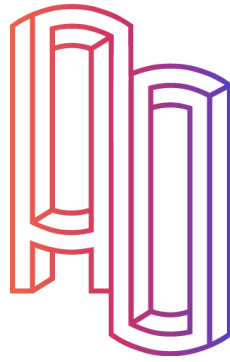
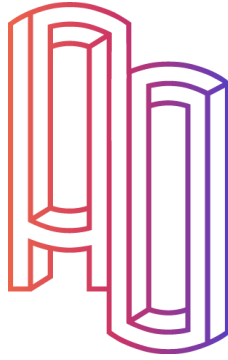


ARCHWAY
ONLINE

PARENT/STUDENT
HANDBOOK



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OUR INFO

Location: 3563 Highway 45N Jackson, TN 38305

Billing Address: PO BOX 11684 Jackson, TN 38308

Telephone: (855) 4-ARCHWAY

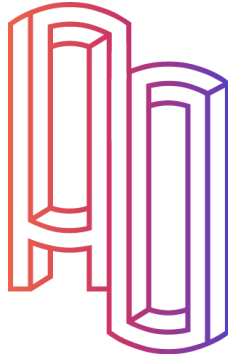
Fax: (901) 667-7950

Email: admin@archwayonline.com

Website: <http://archwayonline.com>

Office Hours: M-F 9a-4p

School Hours: Learn Anytime



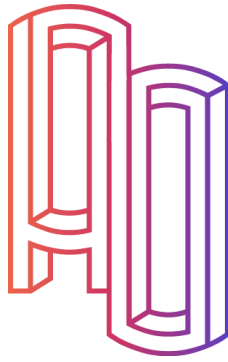
OUR TEAM

Angela McKee-School Administrator
Director of Operations
angela@archwayonline.com

Lynn Knowlton-Assistant Administrator
Director of Academics
lynn@archwayonline.com

Robert Evans- AO Account Manager
robert@archwayonline.com

Michelle Andres-AO Program Manager & Counselor
michelle@archwayonline.com



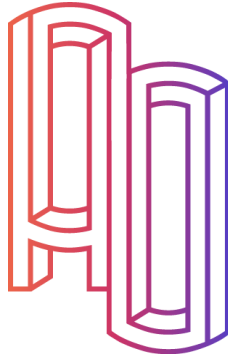
MISSION AND VISION

OUR MISSION

Through a strong support system for you and your student, our mission is to INSPIRE students and EQUIP parents by building relationships, encouraging learning, and finding the motivation needed to accomplish their goals.

OUR VISION

Our vision for AO is to meet every student's needs by looking at each student individually and providing support in all areas of the student's life. By taking a holistic approach and working to help meet the needs of students academically, mentally, emotionally and physically, students can better focus on their studies, meaning, greater success.



THE ARCH IS A SYMBOL OF STRENGTH AND SUPPORT...

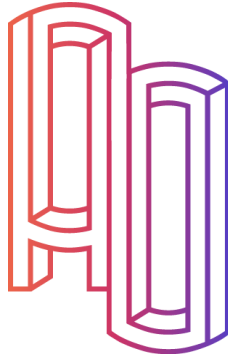
TWO THINGS OUR ArchwayOnline STAFF WANT TO GIVE TO YOUR STUDENT THROUGH OUR PROGRAM.

- **Strength to press on and finish strong.**
 - **Support to help you do it!**

We created the Archway program as a portal through which a student needing extra support can work towards their goals. Whether those goals are to graduate through ArchwayOnline, return to public school, or to transition to a total homeschool program, such as HomeLife Academy.

We are here to help that happen!

Thanks for choosing ArchwayOnline.

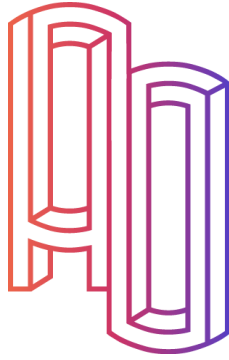


Formula for Success

Our program is 100% online. There are no books or print out assignments. Students will need either a computer, tablet or a place to go that has a computer and tablet available to them as well as internet access that they can access on a regular basis.

If you want your student to be successful in their online courses they need to do the following:

- Strive to complete work daily in the course. Remember, students can and are encouraged to work ahead of schedule.
 - Use the enotes feature as these can be used on all quizzes, tests, and exams.
 - Stay in communication with your mentor and share any struggles you may be having.
 - Reach out to the teacher for help when needed.
 - Don't cheat.
 - Find hobbies or other interests that you can be involved in outside of the online courses.
 - Colleges like to see well rounded students that are able to show leadership skills, involvement in the community, church, clubs or other organizations as well as volunteer work outside of school.
 - We look forward to working with you and your student.
-
- **Student Responsibility**
Students are expected to uphold the AO Code of Ethics when using the curriculum as agreed upon at the time of enrolling in AO. Students may



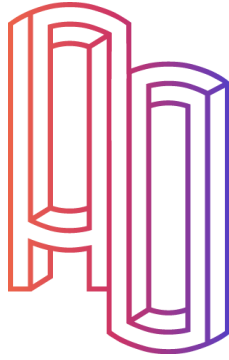
log in and complete coursework according to their own schedule. Edgenuity does NOT take into account weekends or holidays. Course work is scheduled 7 days per week so if there is a holiday or vacation coming up, the student is responsible to adjust his/her schedule for school to stay on target. The student is responsible to either work ahead or make it up the following week in order to stay on target. As long as the student is following the target percentage, he/she should complete the class by the target date. The option to work ahead is always available and will complete the class sooner. However, students should work to complete at least 50% of the course per month and complete courses on time. All exams will be proctored online. Students are expected to show courtesy and respect to all teachers and staff. No explicit language will be permitted. Plagiarism and cheating is not tolerated. Students should communicate any concerns or difficulties they may be having in the courses with their teacher.

- **Parent Responsibility**

Pay fees on time. Communicate with AO counseling with any concerns or issues your student may be having. We are here to help. Encourage your student to make progress in courses so they can be successful. Review student progress reports weekly. Maintain open communication with ArchwayOnline staff and counselors. Student access will be blocked if payment is not made. Students may be dismissed from ArchwayOnline if this problem persists. Parents should ensure they and the student uphold AO Code of Ethics. Communicate with AO if a situation arises where a student will be out for an extended period of time or if an emergency situation arises that could affect the student's course progress. Parents should ensure the student has the appropriate computer, internet access and technological skills needed for online learning success.

- **AO Responsibility**

AO will provide academic counseling concerning courses needed to meet graduation requirements. Provide teacher support, tutoring, mentors and support for student success through AO staff and counselors and GS. Provide transcripts, diplomas, forms, and



documents needed for college admissions as well as other needed forms and documents and services provided by the school.

CODE OF ETHICS FOR STUDENTS AND PARENTS

All students and parents of ArchwayOnline (AO) are required to uphold our Code of Ethics. ArchwayOnline's foundation is built on trust and relationship with our families. Our staff is here to support you on your homeschooling journey. This requires honesty, commitment, and communication.



ArchwayOnline reserves the right to dismiss a student for personal and/or academic misconduct that takes place either inside or outside of the teaching home at our discretion. Fees will not be refunded.



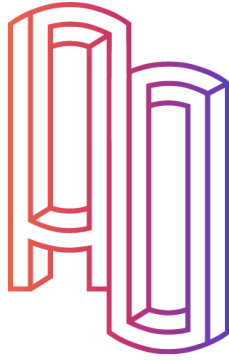
Any activity which compromises the academic integrity of ArchwayOnline and undermines the educational process will not be tolerated and will be grounds for dismissal. This sort of academic misconduct includes, but is not limited to, cheating, fabrication, plagiarism, unauthorized use of resources, violation of published academic regulations, and facilitating academic dishonesty. Educational neglect or falsifying student's grades or records when submitting elective credits will be grounds for dismissal.



Physical or verbal threats, abuse, and/or bullying of ArchwayOnline Staff will be grounds for dismissal. This includes hateful speech, cursing, yelling, accusations and/or being generally uncooperative or argumentative. AO Staff are here to serve our families and as such should be treated with respect.



Conviction for violating Tennessee or Arizona criminal codes or those of your residential jurisdiction will be grounds for dismissal.



RECORDS & ENROLLMENT

AO reserves the right to deny enrollment if AO is not a good fit for your student or family.

AO will review the student's records once they have been received from their previous school. You have one of two options before records are received: (1.) WAIT for your transcripts from your previous school to be sent to us and start your class when we send you notification we received them. We would tell you as soon as we hear from your previous school which courses you need. OR (2.) If you have all your other documents in (including an unofficial transcript or report card) and we are only waiting for your official transcript from the other school, you may start a class immediately, if you tell us what course you would like to take. Remember, it is your responsibility if you start a course you have already finished at one of your prior high schools.

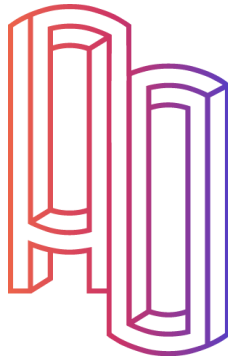
AO has the right to determine which credits will count toward AO's graduation requirements when transferring from another school.

It is the parent/student responsibility to notify AO and cancel classes and payment if withdrawing from the school.

AO does not require annual standardized achievement testing, but testing is available through [Homeschool Testing Services](#).

I understand that I/we as the parent(s) are responsible for ensuring that my student is on track for graduation and taking the

necessary courses needed for post-secondary goals. I understand that an AO counselor will complete an annual transcript review to assist me and it is my



responsibility to make sure the review is completed and that I have discussed necessary adjustments to my plan.

Students must complete the minimum graduation requirements in order to be awarded a diploma from ArchwayOnline.

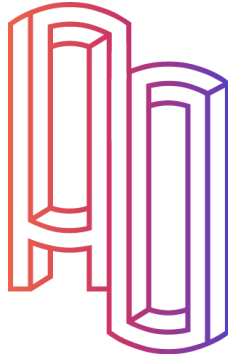
I understand that my student may and is encouraged to take elective classes outside of the ArchwayOnline program. I understand that when taking an elective course, an [Elective Credit Acceptance Form](#) must be filled out and submitted for review to AO in order to receive credit.

I understand that I/we as the parent(s) are responsible for the child's education and need to be aware of productivity and grades and be available for communication with your AO Counselor and your student's teachers and mentors.

Families must keep ALL information in their account up to date (especially email address) and read all emails from us in order to keep current with important information.

Families should request all documents by using Request Manager located in their myAO account. Click on myAO at the top right of our homepage to access your account.

I understand that there are NO REFUNDS once classes begin. The 3 Day Cancellation allows 100% refund if cancelled within 3 days. This is in place in case a family changes their mind before classes begin. Once classes begin your student can complete the course and then cancel before the next payment is due.



AO GRADUATION REQUIREMENTS

The information on this page constitutes the minimum requirements for an ArchwayOnline (AO) Diploma. It is the parent's responsibility to work with their AO Counselor and their student to build a plan of study that fits the student's goals. Below is information to help you get started and AO counselors are available to help answer any questions you may have.

Although AO's requirements are in line with the State of TN's public school requirements, there are some important differences, esp. in the areas of math and science. Please note that when you register with AO, you do not have to fulfill TN State public school requirements, but only those of AO. If you do not live in TN, you will be responsible for ensuring your student completes any additional coursework needed to satisfy your state guidelines or college admissions requirements.

Students must meet the following criteria prior to being issued a diploma from AO:

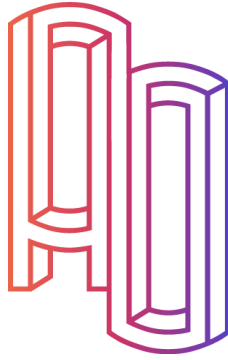
Satisfy all payment requirements including Senior Fees.

Satisfy all credit requirements (see below).

Complete the senior exit survey.

AO GRADUATION REQUIREMENTS

ENGLISH | 4 CREDITS



MATH | 4 CREDITS

NATURAL SCIENCES | 3 CREDITS

U.S. HISTORY | 1 CREDIT

SOCIAL STUDIES | 2 CREDITS

PERSONAL FINANCE | 0.5 CREDIT

PHYSICAL EDUCATION | 1 CREDIT

HEALTH/WELLNESS | 0.5 CREDIT

ELECTIVES | 6 CREDITS

TOTAL | 22 CREDITS

COURSES AND TERMS

- **RETAKE FAILED COURSES**

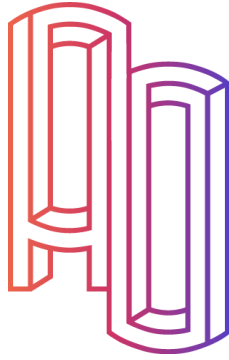
Courses taken previously at another school and failed can be retaken. Upon completion and passing with a score of 70 or above, the new grade will replace the failed grade.

- **REPEATING COURSES TAKEN PREVIOUSLY TO IMPROVE GPA**

For any course taken AO will replace the lowest grade with the higher grade.

- **PRETESTING**

Pretesting is turned on for most courses. These are given before each unit of learning. They are there to measure your knowledge of the material before



you learn it. Your score does not matter and is not part of your grade. The purpose of the pretest is to exclude material that you already know. This can shorten the class, however, it can also hurt you during the unit tests and final if you don't have a solid understanding of the material. Do NOT guess, leave unknown answers blank, and only answer if you are 100% sure. Students must pass with a course grade of 70% or higher on all quizzes and unit exams.

- **Testing out for Credit**

Credits taken through homeschooling will be reviewed by AO and students must pass a proctored exam for each core course that is being transferred to AO. When testing out to transfer credits, the student must score 60 or above to receive credit.

- **GUIDED NOTES**

Guided notes can be found for most classes. Your Mentor or Teacher can instruct you how to find these. Guided notes can be printed and used to follow along throughout the course and point you to the relevant information

- **E-NOTES**

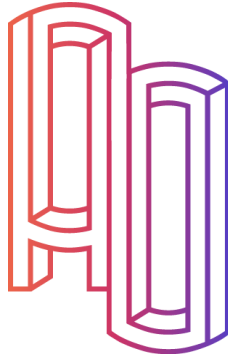
Allows you to easily take notes within the Edgenuity system without the need for pen and paper. You can just copy and paste, type, highlight, and print your notes.

- **NOTE-TAKING**

You can take handwritten notes as well. All enotes and handwritten notes are allowed on every final. Having good note taking skills is important to student success. If you keep notes using an electronic method (beside enotes), they must be printed out before the final. You will not be allowed to open any other page on your computer while taking the final.

- **PACING and DAILY PROGRESS**

The student has control over the school schedule but should complete at



least 50% per month for 8 week terms and 50% every two weeks for 4 week terms . As long as payment is made, students may continue in courses. Students not completing 50% per month must have at least 70% completed by the end of the course or a \$100 extension fee will be due. The student's class is divided by daily progress based on the start and end dates. Edgenuity does NOT take into account weekends or holidays. The student is responsible to either work ahead or make it up the following week in order to stay on target. As long as the student is following the target percentage, he/she should complete the class by the target date. The option to work ahead is always available and will complete the class sooner.

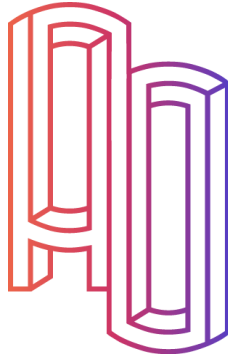
- **COURSE TERM/Classes/semesters/credits/**

1 or 2 courses can be taken at a time (2 Maximum). AO recommends 1 course at a time in most cases unless the student is extremely motivated and advanced. A 4 week course equals full time while an 8 week course would be equal to part time. One credit courses such as English 9, will be split into two .5 credit courses (similar to semesters) and titled as part A and part B. Each part is worth .5 credit. Each part is scheduled for either 4 or 8 weeks. For example a student must complete English 9A and English 9B to equal the full credit of English required for the year. Motivated students can complete courses earlier if desired. Students can continue to take courses (no more than 2 at a time) as long as the student is making progress and fees are paid on time. Students may work as quickly as they want. One .5 credit 8 week course would be equivalent to attending school part time thus taking twice as long. **Full time students would need to complete a .5 credit course every 4 weeks to complete a year of high school courses on time.**

- **COMMUNICATION**

Each week your Mentor will reach out to you to check in or work with you towards your graduation goal. We use text messaging, phone calls, Zoom and emails to communicate with students.

- **TEACHERS**



The online curriculum is the teacher, However, students have access to receive additional help via email, text, or phone. Special weekly tutoring times should be scheduled with the teacher.

- **EXPIRED COURSES**

In the case of expired courses, a student may request an extension within 90 days of the course expiration date. Courses expired outside of the 90 days may need to be restarted.

- **EXTENSIONS**

Thirty (30) day extensions are available for students at a fee charge of \$100. Students should ideally complete at least 50% per month. Students who are not at least at 70% completion by the end of 8 weeks will need to pay the extension fee.

- **CREDIT TRANSFERS**

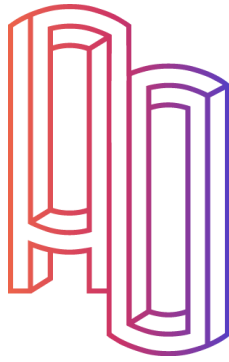
AO will review student official transcripts to determine how high school credits will transfer and be applied toward graduation requirements. Credits taken through homeschooling will be reviewed by AO and students must pass a proctored exam for each core course that is being transferred to AO. When testing out to transfer credits, the student must score 60 or above to receive credit.

- **EDGENUITY TRANSFER CREDITS**

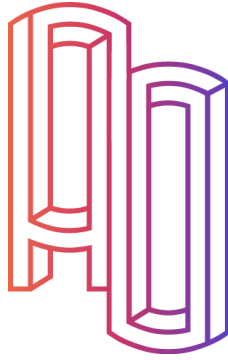
Edgenuity courses being considered for transfer to AO will be reviewed for grade earned, % completed, and total time spent on course. To determine credit eligibility. Submit session log and progress report will be reviewed.

- **ELECTIVES INCLUDING ELECTIVE HOMESCHOOLED CREDITS being TRANSFERRED INTO AO.**

Elective credit acceptance (Home School): The teacher of record must provide the following in order for the class to be validated and accepted:



- A. Course scope and sequence outline
 - B. Hour log, fitness log or some sort of time spent on course report, incl start and end date.
 - C. Completion artifact, that can include but is not limited to: short research paper related to the content, summary of participation, assessment or assignment example, list of all activities completed including grade, proctored final exam of equivalent course, and others upon approval.
- **PROCTORED EXAMS**
All exams will be proctored. Students must have a photo ID for all exams.
 - **WET LABS**
If labs are part of the course requirement, they are to be completed by the student at home.
 - **1 CREDIT COURSES**
90 to 100 hour course. These will be split between Part A and Part B for .5 credit each. (40 hours/each part)
 - **.5 CREDIT COURSES**
Half (.5) credit courses are approximately 40 hours.
 - **COURSE SETTINGS**
3 attempts, notes allowed on everything. 70% passing threshold on everything. Pretest turned on all courses.
 - **COURSE LENGTHS**
CR courses are 40 hours/semester, Initial Credit courses are 50 hours/semester, Honors courses are 60 hours/semester.
 - **ILP COURSES FOR HIGH SCHOOL CREDIT**
Each ILP (Individual Learning Path) course when completed to 100% can be



given .25 credit for high school students. The course will be titled according to the actual course title or titled as "General Math/Foundations Math/English." Students with an IEP (Individual Education Path) can use these as core courses. Students with no IEP can use these as electives.

GRADE REPORTING

- **COURSE COMPLETION**

Courses should be completed to 100%. In the event a course is not completed to 100% the Relative grade will be used, giving a grade of zero for any unfinished assignments. If the course is not completed at 100% with a passing Relative Grade, an incomplete will be issued. Overall grade will be used for courses 100% completed.

- **OVERALL GRADE**

Overall grade is used when the course is completed at 100%.

- **RELATIVE GRADE**

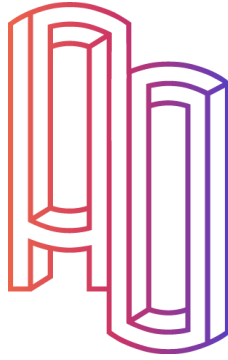
Relative grade is used when coursework is completed less than 100% and the relative grade is passing.

- **INCOMPLETE GRADE**

An incomplete will be issued when coursework is not at 100% and relative grade is not a passing grade.

- **COURSE DROPPED**

Courses are changed as needed for student success. Students dropping from the program will receive a grade based on Relative grade, if passing, or a grade of Incomplete if relative grade is not passing and the course is not completed. Courses dropped within the first 30 days of entering the program



will not appear on the student's transcript.

- **STUDENTS WITHDRAWING**

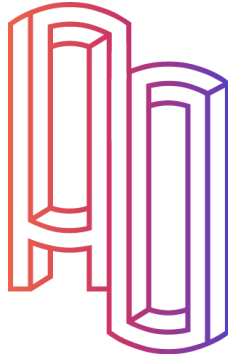
In the event of a withdrawal after 30 days, any courses not completed will be issued a grade of incomplete unless the Relative Grade is passing.

ASSIGNMENTS

In some ways, submitting assignments virtually is just like submitting them at a traditional school. However, in some ways it is very different. While each assignment, course, and teacher varies, there are some general rules of thumb to remember when submitting assignments.

All of your submissions are considered to be formal, academic submissions. Whether you are submitting work for Algebra or History, all instructors expect that basic grammar conventions are followed. It is important for you to remember that all of your academic writing should contain a few elements:

- **Capitalization:** Things that you would capitalize in an essay for your English class should be capitalized in your other classes as well. America, I, Ohio, the Civil War, etc. are all proper nouns and must be capitalized. Lower case letters are appropriate for some emails, texts, chats, etc., but are never appropriate in formal submissions.
- **Punctuation:** Basic punctuation is required for the reader to understand your writing. Periods and commas should be a part of every submission. Not using punctuation, again, is sometimes appropriate in emails, texts, chats, and other informal writing, but is never appropriate in formal submissions.
- **Structure:** While you don't need to have a Master's Degree in English to be successful in writing for your non-English courses, you do need to use basic structure to get your message across. A paragraph needs to be at least three sentences long, but really shouldn't be more than five. An essay should have



a strong idea (thesis) that is supported by facts in the essay. Sentences should be clear and easy to understand without complicated or incomplete structure.

While grammar isn't the focus of all courses, it is expected that you use these basic points of grammar in your formal submissions. If you have questions, never hesitate to ask your teacher.

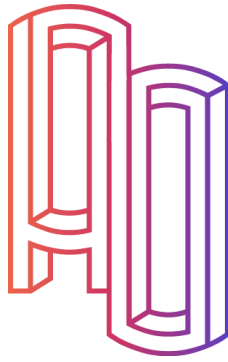
One of the keys to receiving full credit for any assignment is to demonstrate an understanding of the assignment.

Why do teachers require that you write, take quizzes, or complete projects? Just to give you a grade? No! The reason you write, take quizzes, and complete projects is to demonstrate that you understand the material. At the end of the day, teachers want you to learn about the subject. Your Social Studies teacher wants you to understand the causes and consequences of the Civil War, the impact the Industrial Revolution had on urban America, the advances made during the Progressive Era, etc. Your English teacher, Spanish teacher, Algebra teacher and others want you to learn things specifically for that subject. The assignments you submit are the way in which you demonstrate to your teacher that you know those things.

Before you submit an assignment, you should always take a moment to think, "Have I shown my teacher how much I've learned?" Taking this moment to consider whether or not you have demonstrated your understanding will go a long way in ensuring you receive full credit for your work!

ACADEMIC INTEGRITY

Academic Integrity at AO means that students submit only their own original thoughts and work on all assignments at all times. The most common types of academic dishonesty includes cheating, copying part or all of an assignment from another source (both from other students & from other sources), and failing to



appropriately cite sources used during research.

When students fail to have academic integrity in all their submissions, they are plagiarizing their work. The definition of plagiarism is: Copying or imitating the language, ideas, and thoughts of another writer and passing them off as your own original work. Specific examples of plagiarism that will not be tolerated are:

- Copying or rephrasing another student's work.
- Having someone else write an assignment or rephrase any part of an assignment (not just proofread it).
- Directly copying student aids (for example, Cliff Notes), critical sources, or reference materials in part or in whole without acknowledgment.
- Indirect reproduction of students aids, such as Cliff Notes, Cole Notes, critical sources, or reference materials by rephrasing ideas borrowed from them without acknowledgment.

No form of plagiarism will be tolerated at ArchwayOnline. The following table explains the steps taken for each plagiarism offense.

FIRST OFFENSE

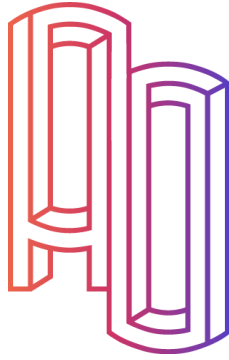
- The student is given one chance to redo the assignment.
- The student will be given a clear description of the offense and what plagiarism means.
- Parents will be notified via email of the offense.

SECOND OFFENSE

- The assignment will receive a grade of 0.
- The student will be issued a written warning notified that they are in direct violation of our academic integrity policy.
- Parents will be called for the offense.

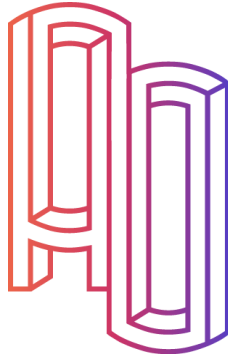
THIRD OFFENSE

- The student will face dismissal from the program.



What can you do to avoid this issue? Our teachers have come up with some information that you may find helpful in avoiding plagiarism issues.

- **Remember your teachers want to see your own work:** It is **NEVER** acceptable to utilize Wikipedia, Yahoo Answers, Brainly.com or any other website to copy and submit in your assignments. It is not enough to simply put a link at the bottom of the page to “cite” the source. *If you are using words that are not 100% completely your own, you MUST use quotation marks around the information and put the citation not only at the end of your paper, but at the end of the quotation. We will NEVER ask you to simply copy and paste information and submit it. That's not learning, it is cheating. We want you to do research and then demonstrate your learning in your own words.*
- **Work on your course(s) daily:** Some students tend to wait until a course is almost due to begin working on them. The student sees the course end date and thinks, “I have plenty of time to finish this course” and delays working on the course instead of doing assignments regularly. This results in the student getting extremely behind in a very short amount of time. This student is starting a course that is about to expire but now it will take hours and hours to catch up or to complete the course on time. The student, under the wire, is trying to quickly complete assignments that normally take hours by doing shortcuts like copying and pasting information from websites and submitting information. If you take this shortcut it will create much more of a headache for you than you realize – this is cheating - do the work yourself.
- **Demonstrate your own understanding:** Some students will look at comprehension questions – like questions from a novel or other reading – and just type that question into the Google search engine, copy what they find, and then hit submit. This too is plagiarism. It is not just essays that are checked for plagiarism! Teachers can check the student's work using



websites such as turnitin.com to catch this and most other types of plagiarism.

- **Sharing work from other students is also plagiarism:** Some students are in the same courses as other students they know such as siblings in the same home. These students can be tempted to share assignments. Teachers are watching for this and most other types of plagiarism.
 - **Since changing only a few words is still plagiarism, it is helpful to use more than one source when doing research.** This way you don't have just one explanation or description in your mind when writing your answers.
-

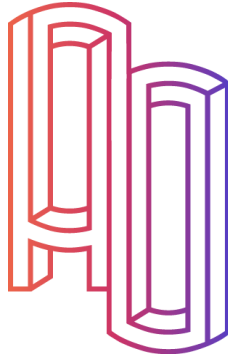
CHILD PROTECTION POLICY

POLICY

School safeguarding and child protection policies and procedures are subject to an annual, scheduled review and revision.

INTERNET SAFETY

All students and personnel at ArchwayOnline should appreciate the availability of the Internet to fulfill the educational needs of students. While AO understands that some internet sites contain illegal, defamatory, inaccurate, or offensive information, it is the responsibility of the user to utilize critical thinking skills to determine the



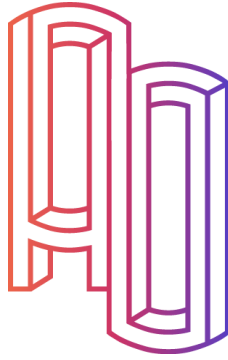
validity, accuracy, and suitability of the content for educational purposes. Additionally, students and personnel shall not send information that is illegal, defamatory, inaccurate, or offensive via the Internet. Students of AO should not reveal any personal information (description, telephone numbers, address, etc.) about themselves or others over the Internet and they should not attempt to contact anyone they have met using Internet resources. Everyone accessing AO's network must keep his or her password private and must not share it with anyone. Should anyone have cause to suspect that the school network has been compromised or that there is a security concern, the student or personnel involved must notify AO's administration immediately.

CYBER ETIQUETTE

The term "cyber etiquette" refers to the set of guidelines for interacting and communicating with others online (email, message boards, social media,, etc.). Just as "etiquette" encourages polite, respectful behavior in real life, cyber etiquette emphasizes the same in the digital world.

Students are expected to abide by the following guidelines:

- Avoid sarcasm, jargon, and slang. Swear words are unacceptable.
- Never use derogatory comments, including those regarding race, age, gender, sexual orientation, religion, ability, political persuasion, body type, physical or mental health, or access issues.
- Don't shout! Writing in all caps is considered SHOUTING. A word or two here and there to emphasize a point may occasionally be acceptable, but avoid sending messages in all capital letters.
- Focus your responses on the questions or issues being discussed, not on the individuals involved.
- Be constructive with your criticism, not hurtful.



- Don't broadcast online discussions, and never reveal other people's email addresses. Remember: Treat others as you want to be treated!
- Don't send messages while angry. Wait 24 hours then write a calm reply.
- Review your messages before sending them. Remove easily misinterpreted language and proofread for typos.
- Respect other people's privacy.

SUSPENSION, EXPULSION, AND WITHDRAWAL

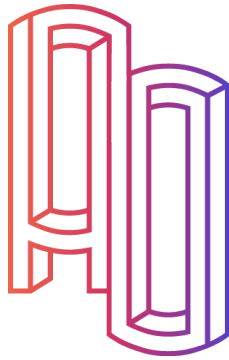
Suspension is a temporary discontinuance of access to ArchwayOnline. Students remain enrolled during a suspension and all financial responsibilities remain in effect during a suspension. If a student is expelled for any reason, the financial responsibility still relies on the parent/guardian/student. Parents must pay any remaining balances immediately. Suspension or expulsion can occur for a variety of reasons.

Please be cognizant that you will find the most up to date policies on the school's main website (www.archwayonline.com). The main website will always supersede the student handbook policy as we reserve the right to update and amend at any time without notice. We encourage you to check the website periodically. Thank you for reading the Student Handbook.

PARENT AGREEMENT FOR ArchwayOnline

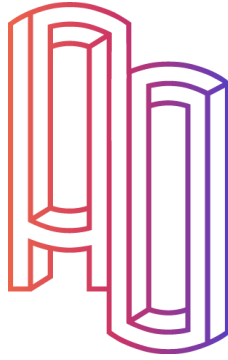
Under the ArchwayOnline (AO) Program, understand and agree with the following:

- I understand that I, as the parent and a homeschooler, am responsible for the success of my student. It is my responsibility to make sure my student is logging in and working on assignments, staying current and understanding



the course content, and contacting our AO counselor with any concerns or questions.

- I understand that I am required to attend an AO phone call with my mentor before courses can begin.
- I understand that an AO Counselor will email me a list of the courses my student will be taking for the school year. It is my responsibility to review those courses to ensure they are correct and contact an AO counselor immediately if any changes are needed.
- I understand that I am choosing for my student to take AO courses. I also understand that my student should complete 100% of each course to receive credit.
- I understand that my student's grade will be based on the Relative Grade. The Relative Grade factors in zeros for all unfinished assignments. Your AO Counselor will enter all grades received from their Archway courses.
- I understand that if I miss a monthly payment for Archway, I will lose access to my courses which can cause my student to fall behind. I also understand that should I miss payments and lose access to Assist for 30 days, my student will be dismissed from the Archway Program and additional fees may be required to reinstate into the courses.
- I understand it is my responsibility to contact an AO Counselor if my student wants to drop a course or withdraw from AO..
- I understand that the following is Archway's policy concerning Plagiarism. Please be sure your students are aware of what plagiarism is. Plagiarism may seem like a quick way to finish, but it is not only illegal, it is also a Code of Ethics violation and could result in your dismissal from Archway. Students found plagiarizing or cheating will be given one chance on the assignment/lesson to complete, an explanation of plagiarism in detail for the first offense, and the parent will be notified by email. If there is a second offense, the student will be given a zero on the assignment and the parent will be contacted by telephone. If the problem continues the student will be dismissed from Archway.
- Once dismissed from the AO Program, I understand that there is an additional \$150 reinstatement fee and that my student will only be allowed one



reinstatement. I also understand that my regular monthly subscription will be due.

- I understand that my student will receive an incomplete on their transcript if a course is not completed to 100% or has a Relative Grade of 70 or above. Courses completed to 100% will reflect the Overall Grade on their transcripts.. Your student's relative grade includes a zero for any incomplete assignments.

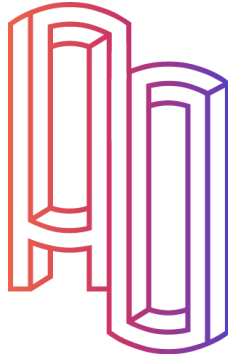
REQUESTING DOCUMENTS FROM ArchwayOnline

Requests are handled in the order they are received. Requests are generally processed within 14 business days. Transcripts, diplomas, and some other requests may take longer during busy seasons. You may pay a \$15 RUSH fee to expedite your request. RUSH requests are processed within three (3) business days. Visit your myAO page and click on Request Manager to make your requests.

AO Counselor Requests can be made in the Request Manager as well. If you have general questions, choose the highest grade level of your students. AO Counselors may contact you by email or phone. Sometimes answers can be given more quickly by email. Our AO Counselors work hard to get to these requests as quickly as possible, keep in mind the time of year of the request. It can take longer during our busy season which usually runs from April – September.

HOW TO REQUEST DOCUMENTS

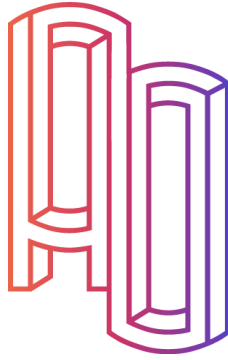
STEP ONE: Login to myAO account and Click on **Request Manager**.



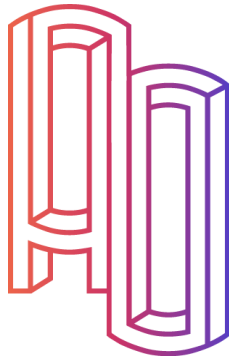
- **Diploma**-diploma requests will not be completed until all requirements for graduation have been met. Please visit our "Steps for Graduation" page for information about how to request your diploma.
- **Driver's License Form-Important:** Student must be in good academic standing and be actively enrolled with AO. In the event a student is new to AO, and the first course has not started, academic standing will be based on the records from the previous school.
 - The document will be mailed to the address on your account, so please request 2 weeks prior to when you will need the document.
 - The document will expire after 30 days and you will have to request a new form. There is a \$5 duplicate form fee.
 - A RUSH fee of \$15 can be paid to expedite this process. All rushes are processed within 3 business days and mailed Priority.

Other important information. Most DMVs will not accept a faxed or emailed copy. Please check with your local DMV before you go if you are wanting to use a non-official form. Please note: There will be a \$15 RUSH fee if you call and want it faxed to the DMV that day or if you need it sent within three (3) days of the request.

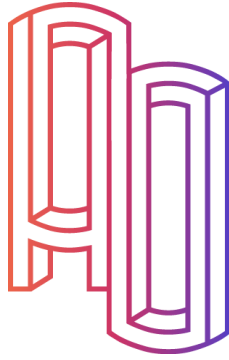
- It is not necessary to tell them you are home educating. Just hand them the form and go on through the line. They are accustomed to seeing this form because it is the same one all private schools use. Many times, if you say you are homeschooling, they will give you registration papers for independent homeschoolers registered with the county.
- If your student has already graduated, they must bring their high school diploma or G.E.D. certificate with them when they apply.
- The form is valid for only 30 days. This is a requirement of the Dept. of Safety.
- **Dual Enrollment Form**-Each college has their own Dual Enrollment form for you to fill out. Contact the college for requirements such as ACT/SAT scores, applications, deadlines, etc.



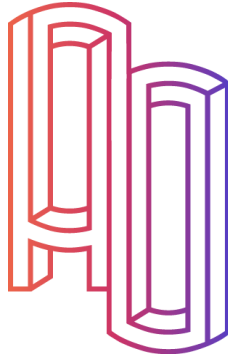
- Login to myAO and Select Dual Enrollment from the drop-down menu in the Request Manager.
- Put the student's name and any additional information regarding the request in the comment box.
- Preferred Method: Upload the form via the File Upload button in the request and then click Save.
- OR...Email forms to admin@archwayonline.com or fax to Attn: Robert at 901-667-7950.
- We will return the form to the college (or parent) along with an official transcript.
- Request transcripts by logging into myAO and using the Request Manager.
- Please plan ahead as this process can take a few weeks.
- A RUSH fee of \$15 can be paid to expedite this process. All rushes are processed within 3 business days and mailed Priority.
- AO can provide Recommendation Letters if needed for dual enrollment.
- **IMPORTANT: If we need anything from you but are unable to reach you within 30 days your request will be canceled.**
- **Official Transcripts-**
 - Select Transcripts from the drop down menu in Request Manager.
 - Please indicate the student's name for which you are requesting.
 - Enter a new request for each student. (If requesting transcripts for more than one student).
 - Up to 3 transcripts may be included per request.
 - \$15 RUSH fee covers 1 request for a maximum of 3 transcripts mailed Priority.
 - Provide information concerning where to send the transcripts i.e. college address, fax number, home address, etc.
 - Do not request a transcript if your student is transferring to another school.
 - Please notify AO if your student will be transferring to another school or if you will be moving out of state and not returning.



- If a student is transferring to another school, please refer to the information below under Withdrawal/Records Request before requesting a transcript.
- If you are needing a transcript for exploratory or application purposes to be accepted to another school, please type "Exploratory" in the request.
- **Transcripts for College**
 - Specify if you would like the portfolio sent with the transcript.
 - Specify which ACT and/or SAT scores to include on the transcript.
 - It is recommended that senior students request several official transcripts to have on hand for last-minute scholarships, etc. You can have these delivered to your home.
- When requesting a final transcript for college purposes, first request the student's diploma and then request to have a final transcript sent to the college.
 - Please allow 14 business days for us to process your request.
 - A RUSH fee of \$15 can be paid to expedite this process. All rushes are processed within 3 business days and mailed Priority.
 - Unofficial transcripts can be emailed or faxed to expedite or meet deadlines until the school receives the hard copy in the mail.
 - Official transcripts must be sent regular mail in a sealed envelope.
 - Please do not try to print a transcript yourself, as it looks completely different than the official transcript.
 - IMPORTANT: Please review all records to ensure everything is correct before requesting to have official transcripts sent.
- **Proof of Enrollment**



- AO sends a Confirmation of Enrollment via email each year when your students enroll. This can be used for most purposes.
- If you need a more official document on AO letterhead stating that your students are enrolled please follow these steps:
 - Select **Proof of Enrollment** from the drop down menu in the Request Manager.
 - If this is for a particular student rather than for the whole family, type the student's name in which you are requesting.
 - and any additional information regarding the request in the comment box and click Save.
 - Include information concerning where the document should be sent and any additional information regarding the request in the comment box and click Save.
 - These documents can be sent via fax, email or regular mail.
 - A RUSH fee of \$15 can be paid to expedite this process. All rushes are processed within 3 business days and mailed Priority.
- **Recommendation Letter**
 - Select **Recommendation Letter** from the drop down menu in the Request Manager.
 - Type the student's name in the comment box with information about where to send the letter and click Save.
 - Email the following information to Michelle.
 - Details concerning the specific information you want to include in the letter.
 - Provide information concerning the student's goals, passions, strengths, and any personal qualities, character traits, anecdotes that portray these, etc.
 - The best recommendations come from the parents – please write the above in the form of a letter – don't worry about grammar, punctuation, pronouns, etc. Michelle will make any necessary changes to the letter so that it is from the AO Counselor. She will also add academic information such as GPA,



ACT/SAT scores, and Class Rank.

- **Social Security Forms**

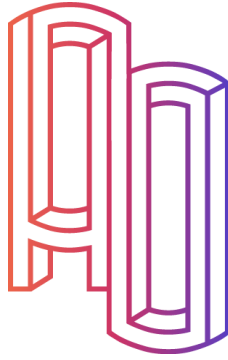
- Select **Social Security** from the drop down menu in the Request Manager.
- Type student name and where you would prefer your documents sent once completed.
- Complete page 2 of the SSA-1372.
- Send pages 2,3,4 & 5 to ArchwayOnline..
- Preferred Method: Upload forms via the File Upload button in the request.
- Or...you may fax to Attn: Robert at 901-667-7950 or email admin@archwayonline.com.
- AO will complete page 3 and send it in or send it back to you.

ArchwayOnline handles two major issues with Social Security.

1. Verifying full-time attendance for students beyond age 18 who are currently receiving Social Security benefits based on a parent's retirement, death or disability.

Verifying full-time attendance for students beyond age 18 who are currently receiving Social Security benefits based on a parent's retirement, death or disability.

- These families should receive a form SSA 1372 from their local Social Security office (generally within a couple of months before the student's birth month).
- This is a 7-page form which is generally partially filled out and sent to the family.
- Page 1 is basically a cover letter, and we do not need for you to send it to us.

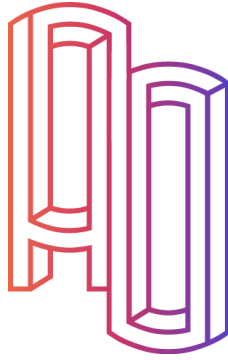


- **Page 2** is to be filled out by the family and signed by the student. **(See Page 2 instructions below*)**
- Page 3 will be completed by ArchwayOnline and is to be submitted to Social Security.
- **Pages 4 & 5** (See Page 4 note below*) need to be sent to ArchwayOnline, and we will retain them to send to Social Security if the student should happen to graduate or otherwise stop their full-time education before the proposed graduation month.
- Pages 6 & 7 are for the family's information and should be retained by them.
- Families may mail pages 2 through 5 to us along with the Business Reply Envelope (and bank documentation if applicable) and ArchwayOnline will mail these directly to Social Security.
- Upon request, the forms can be mailed back to the family for them to submit if a self-addressed stamped envelope is provided.
- Pages 2 through 5 may be faxed or emailed to ArchwayOnline, and returned to the family via fax or email.
- ArchwayOnline does not charge for this service.

***Page 4 Note: It is very important that if a student stops attending full-time for any reason before their proposed graduation date or their 19th birthday, whichever comes first, that ArchwayOnline is notified so that we know to send page 4 to terminate benefits.**

2. Applications for student disability benefits.

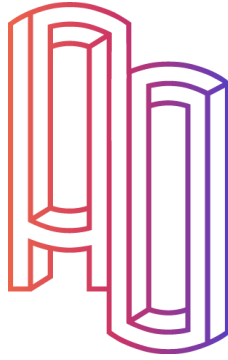
- Upon the family's application for disability benefits for their students, the Disability Determination Section of Social Security (DDS) will request information from ArchwayOnline as the student's current school.
- Because of the unique role that ArchwayOnline plays in the student's education, we will not be able to provide all of the information they request from us as the school. The requests are based on the guidance department of the school having a direct interaction with the student and their family.



- We will, however, submit all records generated while enrolled with ArchwayOnline. This is generally limited to report cards and/or transcripts (including attendance).
- We will also submit any information submitted to us from previous schools.
- If the family wishes to have additional information submitted with their application, we will be happy to forward that on to DDS.
- Sometimes DDS sends a form to ArchwayOnline with the teacher's (parent's) name on it.
- When we receive these, we will forward the entire packet to the family via mail and inform DDS that we have done so.
- It is then the responsibility of the family to complete the forms to the best of their ability and mail them to DDS.
- ArchwayOnline does not charge for this service.

Page 2 Instructions: It is important to fill out Page 2 (SSA-1372) completely.

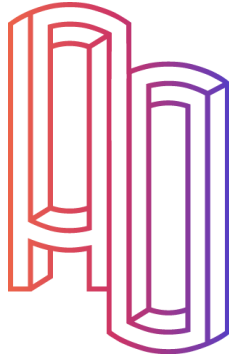
- Question 1(a) full-time attendance question should have "yes" checked.
- Enter the start and proposed end date of the current school year in the right-hand side of box 1(b).
- Select High School in 1(c) and 2(b).
- Some Social Security offices have assumed that if Home School is checked that the rules for those registered with the county's Local Education Association apply and may request things such as seeing that standardized testing has taken place.
- Most counties now realize the legal status of ArchwayOnline students and if they don't we can usually clear this matter up, however, this may take some time.
- Question 1(d) should show the approximate hours per week that the student will "attend" school.
- At ArchwayOnline, we will check the login and progress reports to verify the student is on pace and passing their online courses. If the student is not doing at least 20 hours per week and is not on pace and passing the online courses we will not be able to approve the form.



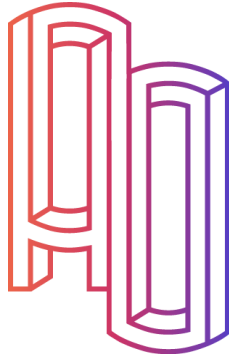
- Social Security considers full-time attendance to be at least 20 hours per week.
- The expected graduation month and year should be entered in 1(e).
- If the expected graduation date is in the following school year, the months of summer vacation should be entered in 1(f).
- Item 2(b) should have the name & address of the school for the previous school year and the dates of the previous year.
- We will check the number of hours in 2(c) compared to the ArchwayOnline records for the previous year.
- Questions 3, 4, 5, 6, 7 & 8 should be answered.
- If question 7 is answered Yes, you will either need to submit the requested bank account information if the forms are to be submitted by us, or we will send the forms to you for you to submit.
- The student should sign and date the bottom of page 2 as well as entering the student's Social Security Number, Mailing Address & Telephone Number.

- **Student/Teacher ID Cards**

- Digital Student and Teacher ID cards which can be printed or uploaded for discounts are FREE when you apply with ArchwayOnline. Additional IDs after initial enrollment OR physical IDs are \$5.00.
- Student ID will be issued upon enrollment with AO. Courses can not begin until a student photo has been submitted. Exceptions can be made for students who have a state issued DL or photo ID. A student photo or other photo will be needed for all proctored exams.
- The student photo can be uploaded at the time of application or you can email the photo to Admin@archwayonline.com
- To request a Teacher ID:
 - Select Teacher ID from the drop down menu of the Request Manager located in your MyAO account..



- Enter the name(s) of the student(s) or teacher(s) needing an ID.
 - Preferred Method: Upload your photo by clicking the File Upload button in the request (preferred method).
 - OR...You may also email photos to. The photo needs to be a good quality headshot.
 - Student ID cards are available for any student in any grade level. The student must be currently enrolled.
 - Student ID cards are recommended for all students who will be working or driving during school hours.
 - Students who are not driving age will occasionally need a photo ID. This can serve that purpose in most cases.
 - Teacher ID cards can be used to receive teacher discounts at many places. Visit our Discounts page for more information.
-
- **Withdrawals/Records Request**
 - Have the school fax an Official Records Request to AO. Fax to 901-667-7950.
 - Once we receive the records request, we will enter the request in the Request Manager under Records Request for Withdrawal.
 - We will withdraw the student and forward school records to the new school.
 - Please do not try to print your own records to give to the school. AO's official transcript will look very different.
 - If you need a transcript for your own records, request a transcript in the Request Manager.
 - Official transcripts must be mailed. Unofficial transcripts can be emailed if requested.



If your students will no longer be homeschooling with AO but are not transferring to another school (due to moving or other reasons) please notify AO so we can withdraw your student and update your account.

Work Permit

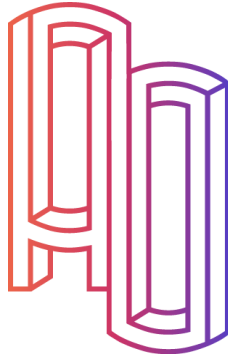
Important: Students must be in good academic standing and be actively enrolled with AO.

- Students may work during school hours, but they will need a Work Permit.
- The original will go to the employer and a copy needs to be kept by the student.
- A student I.D. is also recommended as the student will be out during school hours.
- Select **Work Permit** from the drop down menu in the Request Manager.
- Type the student's name in the comment box with information about where to send the work permit and click Save.
- NOTE: All account and student information must be up to date before AO will fulfill your request.

ADULT EDUCATION

ArchwayOnline accepts adult students ages 18+.

- Eligible adults age 18 and over.
- An AO Counselor will review your transcripts to see what courses will be needed to graduate.
- A minimum of 2 credits must be completed through AO to be eligible for a diploma.
- Pay all required AO fees.



- AO will not process your application until you have paid the Application Fee for the online courses and completed registration with AO.
 - NOTE: We must have an access form signed by the adult age student if you wish for us to be able to speak to another person such as a parent or spouse concerning your education.
-

MISCELLANEOUS FEES

- RUSH Fees – Expedited 3-day Processing = \$15
- Teacher/Student IDs = \$5
- Duplicate/Replacement Forms = \$5
- Special Processing Fee = This fee is for processes that take additional work and staffing such as state scholarship eligibility, accommodations, etc. = \$25
- NSF/Returned Check Fee = \$25
- Shipping Fees – Certain special documents require additional shipping fees. Also, if you request expedited shipping or shipping through other carriers like FedEx or UPS, those shipping fees will need to be paid to AO.

