

PARENT & STUDENT HANDBOOK

Higher Learning

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Our Mission

Higher Learning affirms that education ennobles the individual.

As a leader in online education, Higher Learning recognizes that for many

students, there can be significant gaps in educational preparation which create barriers to students' academic and professional opportunities. Through the provision of quality and academically rigorous educational courses that are affordable, self-directed, and online, Higher Learning's mission is to bridge these gaps, moving students toward their educational and vocational goals no matter where they are in life. In doing so, we assist schools in admitting well-prepared students who will positively impact their communities.

Who We Are

Higher Learning offers a uniquely accessible and affordable approach to meet students' academic needs. Students have the flexibility of beginning and completing courses in a time frame that accommodates the challenges of diverse schedules. Students can register for courses at any time and on any day of the year. There is no application, no fixed semester dates, and no ancillary fees. Once enrolled, students are assigned instructors within 24 hours and may begin course work immediately. Students can enroll in one or more courses at a time. Upon completion of a course, the student may submit an online request via the Student Dashboard for an official transcript(s) to be processed by Higher Learning forwarded to the school(s) of the student's choice.

Higher Learning Academic Vision

At Higher Learning, we show our care for our students in the development of comprehensive and thought-filled courses that enable our students to receive quality academic preparation that facilitates the pursuit of meaningful vocational and community pursuits.

Accreditation

Higher Learning is in the process of being accredited. Students who finish our program will be grandfathered once we have received accreditation credentials. The estimated timetable is a year to two years. We are working expeditiously to meet all requirements laid out by the accreditation committee. We are confident in the goals set out by our Board of Directors to achieve accreditation for our robust and engaging curriculum.

Enrollment Procedures

Students and parents will go through Higher Learning's onboarding process. During the enrollment phase, parents will fill out questionnaires regarding their child's education level and state of residence. The information obtained from our onboarding process will ensure Higher Learning enrolls each student in a High School curriculum which conforms to their State's educational requirements.

Contact Higher Learning

Using our website (www.higherlearningk12.com), students may contact Higher Learning. On the website, students can choose the courses needed and register online. Many questions are answered in the FAQ (Frequently Asked Questions) section on the website: <https://higherlearningk12.com/faq>. Students who prefer to talk with a staff person can email studentservice@higherlearningk12.com or call 1-888-888-888, option 1.

Administrative Forms

For accurate record keeping by Higher Learning and for the constant improvement of our course offerings, students need to complete three forms in addition to registering for the course. A demographic survey and standard referral form will also be presented upon enrolling in a course. Finally, upon completing a course, students are asked to fill out a course evaluation form. This feedback helps us to make course improvements.

Holiday Hours

During the following holidays, all administrative and instructional functions are suspended, including the grading of exams and issuance of transcripts:

New Year's Day

Memorial Day

Labor Day

Christmas Break

Easter Break

Independence Day

Thanksgiving weekend

Please refer to the Higher Learning website for a schedule of holidays for the current calendar year: <https://higherlearningk12.com/student-services/contact>

Contact Higher Learning

Students may contact Higher Learning by visiting <https://higherlearningk12.com>. On the website, you can choose the courses you need and register online. Many questions you may have are answered in our FAQ section on the website. If you would like to ask questions or just talk to a staff person, feel free to email studentservice@higherlearningk12.com or call 1-(888)-8888.

Once you have enrolled in our online courses, your instructor will be assigned within one day. After receiving an instructor assignment, you will be able to begin the course by completing the check for understanding. This section will include the general course information as well as technical instructions for the proper software setup on your computer. The modules are your "textbook." Communication is crucial to successful learning. We cannot emphasize enough that checking your student dashboard messaging system daily is essential. When you have worked through the module and feel comfortable with the material, you will submit the completed module and be given access to the first exam. You will complete the

exam and submit it for grading by your instructor. This procedure is repeated until you have finished all the modules and exams.

Financial Considerations

Cost

The current cost of each course is listed at <https://higherlearningk12.com/pricing-plan/>. Tuition payments do not guarantee an outcome. Tuition guarantees an opportunity to succeed, and in distance education, the greatest factor in that success is the effort put forth by the student.

Refund Policy

Students enrolled in Higher Learning course(s) may withdraw with written notice to studentservice@higherlearningk12.com. Include the number and title of course(s) and a brief statement indicating the reason for withdrawal. Tuition charges are refunded in accordance with the drop/add policy outlined below.

Further, the tuition refund will be reduced by \$50 per course for processing/administrative fees. After the drop/add period no further refunds are granted, although a student may still withdraw from an incomplete course.

*A refund for a course will **not** be given if either of the following has occurred:*

(i) Thirty (30) calendar days or more have elapsed since the date of registration* for the course (ii) anything beyond module one (1) exam has been submitted.

**The date of registration is defined as the day course payment is processed*

Any accounting and billing related questions can be sent to accounting@higherlearningk12.com

Military Discount

We provide a 10% military discount on all courses to currently enlisted military personnel, veterans, and spouses/dependents. Interested students should please email proof of enlistment and/or discharge [DD-214], spouse/dependents [DD-1173], to studentservice@higherlearningk12.com, along with the intended course(s) for enrollment. We will then respond with registration instructions.

Organizational Policies

Terms and conditions of enrollment

- Students have 6 months to start the course from the date of enrollment and one year from the start date to complete the course; otherwise, students will be automatically withdrawn.
- Enrollment does not qualify for deferment of existing school loans.
- Transfer acceptance is at the discretion of the receiving institution and is the responsibility of the students to confirm acceptance of transfer courses with their school(s) of intent.
- Tuition paid does not qualify as educational credit for tax purposes; therefore, students will not be issued a 1098-T at year-end.

Account Security

The security of your coursework is your responsibility. Therefore, it is the student's responsibility to secure personal login information and not leave coursework unsecure for others to access. Accordingly, whatever is submitted under your account will be graded as your work.

Student Privacy

Please note that under the Family Educational Rights and Privacy Act, (FERPA), it is a violation of federal law to publish or announce student grades to anyone other than the student and his/her school of enrollment by request. Not only do instructors refrain from sharing this information with anyone outside of Higher Learning except upon student request, but records within Higher Learning are stored in such a way that they remain confidential. All paper documents that contain personal information are kept in secure files and shredded at the time of disposal.

Non-Discriminatory Policy

Higher Learning follows our very own non-discriminatory policy. Higher Learning admits students of any race, color, sex, religion, and national or ethnic origin to all of the rights and privileges, programs and activities generally accorded or made available to students in the program. Higher Learning does not discriminate against students on the basis of race, color, sex, religion, handicap, and national or ethnic origin in the administration of its educational policies, admissions policies, or any other programs or services.

Course Guidelines

As with any class, the instructors have the academic freedom to establish policy for their respective course. All instructors have their own profiles located on the course dashboard detailing the policy of their class, which students are required to read prior to beginning their course. Additionally, students are to read through the syllabus and demonstrate an understanding of all its contents.

Beginning a Higher Learning Course

After enrolling in a course, students have access to course content where they can begin the first module. This module will include general course information, course-specific topics, and lessons. Additional resources may be suggested as a supplement to the module material; however, these additional materials are not required for successful completion of the course. Communication is crucial to successful learning. It is extremely important that students check their Higher Learning email daily to ensure that they are not missing valuable feedback and/or direction from their course instructor. Should a student encounter an issue with our learning platform, course material, or anything related to course delivery, that student should contact the school's help desk. Each course has specific guidelines for progression. It is the responsibility of the student to review the syllabus to understand all course requirements, assignments, and restrictions and to contact their instructor if clarification is necessary.

For a comprehensive list of available courses as well as information pertaining to outcomes and objectives go to www.higherlearningk12.com/courses.

Faculty

Higher Learning's esteemed faculty are uniquely qualified to support online students. Our instructors are highly regarded in their fields of expertise not just for their teaching accomplishments but also for their professional accolades. With a deep appreciation for technology and its ability to facilitate learning opportunities for nontraditional students, Higher Learning's faculty are passionately committed to supporting students in their academic endeavors.

Student Expectations

As a student of Higher Learning, you should expect that you will be given prompt and impeccable service by our administrative and instructional staff. Every attempt will be made by our instructor to help you to understand the material to ensure success on the exams.

Course Information

Higher Learning mission includes the expectation that our students will receive quality, academic preparation. In order to achieve that goal, it is expected that students will carefully study the modules. It is the student's responsibility to learn the material by completing the modules and spending the time necessary to utilize the excellent instruction that is available through the curriculum, prepared by qualified faculty.

Grading Scale

The grading scale is as follows:

100% - 96.5%	A+	96.4% - 92.5%	A	92.4% - 89.5%	A-
89.4% - 86.5%	B+	86.4% - 82.5%	B	82.4% - 79.5%	B-
79.4% - 76.5%	C+	76.4% - 72.5%	C	72.4% - 69.5%	C-
69.4% - 66.5%	D+	66.4% - 62.5%	D	62.4% - 59.5%	D-

59.4% and lower is a failing grade

Lab Component

Students enrolled in a lab course are required to watch pre-recorded, successful lab demonstrations that reinforce concepts presented throughout the course. Students are required to watch the lab videos in their entirety and complete the corresponding lab exams. In some courses, students may also be required to keep and submit a scientific lab notebook.

Module Problem Sets

The practice problems within the modules are a part of each student's grades. Students should be sure to answer all of the problems, being careful to answer the questions in their own words at all times since this is an important part of adequate preparation for the exams. After completing the problems, students are to compare their answers to the solutions provided at the end of the module. Students can then review the module content and/or contact instructors with any questions regarding missed problem set questions.

Course Progression and Completion

It is the policy for all Higher Learning courses that only one (module/final) exam is to be completed within a 48-hour period. Research on the best practices in learning indicates that time is needed to process material for optimal learning. This means that once an exam has been completed, the next exam may not be opened or taken until 48 hours after the submission of the previous module exam. Please note, the 48-hour restriction only applies to the module exams and modules involving writing; it does not apply to the lab exams. This restriction further allows students to receive instructor feedback/class expectations as the student moves through the material. Instructors, like the College, are not available during the weekend; grading, therefore, is M-F and may take up to 72 hours during these days.

Also, it is the policy of Higher Learning to support a minimum of 21 days to complete a course; this is not a negotiable time period. Please plan your time accordingly.

Note: Professors reserve the right to reset any exam taken in violation of these guidelines.

Instructor Assignments

Instructors are assigned by the administration. Students may not request a change in instructor during the course. Students will be assigned the same instructor for repeated courses unless requested otherwise by the instructor.

Required Computer Accessories

It is recommended that students use a desktop or laptop computer, PC or Mac, when taking the course. Some tablet computers are potentially compatible with the course, but not all features are available for all tablet computers. The latest full version of Google Chrome, Firefox, Edge, or Safari browser, as well as a strong internet connection is required for the optimal operation of Higher Learning's Educational Management System.

Instructions on downloading and installing this browser will be given at the start of the course. It is recommended to also have the latest version of Flash installed as a browser plugin as some sections of the course may require it. We highly recommend using a high-speed Internet connection to view the video lectures and labs. You may experience significant difficulties viewing the videos using a dial-up connection.

Accommodations for Students with Learning Disabilities:

Students with documented learning and / or physical disabilities may receive accommodation in the form of an extended time limit on exams, when applicable. To receive this accommodation, the student should furnish documentation of the learning disability at the time of registration, if possible. Scan and e-mail the documentation to studentservice@higherlearningk12.com.com. Upon receipt of the learning disability documentation, Higher Learning staff will provide the student with instructions for a variation of the course containing exams with extended time limits. This accommodation does not alter the content of any assignments/exams, change what the exam is intended to measure or otherwise impact the outcomes of objectives of the course.

One-on-one Instruction

Each student has the option to have One-on-one instructions from a qualified teacher. Questions are addressed via the student dashboard messaging system. Online learning presents an opportunity for flexibility; however, a discipline to maintain connection to the course is required; therefore, communication is essential to successful learning. Students must check their messages daily to ensure they are receiving instructor feedback and/or direction. Instructors check messages daily Monday-Friday to answer any questions that may arise.

Academic Policies

Academic Integrity

Academic Integrity is extremely important in education, particularly in a virtual setting. We have implemented artificial intelligence monitoring in all of our courses to meet the demand of schools requiring proctoring and yet maintain the flexibility of taking exams at a time and place convenient for the student.

Course specific policies regarding academic integrity are presented in the course syllabus. In general, a violation of the academic integrity policy will result in a warning for the first offense, a "0" on the entire exam for the second offense, and dismissal from the course with a failing grade for a third offense, following review by the instructor in consultation with an administrative-instructional committee.

It is the student's responsibility to review their syllabus pertaining to this policy prior to starting their coursework and to seek clarification from the instructor as needed. Failure to understand course specific policies regarding violations of academic integrity will not excuse the student from its consequences. In the enforcement of the policy, no notification is needed between occurrences.

Academic Dishonesty

Dishonesty in the classroom violates freedom and trust, which are essential for effective learning. Dishonesty also limits a student's ability to reach his or her potential. Higher Learning places a high value on honest, independent work. In a distance learning situation, we depend on the student's desire to succeed in the program he or she is entering. It is in a student's own best interests not to cheat on an exam and/or written paper, as this would compromise the student's preparation for future work. It is required of each student to take exams without consulting course materials or study aids including, but not limited to, another person, the lesson pages, printed materials, or the Internet.

- Answers are to be written in your own words and not simply memorized from course material. Word for word answers from course material will be considered plagiarism.

- Students may not reference or use outside materials from any source, including their own notes or drafts in a word processing document, unless explicitly instructed to do so.
- Additionally, as we are required to evaluate the mastery of the material presented in this course, the use of content/processes/methods from a previous course will be considered as the use of an outside resource.
- Students enrolled in a course that requires writing are to submit work that is original and/or cited in proper formatting per course instructions. All written documents are run through plagiarism software to ensure originality.

Plagiarism

Please note the additional instructions about plagiarism below that apply specifically to the proper use of outside sources when writing a paper:

- Copying but failing to properly cite short quotes copied from a source.
- Rewording major sections from a source but not citing the source.
- Copying, but failing to cite several paragraphs throughout the paper.
- Copying and pasting extensive portions of the paper from a source.
- Presenting one's own previously published work as original (self-plagiarism).

Copying, but failing to cite short quotes copied from a source may be one of the most common forms of plagiarism. Avoid this violation of academic integrity by making and keeping notes of information taken from any source including the information needed to create a citation.

Not copying directly, but rewording (paraphrasing) the information from a source but failing to cite the source is a violation of the academic integrity agreement. Make sure you avoid this form of plagiarism by including a citation *after* any words, data, and information that are not your own, original thoughts or words.

Copying extensive portions of the paper from one or more sources without using citations is regarded as plagiarism. Sometimes students will copy and paste from an electronic source as a shortcut to doing the research and the writing that is necessary to construct a good paper. This is the most egregious form of plagiarism and is easily recognized by instructors who often utilize electronic scanning programs that detect this type of cyber-plagiarism.

Copying means duplicating from a paper or electronic source by any means including, but not necessarily limited to mechanical means, electronic copying and pasting or entering data, or information from memory, without properly citing the source.

To avoid plagiarism, be sure to include a citation within the paper where the quote occurs (in-text or parenthetical citation), as well as a reference list at the end of the paper that contains information describing the sources used in the text. Consult your course materials and instructor for instructions.

Instructors have the authority to deal with plagiarism in a paper according to their best judgment. Normally, copying one short quotation without properly citing may result in a deduction of points and instructions to rewrite the offending section. Larger infractions may result in a loss of points and the requirement to rewrite the entire paper. Copying all or nearly all of a paper will result in an automatic loss of all points for the assignment.

Code of Conduct

Students are expected to conduct themselves in a way that supports learning and teaching and promotes an atmosphere of civility and respect in their interactions with others. Verbal and written aggression, abuse, or misconduct are prohibited and may be grounds for immediate dismissal from the program without refund. Unacceptable student conduct is organized into two tiers. Review the following details:

Tier I misconduct involves disputing the authority of faculty and/or staff, arguing persistently, writing to an instructor using aggressive or abusive language, and making a negative remark about an instructor or staff in any communication with them. Tier I misconduct will result in a warning to the student by the instructor if the incident is mild and a first offense. Student Services and the Academic Review Committee will be copied on the warning as well as given a copy of the offending material. A repeat of a Tier I offense automatically moves it to a Tier II offense.

A Tier II misconduct is defined as either the repeating of a Tier I offense, or any of the following:

Sexually harassing message(s), threatening, bullying, or attempting to intimidate an instructor and/or staff member (including but not limited to use of gender, racial, ethnic, religious or sexual slurs), or posting derogatory, defamatory statements about faculty, staff, or the Higher Learning program on social media.

A Tier II offense will result in a letter from the Academic Review Committee, which will result in a disciplinary measure that involves anything, depending on the severity of the case, from a warning to failing an exam or course, to expulsion from the Higher Learning program without refund regardless of how long the student was enrolled in the program, at the discretion of the Academic Review Committee.

A student may appeal a disciplinary action by emailing a detailed account of the incident to the Academic Review Committee (academics@higherlearningk12.com) and the reason for the appeal. The decision of the committee is final.

By enrolling in a Higher Learning course, a student agrees to abide by this policy and agrees that no further appeal is possible following a decision by the committee described above.

Grievances

If a student has a complaint about the course, the student is advised to first consult the instructor of the course. After communicating with the instructor, if the matter is still unresolved, students may file a formal grievance for consideration by the Academic Review Committee. The process must be via written communication only to academic@higherlearningk12.com, with "Academic Grievance" listed in the subject line of the email. The student must present all the details for the committee to consider. The decision of the committee is final; therefore, no further appeal is possible following a decision by the committee.

Note: Remediation will not be extended for exams/written assignments on which the student has been penalized for a violation of the academic integrity policy.

Remediation

Remediation of course assignments is available to qualifying students. Course specific qualifications are outlined in the syllabus.

Note: All communications between Higher Learning employees including, but not limited to videos recorded by students, messages, and emails, whether related to discipline, creation or enforcement of policy, or information gathering or sharing, are the sole property of Higher Learning K-12.

Transcript

Requesting a Transcript

Transcripts can be requested on the [Request Transcript page](#) within your Student Dashboard. Status of all transcript requests are available within the Student Dashboard.

There is no fee for transcripts, and students may order as many as needed.

You may request a transcript at any time after your final course grade is posted.

Please Note: Official transcripts will only be sent directly to schools unless the school specifically outlines that a sealed official transcript should be attached to each application. In this situation, please contact transcript@higherlearning12.com to request permission for an official transcript to be sent to your personal address. Failure to do so will result in your request rejected as “invalid.”

Official Transcripts

Official transcripts may be requested only after the final grade for a course is posted by the instructor. After a valid request is successfully submitted, it may take up to 5 business days from the receipt of your transcript request until the shipment of your official transcript. Transcripts are sent via First-Class Mail; allow 3-5 days for delivery from date of shipment. This process cannot be altered or expedited.

Unofficial Transcripts

Unofficial transcripts may be requested only after the final grade for a course is posted by the instructor. Unofficial transcripts will be sent via email and processed with the official transcripts twice per week. Unofficial transcripts may be sent directly to a school or to a student. You have access to your unofficial transcript under My Documents page in the Student Dashboard.

Proof-of-Enrollment/In-Progress Report

A proof-of-enrollment form or in-progress report may be requested at any time after registration and prior to the finalization of a course. Proof-of-enrollment/in-progress reports will be sent via email and processed with the official transcripts twice per week. Proof-of-enrollment/in-progress reports may be emailed directly to a school, and you have access to your proof-of-enrollment/in-progress report in the Student Dashboard. The report is used to indicate that a student is enrolled in a course; no information regarding course performance is provided.

Important Timing Considerations

Neither the processing nor the shipment of official transcripts, unofficial transcripts, or proof-of-enrollment forms can be expedited.

Transcripts are sent via First-Class Mail and should arrive at your school within 3-5 business days of shipment. We do not have any control of the transcript once it leaves our facility via U.S. Mail.

Keep in mind that your school may require some time to process your transcript after it is delivered. It is important that you confirm receipt with your school 5-7 days after the mailing date. The mailing date is displayed in your Student Dashboard on the [Request Transcript page](#).

The issuance of transcripts and proof of enrollment will be suspended during holiday and vacation periods.