week for attendance. Please let me know what you're learning about in your BS Biology A course?
8/31/22 12:00	Center 2	,	Billy Frost	Frost, Billy	Comm App	Y	Good morning, today I'm learning about the differences between abiotics and biotic, how objects come from living and non living things, hope your morning been well

8/31/22 12:02	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Thanks for letting me know what you re learning about in your BS Biology A course Billy. My morning has been good. How have you been doing? How everything is going well.
8/31/22 12:07	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	im glad everything is going well.. I been trying too stay optimistic about everything, me and my grandpa are not on good terms again, so im not going their any more, just bad luck is all it is... he picks goofy arguments with me... nothing big... Just sucks because it was my way of getting a job too... Because i was closer to town....
8/31/22 12:10	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Sorry, just give it time. Things will eventually work out. Feel free to stop by next time you re over here. Would love to see you at the Center again. Feel free to reach out if you need help with anything. I know you ve been working really hard. Keep up the great work; proud of you!
8/31/22 12:11	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Thanks for checking in, Billy!
8/31/22 12:13	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thanks man I appreciate your support alot bro!!! makes me feel better about everything by far...
8/31/22 12:15	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hey Jane! I appreciate you checking in too!! How has everthing been?? Hope its been well??
8/31/22 12:15	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Np, always here if you need anything or need to talk. I ll be on a bit later today. Have a great day Billy.
8/31/22 12:38	Center 2	Doe, Jane		Frost, Billy	Comm App	N	I ve been doing great! Thank you for asking :) How about you?
8/31/22 12:42	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Im glad your great today!! Im good now, wasnt soo yesterday though, kinda had a bicker with my grandpa, he treats like im a stranger in his home and not his grandson LOL, which is true, hes not my real grandpa so I guess it is was it is...
8/31/22 12:58	Center 2	Doe, Jane		Frost, Billy	Comm App	N	I m sorry that happened, Billy! I ll Google Hangout message you, OK?
8/31/22 13:46	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Of course!!! yeah we can do that!!! I will be doing some more school so i have extra time!!!
8/31/22 13:58	Center 2	Doe, Jane		Frost, Billy	Google Hangout	N	Sent Billy a Google Hangout message regarding him messaging me about his disagreements lately with his Grandpa.
9/1/22 8:34	Center 2	Doe, Jane		Frost, Billy	Google Hangout	N	Billy and I were messaging back and forth for a few hours yesterday evening. He shared that he has been having some difficulty at home. He stated that he and his grandpa have been fighting a lot lately, and that his Dad has chosen to not take him there anymore for his best interest. Billy also shared that his Dad lost his job. He said that he is mowing lawns during the week to help out. I asked him how I can help him, and he said he doesn t really know. He said he s OK right now. He has been continuing to work on his course. He finished one class and started a new class.
9/1/22 14:24	Center 2	Smith, Bob		Frost, Billy	Parent	N	PARENT CONTACT: I texted Billy s dad and let him know we would be closed until Tuesday for Labor Day and told him and his family to have a good weekend. He said thanks for the heads up.
9/6/22 10:23	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Hey, Billy! Just wanting to check in and see how you re doing?
9/7/22 8:04	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Good morning! Today is the first day of the week for attendance. Billy please let me know what you re learning about in your BS Biology A course?
9/7/22 12:45	Center 2	Doe, Jane		Frost, Billy	Parent	N	PARENT CONTACT, TEXT TO DAD, ARTHUR: Hey, Arthur! If you could please remind Billy that he has to check in with Mr. Smith for his Attendance today, that d be very helpful. Thank you :) I hope you are well! With it being the start of the new school year, and him not having to do it over the summer, I m sure he just forgot :)
9/7/22 13:29	Center 2	Doe, Jane		Frost, Billy	Parent	N	PARENT CONTACT, RESPONSE FROM DAD, ARTHUR: Oh no think he was waiting for it to charge his laptop that is... but thanks.. for the reminder. Me: Thanks for letting me know :) I appreciate your help!
9/7/22 14:13	Center 2	,	Billy Frost	Frost, Billy	Comm App	Y	Hello good after noon!! Bob and Jane im sorry for a late reply everyone!! I feel overwhelmed with responsibilitys LOL!!! I was cutting grass and splitting wood ealer!!! today im learning about Nulceic acids and Marcromolecules... and where their from!!! which are certain cells... Hope you guys has been good!!!
9/7/22 14:16	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Thanks for letting me know what you re learning about in youur BS Biology A course Billy.
9/7/22 14:23	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Yup no problem!!!
9/7/22 14:24	Center 2	Smith, Bob		Frost, Billy	Go Guardian	N	I asked Billy how he was doing. He said good and he s been cutting firewood with his dad and cutting grass. I told him it sounds like it s been working hard. He said he has.
9/7/22 19:10	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Thank you for getting back to us, Billy. I know life can get busy sometimes, but we appreciate you staying on top of your tasks with school. Enjoy your evening!
9/8/22 8:22	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	good moring Jane! I appreciate your support for my success!! Yes life does UGH ... I still have a whole big yard yet too push mow... Just finished ours half way... Hope your morning going well???
9/8/22 8:29	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Of course, that is what we are here for! If you need to talk more in depth, you may always message me on Google Hangouts. Also, try and enjoy the work! Think about how the weather outside is still nice... we will be missing this in a few months once it snows. My morning is going well, yes. Thank you for asking. I have some meetings today, but I like to be busy and have that interaction! I will be seeing Ms. Jam today, as well, so that makes me happy :)
9/8/22 8:39	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Of course, I will stay in contact with you guys!! and stay informed... Your very right about our weather!!! I heard its going too be a hard winter this year!! so we been stacking on alot of firewood! also tell Ms Jam I said hello and good morning , I do enjoy my class more than any other one for sure :)
9/8/22 9:00	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Oh, no! I don t like hearing that about winter, as I m not a fan of winter already. I ll tell Ms. Cam! Enjoy your day!
9/8/22 9:02	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Im not so much either... Enjoy your day as well!
9/9/22 8:15	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Good morning! Today is Friday and the second day of the week for attendance. Billy please let me know what you re learning about in your BS Biology A course?
9/9/22 11:40	Center 2	,	Billy Frost	Frost, Billy	Comm App	Y	good mornng Bob, today im learning Microscopes and cell theory, what are living organisms are made up of, which are cells!!

9/9/22 11:54	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Thanks for letting me know what you re learning about in your Biology A course Billy. Any plans for the weekend?
9/9/22 11:56	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Not much too be honest, after school I need too go cut another yard today, then I possibly could be doing more mowing over the weekend... any plans for you??
9/9/22 12:09	Center 2	Smith, Bob		Frost, Billy	Comm App	N	There s a couple new movies that came out; Beast with a lion and that Pinocchio movie came out. I also bought Maverick, so I ll probably watch that again. Might go enjoy the weather as well since we don t have a lot of nice days left. Hope you have a good weekend!
9/9/22 12:13	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Wow!! Im very excited about you new movies that are coming out!!! I remember you telling about some movies the last time we where talking... sounds like you have great plans... Your very right about our weather, its very nice out right now, im sitting on my outside portch doing home work right now LOL! I hope you have a great weekend too sir
9/9/22 12:15	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Thanks Billy!
9/9/22 12:16	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Also, keep up the great work! I see you re about a quarter of the way through your Biology course. Great job!
9/9/22 12:18	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thank you for support for my success Mr Smith. Yeah this class is honesly not too hard... my last one was more time consuming... alot more righting LOL
9/9/22 12:19	Center 2	Smith, Bob		Frost, Billy	Comm App	N	That s cool. I m glad you like it. Yeah, some of them are 40 hours and some up to 70. I ll cross my fingers you got a shorter one this time. Glad you like it though.
9/9/22 12:22	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Wow, some hours their.... And I meant alot more Writting LOL
9/13/22 10:42	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Great job on the progress this week Billy! Proud of you! Keep it up and I m here if you need help with anything or any test checks. Great job sir!
9/13/22 10:50	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thank you very much Sir for your support Mr Smith!! appreciate that alot... I was going too contact you today about something so perfect timing!!! I am wondering if their is any possible way I could get a student resume?? so I could apply for bigger Jobs in the future....I dont know if I have one already or?? I dont know if it also cost any money either to get one???
9/13/22 10:52	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Do you mean you just need help making a resume for jobs?
9/13/22 10:54	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Yes I do Please.... I dont know how too get one?? I dont know much of the process....
9/13/22 10:56	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Okay cool, I ll try to look some resources up for you in the next couple days. Give me a couple days and I ll get back to you about it.
9/13/22 10:59	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thank you sir!!! I been trying work, and im gonna start saving for alot of my coming courses in the future ! Have a great day!
9/13/22 11:06	Center 2	Smith, Bob		Frost, Billy	Comm App	N	You too; thanks Billy!
9/14/22 8:04	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Good morning! Today is the first day of the week for attendance. Billy please let me know what you re learning about in your BS Biology A course?
9/14/22 11:35	Center 2	,	Billy Frost	Frost, Billy	Comm App	Y	Good morning! Today for Attendance, I am learning about starches, Glucose, and membranes. Also i m seeing how starch can diffuse through the membrane... Hope your morning is going good today???
9/14/22 11:36	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Thanks for letting me know what you re learning about in your BS Biology A course Billy. It s going good so far. How is your day going?
9/14/22 11:40	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Im doing pretty good today so far my self... Im glad Its sunny now, not cloudy and raining anymore LOL! It was a boring, cloudy weekend for sure over here
9/14/22 11:43	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Yeah, looks a lot nicer today. Hopefully, it will be this weekend too.
9/14/22 12:02	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Thank you for checking in with us and doing your Attendance with Mr. Smith, Billy. Enjoy the rest of your day!
9/14/22 12:14	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hi Ms Jane! I appreciate you checking in with me as well.... I hope everythings been going well?? Case your wondering how im doing lol... You probably seen my other message at the top saying my weekend was not so entertaining for me LOL Which it wasnt.... But I hope you enjoy the rest of your too as well!!!
9/14/22 12:19	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Rest of your day, I meant LOL !!!
9/14/22 12:23	Center 2	Doe, Jane		Frost, Billy	Comm App	N	I did! Sometimes a calmer weekend is nice. Gives you a chance to rest. Also, I saw your message about wanting help with a resume- that s exactly the kind of thing that I m here for! Do you still want help with it?
9/14/22 12:25	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Of course !!!! That would be great!!! I was wondering how I could achieve one.... I dont know how or where too go to get one really...
9/14/22 12:32	Center 2	Doe, Jane		Frost, Billy	Comm App	N	You dont have to go anywhere to get one. You can just make one on your computer! For example, I just made mine on Google Docs.
9/14/22 13:11	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thank you Jane! Im making one now... That sounds way easier than I expected... hopefully I can achieve it....
9/14/22 13:28	Center 2	Doe, Jane		Frost, Billy	Comm App	N	OK, cool. You can send it to me when you re done, if you want? Then I could go over it for you. Good luck!
9/14/22 14:15	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hey Jane, im just about finished with my resume, but i dont know how to send it or save it??? do you?
9/14/22 14:27	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	I just sent you the resume so nevermind about that part LOL but I still dont know how to save it??
9/14/22 14:29	Center 2	Smith, Bob		Frost, Billy	Text	N	Usually you can go to download and convert it to a pdf. That s the best way to save it as a document. Also, you can go to the top of your chrome book in the right hand corner and click on the puzzle piece under your bookmarks and upload the file to Kami and should be able to save it that way really easy.
9/14/22 14:40	Center 2	Doe, Jane		Frost, Billy	Email	N	Billy Gmailed me a copy of his resume. I told him it looked good, but there are some things that need tweaked that I m going to help him with tomorrow.
9/15/22 7:36	Center 2	Doe, Jane		Frost, Billy	Email	N	Billy emailed me his copy of his resume he is working on for me to proof-read/edit.
9/15/22 7:37	Center 2	Doe, Jane		Frost, Billy	Email	N	I revised Billy s resume and sent him the edited version to his school email.
9/16/22 8:11	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Good morning! Today is Friday and the second day of the week for attendance. Billy please let me know what you re learning about in your BS Biology A course?

9/16/22 12:18	Center 2	Smith, Bob		Frost, Billy	Parent	N	PARENT CONTACT: I texted Billy s dad his progress from last week and told her he had been doing great. He said he sees that and said thanks.
9/16/22 13:26	Center 2	,	Billy Frost	Frost, Billy	Comm App	Y	Good after noon Mr Smith! Today for my attendance, im learning about animal cells, and plant cells... What kind of cells they have and what their purposes... Also learning about the cell membrane and the cell wall. I hope you been doing ok today Sir???
9/16/22 13:29	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Thanks for letting me know what you re learning about in your BS Biology course Billy. Doing good. Hope you have a great weekend!
9/19/22 12:24	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Hey, Billy. Just wanting to check in and see if you got my edited version of the resume you sent me?
9/19/22 14:00	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Keep up the great work Billy. You re at 36.39% through your Biology course. Progress starts over on Wednesday so you still have today and tomorrow to get some more progress for the week. Hope you had a good weekend!
9/20/22 10:08	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hi Bob Smith, thank you for your support for my class My weekend was pretty good, I spent half of yesterday two cutting firewood, for the cold weather coming up... Hope you had a great weekend as well!
9/20/22 10:10	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hi Ms Jane! I did recieve your edited resume and I just made a copy of it! Thank you for helping me . Hope you had a great weekend?
9/20/22 11:08	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Awesome, glad to hear it!
9/20/22 11:17	Center 2	Smith, Bob		Frost, Billy	Student Support	N	SUPPORT ADDED - Targeted, Goal Setting, Motivating Billy to continue to increase his TOT and progress to hit his 25% each week. , Starting: 09/16/2022 Note:
9/21/22 7:51	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Good morning! Today is the first day of the week for attendance. Billy please let me know what you re learning about in your BS Biology A course?
9/22/22 13:00	Center 2	,	Billy Frost	Frost, Billy	Comm App	Y	Good after noo Bob Smith, Yesterday for my attendance. i was learning about the sources of the adult stem cell, which are the liver, bone marrows and the brain. also still catching up on the purposes of the cell wall and cell membrain! I apologize I could not make it online yesterday, was bussy going back too my grandpas...
9/22/22 13:06	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Noon! ! Meant
9/22/22 13:06	Center 2	Smith, Bob		Frost, Billy	Comm App	Y	Thanks for letting me know what you re learning about in your Biology course Billy. Glad to see you re seeing your grandpa again. Hope you re doing well.
9/22/22 13:07	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Hey, Billy! Thank you for checking in with Mr. Smith for your Attendance. I just read about you going back to your Grandpa s- how are you feeling about that? You can feel free to message me on Google Chats, if it s more comfortable to discuss that there :)
9/22/22 13:11	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hi Ms Jane, Yeah we could discuss some more in google chats!! Let me finnish a test real quick because im timed right now...
9/22/22 13:12	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Yeah doing pretty well right now, just chilling out here alone right now, hes at the hospital right now getting surgery done I believe...
9/22/22 13:17	Center 2	Smith, Bob		Frost, Billy	Comm App	N	Oh ok, hope the surgery goes well. Have a great day sir! Feel free to stop by when you can.
9/22/22 13:21	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Hey Ms Jane! Im sorry, my google chats are not loading right now, we dont have high speed internet here so it just saying that the latest conversations aren t loading...
9/22/22 13:26	Center 2	Doe, Jane		Frost, Billy	Comm App	N	No problem. We will figure it out!
9/22/22 13:32	Center 2	,	Billy Frost	Frost, Billy	Comm App	N	Thanks Bob, I was thinking about stoping in one of these weeks, been busy with a few things but also trying too do little at a time.. gets stressing some times wont lie.... you have a great day too as well!
9/26/22 8:19	Center 2	Doe, Jane		Frost, Billy	Comm App	N	Good morning, Billy! Just wanted to let you know that you are able to attend the Social Club that takes place at the Central Montcalm (Stanton) center on Friday. Let me know if you are planning on attending. Thanks!