

STUDENT CODE OF HONOR

A student should NEVER:

- Share their Username and Password with anyone other than their Parents
- Use anyone else's Username and Password
- Obtain or assist anyone to obtain unauthorized access to the network
- Post their or anyone else's personal information (i.e. address, email, telephone, etc.)
- Post private messages sent to them

TEACHER AVAILABILITY AND RESPONSIVENESS

Frequent student-teacher communication in the virtual learning environment requires commitment above and beyond the traditional work day by staff in a brick and mortar environment, as communication is the critical element to the success of the program. Instant Message (IM) communication and email are considered essential and are expected on a regular basis. Voice to voice communication is expected, at a minimum, during the initial start as well as at the end of the term.

MVA makes the following commitments to its students, parents and schools:

- All email, voicemail and instant message communication will be responded to within 24-48 hours during the work week.
- Teachers will establish office hours and post them within the virtual classroom. During those hours, teachers will be available to answer phone calls, emails, and instant messages. Each request for correspondence will be answered in as timely of a fashion as possible with a minimum turnaround target of 24 hours. No response to a student/parent contact shall exceed 48 hours from the time of initiation.
- Teachers are expected to talk personally with each student and their parent at least once a month as well as at the beginning and end of the term.
- Teachers will update course announcement pages frequently.
- At the beginning of the course, each student will receive a Welcome Call / Orientation from their teacher as well as required monthly calls.
- Teachers will provide targeted and timely feedback to students on submitted assignments and completed assessments within a period of time not exceeding 72 hours.

PARENT/GUARDIAN'S RESPONSIBILITIES

As a parent/guardian of a virtual school student, it is very important to understand the responsibilities associated with that role. With the many distractions students have today, it can be difficult for some students to set aside time to work on courses when not in school. It is the responsibility of the parent/guardian to encourage the student to manage their time in an effective way. Teachers will keep the parent/guardian apprised of the student's progress and will initiate contact if they fall behind in their coursework.

Parents are expected to supervise and monitor their student's progress throughout the duration of the course. This can be accomplished by accessing the parental account periodically to monitor student progress.

Parents should support Academic Integrity. Academic Integrity is one of our core values and one of the most important areas of focus as a learning organization. Students with Academic Integrity make decisions based on ethics and values that will prepare them to be productive and ethical citizens. You may contact your child's teacher directly via email and/or instant messaging to answer questions about the course that you may have. When a parent/guardian has a concern about the child's performance or behavior, the parent/guardian should set up a conference with the child's teacher.

Parents/guardians should also be aware of the course progression plan that their student is following and use that to help plan for the child's academic and educational future.

PRIVACY POLICY

MVA will abide by student privacy guidelines inspired by the Family Educational Rights and Privacy Act (FERPA) of the federal government of the United States. The following persons have access to student records:

- Principal
- Administrative Team
- Professional Staff (Teachers, Guidance Counselor, the General Counsel)

All students are provided a unique password to access online courses. It is the student's responsibility to keep his/her password in confidence.

ANTI-DISCRIMINATION POLICY

MVA's admission and enrollment policies and procedures comply with anti-discrimination provisions.

MVA does not discriminate against pupils on the basis of sex, race, color, national origin, ancestry, creed, pregnancy, marital or parental status, sexual orientation, physical, mental, emotional, learning disability or handicap in its education programs.

Furthermore, the criteria for admission to a program or course shall not have the effect of restricting access by persons of a particular race, ethnicity, national origin, gender, disability, or marital status.

Discrimination on the basis of race, ethnicity, national origin, gender, disability, or marital status against a student or an employee is prohibited.

BULLYING AND HARRASSMENT POLICY

Mater Virtual Academy prohibits harassment between members of the MVA community, including communication of any form between students, MVA faculty and/or staff, and any third parties directly or indirectly related to the MVA Academic Network.

MVA is committed to maintaining a working and learning environment in which students, faculty, and staff can develop intellectually, professionally, personally and socially. Such an atmosphere must be free of intimidation, fear, coercion and reprisal.

It is an expectation that all students and employees shall use all equipment and programs for the intended educational purpose. MVA is committed to protecting its students and employees from bullying, harassment or inappropriate uses of computers or programs to participate in bullying behavior. Bullying and Harassment will not be tolerated and shall be just cause for disciplinary action.

Conduct that constitutes bullying or harassment, as defined herein, is prohibited.

Bullying, harassment, and cyber stalking are defined as inflicting physical or psychological distress, and/or communicating words, images or language using electronic mail that causes emotional distress and for which there is no legitimate purpose.

Any action by a student or parent deemed inappropriate will be fully investigated by the appropriate school administrator.

Consequences for students for actions that violate the policy on bullying and harassment shall be determined by the administrative staff and may include:

- Student/teacher/parent conference
- Suspension of email privileges
- Removal from access to courses

NETIQUETTE POLICY

Students are responsible for proper behavior while online. Students must always show consideration and respect when participating in MVA classes. Obscene, profane, or threatening language online as well as offline will not be tolerated.

Students should be cautious about email messages from anyone, particularly adults asking for personal information, attempting to arrange meetings, or engaging in personal contact. Students should disclose to teachers any message received that is inappropriate or that causes uncomfortable feelings.

Any distribution of unsolicited email to online classmates is prohibited. All course interaction between teachers, parents, students, and stakeholders will be logged. Email messages to online classmates should be limited to welcomed correspondence that is course-related. MVA administrator will cooperate fully with any investigation related to any illegal activities conducted through the Internet.

DISCIPLINARY ACTIONS

MVA will determine the appropriate disciplinary actions for student violations of the code of conduct as they arise. The severity of the offense is the prime determiner in deciding the appropriate consequence. Any inappropriate behavior, outlined in the student/parent handbook or otherwise, that is reasonably considered detrimental in a school setting is grounds for immediate removal from the MVA program. Possible actions may include but are not limited to:

- Written and verbal warning and notification to the parent.
- Placement on “temporary conduct probation.” A student’s online academic network activities will be monitored for the duration of the student’s current course(s) and the course(s) the student takes in the subsequent term.
- Suspension from the MVA program for a specified period of time.
- Permanent removal from MVA.

When a violation has occurred, a report, including the date, time and circumstances of the alleged act, will be submitted. This report includes a description of the actions of all parties involved, names of witnesses available and documentary evidence that supports the charge.

Students wishing to report a violation should file the report through the teacher. Upon receipt of the report, MVA will determine if the student may have violated a policy. If there is sufficient information, the student and parent will be contacted in writing informing the student of the charges in sufficient detail, including the time and place the alleged violation occurred and the penalty that would be appropriate if the student did in fact violate the policy.

MVA GRIEVANCE POLICY

Students, faculty, and staff have the right to be officially heard in matters where they feel they have a grievance against School policy or personnel. The procedure for seeking redress of such grievances is set forth below:

1. A grievance must be initiated within three (3) weeks of the date of the alleged occurrence or the last act in a series of occurrences, unless otherwise waived by the Chief Operating Officer, or Principal.
2. If the grievance involves MVA faculty, staff, or a student (an “MVA employee”), the complainant should first attempt to resolve such a grievance with that individual. A grievance should be filed if the complaint is not resolved with the MVA employee, or if the complainant initially wishes to have anonymity with respect to the MVA employee.
3. A complainant who has a grievance regarding an MVA employee or with an MVA policy must put the grievance in writing and the complainant should complete the attached form by filling in all necessary information. The complainant should submit the form directly to the appropriate “Grievance Officer”. For grievances that are “academic” in nature (involving a member of the faculty or an academic MVA policy) the Grievance Officer shall be the Sr. Director of Domestic Academics if the grievance implicates MVA’s domestic academic activities. For grievances that are “non-academic” in nature (involving non-academic personnel or a non-academic MVA policy), the Grievance Officer shall be the Chief Operating Officer if the grievance implicates MVA’s domestic non-academic activities. If a particular Grievance Officer reasonably believes that they received a grievance that is more within the purview of another Officer, they may forward the grievance to that official while providing written notice to the complainant of the action.

1. Reasonable efforts will be taken to maintain confidentiality unless the nature of the complaint requires disclosure (such as if it involves the commission of a crime). However, the complainant should know that his or her name could be made known to the Sr. Director of Domestic Academics, Chief Operating Officer, General Counsel, and Principal of MVA.
2. The COO will contact the complainant to discuss the problem. The COO may call together the complainant and the MVA employee (if applicable) to resolve the issue. If the complainant requests anonymity, the COO will meet with the MVA employee, give the employee a copy of the complaint, and request a written response. The Sr. Director of Domestic Academics will report to the COO (if the grievance is academic in nature or non-academic) on the resolution of the matter.
3. If the matter was not satisfactorily resolved by the Sr. Director of Domestic Academics, the complainant may appeal to a “Hearing Committee”, consisting of the Chief Operating Officer (depending on the academic or non-academic nature of the grievance) and no less than two other administrators or faculty members, as selected by the Principal, who have no relationship to the complainant’s case. The Hearing Committee’s decision may be appealed to the Principal of MVA.

Form for Documenting Grievance (MVA Employee or Policy)

I. Name of Complainant: _____

II. Date/Semester of Action which is Subject of Complaint: _____

III. Name of MVA Employee(if applicable): _____

IV. Description of Employee Action /MVA Policy Causing Complaint:

Signature of Complainant

Date

V. Description of Steps Taken to Resolve Complaint and Outcome:

Signature of Grievance Officer

Date

VI. Complainant (check one): Accepts Officer's resolution or Wishes to appeal resolution.

Signature of Complainant

Date

VII. If appealed, add decision of the Hearing Committee on separate page.

VIII. Reviewed by COO: _____
Signature

Date

MINIMUM TECHNICAL REQUIREMENTS FOR ONLINE COURSE PARTICIPATION

Supported Browsers:

- Google Chrome (latest 2 versions)
- Mozilla Firefox (latest 2 versions)
- Apple Safari (latest 2 versions)
- Microsoft Edge (latest 2 versions)
- Microsoft Internet Explorer (latest version) Screen size: Minimum width of 1024px

Browser Plug-ins

- Stoneware webPass
- Sun Java 8.91 JRE or higher
- Flash 9.0 or higher
- Shockwave (Operating System Dependent)
- Acrobat Reader DC 2015.017.20050 or

higher PC Requirements

- 500 MHz minimum CPU, higher recommended
- Minimum of 10 gigabytes free HDD space
- Broadband connection is strongly recommended
- Windows XP, 7, 8, 10
- Microsoft Office, Open Office or Google docs
- 1024 MB Ram
- Display setting 1024x768 resolution
- Students need a method to save work to a portable medium (Zip, CD, USB)
- Audio: Sound card with speakers, microphone or headset

Macintosh Requirements

- Power Mac G3 (350 MHz)
- OSX
- Microsoft Office, Open Office or Google Docs
- Students need a method to save work to a portable medium (Zip, CD, USB)
- 1024 MB Ram
- Minimum of 10 gigabytes free HDD space
- A broadband connection is strongly recommended
- Audio: Speakers and microphone or headset

STUDENTS & PARENTS WITH DISABILITIES

MVA makes every effort to ensure that all our electronic and information technology is accessible people with disabilities. At a minimum, we strive to maintain compliance with Section 508 of the Rehabilitation Act as amended, 29 U.S.C. Section 794d. If you have difficulty accessing any portion

of our content or platforms, or would like to request a specific accommodation, please contact us at support@aveteaching.com.

TECHNICAL SUPPORT

Students will be provided with professional technical support throughout the course as needed. MVA is committed to providing technical assistance within 24-48 hours of a request for assistance. To access technical support email support@aveteaching.com.

PARENT ACKNOWLEDGMENT FORM

We have read the Mater Virtual Academy Student/Parent Handbook and understand and agree to cooperate with all of the policies contained herein.

I understand the importance of this Handbook and agree to adhere to the policies and regulations of the Student/Parent Handbook. I understand that failure to follow school regulations and policies, will jeopardize student eligibility to register for the following academic year, and may result in dismissal from this virtual program.

(Student's Name)

(Student's Signature)

(Parent or Guardian's Name)

(Parent or Guardian's Signature)

(Date)

DIRECTIONS: Please print, sign, and date this form accordingly and email as an attachment to mprieto@aveteaching.com.