



STUDENT HANDBOOK
2018-2019

TABLE OF CONTENTS

IS ONLINE LEARNING FOR ME?.....	3
GENERAL INFORMATION	3
STUDENT RESPONSIBILITIES.....	3
STUDENT SUPPORT	4
STUDENT ONLINE LEARNING TIPS	4
PARENT RESPONSIBILITIES	5
COUNSELOR RESPONSIBILITIES.....	5
ENROLLMENT / REGISTRATION.....	5
TUITION.....	6
TECHNOLOGY, TEXTBOOKS, AND COURSE MATERIALS	6
PASSWORD AND LOGIN.....	6
FINAL EXAMS	7
CREDIT.....	7
INCOMPLETE/EXTENSION POLICY	7
EXTENSION REQUEST PROCESS	7
POLICY EXCEPTIONS	8
WITHDRAWAL	8
COURSE CANCELLATION	8
STATE CURRICULUM REQUIREMENTS.....	8
ACCEPTABLE USE POLICY	8
CODE OF CONDUCT.....	9
CHEATING AND PLAGIARISM	9
GRADING CRITERIA	10
GRADE DISPUTE POLICY	11

IS ONLINE LEARNING FOR ME?

Any pace, any place, any time learning sounds great and it is for many students. Most students like the flexibility of being able to work on assignments when and where it is convenient for them. Students must be motivated, self-disciplined and have good time management skills. The online course grades will become part of the student's permanent school record. Be sure to discuss taking an online course with your parents and guidance counselor about your readiness for online learning. Consider the following questions to help determine if online learning is right for you:

- Do you have access to a computer and the internet to work on your courses outside of the school?
- Do you have an active email address?
- Are you self-motivated and self-disciplined?
- Do you have good time management skills?
- Are you willing to initiate a conversation with a teacher and ask for assistance when needed?
- Can you use teacher comments on assignments to improve your work?
- Do you have good technology skills beyond social media?
- Do you have approximately 16 hours a week to dedicate to each of your online courses?

GENERAL INFORMATION

- Students can work on the online course anytime, anywhere that they have Internet access (at home, school, or a library, anywhere).
- Each student will receive a confidential username and password.
- Each course has a teacher facilitating the student's learning path.
- Students complete lessons at their own pace and submit them to the teacher through a secure website.
- A pacing guide is available within the course to use as time management tool.
- Students have online discussions and/or chats in a secure environment.
- It is recommended that a student enroll in a maximum of two courses per session unless the student is homebound, home schooling, or alternative education.
- Students may enroll in only one (1) Physical Education course per session.
- Final exams are proctored at the student's home school of enrollment or another approved testing location.
- Credit for each course is awarded by the student's home school of enrollment.
- All courses are accredited and designed according to Indiana State Standards.

STUDENT RESPONSIBILITIES

- Students must be in contact with the teacher by telephone or email within the first 7 days of class. The teacher's phone number can be found on the Course Home page.
- Students must complete all activities in the Welcome folder and a minimum of 12% of the course assignments within the first 15 days of class. Students who do not meet this requirement within the first 15 days will be automatically withdrawn from the course, and a Withdraw will be reported to the student's school.

- Students are given approximately 16 weeks to complete the course. February and March sessions are shortened. Students who do not complete the course and take the final exam will fail the course.
- Pacing Guide and target dates for completing assignments are set by the teacher to help students progress through the course within the session's timeframe.
- Students should check his/her email daily.
- Students should consider that an online course requires additional time and effort. Time management is essential. Online learning is more convenient and flexible; but is in some ways more difficult. Students should plan on spending approximately 8 to 10 hours a week working, logging in at least 5 times a week for each course.

STUDENT SUPPORT

- Students are supported by their counselor, parent, IO teacher and the IO Help Desk. Technical support is available 8am to 8pm, 7 days a week. Help is just a few clicks away! To submit a ticket to the Help Desk, simply go to the [Contact Us](#) on the IO web site, then click on Support Homepage. Click on Submit a Ticket, then complete the form. Be sure to include the student's name, course title, and specific information such as the unit and/or assignment titles. Screen shots are helpful too. The more information you provide, the better able our tech staff may be able to assist you!

STUDENT ONLINE LEARNING TIPS

- **Communication** - Most of online communication is done through writing. It is vitally important in an online course that you communicate well because your teacher cannot see the look on your face or hear your voice. You will be responsible for being persistent about asking questions or asking for help when you don't understand something.
- **Time Commitment** - Make sure to "pace" yourself to finish the course and take the final exam on time.
 - Commit up to 8 to 10 hours per week to work on a course. Remember: traditional courses meet approximately 5-8 hours per week. Set deadlines for yourself and follow them! Schedule regular study times during the week. Regular, short periods of working time are better than long stints of cramming.
- **Reading** - Because almost all the directions and information in an online course is in a form of written words, it is very important that you read both carefully and thoroughly. Also keep in mind that your teacher will be reading what you write just as carefully, so take care to proofread what you have written before you submit it!
- **Participate** - In an online course, it is not enough just to log in. You need to "speak up" so that your teacher and your classmates know you are there! That means asking questions, reading and sending e-mail, and posting your comments, questions, and concerns on discussions, if applicable.
- **Patience** - As much as you may want your question answered right away, you will often wait up to 48 hours for a response from your teacher. Please try to be patient. Make a note of where you left off in the assignment and where you had a question. Then go on with other coursework until your question has been answered.

- **Internet & Computer** - Make sure that your Internet connection and computer are both working and stable! Have a plan "B" if it is not – where else could you go to work? Is the public library or school an option? "My computer crashed" is not an acceptable reason to drop or fail your online course.
- **Syllabus** - Become familiar with the course syllabus and pacing guide that is found within the course. You are responsible for knowing about and meeting the deadlines and requirements!
- **Backup** - Save a backup copy of all assignments that you create in Microsoft Office (Word, Excel, and PowerPoint) or Google (Docs, Sheets, and Slides). You may be asked to revise or edit your work and re-submit it.
- **Don't give up!** – Some students may find taking an online course very challenging for a number of different reasons. Be persistent about trying again and asking for help. Ignoring a problem will never make it go away!

PARENT RESPONSIBILITIES

- Parents are always encouraged to participate in the educational process of their children. Indiana Online welcomes parent participation and can provide access to the online environment as well as updated information concerning student progress. During registration, if the parent provides a different email than the student's email address, the system will automatically establish a Mentor account for the parent and email the login information to the parent's email two weeks after the course begins. Parents will be able to log into the system to view the student's progress.
- Should there ever be any concerns, please do not hesitate to contact the teacher.

COUNSELOR RESPONSIBILITIES

- School counselors play a very important role in the enrollment process. Not only do they assist with course selection and the decision making process for the student, but counselors are the main source of contact for Indiana Online information.
- Counselors should make sure that each student is aware of the enrollment process, time commitment and the policies before the student enrolls in a course.
- Counselors must approve the request for enrollment of the student and will be the contact person for the student.
- Counselors, or their designee, are requested to proctor final exams at the high school. Students take the final exam on a computer at the high school. All finals are online and will have passwords that are available to the counselor through the counselor's portal.
- Teachers will contact the counselor during the session to discuss any concerns regarding the student enrolled in the course.

ENROLLMENT / REGISTRATION

The Guidance Counselor approval is necessary to enroll in an Indiana Online course.

- Meet with your guidance counselor to determine the correct course.
- Complete the online enrollment. <http://indianaonline.org>
- Payment can be made online by credit card or select pay later by check.
- Payment must be made in full by the 15th day of the course. The student's account will be automatically deactivated if payment has not been received by the 15th day.

- Once the student submits the requested course of enrollment, an email is generated to the selected counselor for his/her approval.
- The student will receive an email notification upon the counselor's approval.
- Students will receive a username & password on the day that the course begins. Students will be contacted by the teacher during the first week of the session.

TUITION

Please refer to the [school list](#) to determine the cost associated with the student's school.

Credit Cards (Visa, Mastercard or Discover) are accepted online during the registration process. Payment must be made in full by the 15th day of the course. The student's account will be automatically deactivated if payment has not been received. The student's account will be suspended until full payment has been received. If the student is paying by check, the check should be payable to CIESC and the student's name should be noted in the memo area.

Checks should be mailed to:

CIESC Attention: IO
3500 DePauw Boulevard Pyramid Two – Suite 2020
Indianapolis, IN 46268

TECHNOLOGY, TEXTBOOKS, AND COURSE MATERIALS

- The student must have an active email address, daily Internet access and possess basic computer skills.
- The recommended browsers are Google Chrome or Firefox. Safari will work but can sometimes be problematic depending on the course. Please do not use Internet Explorer or Microsoft Edge.
- Microsoft Office: Word, Excel, PowerPoint. If you don't have MS Office, you may use Google (Docs, Sheet, Slides) to create your assignment documents.
- Courses may be mobile friendly, (excluding the use of a smart phone) but may have certain content topics that require Adobe Flash or Java. These will not be accessible on an iPad. If you're using an iPad and have trouble accessing content, check with your teacher to see if it requires Flash or Java.
- It is strongly recommended to have high speed cable or DSL Internet access.

In most cases, online textbooks and/or reference materials are used. Students may be assigned a password that needs to be kept confidential. Online textbook fees may apply. **Additional materials may be necessary for some courses and will be the student's responsibility.** American Sign Language courses require a webcam. Advanced Placement and Ivy Tech Dual Credit courses may require a textbook to be purchased. Discount internet sites may be provided for purchasing suggestions. Check the [Course Listing](#) posted on the web site for Required Materials **before** the course begins.

PASSWORD AND LOGIN

The student's username and password is provided to the student at the beginning of each course session. The student's login information is emailed to the **student's email account** provided at the time of registration. Students must have an active email account at the time of registration to receive his/her login information.

FINAL EXAMS

Students must take all final exams in person on a designated date in a proctored environment. Typically, the exams are proctored at the student's school or at another approved testing location such as a tutoring center or local public library. Students must contact the IO office to arrange the final exam before the course ends if they are not able to take the exam at his/her school or an alternate location.

- All required assignments, quizzes and tests should be completed before taking the final exam. Students will receive zeros on all incomplete assignments.
- The final exam is 30% of the student's overall course grade.
- Students should complete a "Student Evaluation" prior to taking the final exam.
- Final exams must be completed during the allotted time frame, typically 90 minutes.
- During the final exam, students may be permitted to use tools such as calculators, pencil, paper, course notes if specified by the teacher. Students who attempt to use such tools during the final exam without specific permission from the teacher will be penalized.
- The final exam may NOT be printed out. Students must complete the exam on the computer during the allotted time frame.

CREDIT

The courses are equal to 1 semester credit hour. The credit is awarded by the student's home school of enrollment. Indiana Online will report the grade the student earned within 48 hours of the student completing the course.

INCOMPLETE/EXTENSION POLICY

Students are strongly encouraged to plan their time to complete their coursework on time; however, extensions are available depending on the circumstances. Students should consult with their school counselor to determine how extensions might impact their academic plan, including anticipated graduation date. Access to incomplete courses will not be available beyond the end date without an extension.

- Students should have completed approximately 60% of the course work and have a passing grade to request an extension.
- The extension option becomes available on the student's account a week before and remains available for one week after the sessions' end date.
- Extensions are \$20.
- Extensions are only granted if the final exam has not been taken.
- Refunds are not granted for partially used extension periods.

EXTENSION REQUEST PROCESS

- The extension option is available on the student's account a week before and a week after the sessions' end date.
- The student should login to his/her account and click on My Classes from the left-side menu options.
- A gray text box will appear with the extension option.
- The student will need to click on the extension request next to the course title.
- The payment screen will appear under the course section.

- Once the payment of \$20 is entered, the ending date will be extended approximately 30 days.

POLICY EXCEPTIONS

Under extenuating circumstances (such family or medical emergencies) students may be granted an administratively approved extension or exceptions to the above policy. Approval of these requests will be made by the Executive Director and may require that a student submit documentation along with their request. Students requesting consideration for extension exceptions should submit the request by going to the [Contact Us](#) on the IO web site, then clicking on IOA Support Homepage button. No extension fee will be assessed for such circumstances.

WITHDRAWAL

- Should a student choose to withdrawal from a course within the first 15 days, there will be no penalty as long as the student has completed the withdrawal request which is a link found within the student's account and contacted their teacher. A "W" withdrawal will be reported to the student's high school as the grade.
- Should a student choose to drop a course after the 15-day withdrawal period, no refund will be issued. A failing grade will be reported to the student's high school.
- Students must complete the Welcome folder and at least 12% of the course assignments within first 15 days of class. Students who do not meet this requirement within the first 15 days will be automatically withdrawn from the course, and a Withdraw will be reported to the school of enrollment.

COURSE CANCELLATION

Indiana Online reserves the right to cancel any course offerings listed as being "offered" when enrollment does not surpass an acceptable level.

STATE CURRICULUM REQUIREMENTS

Indiana Online courses are designed according to [Indiana State Standards](#). Content meets and exceeds standards for each subject area.

ACCEPTABLE USE POLICY

Participation in Indiana Online (IO) provides students with opportunities to learn, engage, communicate, and develop skills that will prepare them for work, life, and citizenship. Indiana Online is committed to helping students develop college and career technology and communication skills. IO's technology curriculum recognizes the FCC's Children's Internet Protection Act (CIPA) standards and includes an emphasis on online safety.

This Acceptable Use Policy outlines the guidelines and behaviors that all users (administrators, teachers, students and parents) are expected to follow when participating in the Indiana Online program.

- All technologies provided within the IO websites are intended for educational purposes.
- Students are expected to communicate with appropriate, safe and courteous conduct.
- All activity within the IO course Learning Management System website may be monitored and retained.

- Access to online content via the Indiana Online websites may be restricted in accordance with IO's policies and federal regulations, such as the Children's Internet Protection Act (CIPA).
- IO makes a reasonable effort to ensure students' safety and security online, but will not be held accountable for any harm or damages that result from use of IO websites.
- Users of the Indiana Online program are expected to alert the administrative staff immediately of any concerns for safety or security.
- Misuse of the IO course Learning Management System can result in disciplinary action.

Unacceptable Use Examples:

- Use IO technologies in a way that could be personally or physically harmful.
- Inappropriate use of the IO course Learning Management System, video conferencing, online collaboration, message boards, email, telecommunications, texting, or Skype.
- Access, create, send or receive, store, or display obscene or inappropriate images and/or content.
- Engage in cyberbullying, harassment, or disrespectful conduct toward others.
- Create or send threatening or libelous communications or communications which include vulgar, abusive, or otherwise inappropriate language.
- Access or use other individuals' accounts, information, or files without permission.
- Access to websites, files, or resources using another individual's passwords without permission.
- Damage, disable, or otherwise disrupt the operation of the IO course Learning Management System.
- Violate any local, state, or federal statutes, including but not limited to copyright law.

Violations of this policy may have disciplinary repercussions, including:

- Expulsion from the IO program resulting in failure of the course.
- Notification to parent and school.
- Legal action and/or prosecution.

CODE OF CONDUCT

You, your teacher and the other members of your online course are all expected to conduct yourselves with the same level of respect, professionalism and courtesy as you would in a classroom environment. All communication that is conducted via the phone, email, discussion board or chat room must be done in an appropriate manner and tone.

CHEATING AND PLAGIARISM

The temptation to cheat while taking an online course may be especially great; after all, a teacher isn't there to watch you while you complete your work. Be fair to yourself and other students by avoiding the temptation. Do your own work. We fully expect you to complete all course work honestly. Cheating involves submitting work in a written assignment or exam that is not your own. Honesty is the policy!

Cheating includes:

- Copying someone else's work.
- Allowing someone else to copy your work.
- Having someone else complete your work for you.
- Using unauthorized material to help you complete your work.

If a teacher detects cheating on a written assignment or exam, the teacher may recommend, depending on the severity of the cheating, that you receive:

- A reduced grade for the written assignment or exam.
- no credit for the written assignment or exam.
- A reduced grade for the entire course.
- a failing grade for the entire course (**forfeiting all course fees**).

Plagiarism is a type of cheating when you steal someone else’s work and present it as your own. If you use the ideas, words, or statements of another person or source to support your ideas, you must always give credit to the person or source. If a teacher detects plagiarism in a written assignment or exam, the teacher may recommend, depending on the severity of the plagiarism that you receive:

- a reduced grade for the written assignment or exam.
- no credit for the written assignment or exam.
- a reduced grade for the entire course.
- a failing grade for the entire course (**forfeiting all course fees**).

GRADING CRITERIA

The introduction section of each course will cover the specific grading criteria. A letter or number grade, as well as your teacher’s comments, will accompany each assignment. **You must complete all required assignments, quizzes and tests before a final grade can be issued. Students will receive zeros on all incomplete assignments.** When you have completed the course, the teacher will calculate and post the final grade within the course for your review. IO will also report your final grade to the high school of enrollment within 48 hours of the course completion.

Grading Scale

A+	97-100
A	93-96
A-	90-92
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	63-66
D-	60-62

GRADE DISPUTE POLICY

When disagreements or misunderstandings arise between an Indiana Online teacher and students, parents, and/or facilitator, the parties involved should first communicate with each other to attempt to resolve differences. If a resolution is not reached, the final grade reported can be appealed. The

appeal should be submitted no later than ten school days into the next semester based on the Indiana Online [Academic Calendar](#). A parent, legal guardian or facilitator must submit appeals. To appeal a grade, the parent, guardian or facilitator should send an email to reshleman@indianaonline.org. This email should state that the grade is being formally appealed. The email should describe, in as much detail as possible, the specific reasons the reported grade is inaccurate. References to particular assignments that may have the incorrect grade reported can prove helpful. Additionally, any relevant documents such as email correspondence should be included. The sender of the appeal will receive a response within one school day acknowledging the receipt of the appeal. Upon the conclusion of the investigation, the person who filed the appeal will receive notice of the findings. Grades from a previous semester that are appealed more than ten school days into the subsequent semester will not be investigated.