

# Ignite by Hatch<sup>™</sup> Teacher Setup Guide





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# Welcome to Ignite by Hatch<sup>™</sup>

Ignite by Hatch<sup>™</sup> is a digital learning platform anchored in a child-facing app that delivers engaging, researchbased learning experiences across seven domains of learning. Weekly recommended playtime with Ignite is 30 minutes per child, per week.

While children play in Ignite, administrators and teachers will have access to their Hatch Insights<sup>™</sup> dashboard, which delivers real-time data and curricular experiences to guide planning, supplement observation-based assessment, and support individualized instruction. The dashboard puts timely, actionable data right on teachers' home screens for easy integration into the instructional day while also linking to detailed reports for in-depth analysis and planning.

# Getting Started With Ignite in Four Easy Steps!

## **STEP 1: LOGGING IN**

If you are a returning teacher, you can log in to Ignite using the password you established previously or by selecting the **Forgot your password?** button to receive a temporary password.

If you are new to Ignite, you will receive a welcome email. If you have not received the email, please contact your organization administrator.

- When your organization administrator adds you to the Ignite system, you will receive a welcome email, which will prompt you to create a password and bring you to the Insights login page.
- On the login page, you will use the email address that your administrator added for you and the temporary password from your Ignite welcome email. Then, select the green Let's Go! button.
   From here, you will be prompted to create a new password.



Welcome Andrew!

Welcome to Hatch! Since 1984, Hatch has partnered with educators to extend their impact and address learning loss through purposeful practice and data stories. You have been made an Admin at County Schools and your program has chosen the following Hatch product(s):



Activate Your Account

To get started you'll need to copy the temporary password below and navigate to <u>Hatch Insights</u> where you can roster all your children and view reports to watch them grow!

Your Temporary Password



#### Be Prepared!

Before your children can fully experience your Hatch product(s), you may need to complete the list below. But don't worry, we'll make sure to walk you through it!

- 1. Add Children to your Classroom You'll Need: Name, Birthday, School Name, Class Name
- Add Photos of All your Children You'll Need: Photo File or Camera. Photos let children login and play!

Are you stuck? We can help! Contact support.





	hatch insights <sup>2</sup>	
	Please Log In	
	Email Address	
	Password	
	Log In	
	Forget your password?   Login Help   How do I get an account?	
	© 2022 Hatch, Inc.   HatchEarlyLearning.com   📞 1.800.824.7968 option 4	
	Create a New Password	
hatch		Before we begin setup, please create your own password.
	Enter a New Password (6+ characters)	
	Confirm Password	<b>1</b>
	Set My New Password Need help?	

## **STEP 2: CREATING YOUR CLASS**

Now that you've logged in, it's time to create your class!

**Pro tip:** Setup is a bit faster if you have your class roster handy!



• In Insights, hover over the **ROSTER** tab in the top menu bar, move to the **Classes** drop-down, and select **Add New Class**.

<b>In</b> insights <sup>:</sup>			DASHBOARDS * IZMITE REPORTS * IZMITETABLE REPORTS * RO	STER . SKEL SUPPORT . RESOURCES .
Welcon	ne, Adriana! Average Demonstrated <sup>®</sup> Skill Progress	Ignite Play Schedule Trase shidrin shad ging totay.	Classes Time AEG Co. Add Store Class	Children View & Edit Children View & Edit Family Members Add New Child Carryever Last Year's Children
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ł	Vere Untable Progress > Support Needed Roysing Executive Functioning View Insues to Table Action >	View Play Time Report	Verer Rosenmendel Experiences)	
	Current Ignite Version 3.25.9		Grander My Devices ►	
	School : Select a school Name this class. (example: "Morning ( Assign a Teacher to this class. What curriculum does this class usef Select a curriculum Choose a picture to represent this cla (Children will use this image to identify their clar you are assigned to multiple classes.)	<ul> <li>▼</li> <li>?</li> <li>▼</li> <li>ass.</li> </ul>		
	🌧 🗃 😽 🛎 👙 🍝	🐵 🐞 🛰 🚑 🖉		

- Select your school's name.
- Name the classroom (e.g., AM Preschool).
- Assign a teacher to the class.
- If applicable, choose a curriculum (from the drop-down menu).
- Choose a picture to represent this class.



Class Information	
SUCCESS! Your class information has b	een saved.
Bears 28	
0 of 18 children added to this class. Edit Class	
Add Another Class View All Class	55

- From here, you can add another class or move on to the next step.
- If there are children moving from your class last year into the new school year, you can carry them into your class by selecting
   Add Last Year's Children.

#### **STEP 3: ADDING CHILDREN**

Next, you will add child information for each child in your classroom similar to how you added a new class.

• In Insights, hover over the **ROSTER** tab in the top menu bar, move to the **Children** drop-down, and select **Add New Child**.

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Welcome, Adriana!		₩ Classes View & Edit Classes	Children View & Edit Children
Average Demonstrated® Skill Progress average demonstrated Skill Progress Average demonstr	Ignite Play Schedule Trees chidren intende pring toding. Christopher Jacksen (10 minutes played Daniel Balary (10 minutes played Jacken Breake (10 minutes played Carl Levy Weeks (10 minutes played	Add New Class	How & Edit / Jan Sentembers Add New Child Derevent Jan Bris Children
View Detailed Progress -	View Play Time Report≯	View Recommended Experiences >	
Support Needed Rhyning Executive Functioning	Average PLay Time <sup>©</sup> This work children have played on average <b>D</b> minutes We recommend children play Igola <sup>We</sup> by Hatch for 20 minutes each work.	Introducing the Hatch Hub! The name Ratch Hub Investingto base including Learning Courses, Videos, Torthrolog PAQs, Product Trainings, Discussion Bounds, and moret CLICK HERE to check it out	
View Issues to Take Action ►	View Play Time for All Children 🕨		J
Current Ignite Version 3.25.0		Check My Devices 🕨	

• All items with an asterisk (\*) beside them are required. Add the required information and click **Continue**. Ignite's unique child login process enables children to independently log in by tapping their own image twice. For this reason, *child photos are required*.



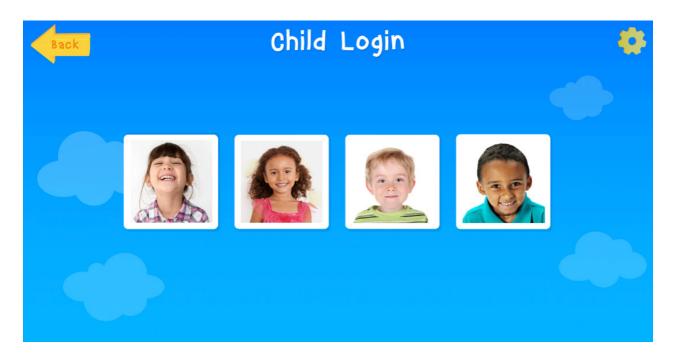
Adding Multiple Children? CSV Import >	Basic Child Information		
Adding children from last year? Carryover Children >	School* Select	Class* ▼ Select	•
Need to see current Hatch roster? View & Edit Children >	First Name*	Last Name*	
	Date of Birth (MM/DD/YY)*		
	Educational Journey* Ignite WePlaySmart	Ignite Game Language *	
	Child Photo		
	Child Photo - Can be added later	ad	
			Continue >

• If you already have pictures of the child, select the **Upload** button on this page. From here, you can add image files from your device.

Child Photo	
Child Photo - Can be added later	
Camera T Upload	
Request photo from family member	

- Double-click on the image you want to add. The picture will be uploaded to your Add Child page.
- If the child is present, you can use the **Camera** button to take the child's picture. Then, follow the instructions on the screen.
- If you have more than one class, you'll be prompted to add children to all your classes. When you've added all the children you wish to add, select **Done** to exit this process. You can always add more children to the system later.





• Next, you can add demographic information and family information, which is covered in the next section.

Gender	Grade Level
Select	▼ Select
Race	Ethnicity
Select	▼ Select
amily Information indicates a required field IF you're au First Name*	ding family info Last Name*
indicates a required field IF you're a	
indicates a required field IF you're a	Last Name*
indicates a required field IF you're a	
<i>indicates a required field IF you're a</i> First Name* Email*	Last Name* Phone Number (optional)
indicates a required field IF you're a	Last Name* Phone Number (optional)



**Pro tip:** Insights provides a method for importing child and family data via CSV format. This method of adding data can be helpful if you have the ability to export roster data in bulk from another platform. To access this, you'll hover over the **ROSTER** tab, move to the **Imports** drop-down, and select **Roster CSV**. You will see gray bars on the page, one of which will be labeled **Import Children & Parents**. You will also see the option to download a blank template or a template containing your current data.

hatch insights		DASHBOARD RE	PORTS - ROSTER	▼ SKILL SUPPORT ▼	RESOURCES -
Import Roster CSV					
Add and	l Update Data with Spreadsheets	5			
<ul> <li>To change or</li> </ul>	normation, download our blank template add to existing information, download your curren ce added or changed your information as desired, s				
Import Schools	a de la companya de l	GUIDELINES 🔶	Download Te	emplate Download C	urrent Data
Import School	Administrators	GUIDELINES 🕂	O Download Te	emplate Download C	urrent Data
Import Teacher	rs & Classes	GUIDELINES 🔶	Download Te	emplate Download Co	urrent Data
Import Childre	n & Parents	GUIDELINES 🔶	Download Te	emplate Download C	urrent Data
	(	Choose a File			How can we help?
Import Children & Parents		GUIDELINES 🕞	Dow	rnload Template	Download Current Data
<ul> <li>Add new children and (option</li> <li>Assign a parent to a child by</li> </ul>	nally) their associated parents.				
	change classes) by listing them in the sa	ame row.			
Update child demographic i	nfo other than name and birth date.				
Data Item	Example Correct Format:				
eacher Email	mhill@greenhope.edu				
lass Name	Chickens				
hild First Name	Carly				
hild Last Name	Jorgenson				
lirth Date(optional)	5/6/2016				
irade*	Pre-K-4 years				
ame Language	English				
Gender	Female				
Race	Asian		0		
Ethnicity	Not Hispanic or Latino	C Copy School Names	1		
EP/ISFP (optional)	IEP	C Copy Class Names	Y.		
Parent/Guardian First Name	Mary	- oopy orass maines	/		

Parent/Guardian Cell Number (optional) 558-259-3031

Parent/Guardian First Name

Parent/Guardian Last Name

Parent/Guardian Email

Mary

Jorgenson

maryj@dmail.com

2,2

Q

View Current Children

**Detailed Guidelines** 



#### **STEP 4: ADDING FAMILY MEMBERS**

Adding family details is strongly recommended because it helps build a great connection between home and school, and families can follow their child's progress and engagement with Ignite!

- Any family members/guardians you add will receive their own invitation to log in, access the Ignite app (for Ignite licenses only), and view reports about their child.
- On the child's profile page, add first and last names and an email address. The phone number is optional.

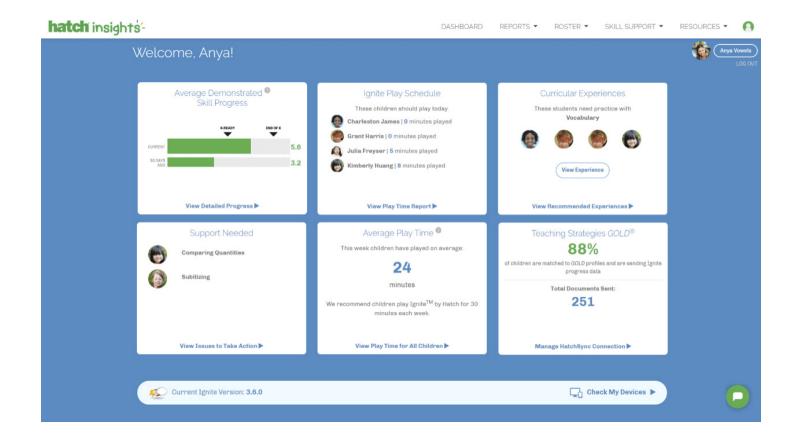
Family Information *indicates a required field IF you're adding family i	info
First Name*	Last Name*
Email*	Phone Number (optional)
<ul> <li>Request photo from family member</li> <li>Add a family member</li> </ul>	

- Select **+ Add a family member** to add additional family members/guardians to the child's account. Up to four family members or guardians can be added per child account.
- Click **Save & Add Another** to continue adding children or **Save & View Child** if you're finished adding children.
- You also have the option to request a child photo from a family member (which, upon receipt, can be saved to your device and uploaded following the earlier instructions about adding a child photo). Click the **Request photo from family member** checkbox, which is located directly above the + Add a family member option.

#### From here, you will be taken to your Insights dashboard!

We recommend logging in at least once a week to check children's progress and leverage Ignite's rich data to inform and differentiate instruction!





**Your setup is COMPLETE!** Now it is time to invite children to play for 30 minutes each week, and the data will automatically sync to Insights for your review!

#### **Tips for Implementing Ignite**

Tips for Implementing Ignite at Home	• Schedule time for your child to play. If you have a busy day filled with lots of visiting relatives and you know your child will need a break in the afternoon,
	<ul> <li>plan on using Ignite as a way for them to reset and have some quiet time. Remember that you don't need to have a large chunk of time set aside for learning. It's okay for learning to be sprinkled in throughout the day at a time that fits best with your family's schedule.</li> <li>Set a reminder. Families get busy quickly! If you're worried about forgetting, set a reminder on your phone, or make a daily schedule so your child can help you remember to reserve time to play.</li> <li>Play together. Children love playing with someone. Tune in and watch your child play Ignite. Let your child take the lead, but talk to them about what is happening and what they are working on.</li> </ul>



Tips for Implementing Ignite at Home	<ul> <li>Find a quiet place to play. If possible, look for a quiet place for your child to play. A space where your child can focus without distractions will help them learn.</li> <li>Extend the game. Once your child has finished a game in Ignite, ask them how they could play that game in real life! If your child has finished an activity asking them to identify people's emotions, play emotion charades, where you act out an emotion and they must guess what it is.</li> </ul>
	<ul> <li>Additional Resources for Learning at Home:</li> <li>Providing high-quality instruction tailored to children's unique developmental needs doesn't just have to be the responsibility of educators. With the understanding that interventions that leverage technology and tools from behavioral science can also support changes in parenting practices, Ignite makes it easy to provide families with individualized recommendations of how to support their child at home. Written in family-friendly language, Ignite Family Connection Activities (which can be found when logged into Hatch Insights™) build families' knowledge and understanding of child development while helping them engage their child in an activity that utilizes common household objects at home or on the go! Family members can refer to activities while they are waiting for appointments, driving, traveling, and so on. The questions provided are meant to spark conversations and engage children in critical thinking skills, listening, understanding, and expressive and receptive language, while family members have a chance to enjoy some playful time with their child!</li> </ul>
	<ul> <li>Things to Remember:</li> <li>Learning doesn't always look the same. Learning doesn't need to take place at a table with paper and a pencil. Learning happens everywhere: Going on a nature walk, talking about a book you've read, or doing the dishes are all opportunities to engage your child in learning.</li> <li>Learning can happen on the go. You might not be able to set aside dedicated learning time each day due to busy schedules and family commitments, and that's okay! You can still support their learning by playing a game of "I Spy" on the bus or sorting socks with your child while putting away laundry.</li> <li>Read, and read some more! Reading is one of the most important parts of your child's early learning. Read every day with your child over the school break. Don't have many books at home? A quick Internet search will help you find free online books and audio books for your child. Check out YouTube for free videos of books being read aloud.</li> </ul>



Tips for Implementing Ignite at Home	<ul> <li>Find the best setup for your family. Each family's situation is unique, so don't worry if your home learning routine doesn't look like someone else's. Find the system that works best for your child. Maybe it works best for your family to have multiple quick learning activities during the day instead of an hour of dedicated learning time. Do what works best for you!</li> <li>Be kind to yourself. The holidays and school breaks can be hard for children, parents, and families. Routines are broken, stresses are amplified, and it can be challenging for everyone. Spend time with your child, find some balance, and take care of yourself!</li> </ul>
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Tips for Implementing Ignite in the Classroom	<ul> <li>Schedule time for play. Find a stable day and time that children can get excited to log in and have playtime. Embedding time in the schedule guarantees regular access and consistency within the classroom.</li> <li>Find spare moments. Look for opportunities of time, like early arrivals, late pickups, or finishing an assignment early, to give children a few bonus moment to log in and engage with Ignite.</li> <li>Use Guided Practice. Guided Practice is a feature comprising of several Math and Literacy domain digital learning experiences delivered by way of the</li> </ul>
	<ul> <li>Gradual Release model in Ignite. You can access Guided Practice from your teacher panel at any time to support students, or you can be creative in using Guided Practice to introduce a topic through a game to a group of children.</li> <li>Create visual space in the classroom. Having a visual reminder of Hatch<sup>™</sup> in</li> </ul>
	the classroom will prompt usage and discussion with your children. Feel free to put up our <u>star chart</u> for children to track their star collection throughout the week and have them draw their avatars in real life. Don't forget to hang up our fun Hatch characters, too and have your children color on our <u>coloring-book</u> <u>pages</u> !
	• Set up technology rules and expectations with children. Children need to know what is expected regarding the technology, and we recommend includin your children in making rules and developing guidelines.
	Some Recommended Technology Rules:
	1. Children should use gentle hands and should not hit/bang the devices. (A way to practice is to have children tap their noses. The way they tap their nose is a great way to encourage them to touch and interact with technology.)
	2. Children should stay seated when using Ignite on either a computer or a tablet They should hold the device when walking and play when they are still.
	3. Ideally, children should have clean hands before playing the Ignite games.
	4. Regardless of your device, we recommend that children wear headphones whi playing Ignite and that they should play independently.
	<ol> <li>Children should not bring materials from other learning centers to the technology center, such as magnets, paints, glitter, crayons, etc. Also, no food or drinks near the technology.</li> </ol>



Tips for Finding Time to Play	Consider these questions about when you can make Ignite available to children. If you already do so, great! If you don't, consider what is preventing you from making Ignite available during these opportunities.		
	<ul> <li>Is there time blocked off on your schedule daily or weekly for children to play? Is there enough time for all children to have playtime?</li> <li>Can children who arrive early play in Ignite?</li> <li>Can children who are picked up late have playtime at the end of the day?</li> <li>Are there children who need support during transition times? Can they play Ignite for a few minutes while you support other children?</li> <li>If a child finishes their work early, are the devices available to play on?</li> <li>Have you done whole-group instruction using the Explore Ignite feature to pull specific activities based on your curriculum topics and get children involved?</li> </ul>		
	<b>Bonus tip:</b> One of our customers shared that although they are challenged to find time during the school day, they partner with the children's families and use homework assignments as an opportunity for children to play. The teachers would include in the homework assignments 5 minutes of playtime or a Family Connection activity, either with a note of the discussion or pictures of the activity!		



## Tips for Utilizing Your Insights Reports

Insights provides reports and data on how your children are progressing through the Ignite digital learning platform. In addition, the reports are designed to assist with identifying children who may need additional support and recommending small groups. You can access these reports from any Internet-connected device by visiting insights.hatchearlylearning.com (we recommend adding Insights to your bookmarks!). The following image is a sample dashboard with some information about each tile and tips on when to utilize the reports.



#### 1. Average Demonstrated Skill Progress

What does this show? Here, you can review average child play progress through the Ignite experiences for each class. Progress grows with increased playtime until the child's current skill level is reached. You can select a class name to see progress at the child level, and you can sort by subdomain to see specific progress by topic. This report helps to ensure there is a clear picture of the path forward for the children in this class (and in your organization) and the milestones they are working toward. From the Average Play Progress report page, you can click on a child's name to access Child Skill Detail Report for that child. The teacher and the parent can also access this same report, and on this report, you will see skill level bars that now go to Level 8 for all subdomains for each individual child.

**How often should I check it?** Check this report at the beginning of the week to help plan out your curriculum and any scaffolding you may need to provide on topics that you'll be covering during the week. Also, check the report when you're having meetings or conversations with families about their child's progress.



# **Tips for Utilizing Your**

**Insights Reports** 

#### 2. Ignite Play Schedule

What does this show? The play schedule helps identify which children need to play, meaning that they haven't played the recommended 30 minutes per week (Hatch recommends that each child plays for 30 minutes every week to reach their goals by the end of the school year). Upon clicking this tile, you can take a deeper look at each child's playtime for the current week, as well as the playtime for the year. This report will immediately identify the children that need more playtime to meet the recommended playtime and list the children from the least amount of time played to the most amount of time played.

**How often should I check it?** Check this report midweekly to see if some of your children need more immediate playtime. If you check it at the beginning of the week, there won't be much data, and if you check it at the end of the week, you won't have any opportunities to give them playtime.

# 3. Curricular Experiences

What does this show? This report is wonderful for providing individualized instruction recommendations based on play data. The children listed have had difficulty in one or more Ignite digital experiences, so we then recommend specific Curricular Experiences to help children practice the skill. Insights provides Curricular Experiences for small groupings and individual support opportunities at the click of a button. Data syncs within 15 seconds of the child completing the experience, so teachers can capture real-time snapshots of the child's progression or areas for improvement. Teachers are then provided with an action to aid in the scaffolding of that child's learning. At any time, click the option for **Browse the Full Experience Library** to pull Curricular Experiences to use in your classroom!

**How often should I check it?** Check this report at the beginning of the week to see which children need support and then at the end of the week to see how those implemented supports have helped them progress further.

#### 4. Support Needed

What does this show? When children begin to progress, this panel can tell you where support is needed most. Insights helps you to identify individual children that may need additional support based on their playtime. Think of the platform as another set of eyes and ears in the classroom collecting rich data and providing insight into your children's progress. This report will outline the children that have answered less than 50% of questions correctly within

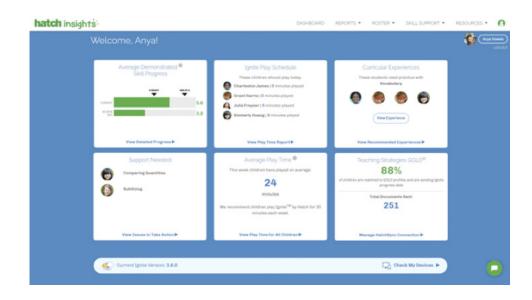


Tips for Utilizing Your Insights Reports	a skill over the past 7 days. The report will identify the child, date and time, and the skill they were playing, along with the percentage of correct answers. Like the small-group suggestions, in the last column, we will provide you with a classroom activity that can be used to support the child in this specific skill. From here, you will find a library of resources and Curricular Experiences (these hands-on, teacher-facilitated experiences tie directly to technology experiences).
	<b>How often should I check it?</b> This report should be scanned throughout the week, at the beginning or end of a day, to ensure that each child receives the support they need and that any opportunities for support can be addressed quickly and efficiently to benefit the child's development.
	5. Average Playtime What does this show? This report shows the average number of minutes played per child in each class. You might find some trends, like children who have the most access to Ignite being the same children who are at the top of the kindergarten-readiness list. This data may come in handy as you determine which children should utilize Ignite more and which children should branch out to other parts of the classroom.
	How often should I check it? Check this report on a regular cadence (biweekly or monthly) to track the overall playtime for your class and identify trends in progress or in specific subdomains. This report is helpful in staff meetings and curriculum planning sessions or for annual progress checks for your classroom.



# Tips for Using Curricular Experiences

You can see that Insights helps with scaffolding learning in your classroom by forming groups automatically in the tile shown below. Your first group is always displayed for you right on the dashboard. The system displays a group of children who all need help with the same skill (e.g., vocabulary) and provides a handson activity so that you can identify the gap and address it—in real time! You can also find this page under the **SKILL SUPPORT** tab in the menu at the top of the screen. One of the most efficient ways to individualize instruction is to utilize these groupings and suggested activity on a specific skill with children who need help the most. We've linked one of <u>our favorite activities here</u> for you to use!



In addition, you can manually browse and select activities for specific domains and/or subdomains. Choose the button in the top right labeled **Browse the Full Experience Library**. You can find this page by visiting the **SKILL SUPPORT** tab in the menu bar or through the **Curricular Experiences** tile. To view additional experiences, click the plus sign next to the domain with which you wish to work. Upon doing so, you will find a list of the subdomains that fit within each domain, and the skill levels that fall within each subdomain. You'll see activities for each skill level. This page allows you to find an activity that fits into any plan or strategy you've adopted for instructing for specific skills in your classroom.

The hands-on experience lays out recommendations for group size options, materials needed, promoting big thinking, and scaffolding the activity for children who need more support. You can always print out the activity from any computer by clicking on the printer icon in the upper right-hand corner.

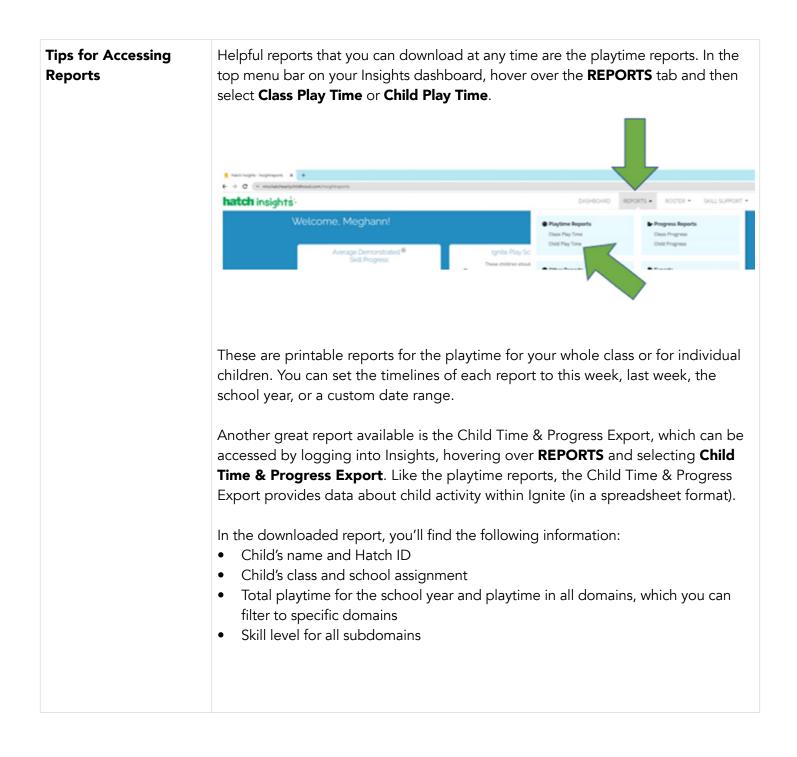


Tips for Using Curricular Experiences	Family members also have access to a similar library of activities, called Family Connection, that are written especially for performance at home. Our Family Connection experiences are easy to access from the Insights family dashboard. When families select <b>Practice Together</b> on their dashboard, they can view this library and support children in the most needed areas.					
Tips for Exploring Ignite	<text><text><text><image/></text></text></text>					
	<ul> <li>Core Experiences are the regular progress games within Ignite.</li> <li>Guided Practice Experiences are the supportive, practice experiences automatically served to children who need support with Literacy and Math domains.</li> <li>Skill Check-Up Experiences are the assessment experiences presented at the beginning and end of the year.</li> <li>When using Explore Ignite, there is no playtime tracked or data shared from the play. It is a great opportunity to practice with a child, see where they are struggling, and provide support!</li> </ul>					



Tips for Scheduling Report-Review Time	We know that it can be challenging as a teacher to find a spare moment in the day to add yet another task, so we've created a schedule for you to try out next week to make the most of the reports you have access to on your Insights dashboard! If you use this schedule, the idea is that you won't be spending hours on collecting data or scanning reports and will be able to identify exactly what you need to enhance your teaching in a short amount of time.					
	Monday	Tuesday	Wednesday	Thursday	Friday	
	Average Demonstrated Skill Progress Use this scan to help plan out your curriculum and any scaffolding you may need to provide on topics you'll be covering during the week.	Curricular Experiences	□ Ignite Play Schedule Make sure all your students are on track to hit the recommended 30 minutes/week of playtime and plan for those who need extra time at this point in the week.	□ Support Needed See which individual children need additional support that you can plan into upcoming lessons and use our pre- determined <i>Curricular</i> <i>Experiences</i> to support their learning.	<ul> <li>Enjoy the playtime on Ignite!</li> <li>Possibly check out the games on <i>Explore Ignite</i> and do some practice play with children who need extra support.</li> </ul>	
	Let us know how this schedule works out and if you find anything interesting in your reports.					







# **Ongoing Support**

- Hatch Customer Support: 1-800-624-7968 (option 4)
- Hatch Support site: <u>https://support.hatchearlylearning.com/</u>
- Submit a support ticket: <u>https://support.hatchearlylearning.com/hc/en-us/requests/new</u>
- Access to Insights: <u>https://rms.hatchearlychildhood.com/site/login</u>
- Ignite-specific support articles: <u>https://support.hatchearlylearning.com/hc/en-us/categories/360005493472-</u> Ignite-by-Hatch-
- Ignite system requirements: <u>https://support.hatchearlylearning.com/hc/en-us/articles/360056905812-Ignite-System-Requirements</u>
- Ignite privacy policies: <u>https://www.hatchearlylearning.com/about/policies?hsLang=en</u>