



TEXAS TECH UNIVERSITY
TTU K-12™

Policies

A Guide for all Students

Texas Tech University K-12

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ABOUT TTU K-12

TTU K-12 History

The Texas Tech University High School Program was established by legislative and state board action in 1993 as a "Special Purpose District" designed to educate students with special situations whose educational needs are not adequately met by traditional school districts. In 1998, the Commissioner of Education granted expansion of the program to include kindergarten through 8th grade. Texas Tech University K-12 (TTU K-12) now serves students in kindergarten through 12th grade.

TTU K-12 Accreditation

TTU K-12 is accredited by the Texas Education Agency and all courses and CBE's are aligned with the state-mandated Texas Essential Knowledge and Skills (TEKS), which have been determined as specific standards for students to learn and apply throughout a course. Texas Tech University K-12 is accredited by the Texas Education Agency (TEA). All TTU K-12 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 with 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 information and expectations to assist students in obtaining academic success in each course.

Students must complete assignments before deadlines expire and communicate with their teachers. Students participating in online courses are responsible for their own time management.

Students should also:

- Manage time wisely – keep an academic calendar, be aware of deadlines, etc.
- Carefully read and make sure they understand all assignments.
- Contact the teacher via course mail (online courses) or email (print courses).
- Complete assignments according to the specific directions given.
- Maintain satisfactory progress in all courses.

STUDENT CONDUCT & RESPONSIBILITIES

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 teacher is tasked with monitoring and evaluating student conduct and behavior, and students will be held accountable for their words and actions. Behavior or language not appropriate for a traditional classroom is likewise not appropriate in a TTU K-12 course. This includes, but is not limited to, the use of profanity and the refusal to

complete assignments. By registering for a course or CBE, the student has entered into an agreement with TTU K-12 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 TTU K-12 of any changes in contact information, including mailing address, phone number, and email address.

Academic Integrity

It is the aim of TTU K-12 to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own, any work they have not honestly performed is regarded by TTU K-12 as a serious offense and renders the offenders liable to serious consequences.

As a part of Texas Tech University (TTU), the TTU K-12 student conduct policy is aligned with the University's student policy regarding academic integrity. The following policy statement regarding academic dishonesty is taken from the TTU student conduct 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 teacher 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. These may include but not be limited to textbooks, the Internet, or class notes.
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 in part, the contents of an un-administered test, test key, homework solution, or computer program.
6. Collaborating with, 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 (or information about) 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, TTU K-12 will take appropriate action. Before taking such action, however, the teacher will attempt to discuss the matter with the student. If cheating is suspected, the teacher will not submit a grade until the situation has been investigated by TTU K-12.

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.

TTU K-12 reserves the right to cancel an enrollment at any time, for reasons including (but not limited to): plagiarism, dishonesty, falsifying documents, cheating, etc.

Student Expectations

- After Initial Enrollment all students should login to the course portal within the first two days after initial enrollment date. Students are expected to read the following sections:
 - 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
 - Resources.
- “Attendance”
 - TTU K-12 students must “attend” courses on a regular basis. In the online learning environment, “attendance” is determined by student participation with classroom tools including:
 - course videos and PowerPoint presentations etc.;
 - reading and interaction with other students via discussion boards and forums;
 - communication with the teacher via Moodle messaging, discussion boards and forums.
 - students are expected to log into their courses on a regular basis (daily).

- Student expectations:
 - read all course assignments and assigned readings,
 - complete all quizzes and practice exercises,
 - after all lessons are submitted, review all course assignments, lessons and readings, complete the practice final exam, and read the final exam directions,
 - identify an approved proctor,
 - request the final exam prior to the course expiration and after all lessons are submitted and graded.
- Interaction
 - Students must participate in all forums and discussions regularly. Students are expected to message their teachers regularly with questions and for assistance. The teacher will have posted “virtual office hours” for this purpose. It is recommended that you maintain an open dialogue with your teacher throughout the course.
- Internet Access
 - TTU K-12 students must have basic computer skills. Unfamiliarity with computers can/may have a detrimental impact on student performance in the online learning environment.
- Textbooks
 - Textbooks are required for most TTU K-12 courses. Students must purchase textbooks and/or required course materials prior to starting the course and textbooks should be in your possession when you start your coursework. Textbooks can be ordered by clicking the “Bookstore” link on the TTU K-12 website.
- Policy & Code of Conduct
 - TTU K-12 students must be familiar with and adhere to all TTU policies, as well as TTU K-12’s Code of Conduct. *Online students are included in this expectation.*
- Academic Honesty
 - TTU K-12 students must behave in an ethical manner. TTU K-12 administration and teaching staff will vigorously investigate any suspicions of academic dishonesty to include plagiarism, collusion, cheating, etc. *(See Academic Dishonesty section, pg. 6, for more detailed information)*
- Netiquette
 - Students must understand and abide by TTU K-12’s online etiquette (netiquette) guidelines. *(See page 5 for more detailed information)*
- Technical Issues
 - TTU K-12 online students are responsible for resolving any technology issues relating to computers, related equipment, and internet access. If you have questions contact ttuk12@ttu.edu.
- Time Commitment
 - As a general rule online students should spend one hour each day per course. For instance, if a student is enrolled in four courses, it is recommended that at least four hours daily be spent on coursework. This equates to twenty hours of coursework per week.

- Time Management
 - Online courses require self-discipline and excellent time-management skills. Some things to remember:
 - Set aside specific hours of the day for your coursework.
 - Set your own deadlines.
 - Stay ahead of your deadlines to avoid unexpected delays like internet issues, illness, etc.
 - Don't wait to ask questions. On the first day of your course, start discussions with your teacher and keep an open dialogue 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 (6) months from the date of enrollment to complete a course.

- It is important that students have the benefit of teacher 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.**
- 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 TTU K-12 under extenuating circumstances.
 - Courses automatically expire after six (6) months. Students can purchase an extension up to 60 days after original course expires. After 60 days, the course must be repurchased. **Courses will not be available to the student for more than one year from the original enrollment (purchase) date.**
 - TTU K-12 offers three types of extensions:
 - Short-term Extension
 - Will extend the course for one (1) month from the original expiration date. Recommended if near course completion.
 - Students may purchase multiple short-term extensions.
 - Long-term Extension
 - Will extend the course to be open for the amount of time remaining to the maximum of one year from the original purchase date. Students are only allowed to purchase one long-term extension per course.
 - Course Access
 - Once a course expires, is completed, or dropped, students no longer have access to view course material online.

Grading Time

A teacher has five calendar days to grade a lesson or exam. Expedited shipping on print lessons or exams will not expedite the grading period.

Lesson Submission

- So that students may receive the benefit of teacher feedback, no more than one or two lessons should be submitted at a time. TTU K-12 is continually instituting course pacing for all new courses. Students will have access to two (2) lessons at a time. The following lessons will not open until the first lesson is completed and graded.
- The teacher reserves the right to grade an incomplete lesson as submitted or to require that the lesson be completed and resubmitted for grading.
- TTU K-12 will not be responsible for lessons that are lost in transit; therefore, **students should make copies of lessons in print courses before submitting.**
- Lessons mailed overnight at the student's expense will only reduce mail delivery time; the teacher will still have five calendar days to grade the lesson.
- Lessons consist of 75 percent of the course grade, but because of TTU K-12's online format, students must pass the final exam to pass the course. **If a student has high lesson grades but fails the final exam, they will still fail the course. Lesson grades will not be averaged to compute a final course grade without a final exam grade.**

Lesson Resubmission

- Lesson resubmission is allowed only once if the teacher has indicated a student may or must do so.
- Failure to resubmit a lesson when required may 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 TTU K-12, we create our courses so that each lesson builds on the previous one. To reinforce this learning process, TTU K-12 uses Course Progression in all new courses. As a student begins assignments, they will notice if they attempt to advance, the assignments are grayed-out or hidden until previous assignments are completed. Once a student completes and receives a grade for an assignment, a subsequent assignment will be opened, allowing the student to proceed to the next lesson or assignment. 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.

- TTU K-12 courses are self-paced. Students should develop personal time-management plans to maintain steady progress toward course completion.

Final Exams

- All final exams must be taken in the presence of an approved proctor (see Proctor Policy on page 14).
- 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/submitted and graded.
- Final exams must be taken at least five days BEFORE the course expiration date in order to allow your teacher enough time to grade your exam and post your final course grade. If you schedule an exam ON your expiration date you will not be able to access the exam. Please plan ahead and schedule your exam accordingly. Exams may not be taken past the expiration date without purchasing a course extension. TTU K-12 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 percent of the course grade. Students must pass the final exam with a 70 percent or higher to pass the course, even if all lesson grades are passing. A failing score on the final will not be averaged with the coursework. A final exam score below 70 percent is recorded as the final course grade.

Retaking a Final Exam

- Full-Time TTU K-12 Students:
 - 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 fee to retake a final exam. Students must fill out an Exam Retake Form and return it to TTU K-12 along with the fee. Students will automatically receive a form with the final grade report if the exam score is below 70 percent.
- Non Full-Time TTU K-12 Students:
 - Students who score below 70 percent 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.

Course Grade

- If the final exam score is 70 percent or higher, the final course grade will consist of the lesson grade average and the final exam score as follows:
 - The final exam grade counts as 25 percent of the final course grade.
 - The lesson assignment average counts as 75 percent of the final course grade.
 - **Passing the final exam but having a low lesson average could still 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 officially reported and recorded.
- There is no academic penalty for failure to complete a course.

Important: Failing to score 70 percent or better on the final exam will result in a failing grade for the course.

***Lesson grades *will not* be averaged with the final exam score.**

***The final course grade will reflect the final exam grade.**

Course Grade Report

- **Full-Time TTU K-12 Students:** A final grade report will be mailed to the student's home address and will be recorded on his/her official TTU K-12 transcript.
- **Non Full-Time TTU K-12 Students:** 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 school transcript.
- **Homeschool Students:** 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 may result in credit not being awarded by the school.

Proctor

All CBEs must be administered by an *approved* proctor (see Proctor Policy on page 14). All CBEs will be sent directly to the approved proctor.

Completion Time

Students have 6 months to take the CBE once 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. CBEs purchased are not transferable to another student.**

CBE Preparation

- Instructions and study material can be found in the [CBE Review Sheets](#) on the TTU K-12 [website](#).
- Students can download the CBE Review Sheet for the exam they plan to take. The review sheet will provide examples of what the student should study for the exam and what assignments or additional materials are due at the time of the exam. This review sheet is not comprehensive in nature.
- 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 additional feedback will be provided.***

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. **According to Texas state law, students are only allowed two attempts per CBE to achieve mastery.** After two attempts, the student must take the full course. *TTU K-12 Diploma Program Students, see the Student Handbook for more information.*

Transfer Credit

It is the student's responsibility to ensure CBEs taken through TTU K-12 will be accepted by his/her school. All CBEs offered through TTU K-12 are accepted for students transferring into the TTU K-12 Full-time Diploma Program.

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 TTU K-12 Course Portal.
- For full-time TTU K-12 students, the CBE grade will be recorded on the student's TTU K-12 transcript.
- Students who take a CBE will receive a numerical grade for the exam. **No additional feedback will be provided.**

For Full-Time TTU K-12 Students Only

TTU K-12 will only allow two (2) 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.

Students seeking a TTU K-12 high school diploma must complete the last 2.5 credits as full courses, not CBEs or dual credit courses.

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 TTU K-12): the school counselor, principal, superintendent or an approved testing center must proctor these exams.
- **For students enrolled in TTU K-12's Full-time program** (Texas Tech High School, Middle and Elementary) **as a full-time student:** Refer to-the TTU K-12 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 TTU K-12's Full-time Program:** A college or private testing center must proctor these exams. Please check with a TTU K-12 representative to ensure your testing center is approved.
- **International Students:** Please contact TTU K-12 International Principal, 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 to ensure availability. (Deadlines will not be extended due to a proctor's unavailability).
 - **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 TTU K-12:
 1. Name and title
 2. Institution
 3. Mailing address
 4. Phone number
 5. E-mail address
- A TTU K-12 representative must approve proctors prior to administering an exam.
- Proctor Change: If a student submits a proctor who cannot administer the exam, there will be a proctor exchange fee for TTU K-12 to process and send the exam to a new proctor.
- TTU K-12 is currently working to offer an online proctor service in the near future.

DEADLINES

TTU K-12 will do everything possible to help students meet reasonable graduation deadline requests. Remember that TTU K-12 teachers have five calendar days to grade assignments. Graduating seniors should note that failure to plan ahead could jeopardize their pending graduation. If you have a deadline to meet, please be sure to communicate your request in a timely manner with your TTU K-12 advisor. Though we will work with you to meet your deadline, requests are not guaranteed.

Examples of deadlines: Graduation deadlines, employment application deadlines, college application deadlines, etc.

Full-Time TTU K-12 Students: Please remember, the last 2.5 credits must be full courses, not CBEs or dual credit courses.

GRADE DISPUTES

Grade appeals must be filed within 30 days following the posting of the disputed grade.

For example: If the disputed grade is received on June 1, the appeal must be submitted prior to July 1.

Grade disputes should first be discussed with the course teacher. If the teacher is unable to resolve a grade dispute, a formal request for review must be submitted in writing to your designated TTU K-12 principal at the following address:

TTU K-12 High School Principal:
Cari Moye
Box 42191
Lubbock, TX 79409-2191

TTU K-12 Elementary & Middle School Principal:
Jeff Oldham
Box 42191
Lubbock, TX 79409-2191

ADDITIONAL POLICIES

Confidentiality

TTU K-12 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 educational records. School officials who approve course enrollments can access students' progress online through the Counselor's Portal (<http://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 Family Educational Rights and Privacy Act (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. Without a waiver stating such, access to the student's educational records may be granted to a third party if the student provides a signed waiver, granting designated people rights to access his/her records.

Equal Opportunity Policy

Texas Tech University and TTU K-12 are open to all persons eligible for admission as students regardless of race, color, religion, sex, age, national origin, or disability. All students admitted to TTU K-12 are treated without discrimination in regard to their participation in university educational programs or activities. TTU K-12 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 <http://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 K-12 (TTU K-12), with certain exceptions, obtain your written consent prior to the disclosure of personally identifiable information from your child's education record. However, TTU K-12 may disclose appropriately designated "directory information" without written consent, unless you have advised the District not to in writing. The primary purpose of directory information is to allow TTU K-12 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, district, university, and marketing purposes

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 TTU K-12 to 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 15 of each year.

TTU K-12 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 TTU K-12 Registrar in writing at ttuk12@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

TTU K-12'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 Individual Education Plan (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. TTU K-12 strives to offer exceptional educational programs that meet the needs of students with disabilities for those who meet the following criteria:

The student's IEP does not require TTU K-12 to significantly modify its education program, AND

The student's IEP reflects that TTU K-12 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 IEP 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.

BUSINESS POLICY

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 to begin a course will be sent via e-mail to access the Learning Management Systems.

Textbooks

For courses requiring a textbook, TTU K-12 has partnered with MBS Direct to supply textbooks for our students. Students are responsible for the cost of textbooks. All orders and shipping are handled directly by MBS Direct. MBS offers a buyback program for TTU K-12 students. For more information about the buyback policy, visit the MBS website at <http://bookstore.mbsdirect.net/ttuk12.htm>.

Transfer and Exchange Policy

- **Within 30 days** after enrollment, a student may transfer to another course for a fee provided the student has not begun the coursework.
- **After 30 days of enrollment**, a student cannot transfer to another course – they will have to purchase a new course.

Change in Student Contact Information

Students are responsible for notifying TTU K-12 of any changes in their contact information while they are enrolled in a course. Visit the Student Portal (<https://portal.ttuk12.ttu.edu/>) and complete the Change Notification Form.

Refund Policy

- Courses are eligible for a partial refund within the first 30 days from the date of enrollment. An administrative fee will be applied to process the refund.
- Credit by Exams are **non-refundable and non-transferable**.
- 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 TTU K-12.
- To withdraw from a course, students must complete the Withdrawal/Refund Request Form located at <http://www.k12.ttu.edu/current-students/forms/>.
- No refunds processed/allowed after first 30 days of enrollment.

The following items are non-refundable:

- Admission fee
- Extensions, non-transferable
- Transfer fees
- All Shipping
- Credit by exams
- Exam retake fees
- Print surcharge fee
- Administrative Processing fee
- Print Supplement fee
- Proctor Change fee
- Diploma Replacement fee
- Transcript Request fee
- Material Replacement fees
- Withdrawal fee

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

Returned Check Fee

A returned check fee will be assessed for each check returned by a bank. TTU K-12 reserves the right to assign a returned/insufficient funds check to the Criminal District Attorney for collection processing.

Service Agreement

While TTU K-12 strives to resolve issues amicably, our commitment to academic integrity is a priority. TTU K-12's decisions rendered in writing are final.

POLICY CHANGES AND UPDATES

TTU K-12 reserves the right to change or update policies at any time. You can review the most current version online at k12.ttu.edu. Prices and fees published are current effective September 1, 2016. Current fees can be viewed online at <http://www.k12.ttu.edu/about-ttu-k12/about-us/tuition-fees/>