TTUISD Policies

Texas Tech University Independent School District
2014-2015
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CONTACT INFORMATION

TTUISD address and phone numbers

TTUISD, Texas Tech University
15th and University
Drane Hall
Box 42191
Lubbock, TX 79409-2191

Toll-free: (800) 692-6877
Locally: (806) 742-7101

Office hours

Monday – Friday 8:00 AM – 5:00 PM

Holiday schedule 2013-2014

TTUISD will be closed on the following dates in observance of these holidays:

- September 1, 2014  Labor day
- November 27-28, 2014  Thanksgiving
- December 22-31, 2014  Winter Break
- January 1, 2015  New Year's
- January 19, 2015  Martin Luther King Day
- March 20, 2015  Spring Break
- May 26, 2015  Memorial Day
- July 4, 2015  Independence Day
ABOUT TTUISD

TTUISD history

Texas Tech University Independent School District (TTUISD) was initially established by the State Board of Education in 1993 as a Texas “Special Purpose” high school able to offer high school diplomas at a distance. Texas Tech University Elementary School and Texas Tech University Middle School were added to TTUISD in 1998. For nearly two decades, TTUISD has been successfully assisting students from all over the world with their educational needs.

TTUISD accreditation

Texas Tech University Independent School District is accredited by the Texas Education Agency (TEA). All TTUISD courses and Credit by Exams (CBEs) are aligned with the Texas Essential Knowledge and Skills (TEKS) curriculum standards established by the Texas State Board of Education (SBOE).

STUDENT RESPONSIBILITIES

Student effort, awareness, and time management

The degree of individual success that a student attains has a direct relationship to attitude and effort. Students should carefully read all course materials, and it is particularly important to read each course introduction before beginning coursework. The course introduction contains the information and expectations to assist in obtaining academic success.

Students must complete assignments before deadlines expire and communicate with their instructors. Students participating in online classes will be held responsible for their own time management. Students should

• Pay attention to deadlines.
• Carefully read and make sure they understand all assignments.
• Contact the instructor via course mail (online courses) or email (print courses).
• Complete assignments according to the specific directions given.

Students must maintain satisfactory progress in all courses.

Student behavior and netiquette

Students are responsible for their personal conduct and behavior. A distance education course, online or in print, carries the same expectations as a course in a traditional classroom. The instructor is tasked with monitoring and evaluating student conduct and behavior, and students will be held accountable for their words and actions. Behavior or language which is not appropriate for a traditional classroom is likewise not appropriate in a TTUISD course. This includes, but is not limited to, the use of profanity and refusal to complete assignments. By registering for a course or CBE, the student has entered into an agreement with TTUISD to refrain from the use of profanity, in both written and oral communication, and to behave in an appropriate manner at all times. The use of profanity, refusal to complete assignments, or completion of assignments in a frivolous or belligerent manner may result in the student receiving a zero for the lesson(s) and could result in the student being dropped from the course without refund. Where appropriate, instances of abusive student behavior will be reported to the student’s school administration.
Student Information

Students are required to inform TTUISD of any changes in contact information, including mailing address, phone number, and email address.

Academic Integrity

It is the aim of TTUISD to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work that they have not honestly performed is regarded by TTUISD as a serious offense and renders the offenders liable to serious consequences.

As a part of the Texas Tech University System, TTUISD aligns with the student conduct policy of the University regarding academic integrity. The policy which follows, regarding academic dishonesty, is derived from that University student policy.

“Academic Dishonesty” includes, but is not limited to, cheating, plagiarism, collusion, falsifying academic records, misrepresenting facts, and any act designed to give unfair academic advantage to the student (such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor or the attempt to commit such an act).

“Cheating” includes, but is not limited to, the following:

1) Copying from another student’s coursework or test.
2) Using materials during a test that have not been authorized.
3) Failing to comply with instructions given by the proctor administering the test.
4) Possessing materials during a test that are not authorized, such as class notes or specifically designed “crib notes.” The presence of unauthorized textbooks or electronic devices (including but not limited to cell or smart phones) constitutes a violation.
5) Using, buying, stealing, transporting, or soliciting in whole or part the contents of an un-administered test, test key, homework solution, or computer program.
6) Collaborating with or seeking aid or receiving assistance from another student or individual during a test or in conjunction with an assignment without authority.
7) Discussing the contents of an examination with another student who will take the examination.
8) Divulging the contents of an examination, for the purpose of preserving questions for use by another.
9) Substituting for another person or permitting another person to substitute for oneself to take a course, a test, or any course related assignments.
10) Paying or offering money or another valuable to, or coercing another person to obtain an un-administered test, test key, homework solution, or computer program, or information about an un-administered test, test key, homework solution, or computer program.
11) Falsifying research data, laboratory reports, and/or other academic work offered for credit.

“Plagiarism” includes, but is not limited to, the appropriation of, buying, receiving as a gift, or obtaining by any means material that is attributable in whole or in part to another source, including words, ideas, illustrations, structure, computer code, other expression or media, and presenting for credit that material as one’s own academic work. Any student who fails to give credit for quotations or for an essentially identical expression of material taken from books,
encyclopedias, magazines, Internet documents, reference works or from the themes, reports or other writings of a fellow student is guilty of plagiarism.

“Collusion” includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on academic dishonesty.

In cases of academic dishonesty, TTUISD will take appropriate action. Before taking such action, however, the instructor will attempt to discuss the matter with the student. If cheating is suspected, the instructor will not submit a grade until the situation has been investigated by TTUISD.

Failure to maintain academic integrity on lessons and assignments could result in failure of the lessons and may result in failure of the course. Cheating on a final exam will result in the failure of the course.

TTUISD reserves the right to cancel an enrollment at any time, for reasons including (but not limited to): plagiarism, dishonesty, falsifying documents, etc.

**Student Expectations**

- **After Initial Enrollment**
  - All students should login to the course portal (Moodle) within the first two days after initial enrollment date. Students are expected to read the following: Welcome information, Special Information and Instructions, Course Introduction, Course Objectives, About the Author, About the Course, Textbook and Materials information, News Forum, Final Exam Instructions and Resources sections.

- **“Attendance”**
  - TTUISD students must “attend” courses on a regular basis. In the online learning environment, “attendance” is determined by student participation with classroom tools such as course videos and PowerPoint presentations etc.; with other students via discussion boards and forums; and with the instructor via moodle messaging, discussion boards and forums. Students are expected to log into their courses on a regular basis (daily).

- **Students** are expected to read all assignments and assigned readings, and complete all Quizzes and Practice Exercises. After all lessons are submitted, students are expected to review all course assignments, lessons and readings, complete the Practice Final exam, and read the Final Exam Directions. Students are also expected to find an approved Proctor to request the final exam prior to the course expiration date.

- **Interaction**
  - Students must participate in all forums, and discussions regularly. Students are expected to message their instructors regularly with questions and assistance. Your instructor will have posted “virtual office hours” for this purpose. Students are also expected to message their instructor within the first two days to introduce themselves to the instructor.

- **Internet Access**
  - TUISD students must have basic computer skills. Unfamiliarity of computers can/may have a detrimental impact on student performance in the online learning environment.
• Textbooks
  o Textbooks are required for most TTUISD courses. Students must purchase textbooks and/or required course materials in advance of starting the course. Textbooks should be in your possession when you start your coursework. Textbooks can be ordered by clicking the “Textbooks” link on the TTUISD website.

• Policy & Code of Conduct
  o TTUISD students must be familiar with and adhere to all TTU policy as well as TTUISD’s Code of Conduct. Online students are included in this expectation.

• Academic Honesty
  o TTUISD students must behave in an ethical manner. TTUISD Administration and Instructor staff will vigorously investigate any suspicions of academic dishonesty to include plagiarism, collusion, cheating, etc. to name a few. *(See Policy Guide pg 5-6 for more detailed information)*

• Netiquette
  o Students must understand and abide by TTUISD’s online etiquette (netiquette) guidelines. *(See Policy guide, pg. 4 for more detailed information)*

• Technical Issues
  o TTUISD online students must resolve their own technology problems relating to computers and related equipment as well as Internet access.

• Time Commitment
  o TTUISD online students must, as a general rule, spend one hour per course, per day. For instance, if you are enrolled in four courses, it is recommended that you spend at least four hours daily, working with each course.—one hour per course. This equates to twenty hours per week.

• Time Management
  o Online courses require self-discipline and excellent time management skills. Some things to remember: set aside specific hours of the day for your schoolwork, set your own deadlines, stay ahead of your deadlines to avoid the unavoidable like internet issues, illness, etc. Lastly, don’t wait to ask questions. Start from day one to open the dialogue with your instructor, and keep it going throughout the course. Don’t wait until it’s too late to ask a question.

**COURSE POLICY**

**Counselor approval**

Students enrolled in a public, private, or charter school must receive approval from their school counselor before enrolling in any course or CBE. Failure to obtain approval could result in credit not being awarded by their school.

**Completion time**

Students have six months from the date of enrollment to complete a course.
  o It is important that students have the benefit of instructor feedback on lessons submitted; therefore, online courses cannot be completed in less than 30 days, and print courses cannot be completed in less than 60 days. Exceptions may be granted by TTUISD.

  o If enrolling in two or more courses at the same time, the expiration date will be the same for all courses.
- Students are advised not to enroll in both semesters of a course (A and B) simultaneously. Exceptions can be granted by TTUISD under extenuating circumstances.

- If the course expires prior to completion, students may purchase an extension. Courses may not be open more than one year from the original purchase date. TTUISD offers two types of extensions:
  - **Short Term Extension:** $20
    - Will extend the course for one month from the original expiration date.
    - Students may purchase multiple one month extensions, but the course will expire one year from the original purchase date.
    - Once a short-term extension is purchased, a long term extension cannot be purchased for the same course.
  - **Long Term Extension:** $60
    - Will extend the course to be open for the amount of time remaining to a maximum of one year from the original purchase date. Students are only allowed to purchase one long-term extension per course.

**Grading time**

An instructor has five calendar days to grade a lesson or exam. Expedited shipping on print items will not expedite the grading time.

**Lesson submission**

- So that students may receive the benefit of instructor feedback, no more than one lesson should be submitted at one time. TTUISD is in the process of instituting course pacing for all new courses. Students will have access to two (2) lessons at a time. The next lesson will not open until the first lesson is graded.
- The instructor reserves the right to grade an incomplete lesson as submitted or to require that the lesson be completed and resubmitted for grading.
- TTUISD will not be responsible for lessons that are lost in transit; therefore, *students should make copies of lessons in print courses before submitting them via mail.*
- Lessons mailed overnight at the student’s expense will only reduce mail delivery time; the instructor will still have five calendar days to grade the lesson.
- Lessons make up 75% of your course grade, but because of TTUISD’s online instruction assessment format, students must pass the final exam. *If a student has high lesson grades but fails the final exam, they will still fail the course, and lesson grades will not be averaged to compute a final course grade.*

**Lesson resubmission**

- Lesson resubmission is allowed only once if the instructor has indicated that a student may do so.
- Failure to resubmit a lesson when required can result in a zero for the lesson.
- Lessons may not be resubmitted after the final exam has been taken.
- Lesson grades above 70 cannot be resubmitted.
Pacing and time management

- **Introducing course progression**
  - At TTUISD, we create our courses so that each lesson builds on the previous one. To reinforce this learning process, TTUISD is introducing Course Progression. As a student begins to complete assignments, they will notice that if they attempt to skip ahead, the assignments are not visible or are grayed out. Once a student completes and receives a grade for an assignment, a subsequent assignment will be unlocked. Students must complete all of the assignments in a lesson before they can move on to the next lesson. To avoid hindering the student’s progress, two lessons will be unlocked at a time. Assignments are grayed out or hidden until previous assignments are completed.

- TTUISD courses are self-paced. Students should develop personal time management plans to maintain steady progress toward course completion.

- Below is a sample timeline, which reflects how a student might plan to complete a seven-lesson course over eleven weeks:

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<th>Week 1</th>
<th>Week 2</th>
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<th>Week 11</th>
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<td>Lesson 7</td>
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<td>Take Final Exam</td>
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<tr>
<td>Wait for course grade; enroll in next course</td>
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</table>

**Final exams**

- All final exams must be taken in the presence of an approved proctor (see Proctor Policy on page 12).
- Final exams will be sent directly to the approved proctor for administration.
- The final exam may only be requested after all lessons for the course have been received for grading.
- Final exams must be taken on or before the course expiration date. Exams may not be taken past the expiration date without purchasing a course extension. TTUISD will not grant free extensions in the event that a student’s proctor is unavailable for the exam.
- Final exams will not be faxed. Students are expected to plan ahead to meet their deadlines.
- Final exams make up 25% of the course grade. Students must pass the final exam to pass the course even if all lesson grades are passing. Students must pass the final exam with a score of 70% or above in order to
pass the course. A failing score on the final will not be averaged with the course work. A final exam score below 70% is recorded as the final grade.

Retaking a final exam

- A student who scores below 70% on the final exam may request to retake the exam but must first obtain approval from their school counselor. Failure to obtain counselor approval may result in the school not awarding credit for an exam retake.
- The exam retake must be taken prior to the course expiration date. An extension must be purchased if the exam retake cannot be taken prior to course expiration (provided the course has not been open for one year).
- There is a $45 fee to retake a final exam. Students must fill out an Exam Retake form requesting to retake the exam and return it to TTUISD along with the exam retake fee. Students will automatically receive the form to request retaking the exam with the final grade report if the exam score is below 70%.

Course grade

- **Important:** Failing to score 70% or better on the final exam results in a failing grade for the course. Lesson grades will not be averaged with the final exam score. A student will not pass the course if the final exam score is below 70%, and the final grade will be what the student scores on the final exam.
- If the final exam score is 70% or better, the final course grade will consist of the lesson grade average and the final exam score as follows:
  - The final exam grade will count as 25% of the final course grade.
  - The lesson assignment average will count as 75% of the final course grade.
  - Passing the final exam but having a low lesson average could result in a failing grade for the course.
- Please allow enough time for the course grade to be recorded before making a request for a grade report.
- Only completed courses are reported and recorded.
- There is no academic penalty for failure to complete a course.

Course grade report

- **For students enrolled in a public or private school:** A final grade report will be mailed to the student’s home address and school. It is the student’s responsibility to verify that the grade is received and recorded on their official transcript.
- **For students enrolled in TTUISD’s full-time diploma program (Texas Tech High School, Middle School, or Elementary School):** A final grade report will be mailed to the student’s home address and will be recorded on the TTUISD transcript.
- **For home school students (not enrolled in TTUISD’s full-time diploma program):** A final grade report will be mailed to the student’s home address.
CREDIT BY EXAM (CBE) POLICY

Counselor approval

Students must receive approval from their school counselor before enrolling in a CBE. Failure to obtain approval could result in credit not being awarded by the school.

Proctor

All CBEs must be taken in the presence of an approved proctor (see Proctor Policy on page 12). All CBEs will be sent directly to the approved proctor.

Completion time

Students have 60 days to take the CBE once the enrollment is processed. No refunds will be granted. CBE’s cannot be extended. If not taken prior to the expiration date, students must purchase another CBE or enroll in the course.

CBE preparation

- No materials will be sent directly to the student.
- Instructions and study material are found in the CBE Review Sheets on the TTUISD website. The CBE Review Sheets include a sample practice exam. This practice exam does not include actual exam questions, but serves to give students an example of the types of questions they might encounter on the exam.
- Some CBEs require projects or other materials to be submitted at the time the exam is taken.
- Students will receive a numerical grade for the exam. No feedback, such as notation of correct or incorrect answers, is given.

CBE percentage of mastery

The minimum passing score for a CBE is determined by local district policy. Students must check with their school administrators to determine the score needed on a CBE in order to be awarded credit. Students are only allowed two attempts per CBE to achieve mastery. After two attempts, the student must take the course.

Transfer credit

It is the student’s responsibility to make sure CBEs taken through TTUISD will be accepted by their school.

CBE grade report

- A score report will be mailed to the student’s home address and school (if applicable).
- CBE scores will not be posted in the TTUISD course portal.
- For full-time TTUISD students, the CBE grade will be recorded on the TTUISD transcript.

For Full-Time TTUISD Students Only

TTUISD will allow a certain number of CBE enrollments per academic semester (i.e. no more than two CBEs allowed per student’s academic semester). Please contact your Academic Advisor for more information.
PROCTOR POLICY

All exams (course final exams and CBEs) require supervision from an approved proctor in order to maintain the integrity and validity of the exam. Students will designate a proctor when they request the final exam for a course or when they enroll in a Credit by Exam (CBE).

Guidelines for identifying an approved proctor

- **For students enrolled as full-time in an accredited public/private/charter school** (other than TTUISD): the school counselor, principal, or superintendent must proctor these exams.
- **For students enrolled in TTUISD’s full-time program** (Texas Tech Elementary, Middle, and High School) as a full-time student: refer to the TTUISD student handbook for approved proctor guidelines.
- **For students who are homeschooled** and not enrolled as a full-time student in an accredited public/private/charter school or TTUISD’s full-time program: a college or private testing center must proctor these exams.
- If a student is an International Student, please contact TTUISD for testing options.

Finding a proctor

- A proctor from a non-accredited school cannot be used.
- A proctor who is related to the student taking the exam or who has been the tutor of the student taking the exam cannot be used.
- Please notify the proctor in advance.
  - FAILURE TO OBTAIN THE PROCTOR’S APPROVAL COULD DELAY TAKING THE EXAM.
  - Proctors may charge a fee for proctoring an exam; students should verify fees and payment policy before scheduling an exam.
- When requesting a final exam or enrolling in a CBE, students will need to provide the following proctor information to TTUISD:
  1. Name and title
  2. Institution
  3. Mailing address
  4. Phone number
  5. E-mail address
- Proctor Change: if a student requests a proctor who cannot proctor the exam, there will be a $25 proctor exchange fee for TTUISD to process and send the exam to a new proctor.

DEADLINES

TTUISD will do everything possible to help students meet reasonable graduation deadline requests. Remember that TTUISD instructors have five calendar days to grade assignments. Graduating seniors should note that failure to plan ahead could jeopardize their pending graduation. Examples of deadlines: graduation deadlines, employment application deadlines, college application deadlines.

Full-Time TTUISD Students: Please remember, the last 2.5 credits must be full courses, not CBEs.
GRADE DISPUTES

Grade disputes should first be discussed with the course instructor. If the instructor is unable to resolve a grade dispute, then a formal request for review must be submitted in writing to the Principal of TTUISD at the following address:

TTUISD Principal
Box 42191
Lubbock, TX 79409-2191

ADDITIONAL POLICIES

Confidentiality

TTUISD respects the privacy of student’s academic records. Parents and guardians of students under the age of 18, and appropriate school administrative officials, have legitimate rights of access to student records. School officials who approve course enrollments can access students’ progress online through the Counselor’s Portal (www.courseportal.uc.ttu.edu/ttuisd-portal). Students over the age of 18 must provide written authorization for the release of information.

Transfer of Rights

When a student is 18-years-old, or enters a post-secondary institution at any age, the rights under FERPA transfer from the parent to the student. If the student is 18 years or older, educational records will not be released to anyone other than the student. Access to the student’s educational records may be granted to a third party if the student provides signed permission/consent, granting designated people rights to access his/her records.

Equal Opportunity Policy

Texas Tech University is open to all persons eligible for admission as students regardless of race, color, religion, sex, age, national origin, or disability. All students admitted to TTUISD are treated without discrimination in regard to their participation in University educational programs or activities. TTUISD is an equal opportunity employer, and no applicant or employee will be discriminated against because of race, color, religion, sex, age, national origin, mental or physical disability, or Vietnam era or special disabled veteran status in regard to employment or during the course of employment in the institution. The University does not discriminate on the basis of sex or disability in its educational programs. Any student with inquiries or complaints concerning Section 504 of the Rehabilitation Act of 1973 (504) or the Americans with Disabilities Act (ADA) of 1990 should visit Student Disability Services at www.studentaffairs.ttu.edu/sds or call 806.742.2405.

Family Educational Rights and Privacy Act (FERPA)/Directory Information

The Family Educational Rights and Privacy Act (FERPA), a Federal Law, requires that Texas Tech University Independent School District (TTUISD), with certain exceptions, obtain your written consent prior to the disclosure of personally identifiable information from your child’s education record. However, TTUISD may disclose appropriately designated “directory information” without written consent, unless you have advised the District in writing. The primary purpose of directory information is to allow TTUISD to include this type of information from your child’s education records in certain school publications.
Examples include:

- Honor roll or other recognition lists;
- Graduation programs;
- Texas Tech University Publications;
- News Media and District and University web pages.

Directory information, which is information that is generally not considered harmful or an invasion of privacy if released, can also be disclosed to outside organizations without a parent’s prior written consent. Outside organizations include, but are not limited to, companies that manufacture class rings.

If you do not wish TTUISD is disclose directory information from your child’s educational records without your prior written consent, you must notify the District by checking the appropriate box(es) during the enrollment process. Because of our asynchronous enrollment procedures, this information will be updated annually on April 15th of each year.

TTUISD has designated the following information as directory information: student’s name, address, photograph, place of birth, publicity from participating in officially recognized activities, major field of study, dates of attendance, grade level, honors, awards received, and the most recent educational agency or institution attended.

This action may be reversed at any time by the parent contacting the TTUISD Registrar in writing at ttuisd@ttu.edu.

In compliance with FERPA, the student’s Social Security number or Student ID is required before releasing any personally identifiable or educational information to the student, counselors or parents.

**Students with disabilities**

TTUISD’s curriculum is developed to meet the standards of the State of Texas and the Texas Education Agency. The course content and the exams cannot be modified, however accommodations will be implemented based on the student’s current IEP or 504 documentation. Please note that distance education presents different challenges than those inherent in traditional classroom-based instruction, and the curriculum is reading and writing intensive. TTUISD strives to offer exceptional education programs that meet the needs of students with disabilities for those who meet the following criteria:

- The student’s IEP does not require TTUISD to significantly modify its education program AND
- The student’s IEP reflects that TTUISD is an appropriate placement and is the student’s least restrictive environment

Information regarding available disability accommodations should be obtained before enrolling in a course or CBE. A student requesting accommodations must submit either a current (within the last three years), signed Individual Education Plan from the Admission, Review, and Dismissal (ARD) committee report or a 504 Accommodation Form from the public school district in which the student is currently (or was previously) enrolled, describing any special considerations necessary to take a course and/or exams. This must be done prior to enrollment in a course or CBE.

Accommodations applied to one course do not automatically apply to other courses. Students should be specific as to which courses they are requesting accommodations for.
BUSINESS POLICY AND FEE SUMMARIES

Order processing

All orders and requests are processed in the order they are received and are subject to a 48-hour (2 business days) processing time. Orders received on weekends, University holidays, or after 2 p.m. CST will not be processed until the following business day.

- Print courses:
  - Course materials will be shipped via USPS parcel post at no additional charge.
  - Expedited delivery, via FEDEX, is available upon request. Additional shipping charges will be required.

- Online courses:
  - No materials will be shipped. All information is received via e-mail and Moodle (the TTUISD course delivery system).

Textbooks

For courses requiring a textbook, TTUISD has partnered with MBS Direct to supply textbooks for our students. All orders and shipping are handled directly by MBS Direct. MBS offers a buyback program for TTUISD students; for more information about their buyback policy, visit MBS on their website at http://bookstore.mbsdirect.net/ttisd.htm.

Change in student contact information

Students are responsible for notifying TTUISD of any changes in their contact information while they are enrolled in a course. Visit the Student Portal (www.courseportal.uc.ttu.edu) and complete the Change Notification Form.

Admission Fees

- $120 Admission fee (non-refundable)
  - $60 Readmission fee (non-refundable)

Course Fees

- Elementary school (K-5) print course: $175
  - $135 course fee (refundable within first 30 days after enrolling)
  - $40 administrative fee (non-refundable)
- Middle school (6-8) print course: $205
  - $140 course fee (refundable within first 30 days after enrolling)
  - $40 administrative fee (non-refundable)
  - $25 print surcharge (non-refundable)
- Middle school (6-8) online course: $180
  - $140 course fee (refundable within first 30 days after enrolling)
  - $40 administrative fee (non-refundable)
- High school (9-12) print course: $205
  - $140 course fee (refundable within first 30 days after enrolling)
o $40 administrative fee (non-refundable)

o $25 print surcharge fee (non-refundable)
  ▪ $25 Print Supplement fee (non-refundable): Select courses in 2014-2015 will have a print supplement available. Please refer to the online course catalog for offerings.

• High school (9-12) online course: $180
  o $140 course fee (refundable within first 30 days after enrolling)
  o $40 administrative fee (non-refundable)

• Final exam retake fee: $45 (non-refundable)

• Course extension fees
  o $60 (non-refundable) for six (6) month extension
  o $20 (non-refundable) for 30 day extension
    ▪ Once a one-month extension has been purchased, a six-month extension cannot be purchased for the same course.
  o All courses expire one year from the original purchase date, regardless of how many extensions have been purchased.
  o Extensions are non-transferable.

**Credit by exam fees (individual students)**

• All grades (K-12) credit by exam
  o $45 fee per exam (non-refundable)
  o CBEs expire 60 days after enrollment date.

**Credit by exam fees (Institutions)**

• All grades (K-12)
  o $19 fee per exam (non-refundable)
    ▪ New in 2013-2014, shipping charges are included in the fees.
    ▪ CBEs expire in six (6) months.
    ▪ Substitutions are not allowed.

**Materials replacement fees (per course)**

• Bar codes: $10 per set
• Course guide: $15
• Policy and forms guide: $10
• TTUISD Student Handbook: $10

**Other Fees**

• Proctor change fee (if student changes proctors after TTUISD has sent exam information to original proctor): $25 (non-refundable)
• Diploma replacement fee: $25 (non-refundable)
• Transcript fee: $5 for each transcript sent out on student’s behalf. First transcript request is free.
• Online Proctor fee: To be determined
• Overnight shipping: $30 within the United States. Contact TTUISD for international shipping quote.
  o Paying for Overnight Shipping does not expedite processing the order/request. All orders and request are processed in the order they are received. TTUISD has 2 business days to process orders and requests.

Transfer and exchange policy

• Within 30 days after enrollment, a student may transfer to another course at no additional charge, provided the student has not begun the course.
  o If lessons have been submitted and graded, a fee of $7.00 will be charged per lesson submitted for grading prior to the transfer.
  o The expiration date will remain as the original expiration date.
• After 30 days of enrollment, a student can not transfer to another course – they will have to purchase a new course.

Refund Policy

• Partial refunds on courses are available within the first 30 days from the date of enrollment (minus Administrative fees). Credit by exams are non-refundable.
• All refund requests must be in writing using the Withdrawal/Refund Request Form. Refund requests are evaluated based on the request postmark and the date the enrollment is processed by TTUISD.
• To withdraw from a course, students must complete the Withdrawal/Refund Request Form located at http://www.depts.ttu.edu/uc/k-12/forms_and_downloads.php.

The following items are non-refundable:

• Administrative processing fee ($40)
• Admission fee ($120)
• Extensions ($20 or $60), non-transferable
• Transfer fees ($30)
• Shipping (cost varies)
• Credit by exams ($45)
• Exam retake fees ($45)
• Print surcharge fee ($25)
• Print Supplement fee ($25)

Also note that refunds of less than $5 will not be made.

Returned check fee

A returned check fee of $30 will be assessed for each check returned by a bank. TTUISD reserves the right to assign a returned/insufficient funds check to the Criminal District Attorney for collection processing.

Service agreement

While TTUISD strives to resolve issues amicably, our commitment to academic integrity is a priority. TTUISD’s decisions, rendered in writing, are final.

POLICY CHANGES AND UPDATES
TTUISD reserves the right to change or update policies at any time. You can review the most current version online at www.ttuisd.ttu.edu.