



TEXAS TECH UNIVERSITY  
TTU K-12™



Policies

2019-2020

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## Introduction

As members of the Texas Tech University (TTU) community, TTU K-12 students and parents are required to abide by and follow the policies outlined in this handbook.

TTU K-12 policies align with those followed by Texas Tech University:

- [Texas Tech University Student Affairs Handbook](#)
- [Texas Tech Student Disability Services](#)
- [The Family Educational Rights and Privacy Act \(FERPA\)](#)
- [The American Disabilities Act \(ADA\)](#)
- [Section 504 of the Rehabilitation Act](#)

## Non-Discrimination

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. The university does not discriminate on the basis of sex or disability in its educational programs.

## Changes and Updates

TTU K-12 reserves the right to change or update these policies at any time.

### Change in Student Contact Information

Students must notify TTU K-12 of any changes in their contact information while they are enrolled in a course using the [Change Notification Form](#).

## Student Identification

Students must complete all required demographic information requested during admission or registration.

Students are required to provide picture identification for proctoring and examinations. Acceptable forms of identification are:

- an ID card from school,
- a Texas driver's license, or
- a Texas ID card for non-drivers.

## Authorized Users

For student privacy, only students or authorized users with legitimate educational interest concerning the student's account may discuss student records. Students may add authorized users to their account through the [Student Portal](#).

## Student Conduct and Academic Integrity

TTU K-12 fosters a spirit of complete honesty and a high standard of integrity. As a part of Texas Tech University, the TTU K-12 student conduct policy is aligned with the university student policy regarding academic integrity. Academic misconduct will be handled according to the policy established in Texas Tech University's Student Affairs Handbook, Code of Student Conduct Part I, Section B.1, Academic Misconduct. Additional information about academic misconduct is available in the [Texas Tech University Community Policies section](#). When appropriate, instances of abusive student behavior will be reported to the TTU K-12 administration and may result in the student being removed from the TTU K-12 Program.

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, or other acts deemed as a lack of academic integrity.

For a complete description of Texas Tech University Policy on Student Conduct, please click on the following link: [TTU Code of Student Conduct](#).

## Course Credit or Credit by Exam (CBE)

Students must receive prior approval from their school counselor before enrolling in any course or CBE. Failure to obtain approval may result in unawarded credit for a course or CBE. **Special Note:** To ensure proper coverage and student mastery of the course materials, courses cannot be completed in under 30 days.

### Course Credit

For new course enrollments as of September 1, 2019, the course grade will be calculated as follows:

- 50% coursework average
- 50% summative assessment average, including the final exam
  - (Designated summative assessments will be defined in the course syllabus.)
- A passing course grade is 70% or higher.
- Students must attempt all assignments in the course. The final exam will not be available until all assignments have been accepted and graded by the teacher.
- Students who score below 70% for the final exam will be eligible to retake the final exam one time.

## Lesson Resubmission

A student may, at the teacher's discretion, resubmit all or a portion of an assignment that earns a score below 70%. Students may also initiate the resubmission process by contacting the teacher using the course messaging in the Learning Management System (LMS).

- Only one resubmission per assignment is allowed.
- Resubmission is not allowed after the final exam has been completed.

## Course Extensions

- All TTU K-12 courses are one-semester courses.
- Students may not complete the course in less than 30 days.
- All courses expire six months after the enrollment date. Student may purchase a single 90-day extension for an additional fee.
- Students have a 15 day grace period following the completion/expiration of a course to allow students to review the final course grade and take the Set B Final Exam if desired or to purchase an extension.
- Extensions are non-refundable and non-transferrable.

## Credit by Exam: CBEs

- are available for six months after purchase.
- are non-refundable and no extensions are allowed.
- will be assigned a final numerical grade.
- will not receive any feedback from TTU K-12.

## Texas Administrative Code Provisions

According to the [Texas Administrative Code \(TAC\)](#):

TAC §74.24(b)(2)	Students in grades K-5 may take a CBE for grade acceleration. They must meet an 80% passing standard to be accelerated a grade.
TAC §74.24(c)(8)(C)	Students in grades 6-12 may take a CBE for course credit. They must meet an 80% passing standard if they have received no prior instruction.
TAC §74.24(c)(12)	Students in grades 6-12 may take a CBE for course credit. They must meet a 70% passing standard if they have received prior instruction.
TAC §74.24(c)(9)	Students are allowed a maximum of two attempts per CBE for a specific high school course.

# Grievance / Complaints Policy

Students and their parents may have their grade appeals addressed by TTU K-12. The appeal must be in writing and follow the policies listed in the Texas Association of School Boards Policy Service for student and parent grievances.

In this policy, the terms *grievance* and *complaint* shall have the same meaning. TTU K-12 shall inform students and parents of this policy through appropriate District publications.

## Informal Administrative Process

TTU K-12 encourages students and parents to discuss their concerns with the appropriate teacher, principal, or other campus administrator who has the authority to address their concerns. Students and parents should express their concerns as soon as possible to allow an early resolution at the lowest possible administrative level. Informal resolution will be encouraged but shall not extend any deadlines in this policy, except by mutual written consent.

A concern at the informal level is an email or letter in hardcopy, addressed to the corresponding teacher, principal, or appropriate administrator. See Table 1 below for individual administrator contact information and the concerns each has the authority to address.

Administrative Complaint Process	Corresponding Administrative Office	Administrator Name	Administrator Email and Physical Mailing Address
Dispute at the course level	TTU K-12	Course Instructor	Drane Hall Texas Tech University PO Box 42191 2515 15th Street Lubbock, Texas 79409
Grading Disputes and Other Academic Issues	Principal	Cari Moyer	<a href="mailto:cari.moye@ttu.edu">cari.moye@ttu.edu</a> 2515 15th MS 2191 Lubbock, Texas 79409
	Assistant Principal	Jeff Oldham	<a href="mailto:jeff.oldham@ttu.edu">jeff.oldham@ttu.edu</a> 2515 15th MS 2191 Lubbock, Texas 79409

<b>Administrative Complaint Process</b>	<b>Corresponding Administrative Office</b>	<b>Administrator Name</b>	<b>Administrator Email and Physical Mailing Address</b>
Curriculum Concerns	Director of Curriculum	Chyrel Mayfield	<a href="mailto:chyrel.mayfield@ttu.edu">chyrel.mayfield@ttu.edu</a> P.O. Box 45095 MS 5095 Lubbock, Texas 79409
Technology Concerns	Sr. Director of Operations	Cary Sallee	<a href="mailto:cary.sallee@ttu.edu">cary.sallee@ttu.edu</a> P.O. Box 45095 MS 5095 Lubbock, Texas 79409

Table 1: Administrator Contact Information

## Formal Process

### General Provisions

A student or parent may initiate the formal process described below by filing a [complaint form](#) within the prescribed time period of 30 days from the date that a decision or action gave rise to the complaint or grievance.

Even after initiating the formal complaint process, students and parents are encouraged to seek informal resolution of their concerns. If the concerns are resolved, a student or parent may withdraw a formal complaint at any time.

Should the parent or student not be satisfied with the remedy to the complaint from the informal administrative process, they are encouraged to begin the formal complaint/grievance outlined below as soon as possible.

### Grade Appeals

Only the final grade for the term may be appealed using this process. Other term grades contributing to the final grade should be addressed through an informal discussion with the instructor.

### Filing

Complaint forms and appeal notices may be filed by hand delivery, email, or by U.S. mail. Hand-delivered filings shall be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Filings submitted by electronic communication shall be timely filed if they are received by the close of business on the deadline, as indicated by the date and time shown on the electronic communication. Level One electronic filings need to include the appropriate email address for the administrator who corresponds with the area of concern. Mail filings shall be timely filed if they are postmarked by U.S. mail on or before the

deadline and received by the appropriate administrator or designated representative no more than three days after the deadline.

### *Response*

At Levels One and Two, “response” shall mean a written communication to the student or parent from the appropriate administrator. Responses may be hand delivered, sent by electronic communication to the student’s or parent’s e-mail address of record, or sent by U.S. mail to the student’s or parent’s mailing address of record. Mailed responses shall be timely if they are postmarked by U.S. mail on or before the deadline.

### *Days*

“Days” shall mean District business days. By way of example, in calculating timelines under this policy, the day a document is filed is “day zero.” The following business day is “day one.”

### *Untimely Filings*

All time limits shall be strictly followed unless modified by mutual written consent. If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the student or parent, at any point during the complaint process. The student or parent may appeal the dismissal by seeking review in writing within ten days from the date of the written dismissal notice, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.

### *Costs Incurred*

Each party shall pay its own costs incurred in the course of the complaint.

### *Complaints and Appeal Forms*

Complaints and appeals under this policy shall be submitted in writing on a form provided by the District. These forms can be obtained by emailing the Principal at [cari.moye@ttu.edu](mailto:cari.moye@ttu.edu)

Copies of any documents that support the complaint should be attached to the complaint form.

A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refiled is within the designated time for filing.

### **Formal Process: Level One**

Complaint forms must be filed:

1. within 30 days of the date the student or parent first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance; and
2. with the lowest level administrator who has the authority to remedy the alleged problem.

In most circumstances, students and parents shall file Level One complaints with the appropriate administrator. See [Table 1](#), above, for contact information.

If the only administrator who has authority to remedy the alleged problem is the Superintendent or the Superintendent’s designee, the complaint may begin at Level Two following the procedure, including deadlines, for filing the complaint form at Level One.



If the complaint is not filed with the appropriate administrator, the receiving administrator must note the date and time the complaint form was received and immediately forward the complaint form to the appropriate administrator.

Absent extenuating circumstances, the administrator shall provide the student or parent a written response within ten days following the receipt of the complaint. The written response shall set forth the basis of the decision. In reaching a decision, the administrator may consider information provided in relevant documents or information the administrator believes will help resolve the complaint.

### **Formal Process: Level Two**

If the student or parent does not receive the relief requested at Level One or the time for a response has expired, the student or parent may file a Level Two appeal document with the Superintendent or designee to appeal the Level One decision.

The appeal notice must be filed in writing on a [form provided by the District](#) within ten days of the date of the written Level One response. If the student or parent has not received a response, the appeal notice must be filed within ten days of the Level One response deadline. Submissions should be emailed to Dr. Justin Louder, Superintendent, at Justin Louder [justin.louder@ttu.edu](mailto:justin.louder@ttu.edu) or sent via U.S. mail to Dr. Justin Louder, P.O. Box 45095, Lubbock, Texas 79409-5095.

After receiving notice of the appeal, the Level One administrator shall, within 5 business days, prepare and forward a record of the Level One complaint to the Level Two administrator and the parent or student.

The Level One record shall include:

1. the original complaint form and any attachments;
2. all other documents submitted by the student or parent at Level One;
3. the written response issued at Level One and any attachments; and
4. all other documents relied upon by the Level One administrator in reaching the Level One decision.

The Superintendent or designee shall provide the student or parent a written response within ten days following the receipt of the Level Two Appeal. The written response shall set forth the basis of the decision. In reaching a decision, the Superintendent or designee may consider the Level One record, and any other relevant documents or information the Superintendent or designee believes will help resolve the complaint.

### **Formal Process: Level Three**

If the student or parent did not receive the relief requested at Level Two or if the time for a response has expired, the student or parent may appeal the decision to the Texas Tech University Provost's Office. Submissions should be emailed to Dr. Melanie Hart, Vice Provost, at [melanie.hart@ttu.edu](mailto:melanie.hart@ttu.edu) or sent via U.S. mail to P.O. Box 42008, Lubbock, Texas 79409-2008.

The appeal notice must be filed in writing on a form provided by TTU K-12 within ten days of the date of the written Level Two response or, if no response was received, within ten days of the Level Two response deadline.

The Superintendent or designee shall provide the Provost, designee, and the parent or student the record of the Level Two appeal.

The Level Two record shall include:

1. the Level One record;
2. the notice of appeal from Level One to Level Two;
3. the written response issued at Level Two and any attachments; and
4. all other documents relied upon by the administration in reaching the Level Two decision.

The appeal shall be limited to the issues and documents considered at Level Two.

The Provost or designee shall consider the complaint and may request that the administration provide an explanation for the decisions at the preceding levels.

The Provost or designee may give notice of a decision in writing at any time. If the Provost or designee does not make a decision regarding the complaint within ten days, the lack of a response by the Provost or designee shall be deemed an affirmation of the administrative decision at Level Two, or at Level One if no response was received at Level Two.

## Exam Proctoring

### *Online Proctoring*

Online proctoring is required for all enrollments after September 1, 2019.

All final exams and Credit by Exams (CBEs) will be proctored through TTU K-12's online proctoring service, which offers live-authentication and active monitoring of the test-taker's surroundings and entire desktop throughout the exam. Students may take these tests at any time they choose. For course final exams, students must complete all course assignments before they take the exam.

Students must complete all required demographic information requested during admission or registration. Students are required to provide picture identification for proctoring and examinations. Acceptable forms of identification are:

- an ID card from school,
- a Texas driver's license, or
- a Texas ID card for non-drivers.

### *Attention Supplemental Students*

TTU K-12 highly recommends students receive approval from their school counselor prior to enrolling in courses and to inform the school counselor of the online proctoring requirement. Some schools may require that exams be taken at their school's testing center for credit to be granted. The online proctoring service can be used in conjunction with the school's testing center or anywhere the school counselor approves.

### *Supervised Proctoring for Enrollments prior to September 1, 2019*

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 TTUK-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 School Coordinator, 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.

## **Family Educational Rights and Privacy Act (FERPA)**

TTU K-12 respects the privacy of students' academic records. FERPA, the Family Educational Rights and Privacy Act of 1974, is a federal law that pertains to the release of and access to

educational records. The law, also known as the Buckley Amendment, applies to all schools that receive funds under an applicable program of the U.S. Department of Education. To learn more, access the [FAQ](#) on the Texas Tech web site or visit [student privacy](#).

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](#). Students over the age of 18 must provide written authorization for the release of information.

## Accommodations

TTU K-12's curriculum is developed to meet the standards of the State of Texas and the Texas Education Agency. Accommodations will be implemented based on the student's current Individual Education Plan (IEP) or 504 documentation. The student's IEP or 504 should reflect that TTU K-12 is an appropriate placement and is the student's least restrictive environment.

A student should obtain information regarding available disability accommodations **before** enrolling in a course or CBE. To request accommodations, a student must submit a current signed Individualized Education Plan (IEP) or a 504 Accommodation Form

## Tuition and Fees

Pricing and Fee information is posted online at [Tuition and Fees](#).

## Transfer/Exchange Policy

- Within 30 days of enrollment, a student may transfer from one course to another course for a fee by using our [Course Drop/Withdrawal/Refund Request Form](#) 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.

## Refund Policy

- No refunds are allowed after the first 30 days of enrollment.
- Courses are eligible for a partial refund within the first 30 days of enrollment. An administrative fee will be applied for processing the refund. All refund requests must be in writing using the [Course Drop/Withdrawal/Refund Request Form](#).
- CBEs are non-refundable and non-transferable.
- Admission fees are non-refundable.

- To withdraw from our full-time program, students must complete the [Course Drop/Withdrawal/Refund Request Form](#).
- Proctoring fees are non-refundable.
- Course extension fees are non-refundable.

## **Nonrefundable Items**

- admission fee
- extension fee
- shipping fees
- CBEs
- exam retake fee
- print surcharge fee
- administrative processing fee
- print supplement fee
- proctor change fee
- diploma replacement fee
- transcript request fee
- material replacement fee
- withdrawal fee
- returned check fee

A returned check fee will be assessed for each check returned. TTU K-12 reserves the right to assign a returned check to the Lubbock County District Attorney for collection processing.