

# NSQ Appendices for Mathematics Grade 4

## 5012060

Course title and code: Mathematics Grade 4, 5012060

Grade level band: Kindergarten through Grade 5

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[Curriculum and syllabi page](#)

### Contents

- [Appendix 1 Course Overview and Syllabus](#)
- [Appendix 2 Scope and Sequence](#)
- [Appendix 3 Student Digital Readiness and Minimum Skills](#)
- [Appendix 4 Orientation Module and Readiness Check](#)
- [Appendix 5 Instructor Profile Format and Communication Plan](#)
- [Appendix 6 Course Policies](#)
- [Appendix 7 Technology Requirements](#)
- [Appendix 8 Technical Support Plan](#)
- [Appendix 9 Assessment and Grading Framework](#)
- [Appendix 10 Standards and Benchmarks Coverage Map](#)
- [Appendix 11 Intervention and Enrichment Menu](#)
- [Appendix 12 Resource Set List and Representation Notes](#)
- [Appendix 13 Instructional Materials Review Process](#)
- [Appendix 14 Third Party Content and Attribution Protocol](#)
- [Appendix 15 Teacher Facilitation Guide](#)
- [Appendix 16 Student Goal Setting and Reflection Routine](#)
- [Appendix 17 Lesson Structure Blueprint](#)
- [Appendix 18 Structured Peer Interaction Plan](#)
- [Appendix 19 Feedback and Conferencing Protocol](#)
- [Appendix 20 Project Portfolio Requirements](#)
- [Appendix 21 Alternate Demonstration Options Guidance](#)
- [Appendix 22 Rubrics](#)
- [Appendix 23 Course Navigation and Readability Standards](#)
- [Appendix 24 Accessibility and UDL Implementation Guide](#)
- [Appendix 25 Multimedia Accessibility and Usability Requirements](#)
- [Appendix 26 Vendor Accessibility Statements and Conformance References](#)
- [Appendix 27 Student Data Privacy and Security Policy](#)
- [Appendix 28 Access Control and Role Permissions](#)

- [Appendix 29 Course Tool Inventory and Purpose Mapping](#)
- [Appendix 30 Gradebook and Assessment Scoring Description](#)
- [Appendix 31 Adaptive and Automated Feedback Use Protocol](#)
- [Screens referenced in appendices](#)

## Appendix 1 Course Overview and Syllabus

This appendix provides the course overview and syllabus components visible to learners and families at course entry.

### Course description

Mathematics Grade 4 develops fluency and reasoning with whole numbers, fractions, measurement, data, and geometry. The course emphasizes clear mathematical communication, multiple representations, and reliable methods, aligned to Florida Grade 4 mathematics benchmarks.

### Course structure

1. Units are organized by benchmark clusters and taught in a coherent sequence
2. Each unit includes worked examples, guided practice, independent practice, and a mastery check
3. At least one constructed response task per unit requires students to explain reasoning and show work
4. Spiral review and cumulative practice are embedded to support retention

### Participation expectations

1. Learners complete assigned lessons and practice to remain on pace
2. Learners submit constructed responses with sufficient work shown to verify understanding
3. Learners complete mastery checks and follow reteach and reassessment routines when mastery is not met

### Communication and support

1. Learners contact the instructor through secure platform messaging for academic questions and feedback
2. Families request conferences to review progress and plan targeted supports
3. Technical support requests are routed through a help form and tracked to resolution

### Grading and mastery

Grades are based on benchmark aligned mastery checks and teacher scored constructed responses. Learners revise and resubmit major work products when needed to demonstrate mastery.

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## Appendix 2 Scope and Sequence

This appendix documents the instructional sequence, major topics, and assessment checkpoints.

<b>Unit</b>	<b>Focus</b>	<b>Major assessments</b>
Unit 1	Place value, comparing, rounding, decimals to hundredths	Practice set, constructed response, mastery check
Unit 2	Multiplication and division with multi digit numbers and estimation	Practice set, error analysis task, mastery check
Unit 3	Algebraic reasoning, equations, patterns, and unknowns	Constructed response, mastery check
Unit 4	Fractions equivalence, comparison, and fraction concepts	Number line model task, mastery check
Unit 5	Measurement conversions, time and distance problems, money with decimals, data displays	Multi step task, data task, mastery check
Unit 6	Geometry: lines, angles, classification, coordinate expectations where applicable	Geometry task, mastery check
Unit 7	Cumulative review and portfolio	Portfolio submission and reflection conference

Teachers monitor progress and assign targeted support or enrichment based on performance evidence and pacing needs.

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## Appendix 3 Student Digital Readiness and Minimum Skills

Learners demonstrate basic digital literacy skills needed to navigate the course and submit work.

1. Log in securely and manage credentials appropriately

2. Navigate units and lessons, open assignments, and locate feedback
3. Enter numeric responses and typed explanations, including use of math symbols where provided
4. Upload or attach files and submit assignments when a photo or scan of work is required
5. Use revision tools to correct errors after feedback
6. Use built in accessibility tools such as zoom, read aloud, captions, and keyboard navigation when needed

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## **Appendix 4 Orientation Module and Readiness Check**

Learners complete an orientation module prior to beginning Unit 1. Orientation confirms technology readiness and establishes course routines.

### **Orientation outline**

1. Course tour and navigation practice
2. How mastery works and what to do when mastery is not met
3. How to show work: typed explanation, scratch work upload, and checking solutions
4. How to submit work and review feedback
5. Academic integrity and appropriate collaboration expectations
6. Digital citizenship and communication norms
7. Readiness check quiz and practice submission

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## **Appendix 5 Instructor Profile Format and Communication Plan**

Instructor information and communication expectations are posted at course entry and remain accessible.

### **Instructor profile fields**

1. Instructor name and role
2. Certification and relevant experience summary
3. Office hours or availability windows
4. Communication channels available to students and families
5. Expected response times for messages and feedback on graded work

### **Communication plan**

1. Weekly progress message to families for learners needing pacing support
2. Unit completion message summarizing mastery status and next steps

3. Conference scheduling procedure and documentation of outcomes

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## Appendix 6 Course Policies

### Academic integrity and collaboration

Learners submit original work. Collaboration is permitted only where explicitly assigned. For constructed response tasks, learners must show work that matches their submitted solution.

### Participation and pacing

Learners follow the pacing plan and complete checkpoints. Teachers monitor engagement and progress and initiate documented interventions when learners fall behind.

### Revisions

Constructed responses include structured revision opportunities. Teachers provide rubric aligned feedback and require resubmission when criteria are not met.

### Communication norms

Course communication is respectful and evidence based. Teachers moderate discussion spaces and apply course norms consistently.

### Privacy

Student data access is role based. Public reporting uses aggregated information with suppression or combining for small groups to avoid identification.

### Accessibility

Course design supports accessibility. When barriers are identified, alternate formats and supports are provided so learners can access instruction and demonstrate mastery.

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## Appendix 7 Technology Requirements

1. Device: current laptop, desktop, or tablet capable of running a modern browser
2. Connectivity: stable broadband connection suitable for interactive content
3. Audio: headphones or speakers for instructional media
4. Microphone: used for conferencing and oral response options when assigned
5. Camera: used to upload photos of written work when required

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- 6. Accessibility tools: zoom, read aloud, and keyboard navigation support

## Appendix 8 Technical Support Plan

### Support channels

- 1. Help request form within the learning platform
- 2. Support email for families who cannot access the platform
- 3. Phone escalation for urgent access issues during scheduled assessments

### Response targets

- 1. Ticket acknowledgement within one business day
- 2. Common issue resolution target within three business days
- 3. Critical access issue triage includes same day workaround plan when needed

### Documentation

- 1. Ticket log includes issue category, timestamps, actions taken, and closure note
- 2. Recurring issues are reviewed for root cause and corrective action

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## Appendix 9 Assessment and Grading Framework

### Assessment types

- 1. Formative checks: practice activities with immediate feedback
- 2. Mastery checks: benchmark aligned checks requiring a mastery threshold
- 3. Constructed responses: teacher scored problem solving tasks requiring reasoning and work shown
- 4. Error analysis tasks: learners identify, explain, and correct common mistakes
- 5. Portfolio: selected work samples showing growth over time

### Grading categories and weights

Category	Weight	Description
Mastery checks	45 percent	Benchmark aligned evidence by unit
Constructed responses and tasks	45 percent	Teacher scored problem solving tasks

Practice and participation	10 percent	Required practice, reflections, and discussions
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## Mastery expectations

1. Mastery threshold is at least 90 percent on mastery checks
2. Constructed responses require meeting rubric criteria for accuracy and reasoning
3. Teachers document reteach and reassessment decisions for consistency

## Appendix 10 Standards and Benchmarks Coverage Map

This coverage map lists Grade 4 mathematics benchmarks and indicates where each benchmark is taught and assessed in the course.

Benchmark code	Benchmark statement	Primary unit coverage	Evidence of mastery
MA.4.NSO.1.1	Express how the value of a digit in a multi digit whole number changes if the digit moves one place to the left or right.	Unit 1 Place Value and Rounding	Practice set plus mastery check
MA.4.NSO.1.2	Read and write multi digit whole numbers from 0 to 1,000,000 using standard form, expanded form and word form.	Unit 1 Place Value and Rounding	Practice set plus mastery check
MA.4.NSO.1.3	Plot, order and compare multi digit whole numbers up to 1,000,000.	Unit 1 Place Value and Rounding	Practice set plus mastery check
MA.4.NSO.1.4	Round whole numbers from 0 to 10,000 to the nearest 10, 100 or 1,000.	Unit 1 Place Value and Rounding	Practice set plus mastery check
MA.4.NSO.1.5	Plot, order and compare decimals up to the hundredths.	Unit 1 Place Value and Rounding	Practice set plus mastery check
MA.4.NSO.2.1	Recall multiplication facts with factors up to 12 and related division facts	Unit 2 Multiplication	Practice set plus mastery

	with automaticity.	and Division	check
MA.4.NSO.2.2	Multiply two whole numbers, up to three digits by up to two digits, with procedural reliability.	Unit 2 Multiplication and Division	Practice set plus mastery check
MA.4.NSO.2.3	Multiply two whole numbers, each up to two digits, including using a standard algorithm with procedural fluency.	Unit 2 Multiplication and Division	Practice set plus mastery check
MA.4.NSO.2.4	Divide a whole number up to four digits by a one digit whole number with procedural reliability. Represent remainders as fractional parts of the divisor.	Unit 2 Multiplication and Division	Practice set plus mastery check
MA.4.NSO.2.5	Explore the multiplication and division of multi digit whole numbers using estimation, rounding and place value.	Unit 2 Multiplication and Division	Practice set plus mastery check
MA.4.NSO.2.6	Identify the number that is one tenth more, one tenth less, one hundredth more and one hundredth less than a given number.	Unit 2 Multiplication and Division	Practice set plus mastery check
MA.4.NSO.2.7	Explore the addition and subtraction of multi digit numbers with decimals to the hundredths.	Unit 2 Multiplication and Division	Practice set plus mastery check
MA.4.AR.1.1	Solve real world problems involving multiplication and division of whole numbers including problems in which remainders must be interpreted within the context.	Unit 3 Algebraic Reasoning and Equations	Constructed response plus mastery check
MA.4.AR.1.2	Solve real world problems involving addition and subtraction of fractions with like denominators, including mixed numbers and fractions greater than one.	Unit 3 Algebraic Reasoning and Equations	Constructed response plus mastery check
MA.4.AR.1.3	Solve real world problems involving multiplication of a fraction by a whole	Unit 3 Algebraic	Constructed response plus

	number or a whole number by a fraction.	Reasoning and Equations	mastery check
MA.4.AR.2.1	Determine and explain whether an equation involving any of the four operations with whole numbers is true or false.	Unit 3 Algebraic Reasoning and Equations	Constructed response plus mastery check
MA.4.AR.2.2	Given a mathematical or real world context, write an equation involving multiplication or division to determine the unknown whole number with the unknown in any position.	Unit 3 Algebraic Reasoning and Equations	Constructed response plus mastery check
MA.4.AR.3.1	Determine factor pairs for a whole number from 0 to 144. Determine whether a whole number from 0 to 144 is prime, composite or neither.	Unit 3 Algebraic Reasoning and Equations	Constructed response plus mastery check
MA.4.AR.3.2	Generate, describe and extend a numerical pattern that follows a given rule.	Unit 3 Algebraic Reasoning and Equations	Constructed response plus mastery check
MA.4.M.1.1	Select and use appropriate tools to measure attributes of objects.	Unit 5 Measurement and Data	Multi step problem task plus mastery check
MA.4.M.1.2	Convert within a single system of measurement using the units: yards, feet, inches; kilometers, meters, centimeters, millimeters; pounds, ounces; kilograms, grams; gallons, quarts, pints, cups; liter, milliliter; and hours, minutes, seconds.	Unit 5 Measurement and Data	Multi step problem task plus mastery check
MA.4.M.2.1	Solve two step real world problems involving distances and intervals of	Unit 5 Measurement	Multi step problem task

	time using any combination of the four operations.	and Data	plus mastery check
MA.4.M.2.2	Solve one and two step addition and subtraction real world problems involving money using decimal notation.	Unit 5 Measurement and Data	Multi step problem task plus mastery check
MA.4.FR.1.1	Model and express a fraction, including mixed numbers and fractions greater than one, with the denominator 10 as an equivalent fraction with the denominator 100.	Unit 4 Fractions	Number line model plus mastery check
MA.4.FR.1.2	Use decimal notation to represent fractions with denominators of 10 or 100, including mixed numbers and fractions greater than 1, and use fractional notation with denominators of 10 or 100 to represent decimals.	Unit 4 Fractions	Number line model plus mastery check
MA.4.FR.1.3	Identify and generate equivalent fractions, including fractions greater than one. Describe how the numerator and denominator are affected when the equivalent fraction is created.	Unit 4 Fractions	Number line model plus mastery check
MA.4.FR.1.4	Plot, order and compare fractions, including mixed numbers and fractions greater than one, with different numerators and different denominators.	Unit 4 Fractions	Number line model plus mastery check
MA.4.FR.2.1	Decompose a fraction, including mixed numbers and fractions greater than one, into a sum of fractions with the same denominator in multiple ways. Demonstrate each decomposition with objects, drawings and equations.	Unit 4 Fractions	Number line model plus mastery check
MA.4.FR.2.2	Add and subtract fractions with like denominators, including mixed	Unit 4 Fractions	Number line model plus

	numbers and fractions greater than one, with procedural reliability.		mastery check
MA.4.FR.2.3	Explore the addition of a fraction with denominator of 10 to a fraction with denominator of 100 using equivalent fractions.	Unit 4 Fractions	Number line model plus mastery check
MA.4.FR.2.4	Extend previous understanding of multiplication to explore the multiplication of a fraction by a whole number or a whole number by a fraction.	Unit 4 Fractions	Number line model plus mastery check
MA.4.GR.1.1	Informally explore angles as an attribute of two dimensional figures. Identify and classify angles as acute, right, obtuse, straight or reflex.	Unit 6 Geometry	Geometry task plus mastery check
MA.4.GR.1.2	Estimate angle measures. Using a protractor, measure angles in whole number degrees and draw angles of specified measure in whole number degrees. Demonstrate that angle measure is additive.	Unit 6 Geometry	Geometry task plus mastery check
MA.4.GR.1.3	Solve real world and mathematical problems involving unknown whole number angle measures. Write an equation to represent the unknown.	Unit 6 Geometry	Geometry task plus mastery check
MA.4.GR.2.1	Solve perimeter and area mathematical and real world problems, including problems with unknown sides, for rectangles with whole number side lengths.	Unit 6 Geometry	Geometry task plus mastery check
MA.4.GR.2.2	Solve problems involving rectangles with the same perimeter and different areas or with the same area and different perimeters.	Unit 6 Geometry	Geometry task plus mastery check
MA.4.DP.1.1	Collect and represent numerical data,	Unit 5	Data

	including fractional values, using tables, stem and leaf plots or line plots.	Measurement and Data	representation task plus mastery check
MA.4.DP.1.2	Determine the mode, median or range to interpret numerical data including fractional values, represented with tables, stem and leaf plots or line plots.	Unit 5 Measurement and Data	Data representation task plus mastery check
MA.4.DP.1.3	Solve real world problems involving numerical data.	Unit 5 Measurement and Data	Data representation task plus mastery check

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## Appendix 11 Intervention and Enrichment Menu

### Targeted supports

1. Explicit re teaching with worked examples followed by guided practice
2. Short diagnostic checks to identify the error type and target practice
3. Vocabulary supports for math terms and symbols
4. Fluency practice for basic facts and multi step procedures with feedback
5. Small group conferences to verify reasoning and correct misconceptions

### Enrichment options

1. Multi step application problems with multiple solution paths
2. Math modeling tasks tied to real world contexts
3. Extension problems that require generalizing patterns or creating rules

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## Appendix 12 Resource Set List and Representation Notes

The course uses curated resources appropriate for Grade 4. Resource selection supports multiple perspectives and avoids stereotypes. A resource log is maintained using the format below.

Unit	Resource	Title	Creator	Date	Source	License	Accessibility	Repres
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	type			location	basis	note	note
Unit 1	Interactive						
Unit 2	Video						
Unit 3	Problem set						
Unit 4	Visual model set						
Unit 5	Real world dataset						
Unit 6	Image set						

Representation review checks include accuracy, age appropriateness, and whether examples reflect inclusive participation in mathematics and everyday contexts.

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## Appendix 13 Instructional Materials Review Process

1. Annual review of core materials and embedded links prior to each school year
2. Standards alignment check using the coverage map and assessment blueprint
3. Quality check for clarity, appropriateness, bias, and accessibility
4. Licensing verification for third party content
5. Documentation of changes and approvals in a materials log

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## Appendix 14 Third Party Content and Attribution Protocol

### Attribution rules

1. Every third party text, image, audio, or video includes attribution identifying the source and license basis
2. External links are reviewed for appropriateness, privacy impact, and stability prior to publication
3. Attribution records are updated when content is updated or replaced

## Attribution log format

Item	Type	Source	License basis	Placement in course	Date verified	Reviewer
	Image					
	Text excerpt					
	Video					

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## Appendix 15 Teacher Facilitation Guide

### Weekly cadence

1. Review progress dashboards and identify learners needing reteach or enrichment
2. Provide rubric based feedback on constructed responses
3. Conduct small group sessions focused on specific benchmark gaps
4. Assign corrective practice after error analysis of student work
5. Document contacts and interventions for learners off pace

### Mastery verification

1. Review item level results for unusual mastery check patterns
2. Use conferences and short oral checks when understanding needs verification
3. Verify that student work shown aligns to the submitted solution for constructed responses

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## Appendix 16 Student Goal Setting and Reflection Routine

### Weekly routine

1. Set one content goal and one skill goal such as explaining reasoning clearly
2. Track completion of assigned tasks and note questions for the teacher
3. Reflect on feedback and identify one improvement action
4. Use error analysis prompts to identify the first step where reasoning broke down

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## Appendix 17 Lesson Structure Blueprint

1. Objective stated in learner friendly language
2. Worked example demonstrating the target method and why it works
3. Guided practice with immediate feedback and checks for understanding
4. Independent practice aligned to the objective
5. Checkpoint that determines whether reteach or extension is assigned
6. Optional scaffolds and optional enrichment

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## Appendix 18 Structured Peer Interaction Plan

1. Discussion prompts requiring learners to compare solution strategies and justify choices
2. Peer response expectations focused on identifying strengths, pointing out errors, and asking clarifying questions
3. Teacher moderation and enforcement of communication norms

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## Appendix 19 Feedback and Conferencing Protocol

1. Written feedback is specific, actionable, and tied to rubric criteria and benchmark language
2. Conferences are scheduled for learners needing reteach, verification of understanding, or pacing support
3. Each conference ends with a documented action plan and a clear next task

### Action plan record format

Learner	Benchmark focus	Support action	Due date	Evidence to collect	Family contact note

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## Appendix 20 Project Portfolio Requirements

### Portfolio artifacts

1. One constructed response task per unit with teacher feedback
2. One corrected work sample showing revision after feedback

3. One number line or visual model artifact for fractions
4. End of unit reflection entries documenting growth

## Portfolio review checklist

1. All required artifacts present
2. Rubrics attached for scored artifacts
3. Learner reflections completed for each unit
4. Teacher verification note recorded

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## Appendix 21 Alternate Demonstration Options Guidance

When a learner requires an alternate method to demonstrate mastery, the teacher selects an option that measures the same benchmark demand and uses a comparable scoring guide.

1. Oral explanation recorded and scored with the same reasoning criteria
2. Graphic organizer plus short explanation for some problem solving tasks when appropriate
3. Photo or video of handwritten work with a brief oral explanation when a typed response is a barrier

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## Appendix 22 Rubrics

Rubrics are shared at the start of each major task. Rubrics define criteria and performance levels aligned to Grade 4 expectations.

### Constructed response rubric

Criteria	Level 4	Level 3	Level 2	Level 1
Mathematical accuracy	Solution correct and complete	Minor error that does not change the main result	Partially correct with significant errors	Incorrect or incomplete
Reasoning	Clear explanation showing why steps are valid	Explanation present with minor gaps	Limited explanation or unclear reasoning	No explanation
Work shown	Work is	Work mostly	Work	Work not

	organized and supports the answer	supports the answer	incomplete or disorganized	shown
Use of representations	Uses appropriate models or diagrams accurately	Uses a model with minor issues	Model present but inaccurate or unrelated	No model when needed

## Error analysis rubric

Criteria	Meets	Approaching	Not yet
Identify the error	Accurately identifies the first incorrect step	Identifies an error but not the first incorrect step	Does not identify the error
Explain why it is incorrect	Explains the mathematical reason clearly	Explanation is incomplete	No explanation
Correct the work	Provides a correct solution with valid steps	Correct solution with gaps	Does not correct

## Appendix 23 Course Navigation and Readability Standards

Navigation is consistent across units so learners can locate lessons, tasks, and feedback efficiently.

### Navigation rules

1. Each unit contains the same sequence: overview, lessons, practice, tasks, assessment, reflection
2. Assignments include clear titles and submission expectations
3. Rubrics are attached to major tasks in a consistent location within each unit
4. A learner can reach the current unit work in no more than three clicks from the dashboard

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## Appendix 24 Accessibility and UDL Implementation Guide

1. Multiple means of representation through text, visuals, number lines, tables, and models
2. Multiple means of engagement through choice among extension tasks and contexts
3. Multiple means of action and expression through documented alternate demonstration options when appropriate
4. Accessibility features including headings, alt text, captions, transcripts, and keyboard navigation compatibility

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## Appendix 25 Multimedia Accessibility and Usability Requirements

1. Video includes captions and audio includes transcripts when used for instruction
2. Images include descriptive alt text when they convey meaning
3. Interactive elements include clear instructions and are operable using keyboard navigation where applicable
4. Math notation is displayed in a readable format and tested for screen reader compatibility where applicable

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## Appendix 26 Vendor Accessibility Statements and Conformance References

For each required technology used in the course, the provider maintains an accessibility statement and conformance documentation and makes it available for review.

Technology	Purpose	Accessibility statement availability	Conformance documentation
Learning platform	Content delivery, submissions, feedback	Available in platform help resources	Accessibility conformance report or equivalent
Assessment engine	Mastery checks and quizzes	Available from vendor	Accessibility conformance report or equivalent
Media tools	Instructional media delivery	Available from vendor	Accessibility conformance report or

## Appendix 27 Student Data Privacy and Security Policy

### Principles

1. Data minimization for instruction and reporting needs
2. Role based access limited to staff with legitimate educational interest
3. Security controls including encryption in transit and at rest where supported
4. Vendor management with contractual privacy and security obligations
5. Incident response process for suspected breaches

### Public reporting

Public reporting uses aggregated data with suppression or combining for small groups to avoid identification.

## Appendix 28 Access Control and Role Permissions

Role	Typical access	Key restrictions
Student	Own coursework, submissions, feedback, grades	No access to other students records
Parent or guardian	Own student progress and communications	No access to other families
Teacher	Assigned rosters, coursework data, assessment results	Access limited to assigned students
School administrator	Schoolwide reports and audit views	Access logged and reviewed
Support staff	Technical diagnostics and ticketing	Access limited to what is needed for resolution

## Appendix 29 Course Tool Inventory and Purpose Mapping

Tool category	Use in this course	Data elements used	Notes
Learning platform	Delivers lessons and collects submissions	Student identifiers, progress, submissions, feedback	Primary system for coursework records
Assessment engine	Mastery checks and quizzes	Item responses and scores	Supports progress monitoring
Messaging	Student teacher communication	Message content and timestamps	Retention consistent with policy
Media delivery	Instructional demonstrations	Access logs when enabled	Captions and transcripts provided for instructional media

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## Appendix 30 Gradebook and Assessment Scoring Description

1. Every graded item is associated with a category and a benchmark reference where applicable
2. Scores are recorded at the item level and roll up to category weights
3. Teachers score constructed responses with rubrics and attach feedback
4. Grade exports support records and reporting workflows

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## Appendix 31 Adaptive and Automated Feedback Use Protocol

Automated supports may provide immediate practice feedback. Teachers remain responsible for instructional decisions and scoring of major work products.

1. Adaptive practice adjusts problem difficulty and assigns targeted items based on performance
2. Teachers review item level results to assign reteach, practice, or extension tasks
3. Constructed responses are scored by teachers using rubrics
4. Automated feedback is monitored for alignment to Grade 4 expectations

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## Screens referenced in appendices

The following screens illustrate how learners and families access required information

within the public site and within the learning platform.

<b>Unbound Mathematics Grade 4 Course Overview</b>	
<b>Menu</b> Course overview Syllabus Units Teacher contact Support	<b>What you will learn</b> Place value, comparing and rounding whole numbers and decimals Multi digit multiplication and division with reliable methods Algebraic reasoning including equations and patterns Fractions equivalence, comparison, and operations concepts Measurement and multi step real world problem solving Data displays and geometry concepts

## Screen 1 Course overview page

<b>Orientation Module Mathematics Grade 4</b>	
<b>Menu</b> Start here How mastery works How to show work Accessibility settings Digital citizenship	<b>Orientation checklist</b> Complete navigation tour Review course policies and expectations Practice showing work and submitting a response Complete readiness check and receive feedback Set a weekly learning goal and confirm support access

## Screen 2 Orientation module

## Teacher Contact and Conferences

Menu	Contact options
Message teacher Conference request Office hours Feedback	Send a secure message in the platform Request a conference time for reteach or check ins View office hours and response time expectations Escalate urgent access issues through support

## Screen 3 Teacher contact and conferences

Learner Progress Dashboard	
Menu	Progress overview
Units Mastery status Practice Constructed responses Attendance	Mastery status by unit and benchmark Recent feedback on constructed responses and explanations Recommended practice based on item level results Upcoming mastery checks and due dates

## Screen 4 Learner progress dashboard

## Support Center

<b>Menu</b> Help articles Submit a ticket Live support Device check	<b>Submit a support request</b> Select issue category Describe the problem and attach screenshot if needed Provide learner name and course Track ticket status and resolution notes
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## Screen 5 Support center