

USA ACADEMICS

STUDENT HANDBOOK

2023



USA ACADEMICS

Accredited Online School

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Student Handbook 2023

USA ACADEMICS, FL, USA

USA ACADEMICS LLC is a registered legal entity
in Weston, Florida Board of Education with the school code 6567 for the USA

Student Handbook 2023, First Edition

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Welcoming note

Hello,

Nice to meet you and welcome to your new school.

We are USA Academics.

We believe that education is for everyone and should be accessible at anyplace and anytime. By using the advantage of the internet and new technologies, we created a high-quality online school and made it available worldwide.

We are a complete online education path from Elementary to High School, and the learning route continues with Bachelor and Master levels at our online Business and IT Academy. We are acknowledged and accredited to provide international online education for Elementary, Middle, and High School levels. One more online learning platform works under the USA Academics umbrella – the Sport academy School. We designed the Sport academy School with young athletes in focus. Our team puts dedication, effort, and hard work into providing online schooling for students who are becoming professional athletes.

Who is this guide for?

This handbook is made for all our current and future students as a guide through how the online school functions and USAA schooling system. By presenting the mission and values at the beginning of the guide, USA Academics' team wants to highlight its commitment to open more opportunities for each student, and to align all its endeavors to prosperity of the school community.

Purpose of the guide

We know how stressful it might be stressful for students and their parents and guardians to start or to move to a new school, especially when this school is having a completely different kind of approach to schooling and learning is happening in a virtual environment. That's why this handbook serves as an introduction to help students and parents or guardians to navigate through the USAA platform and to understand the school processes and procedures.

Furthermore, the handbook briefly covers the description of curriculum options on the platform, admission procedure, expectations related to behavior patterns and communication in the online school community, credit policy, and graduation requirements, to mention some of the main chapters' points. The handbook also gives technical guidelines on how to use all resources and technical advancements on the platform effectively.

USAA school profile – Empower today's Students

Education is increasingly understood as a central enabler of societal advance. USAA founders believe that education is a universal tangible value for everyone, and it should be accessible at any place and anytime, offering the same circumstances. By using the advantage of the new technologies, the USAA team aims to create and maintain a high-quality online school environment and make it available worldwide. The main purpose of the USAA school is to evolve, adapt, and grow with its students.

Our team consists of highly educated professionals from various fields. We don't think providing online education is a job – it's more of a mission or a calling. We are in the business of giving chances, simplifying things for our students, and granting them new opportunities.

Led by the motto 'Empower today's Students to become tomorrow's leaders' the idea of the founder was to return educational processes to its core roots of gaining knowledge. Originated to encourage people to broaden their intellect and knowledge, call the world for enlightenment and implied that human endeavor, persistence in reaching a goal, and effort in overcoming obstacles. Following these meaningful thoughts, a company shaped its core values and mission.

Mission statement

Excel the expectations and open up opportunities to a bright future for our students.

Vision statement

To build an environment and community that inspires students to acquire knowledge to pursue their passion and thrive in the possibilities and challenges of the 21st century.

Values

Value 1 – Empower

- Keep the spirit of Innovators
- Open-minded and proactive leadership
- Embrace changes and an agile mindset
- Create new learning experiences
- Stay curious

Value 2 – Dedicated

- Building confidence and Accountability
- Equal opportunities for all students
- Act in the best interest of the entire school community
- Delivering the highest teaching and learning standards
- Continual improvement of strategies and approaches in planning and delivering the services to students

Value 3 – Inspiring

- Collaboration and interconnectivity
- New ideas and insights
- Individual aspirations and potentials
- Greatness and enterprising attitude
- Personalized learning initiatives

Value 4 – Caring

- Well-being of all stakeholders
- Maintain positive and respectful relationships
- Cherish empathy and gratitude
- Develop a culture of kindness and patience

Difference USAA makes

We created a unique methodology by combining the flexibility of the UK educational system and the proven methodology of the American schooling system. Our curriculums are segmented in such a way that they do not overwhelm students, yet they provide quality education. In lower grades, they learn the basics, while in higher grades, they achieve broader knowledge, improve practical skills, and define personal interests.

Online education is not an alternative to regular schooling. It's a new approach to K12 education that turns students into individuals who are ready for all the challenges of the 21st century. After completing Elementary, Middle, or High School, children are ready to move toward higher education. And our internationally accepted diploma will allow them to do that without any problems.

Benefits of studying with USAA

Personalized and high-quality education

Entirely online and in-person sessions for US Residents.

Individual course plans that meet student's unique needs

We identify and evaluate each student's learning style

Our learning methodology is based on the latest brain and educational research

Direct and Transparent

We enable easy access with no bureaucracy

You'll get the immediate and direct response from our education consultants

Our application process and tuition fee policies are transparent

Innovative, Convenient and Flexible

Self-paced

Progress at your own speed

Study and demonstrate knowledge on your schedule

Coursework for online programs is accessible 24/7

Combines innovative technology and interactive course materials

Expert teachers and counselors

One to one online support through the hybrid system

Ready to assist students in creating customized learning plans

Support students to complete courses according to their preferences and learning style

Timely review of students' progress and success

The Completely accredited and certified educational system

Internationally recognized diploma

Accepted Worldwide

Curriculum options

One of the most important advantages of schooling online is that use of the technology facilitates and helps to personalize the learning process and teaching approaches. A 1 on 1 device-to-student ratio makes it easier for students to engage in unique learning experiences, work at their own pace, and pursue their own interests. USAA organization holds license agreements to Ignitia Virtual & Robotify/CODE SIS/curriculums. These curriculums give access to a wider range of content and resources that are not readily available in a learner's physical location.

USAA Student Information System (SIS) platform with easily accessible and interactive materials enables students to establish a personal learning style. Therefore, our students can process course materials gradually (not all at once) and acquire new knowledge faster and easier. Teachers are there to monitor and support the progress of individual students, and to focus on helping them improve the areas where they have the most difficulties. Benefits of self-paced learning strategies are immense. They allow students not only to choose the speed of learning and the number of lesson materials but to upgrade their memory performance and self-organization skills.

Ignitia LMS and curriculum is a versatile, faith-based online curriculum. Ignitia's lessons include more than 50,000 multimedia elements including interactive games, audio and video clips, external web links, and off-computer assignments. Most of the lessons are automatically graded

with answer keys or guides that make grading easy. Ignitia features easy-to-use navigation for grades 3-12 and a handy notes tool.

- Aligned to national and state standards
- User-friendly for both student and parent
- Text-to-speech allows students to hear selected passages or entire lessons
- Translates lessons into over 20 different languages
- Powerful easy to use reporting
- Assignment list that shows students what is due each day

Odysseywarre LMS and curriculum is a multi-award-winning online curriculum with dynamic, engaging lessons and interactive features designed for students in grades 3-12. Odysseywarre has an easy-to-use learning management system and includes over 300 standards-aligned courses, enriching electives, more than 80 CTE courses, and AP and test preparation courses. Odysseywarre features easy-to-use navigation and is available anytime on any device.

- Aligned to national and state standards.
- User-friendly for both student and parent
- Text-to-speech allows students to hear selected passages or entire lessons
- Translates lessons into 23 different languages.
- Powerful easy-to-use reporting.
- Assignment list that shows students what is due each day
- AP courses, ACT prep, and over 80 career courses

Students will be provided with key concepts and theories underpinned by a series of guided interactive and engaging activities. These have been designed using an online pedagogic approach which facilitates synthesis of knowledge, reflection, and practical application to the workplace. In doing so, real world examples and case studies are used to expose students to contemporary issues and settings. This approach also develops the analytical skills of students, their ability to problem solve and to develop comprehensible and structured arguments. Students are also provided with access to web links, articles, and recommended texts to further develop and consolidate their understanding through self-study.

Certification

USAA was founded in 2015 and written to the Florida Board of Education in 2019 with the school code 6567. We adopted the industry standards, meaning that we got accreditation and approvals from all the relevant institutions. In other words, we are a legitimate online platform whose certificates are internationally recognized and accepted. All our programs are completely accredited in the United States of America -NCAA group of Colleges; NCA CASI; Florida Board of Education.

Another major benefit of accreditation is that our programs provide you with an official diploma upon graduation, along with record-keeping, transcripts, and grade reports. Above all, accreditation means that the USA Academics K12 education program offers rigorous academics that equal or surpass a traditional school. Additionally, we work in accordance with the ISCED and EQF standards.

The International Standard Classification of Education (ISCED) established by UNESCO is a framework that ensures the comparability of different education systems. It is a reference classification for organizing educational programs and related qualifications by education levels and fields. With ISCED, all educational activities and programs are sorted into internationally accepted categories. Therefore, those ISCED categories are globally valid.

European Qualifications Framework (EQF). This framework serves as a tool that translates the level of national qualifications from various countries, into a single framework recognized and accepted across Europe. Through this framework, we ensure that your previous education is recognized to a certain degree. Therefore, you won't have to repeat your education if you move to a different country, whether for further learning or career-wise.

Teacher Support

We have one on one teaching support in the school program without any additional payment. A student can schedule a tutoring session with a teacher to work together. A student can ask for teaching support on a one-time basis or in continuity. They can contact them via a messaging system built on the platform. Every student has the contact of the teacher upon enrollment procedure is done.

Besides live classes, students can ask for any consultation; our teachers are always available to students. That is very useful if a student comes across information requiring further explanation. Teachers normally reply in the first 24 hours depending on the type of question.

Parent/Guardian support

Parents of our current or future students can always schedule a phone call with our education consultant to discuss any aspect of online schooling at USAA. As a parent, you can access our learning platform at any time and follow the progress of the student. Also, USAA teachers and consultants review students' progress promptly, so our staff will notify you promptly. Each parent and guardian will have direct contact with the tutor and consultant who are in charge of their child. Teachers and consultants answer all inquiries promptly, usually in a few hours or in 24 hours at the latest.

School Guidelines

This chapter briefly covers all basic information that current and future students should know about the USAA School's policies and procedures. USSA team consists of professionals devoted to school community and they always customize support to individual student needs.

Enrollment procedure and Graduation requirements

We keep all our school's procedures straightforward and without unnecessary bureaucracy, yet with full attention and accuracy to all details required by the admission process.

Admission process

Enrollment applications should be made through the USAA school's [website](#). Parents or guardians and students who want to have further guidance can speak to the school education consultant, where appropriate advice and guidance will be given regarding the school program and curriculum options.

To begin the enrollment process, you will have to send us previous education transcripts and a copy of the passport of the applicant. Transcripts list the years attended, courses taken, grades earned, credits awarded, other comments or information. You don't have to translate the transcripts, send them in your maternal language, and our translators will take over.

As soon as we do the necessary verification of documents, our education consultant will send you the admission form and agreement to complete the enrollment. The entire process can be done in 48 hours. When we receive the payment for the tuition fee in its entirety or the first installments, we will send you a username and password for the platform.

1. Complete an application online or by phone.

a. Apply online – The online application process is simplified to reduce processing time. Applicants can indicate the program level, program type, and discipline area on the online application form.

b. Apply through a free consultation with an education consultant which can be scheduled on this [link](#) or by phone at +19546075888.

2. Within 24 hours after the completed enrollment process and payment, USAA will provide instructions for online access to the platform with login instructions and personal guidance of the student through the platform and course materials. The USAA expects that applicants will have provided full, honest, and accurate information on their application form and in all subsequent communications with the school.

Before signing the official enrollment agreement and first monthly payment, student and their parents can request a consultation, test the platform and also to meet USAA's teacher assigned to the student and have one class to see how the tutoring session function.

Enrollment Agreement

The Enrollment Agreement or is a contract which is to be signed by the student and USA ACADEMICS school. Each enrollment agreement is separate, which means that a student gets an individual ID on the platform, and only the enrolled student can use the platform under the open account. For parents and families who want to enroll more than one child, we have special sibling discounts.

After deciding for the payment option and program, each monthly payment should be paid within due date as shown and signed in the enrollment agreement.

Transfer options

Applications to our online school are always open, and the procedure is as simple as transferring to any other school but way faster.

The admission process is the same, except that the student who transfers to USAA school in the middle of the school grade will be in CRx mode, which is a credit transfer system. This mode consists of several pretests that a student takes when they enroll. Also there are the placement tests that all students go through when they transfer from the other schools.

The results of the pre-tests done in CRx mode will help us create individual learning plans for that particular student, so the student doesn't need to repeat the grade from the beginning. Instead, they can continue where they have left in their previous school.

Credit policy

USAA school carries 21 credits, which is a requirement for a student to be able to graduate. Each core subject is worth one credit, plus electives carry from 0.5 credits up to 1.5 credits. In the table below, you can see how many credits each subject is worth.

Course	College Prep Track
English/Language Arts	4 credits
Math	4 credits
Science	4 credits
History and Geography	4 credits
Elective Courses	5-8 credits
Total	21-24 credits

USAA accepts credits from other eligible and accredited school, either traditional or other online schools. In case that the student is homeschooled, placement tests and CRx mode will help to determine the level of knowledge, and how many credits student needs to earn to stay on the track with the peers.

Grading system

Online learning forms of education allow children to acquire high-quality education and, at the same time to become digitally fluent, which is of the highest importance for developing the skills needed after finishing the school. That means that online education is not an alternative to regular schooling. It is a new approach to learning that turns students into individuals who are ready for all the challenges of the 21st century. USAA school maintains rigorous standards when it comes to its students' excellence. Our goal is to keep them on the track to success at all times so the grading system follows that philosophy.

Grading scale:

A (Excellent)	or	90-100
B (Good)	or	80-90
C (Fair)	or	75-80
D (Poor)	or	70-75
F (Failure)	or	-70

Reports, Transcripts and Certificates

To get regular transcripts, or reports that contain the information on subjects and earned a number of credits upon completing the courses from USAA students should contact the **Student Support Center**. To graduate from USAA School and earn the certified diploma, students must complete at least the final grade of high school, or minimum 6 credits.

Apostil consists of a notarized document, which is attached to a student's diploma, and serves the purpose of legalizing and authenticating a diploma. This document states that the attached diploma document has been fully earned, approved, and granted.

School Integrity Policies and Procedures

USA ACADEMICS is committed to creating and sustaining a positive and supportive working environment for our staff and excellent teaching and learning experience for our students. We aspire that staff is equally valued and respected, and students are encouraged to thrive academically. As a provider of employment and education, we value the diversity of our staff and students. We are committed to providing a fair, equitable, and mutually supportive learning and working environment for our students and staff.

This is reflected in the core values of the USA ACADEMICS Strategy, which state the importance of:

- valuing, respecting and promoting the rights, responsibilities, and dignity of individuals within all our professional activities and relationships
- equality of educational opportunity based on merit, irrespective of background, beliefs and socio-economic context

Positive behavior framework

We believe that excellence will be achieved by recognizing the value of every individual. We aim to create an environment that respects the diversity of staff and students, enabling them to achieve their full potential, contribute fully, and derive maximum benefit and enjoyment from their involvement in the education programs provided by USA ACADEMICS.

To this end, we acknowledge the following basic rights for all members and prospective members of our community:

- to be treated with respect and dignity
- to be treated fairly with regard to all procedures, assessments and choices
- to be encouraged to reach one's full potential

These rights carry responsibilities, and we require all members of our community to recognize these rights and act in accordance with them. In addition, we will comply with all relevant legislation and good practice.

No individual will be unjustly discriminated against. This includes, but is not limited to, discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

USA ACADEMICS has overall responsibility for ensuring that we operate within a framework of equality of opportunity. USA ACADEMICS has overall management responsibility, delegated to all managers throughout USA ACADEMICS. All members of staff and students have a duty to support and uphold the principles of positive behavior framework and its supporting policies.

Plagiarism and Cheating

Plagiarism refers to students who cheat in examinations or present someone else's material as if it were their own. Very few students commit such offences, but the college believes that it is important that all students understand why academic honesty is a matter of such concern and why such severe penalties are imposed.

Some examples of plagiarism are:

- Reproducing or paraphrasing published material without acknowledging the source.
- Presenting information from electronic sources without acknowledging the source
- Passing off ideas, designs, inventions or any other creative work as your own.
- Copying the work of another student.
- Undeclared collusion with another student.
- Getting someone else to do the work for you.

There are degrees of plagiarism, particularly where published work is concerned. Minor instances of plagiarism are at the discretion of the Assessor, for example;

- A student fails to reference work properly.
- A student fails to acknowledge the source of a short section of an assignment.

Where an instance of plagiarism has been treated as minor, a warning will be issued about future conduct. The assignment may receive a lower mark than might otherwise have been awarded. More serious infringements, which cannot be treated as minor, will result in a report to the Head of education Department and a record placed on the students' file. The college Assessment Board will penalize students who are found to have presented plagiarized work for assessment.

USA ACADEMICS takes data security and privacy seriously. That is why we made sure to protect student's data on several levels. First of all, the students' data is encrypted. Additionally, their progress on the platform is also secured, and it can't be lost or deleted. Secondly, we use one of the most secure payment systems available globally.

Protection of Personal Data and Privacy

USAA protects all personal information that we receive from students by following Data Protection Act 2018. We collect some personal data from students during the application and enrollment process, which is required to enroll them at our online school.

All our websites (www.usaacademics.org, www.elitelanguageacademy.org), and have SSL encryption. That encryption keeps internet connection secure and safeguards any data that you send to us from reading, modifying, or stealing by the third party.

We don't record and store live chats and conversations with parents and students, nor do we record one on one live sessions between students and teachers.

USAA Websites and our online learning platforms are not on the same server. Therefore, we must use the student's data to create a profile and enable them to access the platform. However, we don't provide or sell student's data to any other party. Their data remains private and is used only to provide online education.

Security of Students' Progress in the LMS

The entire learning process at USAA happens online, which is why it's crucial to ensure the security of the system. Both learning management systems that we use (Ignitia and Odysseywarre) have strong, up-to-date encryption protocols. That ensures that all data and progress that students have made during their studying are protected and safe.

How Does It Work?

Students' progress on the platform is automatically saved and synced through the CDN (content delivery network) servers and then kept on the special central server. CDN saves students' daily progress and activity.

Student's daily progress and activity on the platform are saved at CDN only temporarily as a cache memory. A CDNs then transmits the data onto the central server where it's kept safe for the next 30 years.

Therefore, students' progress on the platform will not be lost in case of some technical emergency. Although we do everything to prevent any cyberattack or technical malfunction, even if something happens, the students' work on the platform is safe and secure.

Harassment, Bullying and Discrimination Policy

USA ACADEMICS is committed to supporting, developing and promoting equality and diversity in all of its practices and activities. We aim to establish an inclusive culture, free from discrimination and based on the values of dignity, courtesy, and respect. We recognize the right of every person to be treated in accordance with these values.

The failure of USA ACADEMICS staff and students to behave with dignity, courtesy and respect towards others can harm individuals and impair the functioning and reputation of the USA ACADEMICS.

Harassment, bullying and discrimination can cause fear, stress and anxiety, which impose strains on work, study, personal and family life. They can lead to illness, accidents, absenteeism, poor performance, an apparent lack of commitment, and staff resignation or student withdrawal from USA ACADEMICS. As such, harassment, bullying and discrimination are unacceptable forms of behavior and will not be tolerated.

The USA ACADEMICS will not tolerate incidents of harassment against staff or students by third parties, including project partners, clients, contractors or visitors. Any examples of such harassment should be brought to the attention of your line manager, tutor or supervisor immediately.

Any allegation of harassment, bullying or discrimination will be treated seriously, regardless of the seniority of those involved, and anyone found to have behaved unacceptably may be the subject of disciplinary action up to and including dismissal or expulsion.

Fair criticism of staff or student performance or conduct will not be considered to be bullying or harassment, provided that those involved are treated with dignity, courtesy and respect.

We recognize that some issues affecting dignity at work and study can arise out of miscommunication, misunderstandings, and relationship difficulties. The USA ACADEMICS

mediation service can facilitate discussions between parties where someone alleges that their dignity has been affected. This opportunity will be offered in these cases in the first instance, although it is not compulsory. Anyone who chooses to attend a mediation session will not be prevented from recourse to the USA ACADEMICS other procedures.

Objectives of this policy

The aims of this policy and accompanying guidance are to: promote a positive environment in which people are treated fairly and with respect:

- encourage all staff and students to play a role in creating and maintaining an environment in which harassment, bullying and discrimination are understood to be unacceptable behavior.
- provide a framework of support for staff and students who feel that they have been the subject of harassment, bullying or discrimination
- ensure that allegations of harassment, bullying or discrimination are addressed fairly, with respect for the rights and dignity of all those involved identify the appropriate formal processes by which complaints can be raised.

Application of this policy

This policy applies to the conduct of the staff and students of the USA ACADEMICS, in the context of their work or study, or which otherwise affects the working, learning or social environment of the USA ACADEMICS.

USA ACADEMICS environment. It can also include conduct towards people who are not members of the USA ACADEMICS in the context of Education business (such as applicants, contractors, patients and other members of the public who visit or use School services).

We will draw this policy to the attention of consultants and contractors through USA ACADEMICS procurement processes and we will make it clear that harassment of staff or students will not be tolerated.

This policy should be read in conjunction with other USA ACADEMICS policies and procedures, including Student Complaints Policy and Procedure

Staff and students involved in a harassment complaint while undertaking a work placement or secondment will have access to the same support arrangements as if the complaint had occurred through USA ACADEMICS organization. This includes counselling, Harassment Contacts,

mentoring and advice from the Diversity Office and Information Centre. USA ACADEMICS will support its staff and students in whatever way is considered appropriate for any case.

Responsibilities

Ultimate responsibility for this policy rests with USA ACADEMICS Board.

It is the responsibility of all persons in authority to:

1. ensure that this Policy is implemented effectively, and effort is made to ensure that all staff and students are aware of this policy
2. be alert to potential problems and act promptly without unnecessarily waiting for a complaint, by directly challenging behavior when it is observed and promoting an inclusive working and study culture
3. treat informal and formal complaints seriously, with sensitivity to the feelings and perceptions of all those involved, and in a timely fashion deal with any issues raised fairly and in line with duties of care to staff and students take steps to ensure that staff and students are not victimized for making, or supporting, a complaint

It is the responsibility of all High School staff and students to: behave in accordance with this policy take requests to cease or amend behavior seriously and respond to them courteously not participate in, encourage or condone the harassment, bullying or victimization of others promote an inclusive culture in which colleagues or peers are not subjected to harassment, bullying or victimization by challenging these forms of behavior, or reporting situations in which they occur to the line manager or supervisor of the person involved, a tutor, or a Harassment Contact

Informal and Formal Procedures to address unacceptable behavior

USA ACADEMICS recognizes that it can be difficult to raise a complaint of harassment, bullying or victimization whether on a formal or informal basis. We seek to ensure that people who feel that they have been the subject of harassment, bullying or victimization are able to raise their concerns, and to have them addressed appropriately. Before any formal procedure is invoked, alternative resolution techniques should be considered and offered, if appropriate. HR Advisers can provide further guidance and support on this.

Student Complaints Policy and Procedure

USA ACADEMICS is committed to ensuring that we provide for our applicants a high quality and fair treatment in all areas of studying, however, that there may be occasions when students feel that they have cause for complaint.

The Complaints procedure sets out how s may seek to have complaints addressed. It should be recognized that the vast majority of students' complaints can be handled fairly, amicably, and to the satisfaction of all concerned without recourse to this procedure. In the first instance, students or parents/guardians with a complaint should raise their concerns informally with the relevant school staff. If this course of action proves unsatisfactory, then the procedure set out in this document should be observed.

1. USA ACADEMICS will seek to ensure that all complaints are treated seriously, positively, and constructively. It will also seek to ensure that complaints are dealt with promptly, with fairness and consistency, and with due regard to USA ACADEMICS equal opportunities policy. If a complaint is found to be justified, USA ACADEMICS will take such action or provide such remedy as may be appropriate and will do so promptly. If a complaint is not upheld, the reasons for the decision will be communicated to the Applicant.
2. Students or parents/guardians will not suffer any disadvantage or recrimination as the result of making a complaint in good faith.
3. Students or parents/guardians, and those against whom complaints are made, may expect complaints to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others in order to deal with the complaint; in these circumstances, the parties concerned will be informed of such disclosure.
4. All complaints must specify the Student's full name and an address for correspondence. Anonymous complaints will not be dealt with under this procedure. Staff who receive an anonymous complaint will be expected to use their discretion and judgment as to how to handle such a complaint.
5. This Complaints Procedure applies to students who are enrolled to USAA school and for all levels of study.
6. The Complaints Procedure includes a number of stages, both informal and formal, through which to seek resolution of a complaint.
7. Advice about the Complaints Procedure may be obtained from the Student Service Center. And all complains goes through the **Student Support Center** that can provide assistance in

formulating complaints, and in supporting students throughout the formal stages of the complaint's procedure.

- Where a student feels that their legitimate expectations are not being met, or where misunderstandings about the nature of USA ACADEMICS, USA ACADEMICS expects that problems will be speedily and effectively dealt with.
- In the first instance, a student should seek to raise any complaint either through the student support or through informal approaches through their personal student advisor, head of department or manager.
- Students are encouraged to seek advice from the Students' support when raising matters informally.
- If a complaint is not resolved informally then a student can proceed to submitting a formal complaint.

Requirements for Successful Online Learning

Unlike the regular school, students who attend school online don't have to get up early and spend a certain amount of time at brick-and-mortar place. USAA students have the freedom to choose when they start their schooling day since they have 24/7 access to our online learning platform. That is very convenient, but it also can be a trap. Many students take this opportunity for granted, and very soon, they start procrastinating, which leads to the accumulation of learning materials.

Online school best functions if you establish certain self-discipline. If you decide that you are going to study at a particular time, make sure that you are really studying at that time. Don't postpone your online school assignments. Over time students learn how to tune their time management skills, which is a useful skill to have later in life, especially in college or when they start a career.

USAA LMS platform with easily accessible and interactive materials enables students to establish a personal learning style. Therefore, our students can process course materials gradually (not all at once) and acquire new knowledge faster and easier. Teachers are there to monitor and support the progress of individual students, and to focus on helping them improve the areas where they have the most difficulties. Benefits of self-paced learning strategies are immense. They allow students not only to choose the speed of learning and the number of lesson materials but to upgrade their memory performance and self-organization skills.

Productivity and Time management

In online school students learn from the comfort of their homes, and there are no distractions like in the regular classroom. The program is self-paced and encourages students to set their own schedule for completing their coursework. At USA ACADEMICS school every student learns individually, as all live sessions are one on one with the teacher. That gives students the chance to create a personalized learning plan and to customize their learning entirely.

In online school students choose when they want to learn and for how long. However, it is recommended that every student set aside a regular time each week to study. The goal should be to maintain steady progress toward graduation. It is recommended that students do not rush through their courses.

USAA teacher monitors student attendance and participation based on several engagement touch points and provides feedback to students and parents in timely ways to support student success. Within each course, student attendance and participation is determined by timely completion of quizzes, tests and/or assignments within each lesson. When students fail to complete lesson tasks in a timely manner, they will be contacted to determine the cause for nonparticipation in the course. Students who are struggling or who are at risk of failure are identified early and provided the necessary tutoring support to allow them to move forward to completion of the program.

Attendance policy

USAA provide one on one teacher support without any additional payment, and tutoring sessions are of course always live. Students can schedule live sessions with their teacher at a time that is convenient to them, but firstly they have to check school's calendar to see when is their teacher available, or they can decide to choose another teacher who is free.

Students are encouraged to set up live classes with the tutor a week in advance. However, it is possible to schedule the class one day (24 h) before the student needs the class. Students can reschedule or cancel the class at least 12 hours prior to the class beginning. This rule must be respected by all means. Students who do not adhere to this rule, his or her family and guardians will be informed. Except in cases of emergencies, for more than one no show, students will be firstly warned and if necessary sanctioned with additional payments. However, in the unforeseen situations that prevent a student from attending the class, the student needs to provide adequate proof or the student's parent or guardian have to confirm the reason of absence on the live meeting with the teacher.

Student-Teacher communication

USAA provides students with different communication channels for communicating with its staff and teachers and responding to assignments and tests. Communication channels include e-mail, phone, and through social media inbox communication. Communication between student and teacher should be based upon the positive behavior framework presented earlier in this handbook.

- If students have any questions about the course or assignments, they can ask the teacher. You and your parent/guardian will have access to your instructor's email. You can email, phone, IM or visit the virtual classroom during a time designated by your course instructor.
- If a student is struggling with course workload, including not taking quizzes, missing assignments, lack of participation in class meetings, or failing to maintain communication with their teacher, the teacher is obligated to contact family or guardians.
- If a student displays a pattern of missed weekly contacts, (for example, if the teacher sends emails or messages but the student does not reply to them) the teacher will contact the parent/guardian.

Parent-Teacher communication

Parents or guardians are encouraged to contact their child's teachers directly. Every parent or guardian of the student enrolled in USAA school has access to the platform and can follow the progress of the student 24/7. In addition to phone contact and email correspondence, parents or guardians may be invited to attend in-person meetings with the teacher.

Personal parent-teacher meetings could be scheduled either by parent/guardian or a lead teacher and will be confirmed via email. It is recommended for parents/guardians to have meetings with the teacher at least once in three months. These meetings are required for students who are more than 30% behind pace. If there is a need to discuss any concerns in communication with students, or serious misbehavior of a student, the teacher is obligated to inform the parent or guardian immediately.

School program

USA ACADEMICS, International Accredited Online K12 Schooling, is a complete education system for students from Elementary, Middle and High School level, is designed for students from 6 to 19 years of age with a need for Virtual learning interactive online education.

Elementary, Middle and High School

USAA elementary school covers grades from 1 through 4. Our program is fun, creative, and interactive, which guarantees that it will keep the attention of young students. The program has four core subjects, such as Language Arts, Math, Science, History, and Geography. And from the third grade, students get to choose the second foreign language. At the same time, this program prepares them for middle school grades. USAA allows students to transfer to our school in any part of the year. Also, students are permitted to transfer to other schools, in which case we provide apostille certification and credit transfer.

[SPARK program](#) - USAA Elementary School offers this program to its youngest students. SPARK is a fun and interactive set of assessment tools and learning materials that are oriented and suitable for students who are in 1st and 2nd grade. SPARK program allows us to create an individualized learning plan for each student, depending on their current skills. Through this program, they will improve their skills and be ready to move into the higher grades. USAA offers two sets of SPARK courses: English Language Arts (ELA) and Mathematics.

USAA Middle school covers grades from 5 through 8. Our middle school program gives students more extensive knowledge. Students follow four core subjects and two electives. Middle school

programs, especially Career Exploration, help students discover their interests. Those subjects can significantly help our students decide which high school department they will choose. USAA allows students to transfer to our school in any part of the year. Also, students are permitted to transfer to other schools, in which case we provide apostille certification and credit transfer.

Career Exploration elective courses - In middle school, we give students the possibility to discover their interests. In each grade, they'll get an introduction to a variety of areas in which they can build careers in the future. These electives will spark their curiosity about a particular area or profession. So, in high school, they can focus personal interests on a more specific subject.

USAA High School covers grades from 9 through 12 during which our students follow four core courses plus two electives. We offer a wide array of more than 90 electives which are sorted into 13 elective departments, such as STEM, Marketing, Arts, Technology, and Communication, etc. Through those electives, our students explore their personal interests and talents and gain practical skills. All of which will be very valuable once they proceed to college or decide to find a job in a particular industry. USAA allows students to transfer to our school in any part of the year. Also, students are permitted to transfer to other schools, in which case we provide apostille certification and credit transfer.

High School Elective Departments - You can select any elective department that corresponds to what students like and what they are curious about. These departments give an overview of an industry or area in which students can work in the future.

USAA High school has 13 elective departments including:

- Architecture & Construction Department
- Arts, Technology, and Communication Department
- Education & Training Department
- Business management and administration
- Finance Department
- Government and Public Administration Department
- Information Technology Department
- Health Science Department
- Manufacturing Department
- Marketing Department
- Human Services Department
- Transportation, Distribution & Logistics Department
- STEM department

Advance Placement Classes - If you are planning on going to college after high school, then you might be interested in the Advanced Placement (AP) program. USAA offers AP classes to students who are in their final year in our high school. The College Board in the United States and Canada created the AP program that gives students the opportunity to follow college-level curricula and take tests while they are still in high school. However, at USAA, you can currently take only classes, we don't provide tests.

AP classes are advanced-level courses based on which students have an advantage when they apply for college in the USA and Canada. In other words, you get to learn and experience college-level learning materials during high school.

Sport Academy School

The Sport Academy School – SAS is an accredited online school specially designed to fit the needs of young athletes. Our curriculums and learning methodology give students a more flexible approach to education without losing quality. After finishing our online schools, our students have wide open paths towards higher education and sports scholarships.

The Sport Academy School applies STEM in the core curriculum, so science, technology, engineering, and mathematics are the main courses. Also, STEM is the latest standard when it comes to K12 programs in general. The platform enables students to choose between an array of elective courses. We would especially like to highlight courses regarding health and business management, which are very interesting to students, many of them plan on becoming physical therapists or sports managers, and they get basics in high school.

Study programs are segmented in such a way that it enables students to learn gradually. They are not overwhelmed with too many materials and lessons. In elementary school, they learn the basics, while in middle and high school, they develop and improve practical skills and define personal interests.

As a part of USAA accredited educational system, SAS meets NCAA nontraditional core-course legislation. In total, more than 25 high school courses at USAA are approved by the NCAA Eligibility Center. If the student's aspirations are to play NCAA athletics at Division I or Division II college, student must meet their core course requirements. The NCAA's initial-eligibility standards prepare students to succeed in the college classroom based on their high school

academic record. The eligibility process also protects the fairness and integrity of college sports by ensuring student-athletes are truly amateurs.

www.sportspaceacademy.org

Progression to College

USA ACADEMICS online schooling program is completely accredited and certified, which allows our students to continue with higher education or find a job in the desired industry. Contrary to widely spread belief, colleges and universities do accept students who attended online high school. USAA alumni have multiple options and can apply to many universities or colleges worldwide.

To see the list of universities that accept USAA certificates and diploma check this [link](#).

Level 3 university entry-level program in Business Management, is available at USA ACADEMICS. The program is registered and qualified by the ATHE and Ofqual and carries 120 credits. Level 3 Diploma in Business Management allows students to apply for a full Undergraduate Degree program in a variety of universities in the UK. This program consists of six modules with six written assignments, and each module contains nearly 40 guided learning hours. Level 3 program introduces you to basic concepts and management procedures necessary to work inside a business. It puts focus on how to work effectively as an individual, but also as a team member. Additionally, this program can help you develop excellent management skills that are essential for any business. To be eligible for the Level 3 program, you must have at least 16 years. You must have a high school education, but you are not required to have a high school diploma. This program is suitable for individuals who like to enhance their business knowledge and eventually acquire a university degree or undergraduate level.

USA ACADEMICS Dual Enrollment is a special offer for online high school students who plan on going to college. We have established, which allows you to get a high school and an undergraduate diploma. By signing up for the 12th grade at our online school, you can simultaneously enroll in the ATHE Level 3 Business and Management course at a special price. After finalizing these programs, you will get a dual diploma and acquire academic credits which will significantly improve your chances of being accepted to universities worldwide, in programs for business or management.

USAA Business Academy Pathways - Earning a full Degree or MBA is a simple option with USA ACADEMICS. Earn your Diploma online, and then top up to a MBA degree by distance learning or on-campus through a recognized university.

Paieiment options

USA ACADEMICS offers three possibilities, a wire transfer, intuit/pay, or PayPal, which is more secure. PayPal might not be the most affordable option because they charge transfer fees for both sides, but they are by far the most reliable money transfer option. PayPal is safe for both parties if they follow the appropriate security protocols, like using two-factor verification. The best part about this payment option is creating your account and adding your card only once. Your data is protected, and you are not obliged to share your card or details with us as a school.

As the school is building a relationship based on trust with our students and their families from the very first moment. That is why USAA doesn't request any deposit while enrolling in our online school. Additionally, we allow families to pay the tuition fee in up to 10 installments.

Payments per grade:

The tuition fee for each grade (6-9 grade) is \$ 7900 - (10-12 grade) is \$ 8900

It can be paid in 4 equal monthly installments. The tuition fee covers 24/7 access to the online learning platform, learning materials, one on one teacher support.

- In case that student wants to pause the program and grade for a while, monthly payment for the grade still has to be covered as the enrollment agreement regulates it.

- In case of a late fee, after a warning email, access to the platform will be temporarily locked, and all scheduled classes with the teacher will be canceled until the parent/guardian made the payment of the monthly fee.

Pay as you go:

If the student transfers in the middle of the grade to USAA school or to just to end the grade, there is the option that the family can pay only for the months that the student used the platform. The monthly installment is the same as with students that are enrolled in the full-year program.

- In case of a late fee, after a warning email, access to the platform will be temporarily locked, and all scheduled classes with the teacher will be canceled until the payment of the monthly fee.

Discounts for Siblings:

For siblings we have a special discount. When parents decide to enroll two children at the same time USAA school offers special discount. The tuition fee for both children, apart from the grade they will be enrolled to, will be 5% for the second student. It can be paid in 4 equal monthly installments.

Dual enrollment:

As explained earlier in this guide, Dual enrollment covers 12th grade of USAA High School and ATHE Level 3 in Business and Management. The tuition fee for students who enroll in this program is \$ 14.500 and it can be played in 4 equal monthly installments.

USAA platform: Getting started

Welcome to USAA platform.

USAA uses an easy to navigate, highly interactive, intuitive, and above all student-centered Learning Management System with the accredited curriculum options. This guide is intended for USAA students or demo session takers, and it aims to show how to effectively and efficiently use the features on the platform. For any further instruction or explanation is needed we are on your behalf, just contact our **Student Service Center**.

To all our new USAA students and their families, we want to thank you for the trust for choosing USAA school and to wishing you an exciting beginning, and inspiring and successful journey through schooling.

We Empower You to Success!

* The information related to technical instruction and requirements presented in the chapter below also include the material from the Student Quick Start Guides created by our school's curriculum providers Ignitia and Odysseywarre.

Minimum system requirements

USAA integrated LMS platform applies even to a minimum capacity PC/Tablets software system.

- Browser Plugin: Adobe Flash Player 26.0+ plug-in
- Internet Browsers: Firefox 54.0.1+, Internet Explorer 11.0+, Safari 10.0+, Google Chrome 58.0, or Opera
- Internet Connection: Broadband connection with 500+ Kbps


Hardware (PC/Tablets) System Requirements:

- Operating System:
 - Android™ 5.0+
 - Apple iOS 10.3+
 - Mac® OS X® 10.9+
 - Chrome™ OS™ 57+
 - Windows® 7, 8, 10
 - Windows RT
- Processor: 500MHz or faster
- RAM: 128MB or more
- Video Card: Minimum requirement: 128MB of video memory
- Sound Card: Minimum requirement: 16-bit

Login to platform

1. Enter the **provided URL** in a supported browser.
2. On the Login page:
 - a. Enter the username and password provided to you.
 - b. Click Ready, Set, Learn.
3. If your login was successful, read and accept the End User License Agreement (EULA). You only need to do this the first time you log in.

M Sign out Student Login - Student Login

 [Home](#) [Our Story](#) [About](#) [Admissions](#) [Programs](#) [Student Login](#) [Blog](#)

Student Login to Ignitia School

When choosing Ignitia, student login will give access to a fully accredited online faith based curriculum with dynamic lessons and interactive features designed for students in grades 6-12. More than 50,000 multimedia elements available such as interactive games, audio and video clips, external web links, and off-computer assignments. Ignitia online education translates lessons into over 20 different languages.



To Log-out we recommend that you log out of the application before closing the browser tab so that all connections are satisfactorily closed and logout times can accurately be recorded.

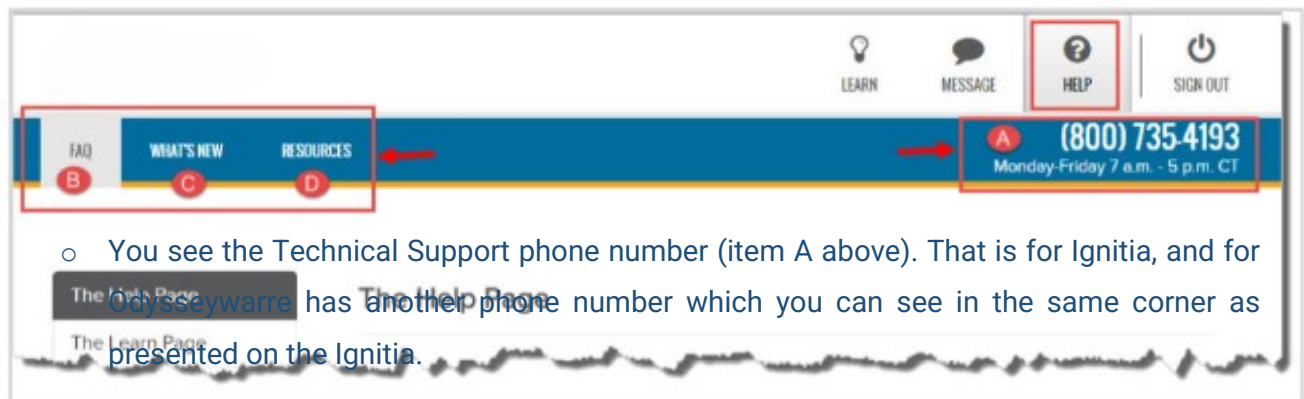
Logout link is located in the upper right of every page in the application.

Let's starts:

This guide is meant to help you quickly get started with your schoolwork.

Other resources are available to help you:

When logged in, on the top toolbar, click the **Help** button:



- You see the Technical Support phone number (item A above). That is for Ignitia, and for Odysseywarre has another phone number which you can see in the same corner as presented on the Ignitia.

- The **FAQ** tab (item B above) is active. The **FAQ** page displays helpful information about how to use the platform, contains answers to some of your questions.
- To see a list of new features and improvements, click the **What's New** tab (item C above). The **What's New** page updates when new features are released.

- To access additional resources, click the **Resources** tab (item D above). The **Resources** page contains links to documents that help to explain the platform's accessibility options, provide guidance about the skills needed to successfully use online learning, and provide access to academic support resources to help with lessons.

Learn tabs

The two tabs you will use the most in the application are the **Learn** tabs: **Assignments** and **Courses**



Assignments tab - view and open your current assignments

After you log in and have watched or dismissed the video, the platform opens to the **Learn > Assignments** page. This page displays the Due date, assignment type symbol, title, score (if you attempted the assignment but have not completed it) and status of your current assignments for each course you are enrolled in. When you are ready to work on an assignment, see "Work on your assignments" on the facing page.

Courses tab - view your courses and progress on a "Learner Dashboard" and drill into your assignments

When you click the **Learn > Courses** tab, you see the **Courses** page containing a list of courses you are enrolled in and other important information about how you are doing in each course, such as your current progress and whether or not you are on track, behind, or ahead in the course pacing. This type of "Learner Dashboard" keeps you informed of how you are doing in a course and gives you control of your coursework.

Then, from your **Courses** page, for a selected course, you can "drill into" a **Units** page which shows the course's units and, then "drill into" a selected unit's **Assignments** page. It is from this

Assignments page that you can open assignments you need to work on and also where you open completed assignments so that you can study for upcoming quizzes and tests.

1. To view course information, on the main navigation bar, click **Learn**, and then click the **Courses** tab.

The **Courses** page displays your progress in each course, such as your current score, number of assignments remaining for the course, and how your pacing (completing of assignments by the Due date) is going. This is your "Learner Dashboard" so you can immediately see how you are doing in a course and what you need to do to stay on track.

Tip: A **Message** tool next to the teacher's name lets you easily write a message to the teacher for the

course. Maybe you need some help with the course or have a question for the teacher. See ["Message your teachers for help with courses"](#).

2. Click any course Title to display the units in that course.

You see the score, progress for the unit, and start date for the unit.

3. Click any Unit to see a list of all assignments in the unit.

You see the due date, assignment type symbol, title, submitted date, graded date, score, and status.

4. To open an assignment in "Assigned" status, or to open a completed (graded) assignment, click the **Go-to** arrow. Or, to go back to the **Units** page, click the left-facing arrow on the Assignment title row.

Work on your assignments

You are ready to start work on assignments that have a start date closest to the current date. You can work on lessons and projects as your schedule permits; however, quizzes and tests *must be completed* once started. See "Take quizzes and tests".

1. On the **Assignments** page, click the first assignment you want to work on. If the assignment is blocked as indicated by the **Blocked** symbol, the teacher is messaged to unblock the assignment.

2. If the assignment is a lesson or project, it opens to the first section. Several options may be available (active) for assignments:

- Under the **How To** button to the left, if you see a red **Teacher Note** button, click it to read the teacher's notes.

- To add notes to the assignment, under the **How To** button, move your cursor down until a gray button appears.

- Click the gray button to add your first note. In the **Add Note** page, enter your notes and click **Save**.

- To print this assignment, with or without your notes and the teacher's notes, click the **Print** tool.

- To see more information about assignment text, highlight the text, and then click the **Reference** tool.

- To view a translation of assignment text, highlight the text, click the **Translate** tool, and then select one of the available languages. The translated text appears in a separate page.

Note: Translated text is limited to 1000 characters at a time. If you highlight more than 1000 characters,

a message appears stating that your request has been restricted to the first 1000 characters.

- To hear the translated text spoken in the language, click the audio **Start** tool. To stop the audio, click the **Pause** tool. To view and hear another language, select it from the language list.

Note: Languages that support audio translation have the **speaker with sound waves** symbol next to the name. Several languages do not support audio translation of the text. You can only view the translated text.

- To hear an audio version of assignment text, highlight the text, click the **Speak as** tool, and then select a

person's voice. Use the audio **Start** and **Pause** tools.

3. If the assignment is a lesson, do the following steps. If the assignment is a project, skip to step 4.

a. Read all sections of the lesson, view the videos, slide shows, listen to the audio clips.

b. Click the **Read Next Section** button to move to the next section.

c. Do the practice exercises, including vocabulary practice.

d. Click **Work on Questions** and answer each question at the bottom of the lesson.

e. Click **Next Question** or the question number at the top to move to the next question.

f. If you need assistance with a question, click the **Ask for Help** tool to write and send a message to

your teacher. See "Message your teachers while working on assignment questions".

- g. Click the section button at top of screen to return to the lesson.
- h. Click the **Turn It In** button when finished with all questions in all sections, or on the main navigation bar, click **Assignments** or **Courses** to leave the lesson without completing it.

4. If the assignment is a project, do the following steps:

- a. If the project has multiple sections, be sure to read all sections and follow the directions.
- b. Click the **Read Next Section** button to move to the next section.
- c. Click **Work on Questions** and enter the project's details in the text box. Typically, you need to compose an essay or submit evidence of an outside project. You can work on the project in another file, such as Word doc and upload the file.
- d. To have the Writer examine your entered text, click the **Writer** tool. If words are highlighted, right-click to see the suggestions.

Note: Writer is a tool to help improve student writing by offering targeted feedback of key elements used in the writing process. The purpose is to encourage student practice and revision to improve writing skills. Data from this process provides teachers better understanding of student strengths and opportunities for coaching.

- e. If you need assistance with a question, click the **Ask for Help** tool to write and send a message to your teacher. See "Message your teachers while working on assignment questions".
- f. Click the **Submit Answer** button when finished with all questions in all sections, and then click **Yes, please** to turn in the assignment.
- g. If the assignment is not complete, do not turn it in. On the main nav. bar, click **Assignments** or **Courses** to leave the project without completing it.

Review your work before beginning quizzes and tests

When a quiz or test is your next assignment, you probably want to study before you take the quiz or test. Lessons you completed prior to the quiz or test will have the instructional content that makes up the quiz or test. You can go back to these completed lessons which appear before the quiz or test to review and study.

1. Click the **Learn** button on the main nav. bar, and then click the **Courses** tab.
2. On the **Courses** page, click the subject to go to the units.
3. Click the unit to go to the assignments.
4. Click a completed assignment which comes before the quiz or test. You know a completed assignment because it shows a **Graded Date**, a **Score** and **Graded** status.

5. You see the lesson material. To review the questions, on the functional toolbar, click the **Question** button. Below the main nav. bar, completed questions are color-coded so you can see which questions you answered correctly, which were incorrect, and any questions you got partially correct.



- Green check mark indicates the answer to this question is correct.
- Red X tells you the answer is incorrect or your teacher has not graded it yet.
- Gold line tells you the answer was partially correct.
- Gray arrow means the question was skipped by your teacher.
- If your school has set up the permission, you may also see the answer key for completed assignments.

6. To see the answer key, click the **Show Answers** button.

7. Continue selecting questions to view the answers.

8. To hide the answer key, click the **Hide Answers** button.

Tip: To also help you study, you can print the lesson material and make a study guide.

9. To review another completed lesson in the course, on the toolbar, click the **Courses** button, and then click the **Back** arrow (located at the top) to see all the assignments. Click the completed assignment, and then click the **Question** button.

Take quizzes and tests

When your next assignment is a quiz or test, and you feel you are prepared and ready to take the assessment, do the following steps.

Tip: If the quiz or test has already been attempted or requires that the teacher unlock it before you start, a notification message appears. If you are ready to take the quiz or test once unlocked, click the **Request to Unlock** button to send a notification to your teacher. If you are NOT ready to take the quiz or test

and do not need it unlocked at this time, click **I'm Not Ready**.

1. On the **Assignments** page, click the quiz or test you want to take.
2. Click **Work on Questions** and answer each question.
3. Click **Next Question** or the question number at the top to move to the next question. You can move back and forth through the questions.
4. If you need assistance with a question, click **Ask for Help** tool to write and send a message to your teacher. See "Message your teachers while working on assignment questions" on the facing page.
5. If the question requires an essay-type answer, you can upload a file containing the answer.
6. To have Writer examine your entered text, click the **Writer** tool. If words are highlighted, right-click to see the suggestions.
7. Click the **Submit Answer** button when finished with all questions in all sections, and then click **Yes**, to turn in the assignment. If you have uncompleted questions, be sure to go back and answer the questions, and then click **Turn It In**.

Message your teachers for help with courses and assignments

You can send messages to and receive messages from your teachers assigned to courses you are enrolled in. You can send a request for help message when viewing your courses and also while you are working on an assignment.

The teacher can immediately respond if they are logged in. If you have new unread messages from your teachers, an indicator appears next to the **Message** tool.

Message your teachers for help with courses

If you need help or want to ask your teacher a question about an assigned course, you can easily send your teacher a message.

1. On the toolbar, click **Courses**.

All of your assigned courses appear on the page.

2. For a course, click the **Message** tool located next to the Teacher's name.

3. In the **What do you need help with** text box, type your message. As you start typing, the **Send** button becomes active.
4. When finished with your message, click **Send**.
5. A **Message Sent** indicator appears at the bottom of the message, and then the message box disappears.

Message your teachers while working on assignment questions

1. Follow the steps to work on assignments. See "Work on your assignments" on page 9.
2. When working on a question, if you require assistance from the teacher, click the **Ask For Help** tool.
3. In the **What do you need help with?** page, in the **Write message** area, type the contents of the message. Click **Send**.
4. If the teacher is online and immediately responds to your help request, you will see an indicator appear next to the **Message** tool. If the teacher does not immediately respond, to move to the next question, click **Next Question**.
5. When the teacher responds to your help request, click the **Message** tool.
6. The message should show Help Reply as the subject. Click the message to open it, and then click the Assignment link.
7. The assignment opens to the question you requested help with. You see the teacher's response. You can continue writing and responding to help requests.

Read messages from your teachers

1. On the toolbar, click the **Message** tool.

All messages in your **Inbox** are displayed. Unread messages are in bold text and read messages are in normal text.

2. Click the message to read it.

The message automatically scrolls so that you can see the message contents.

Depending on the type of message, you can forward, reply, or archive the message.

3. To go back to the Messages view, on the main nav. bar, click the **left arrow**.
4. To return to your assignments, on the toolbar, click the **Learn** tool.

“Empower today’s Students to become tomorrow’s leaders.”



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