

At Apex Learning Virtual School (ALVS), our mission is to prepare students for college and career through a unique and rewarding learning experience that is designed to help students reach their full academic potential.

These Policies and Procedures were created to establish clear expectations for participating students and staff and to highlight the standards of service the ALVS team is committed to providing every school we partner with.

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Course Policies & Procedures

Course Types

ALVS provides standards-based digital curriculum and accredited instruction by experienced online teachers. Depending on a school's or student's needs, there are a couple different enrollment types that can be purchased. For a complete list of offerings, refer to the Apex Learning [Course Catalog](#).

Comprehensive Courses

Comprehensive Courses are most often used for original credit but can also be used for credit recovery for NCAA-eligible students. These courses are available in multiple [pathways](#) to address the needs of all students, including: Advanced Placement® (AP), Honors, Core, and Foundations.

All our NCAA-approved courses are in this category, and approved courses meet initial eligibility standards for student athletes. Read our [NCAA Best Practices](#) for more information.

AP courses are authorized by the College Board. See the latest [AP Course Audit](#) for more information.

Prescriptive Courses

[Prescriptive Courses](#) are designed to help students recover credits at an accelerated pace. These courses include unit pretests that enable students to test out of material already mastered. **Note that Prescriptive Courses do not meet NCAA initial eligibility requirements.** These courses also have a Limited Duration option that can be purchased at a discounted price.

Course Materials

Courses may require offline materials, such as textbooks, novels, and lab kits. Refer to the [ALVS Course Materials List](#) to determine if any materials need to be procured by your school or program for the students' ALVS courses.

The materials listed in the Course Materials List are not included in the price to purchase ALVS courses.

If schools have questions about acquiring materials, they should contact Apex Learning Support at 1-800-453-1454 or support@apexlearning.com.

Technical Requirements

If students will be using school devices to access ALVS online courses, share the [System Recommendations](#) document with your school's technology coordinator to ensure that the necessary network and hardware configurations are in place. Run the [System Check-Up](#) to ensure a device can properly display course content.

Enrollment Policies & Procedures

Submitting Enrollment Requests

When a school or program is ready to request enrollments, a designated requester will submit a request using the [ALVS Enrollment Form](#), unless another means has been arranged with ALVS. The online form provides a secure and FERPA-compliant way for schools to easily request enrollments. Requesters can contact ALVS Student Services at 1-855-550-2547 if they have questions while filling out the form. They can also refer to this [guide](#).

ALVS recommends that requests be submitted by the Wednesday before the course start date. Courses can start any Monday, and courses will end on a Friday. Requesters can refer to this [list of start dates](#) for help selecting a start date for the current school year.

Processing Enrollments

Once all necessary paperwork and forms have been received, including a purchase order and/or contract and an enrollment request form, **ALVS will enroll students within two school days.** Emails will be sent to students and mentors at the time of enrollment that contain their login credentials and getting started resources.

Flexible Course Durations

Requesters using the [ALVS Enrollment Form](#) can select start and end dates that are in alignment with their school's academic calendar. **Note that ALVS courses have the following maximum durations:**

- Semester courses have a maximum duration of 20 weeks
- Yearlong courses have a maximum duration of 40 weeks
- Limited Duration Prescriptive courses have a maximum duration of 10 weeks

Extension Policy

If students need additional time to complete their coursework, **courses can be extended up to the maximum course duration**. Extensions can only be requested by the student's mentor, the school's site coordinator, or by the program's administrator, **not by the student**.

If your program only allows the site coordinator or program administrator to request extensions, mentors will want to confirm with that individual whether an extension is acceptable before submitting an extension request to ALVS.

To request an extension for a student, an authorized school official can email ALVS Student Services at alvs.support@apexlearning.com and provide the student's name, course name(s), and desired extension date. For help determining an extension date that does not exceed the maximum duration, mentors can call ALVS Student Services at 1-855-550-2547. Please submit extension requests before the final week of the course.

Student Transfer Policy

For a variety of reasons, a student may need to be transferred into an ALVS course from a local program. When this happens, their previous grades can be transferred with them. Please contact Student Services prior to requesting the transfer so that the appropriate actions can be taken:

- If the student is transferring **from a local program using Apex Learning curriculum**, enroll the student into the same course and provide us with the student's Course Activity Scores Report so that Student Services can facilitate a scores transfer, enabling the student to pick up right where they left off.
- If the student is transferring **from a local program using non-Apex Learning curriculum**, enroll the student into an equivalent course. If assistance is needed with identifying an equivalent ALVS course, contact ALVS Implementation at alvs.implementation@apexlearning.com to request a consultation. After evaluating the equivalent course's syllabus, provide us with the grade percentage for each unit that the student has already completed, and the appropriate scores will be entered in the Grade Book.

Withdrawal & Credit Policy

No refunds are given for ALVS enrollments. Instead, **credits from qualifying withdrawals** can be used toward future enrollments. To withdraw a student from an online course, the mentor or site coordinator must contact ALVS Student Services at 1-855-550-2547 or alvs.support@apexlearning.com to request the withdrawal.

The table below describes the three different credit types and timeframes in which they are each applicable.

Credit Type	Timeframe	Credit Definition
Full Credit	Prior to course start date	Enrollment purchase price can be used towards a future enrollment.
Partial Credit	0-28 days after course start date	A non-refundable \$75 admin fee is charged for each enrollment. The remainder from the original purchase price can be used toward a future enrollment. Course changes due to mistakes on the enrollment request form also incur a \$75 fee. Limited Duration Prescriptive courses are not eligible for Partial Credit.
No Credit	29 days or more after course start date	Enrollment purchase price is forfeited and cannot be used towards future enrollments.

Auto-Withdraw Policy

Students who have not accessed a course for more than 28 days will be withdrawn. Students and their adult advocates will receive a warning email 3-4 days before withdrawal. To avoid being withdrawn, students should log in and access their course from their Dashboard.

If a student has been auto-withdrawn, the student or mentor can **call or email ALVS Student Services and request a reinstatement** at no cost if the request is made within 20 weeks of the original start date. Students will have until the original end date to complete their course. If the request for reinstatement comes after the maximum course duration has passed, the enrollment will need to be re-purchased, and ALVS will transfer scores from the student's previous enrollment.

The Mentor Role

The [mentor](#) is an integral part of our instruction model, and at least one mentor must be assigned to every student taking an ALVS online course. Up to four mentors can be assigned to each student on the [ALVS Enrollment Form](#). If mentors need to be changed or added, contact your site coordinator or ALVS Student Services.

Academic Policies & Procedures

Accommodations

If you have students who require accommodations as part of an Individualized Education Plan (IEP), 504 Plan, or other custom expectations, please complete an [ALVS Student Support Form](#) and **send it to ALVS Student Services** at alvs.support@apexlearning.com. Please note that not all accommodations outlined on an IEP or 504 Plan can be implemented in an online setting, and it is ultimately the responsibility of a student's school of record to provide the necessary accommodations and/or request the necessary modifications.

Grading Scale

This scale provides a consistent expectation for all students regarding Quality of Work and aligns closely with university grading scales. All ALVS students will receive the final letter grade that corresponds to their Overall Percent, regardless of course or pathway.

Letter Grade	Percentage
A	93-100
A-	90-92
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	60-66
F	59

Final Grades & Grade Letter Reports

The ALVS teacher will post a recommended final grade within five school days of the last due date. Mentors can obtain a **Grade Letter Report** from the Enrollment Details or Course Overview page.

ALVS does not distribute transcripts. A student's school is responsible for recording the grade and awarding credit for ALVS courses on student transcripts according to local policies and/or individual student expectations.

Plagiarism Policy

To maintain academic integrity, **Apex Learning Virtual School requires work submitted by students to be entirely the result of their own effort.** A student found to have submitted academically dishonest work will be subject to consequences outlined by the [ALVS Plagiarism Policy](#).

Assignment Policies & Procedures

Assignment Submission Guidelines

Students will need to submit some assignments to their ALVS teacher for grading, such as Practices, Journals, Labs, and Teacher-scored Tests (TSTs). These assignments must be submitted to their teacher in an acceptable way or else students will be asked to resubmit them. Students often need help figuring out how to submit work.

- **If completing a paper-based assignment by hand**, students should scan the completed assignment, save it to their computer as a file, and then submit it as an attachment to a message.
- **If completing a paper-based assignment on a computer**, such as in a word processor or in a Google doc, students should save the file and then attach the file to a message or share the link to the Google doc.
- **If completing a spoken assignment in a World Language course**, students will need to record the audio, save it to their computer, and then submit it to their teacher as an attachment to a message.

Grading Turnaround Times

Teachers will grade assignments and send back scores within three school days. If students submit more than three assignments within a single day, teachers will send back scores within **five school days**.

Due Dates & Late Work

Assignment due dates are meant to serve as a pacing guide. **Students are not penalized for late submissions.**

Students have until the last due date in the course to submit assignments, but successful online students submit their work on or before the due dates displayed on their Calendar and Course Activity Scores Report. It is helpful for students to be coached on how to use these tools to make weekly plans for themselves.

Quiz Reset Policy

Students may request quiz resets through their mentor, but approval is ultimately at the discretion of the ALVS teacher. If the mentor communicates the specific reason to the ALVS teacher, and the teacher agrees the reset is in the best interest of the student, the quiz will be reset. We recognize that extenuating circumstances come up and want every student to have an equitable opportunity to have their learning assessed.

Please note that while allowing retakes on quizzes or tests may be a local policy, this is not a standard practice at ALVS because it is a more effective strategy in a face-to-face setting where teachers can intervene following failed quizzes or tests in a more immediate and beneficial manner.

Proctoring Tests

If your school indicated on the [ALVS Enrollment Form](#) that tests will be taken in a proctored setting, mentors will need to unlock tests for students on the **Enrollment Details** page. Once unlocked, students will be able to access the test. ALVS recommends that mentors do not unlock unit tests or final exams until students have completed all previous coursework, and if students do not complete the test in a single session, the test should be re-locked.

Accessing Tests Early

Students should pay close attention to test due dates because **students can only access tests up to three days before they are due**. If students are working ahead of schedule and will be ready to take a test early, they can contact their ALVS teacher and request to have the due date changed so that they may gain access to the test.

Getting Help

Academic Assistance

Teachers are the best resource to contact for questions related to your student's coursework, schedule, and grading. Mentors can contact teachers via email by clicking the envelope icon on the Course Overview or Enrollment Details page. Students can contact their teachers by sending them a message. Teachers will reply within **one school day**.

Live Help allows students to get homework help in real-time from a certified teacher. Live Help is available Monday – Thursday from 8am – 5pm and Friday from 8am – 3pm (Central Time) for Math, Science, English, Social Studies, French, or Spanish courses. The link to Live Help is available from the Student Information System (Genius) or the Announcements section of the Apex LMS.

Technical Assistance

If course content is not appearing correctly or if students and staff are experiencing a technical issue, contact **Apex Learning Support** at 1-800-453-1454 or support@apexlearning.com.

Online support is also available 24/7 by signing in and accessing the **Help** section from the Dashboard. There are numerous resources, including guides and videos, that contain useful information for staff and students.

General Assistance

ALVS Student Services Specialists are available every weekday to assist students, parents, and staff via phone, email, or chat. The Services team is here to make sure every student is surrounded with the support they need to succeed in their ALVS online courses.

Phone: 1-855-550-2547, 7 a.m. – 5 p.m. (PT), Monday – Friday

Email: alvs.support@apexlearning.com **Chat:** [Live Chat](#), 8 a.m. – 12 p.m. (PT), Monday – Friday

Resource Links

Courses	Mentor Resources	Student Resources	Forms & Policy Docs
Online Enrollment Form	Mentor Getting Started Guide	Student Getting Started Guide	ALVS Standard Policies & Procedures
Course Start Dates	Mentor Job Description	Student Guided Tour Video	Accommodation Plan Form
Course Catalog	Mentor Video Series	Live Help	Plagiarism Policy
Course Materials List	Middlebury Mentor Guide	Middlebury Student Guide	Grading Scale
Apex Learning	NCAA Best Practices	Assignment Submission Guide	