



Washington Online
— Learning Institute —

STUDENT HANDBOOK 2017

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Student Handbook for Online Learning Washington Online Learning Institute

This student handbook is designed to prepare and assist you to be a successful online learner and to provide information pertinent to your education experience.

Welcome Student!

Washington Online Learning Institute commends you for choosing online learning to continue your educational journey. As a distance learner, you will find your WOLI classes are designed to meet the specific career needs of the program in which you enrolled.

Carefully read the material presented in this handbook. The handbook was designed to provide you with information specific to distance learning including:

- How to be a successful WOLI student.
- How to manage your class in Moodle.
- Where to find your course syllabus.
- How to be successful in your course.

Locate and read WOLI's School Catalog which is found on our website www.WOLI.edu.

Every student is responsible for observing the rules and regulations for WOLI as published in the catalog, student handbook, class communications, and other official school publications.

Engage with your instructor via Moodle if you have questions regarding the course itself. If you have any questions regarding Moodle, technical issues, grading and course materials, or questions about any information in this handbook, please call the Student Affairs Counselor's office at 1-800-371-5581. One of our friendly and supportive Student Affairs Counselors will be glad to help you! Wishing you all the best as you prepare for your future at WOLI!

WHAT IS DISTANCE LEARNING?

In distance learning classes, the instructor and students are apart from one another for some or all of the allotted class time. Learning may take place synchronously (every student is logged into class with the instructor at the same time); or asynchronously (students and instructor may be logged in at different times). Most of the coursework at WOLI takes place asynchronously. Online coursework and learning experiences are delivered through a Learning Management System (LMS.) WOLI utilizes an LMS platform called Moodle. Success in online learning requires the student to log in on a regular basis to complete course requirements and receive feedback from the instructor. The Moodle platform can be accessed virtually anywhere that the student has access to the internet.

OUR MISSION.

The mission of The Washington Online Learning Institute is to prepare our students for a lifetime of achievement and career success as knowledgeable and well-trained professionals; as evidenced by above-average outcomes and student satisfaction.

The Core Values that support this mission include:

- Integrity of actions
- Mutual respect
- Institution-wide focus on efficient delivery for a meaningful student experience
- Acquisition of knowledge and career skills that require real-world application and professional insight.

THE SUCCESSFUL DISTANCE LEARNER

What makes a person successful at distance learning varies from person to person. The following is based on advice from instructors and students who have had positive distance learning experiences.

Good Study Habits: One of the best ways to be a successful distance learner is to develop and execute good study habits. Some good habits are:

1. Check your WOLI email account at least once a day.
2. Time management – Try to get some work done each day and don't let assignments go until the last day.
3. Use all resources available to you. This includes tools on the Moodle site, your instructor, your fellow students, your mentor, etc.
4. Work in a quiet, uninterrupted area as much as possible.
5. While students work at a variety of paces, dedicate at least 20 hours per week for each course.
6. Communicate with your instructor and peers.
7. Reach out when you need help.
8. Develop a strong sense of self-awareness. Learners who have a strong sense of self-awareness and good study habits usually have better strategies for understanding new information and are typically more successful in a WOLI environment.

Learning Style

The way you prefer to learn new information is called your learning style. Assessing your skills and preferences will help you select the type of learning strategies that are most likely to keep you interested and enable you to reach your learning goals. Think about yourself and your learning style, then apply that self-knowledge to your approach to learning.

Here are some ideas:

Self-Discipline and Motivation

One major characteristic shared by successful distance learners is self-discipline. This distinguishing feature is usually seen in the learner's ability to stay current with class assignments, participate on a regular basis in online discussions, and adhere to assignment due dates. One way to promote self-discipline is to work with a **calendar**. Schedule time to study for an exam, work on assignments, and complete assigned readings in the calendar as an appointment with a reminder alert. Be sure to "arrive" at your appointment on time and stay for the fully allotted time. Your appointment should take place in an area dedicated to your studies: free from distractions, quiet, and with enough light and space for you to work properly. Distance learners need to be self-motivated. Unlike traditional courses in which the students and instructor meet face-to-face, learning activities and communication in WOLI courses are remote. This arrangement allows you the flexibility to work when it is most convenient for you. It will be your responsibility to remain motivated and engaged to complete the course requirements wholly and on time. However, keep this in mind: At WOLI, many students tell us they interact MORE with teachers and other students on our lively discussion boards. You should make an extra effort to join in on the discussion boards. Not only are you graded on your participation, but you

will enjoy WOLI so much more and learn so much more if you take an active role on the discussion boards which are in many ways the heart and soul of our distance education program.

Be Responsible!

You are responsible for knowing when course activities are due. Although teachers and staff at WOLI are very supportive and will always be available, ultimately it is up to you to adhere to your scheduled requirements to get your course work done on time. Remember, even though you can access your classroom 24/7 and can review materials and assessments, once the class is over after its allotted number of weeks, it's over and you have to move on to your next class.

Manage Your Time!

Time management is a commitment; you must set aside a significant amount of time each week for class work. Distance learning classes require as much time and effort as traditional seated classes, if not more. If you divide the number of contact hours required in the class by the number of weeks the class is scheduled, that will give you the minimum amount of time you should set aside for course work. Can you do it? Yes you can! Technical difficulties in software, hardware, internet connections, etc. should be taken into consideration when you budget your time. Typically, instructors assign a grade of zero for assignments that are not completed on time. Do not leave assignments until the last minute. Using the course syllabus as a guide and the calendar you developed for self-discipline will help you better manage your time. Class Communication Distance learning requires communication with instructors and fellow students for course activities. As an online student, effective communication is key, but can be difficult. Without the face-to-face contact a traditional classroom experience provides, what you say carries a lot of weight. We hope you will work hard to express yourself clearly and professionally as a WOLI student. Written communication lacks the facial expressions, tone of voice and other non-verbal's cues that occur during face-to-face communication. So, keep that in mind as you craft your sentences and paragraphs on the discussion boards and the written essays.

Some More Useful Tips.

The following are useful tips:

1. Identify course and section in the subject line of email.
2. When asking a question, be specific and provide details about what you are trying to figure out and what you don't understand.
3. Always identify yourself in the message.
4. Keep it simple. Be clear and concise.
5. Avoid using jargon and overusing "big" words.
6. Use concrete, specific words rather than vague, general words.
7. Write professionally, but as you would talk.
8. Avoid "texting" language, foul language or slang.
9. Vary your sentence length, but avoid very long (run-on) sentences.
10. Write in a positive tone.
11. Do not respond in anger.
12. Always edit and proofread your work before you send it.
13. Check spelling and grammar.

Follow these basic suggestions and you will communicate clearly as a WOLI student.

Computer Requirements and Skills

"What kind of computer skills do I need to be a successful online student?" **You need basic computer skills!**

Here are lists of necessary tasks you should be proficient in to be a successful WOLI student:

Basic Skills

- Create, save, copy, and locate files/folders
- Navigate between two or more applications
- Minimize/maximize Windows Email Skills
- Send, open, and reply to a message
- Enter a message subject
- Send an attachment
- Open and/or save an attachment

Web Browser/Moodle Skills

- Create, save, copy, and locate files/folders
- Navigate between two or more applications
- Minimize/maximize Windows
- Go to a specific URL
- Follow a hypertext link
- Conduct a basic search using a search engine
- Download and install plug-ins
- Zip/unzip a file (Compress)
- Update browser as needed
- Upload an assignment file
- Respond to a forum post

Word-Processor Skills

- Open a new/existing file
- Save a file
- Rename a file (Save As)
- Cut, paste, format text
- Print a document

If you need assistance with these tasks, contact your instructor who is very familiar with the skills needed to study at WOLI, or call one of WOLI's friendly Student Affairs Counselors at 1-800-371-5581.

Computer Access

Obviously, in order to take WOLI's online classes, you must have regular access to a personal computer with internet access. A high-speed connection is preferred.

Computer Recommendations

The following requirements refer specifically to your computer hardware and software. Please understand that it is acceptable for your computer to exceed the recommended settings. You should check with your instructor for any other hardware/software requirements specific to your course. For almost every WOLI course, a simple internet connection using a standard browser is sufficient.

Here are some **standard configurations** which will provide you with all you need to study at WOLI:

Hardware/Software/Platform Microsoft Windows & Macintosh (Apple) Recommended Configuration:
Operating System Windows 7 (or higher) MAC OS X 10.6
Processor Speed/Type 2.0 GHz or higher 2.0 GHz or higher
CPU Memory 2 GB or higher

Browser Firefox, Chrome, or Opera (latest version), and the most current version of Java Firefox, Chrome, or Opera (latest version), and the most current version of Java Productivity Software Microsoft Office and/or Office Suite for Mac Office 365.

Security

If you have installed pop-up, cookie, or spam blockers on your personal computer you will experience difficulties connecting to Moodle. Depending on your system's configuration or where you are working you may have difficulty accessing Moodle or email sites. Changing your browser or Internet access location may fix the problem. If this doesn't solve your problem, contact the Student Affairs Office at 1-800-371-5581.

Virus Scanners

Although WOLI has never had a virus issue, you should have anti-virus software installed and running on your computer when connected to the internet. Some of the most popular products include McAfee VirusScan, Norton (Symantec) AntiVirus and Sophos Anti-Virus.

Browser Plug-Ins

For some courses, you may be required to have one or more of these plug-in application programs. These plug-ins are FREE downloads from the vendors and can be found on the internet. If you have any questions or concerns about any of the plug-ins and are unable to download the plug-ins, contact a Student Affairs Counselor at 1-800-371-5581. The following are recommended for your computer: Adobe Apple Macromedia Microsoft, RealNetworks Sun Reader (a.k.a. Acrobat Reader), Quicktime Flash Player, Windows Media Player, RealOne Player, Java.

Privacy and Protection.

Washington Online Learning Institute is committed to the protection of the privacy of students and their education records. WOLI provides notice to students of their privacy via the Student Educational and Privacy Notice located on the WOLI website. WOLI also provides students disclosure of information specifically related to Family Educational Rights and Privacy Act, (FERPA) located on WOLI's website and in the WOLI Catalog. Additional procedures have been established to protect the privacy of students. As a measure of security and identity protection, students who request a password reset have their identification independently verified before the password will be reset. Your Student Affairs Counselors are trained to ascertain identity before changing a password. WOLI has implemented "gate keeping" measures to limit access to courses by faculty, staff, and students and to prevent third-party vendors from having access to student information.

Gmail

All students will register their preferred Gmail account which serves as the student's official email for all distance learning courses. Since information may be time-sensitive, students are encouraged to check their email regularly (daily) throughout their time as a WOLI student. Students who opt to redirect their WOLI Gmail account to another personal email account do so at their own risk. WOLI is not responsible for email that is not delivered to a forwarded address or for spam filters that may block email messages. The student's failure to receive or read email communications does not constitute an excuse for missing Washington Online Learning Institute communications or for failure to meet deadlines.

Moodle

WOLI's Learning Management System (LMS) is Moodle, and is used with all Distance Education courses. Moodle is a modular system based on plugins, which are like Lego blocks that allows users to build whatever they need.

When logging in the first time, click on the Login link in the upper right corner. Your Moodle Username is firstname.lastname (john.doe). Some students may have numbers in their username if there is a duplicate student with the same first and last name. If you are not able to login, just call a friendly WOLI Student Affairs Counselor at 1-800-371-5581 to be guided through the process. We suggest you take a few minutes before starting your classes to familiarize yourself with the Moodle environment. Knowing your way around the Moodle classroom is a key behavior of successful online students

Syllabus

The syllabus defines the scope of your course. It is the single most important document you will need for success in your WOLI course. It is imperative that you read your syllabus and become familiar with the subject areas of the course before the stated due date. The syllabus contains information that identifies assignments, due dates, assessments, and course expectations. It also contains your instructor's contact information and when and how best to reach him/her. School and instructor policies, grades, course materials, and other pertinent course information can be found in the course syllabus. The syllabus is your key to success – you should use it as a time management tool. The course syllabus can be found in Moodle at the top of the Course Page of your class. You should save a copy to your desktop for easy reference.

Attendance

Distance learning courses have the same learning objectives as traditional seated classes in brick and mortar schools. Students complete examinations, assignments, and homework/class participation activities as in a traditional class. The internet is used in place of face-to-face meetings. Students communicate with instructors on a regular basis. Students are required to “attend” class for at least 80 percent of the course. Our most interactive online classroom is the Discussion Board, which you will find in each course, and participation is required. When a student has failed to meaningfully participate on the Discussion Board of any class or has otherwise failed to submit 20 percent of the assignments for a course, he or she may be withdrawn from the course. This rarely happens because WOLI instructors will be involved with you each step of the way and if your instructor detects that you are not participating, you can expect an email, a phone call, or a message from your instructor encouraging you to get back on track with your studies.

Student Identity Verification

Washington Online Learning Institute verifies the identity of a student who participates in distance education by using a secure login and password. It is a violation of the student code of conduct to share your login/password or to have anyone else complete assignments for you. (See Academic Honesty and Plagiarism sections of this Handbook)

Academic Honesty

The independent nature of distance learning increases opportunities for students to commit acts of academic dishonesty and plagiarism. Students are expected to keep their Moodle login username and password confidential, submit only original work, and adhere to WOLI's policy on academic dishonesty. Any violation will be addressed according to WOLI's policy on academic dishonesty which states: Honesty and integrity are essential to the free exchange of ideas and knowledge at Washington Online Learning Institute. Students share in the responsibility to develop and maintain an atmosphere where new ideas can be discussed and presented while recognizing the original work of others. Graduates of Washington Online Learning Institute will pursue professional careers in which people's lives and the welfare of the environment are in their trust. Therefore, it is critical that students develop and honor the principles of honesty and integrity that they will carry into their future endeavors. In the age of the Internet, it may appear that the work of others may be freely exchanged; however, this is not the case. Individuals who labor over such creations – whether in physical or

virtual worlds – have the right to receive compensation and/or recognition for their use under copyright laws in the United States. Students are responsible for ensuring that the work presented as their own is truly their own. When the work of others is presented, it must be properly attributed and cited. This includes information that is in the public domain.

There are typically very few problems with student misconduct in an online classroom. The instructor and administration do have the ability to delete offensive messages from the Discussion Board. The Institute also reserves the right to expel students for failure to observe acceptable online and Internet etiquette including, but not limited to, inappropriate behavior such as repeated posting of obscene or offensive messages. The Institute reserves the right to revoke a student's password to the Online Classroom environment in order to prevent such behavior.

Academic Misconduct Policy

Students may be disciplined for acts of academic misconduct. These include, but are not limited to **cheating and plagiarism**.

Cheating is defined as obtaining or attempting to obtain a better assessment or grade by any dishonest or deceptive means. It also includes aiding another to obtain credit for work or a better assessment or grade by any dishonest or deceptive means. Cheating includes, but is not limited to: copying another's work, test or examination; allowing another to copy one's work, test or examination; use of an assignment submitted in another class without the knowledge/permission of the current class instructor; discussion of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets" , or other information devices without the consent of the instructor; allowing another individual to provide work or answers on any assignment.

Plagiarism is a form of cheating and is defined as presenting someone else's work, including the work of other students, as one's own. Any ideas or materials taken from another source for either written or oral use must be fully acknowledged, unless the information is common knowledge. What is considered "common knowledge" may differ from course to course. A student must not adopt or reproduce ideas, opinions, words, theories, formulas, graphics, or pictures produced by another person without acknowledgment. A student must give credit to the originality of others and acknowledge whenever:

- Directly quoting another person's actual words, whether oral or written;
- Using another person's ideas, opinions, or theories;
- Paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
- Borrowing facts, statistics, or illustrative material; or
- Offering materials assembled or collected by others in the form of projects or collections.

In the event that the Institute dismisses a student, a tuition refund will be calculated and issued to the student, if applicable.

STUDENT COMPLAINT/APPEAL PROCESS

Informal Conflict Resolution Procedure

When a student believes that he/she has been treated unfairly by a Washing Online Learning Institute faculty or staff member, the student shall communicate with the individual in a good faith effort to resolve the dispute promptly and fairly. Such communication shall be conducted via correspondence, email or phone communication at the option of the student. This is an informal process that promotes

constructive dialogue and understanding, requiring no paperwork or forms. Prior to pursuing the formal conflict resolution procedure, the student must use the following informal procedure:

The student shall discuss the issue informally with the Washington Online Learning Institute faculty or staff member. Both parties should openly discuss the matter in an attempt to understand varying perspectives, explore alternatives, and attempt to arrive at a satisfactory resolution to the issue within fifteen (15) instructional days from the date the student first makes the issue known.

In the event of an absence from the Institute by the faculty or staff member for reasons such as vacation or termination of employment, the student shall contact the faculty or staff member's supervisor for advice on how to proceed with the process. If the student feels that s/he cannot communicate directly with the faculty or staff member, s/he may contact the faculty or staff member's supervisor directly. The faculty or staff member's supervisor may act as a mediator to resolve the conflict in a prompt and fair manner.

Formal Conflict Resolution Procedure:

1. In the event resolution is not achieved through the informal procedure, the student may initiate the formal procedure by writing a letter to the appropriate administrator or designee of the faculty or staff member. The letter must be submitted within ten (10) days of the conclusion of the unresolved informal process. The letter must include the following:
 - A detailed description of the issue, including dates and time
 - A summary of the actions taken by the student to resolve the issue
 - A proposed solution
2. The appropriate administrator designee shall determine if the issue has merit. An issue without merit will be dismissed without further review and the student will be notified in writing of this determination.
3. If the issue is found to have merit, the administrator or designee shall attempt to resolve the issue by the following:
 - a. Serving as an intermediary between the student and the faculty or staff member
 - b. Considering all facts of the situation and talking with all parties involved
 - c. Determining how to resolve the issue promptly and fairly
4. The administrator or designee handling the case will notify all parties in writing of the decision.
5. The student may appeal the decision to the Director.
6. The decision of the Director shall be final.

In the event a student has proceeded through the formal complaint process at WOLI and is unable to reach a resolution with the Institution, the student may file a complaint with the department of education or designated agency in the state in which the student resides. The list of web addresses may be found on the WOLI website under Consumer Information or in the State Agency listing in this catalog. If the complaint is not resolved following the state resolution process, the student may contact Middle States Association at www.msa-cess.org or by calling MSA at 267-284-5000.

Fees

In addition to basic tuition, WOLI may charge additional fees for services or specific course needs. A list of all fees is located in the Washington Online Learning Institute catalog and will be set forth clearly on your Enrollment Agreement.

Student Evaluation and Assignment of Grades

At least one quiz is administered in each course. Each quiz consists of a combination of true/false, multiple-choice and/or essay or short answer questions.

Cumulative examinations are offered at the end of some certificate programs. These exams are administered only after the student has completed all courses in the curriculum. Final examinations are comprehensive and consist of true/false, multiple-choice and/or essay or short answer questions.

In some courses, students are required to draft documents, legal memoranda, or perform online research. Discussion Boards are provided in every course. Students are required to participate on the Discussion Boards by replying to discussion questions posed by the teacher and engaging in dialogue with each other in matters of legal interest or course subject matter interest.

Students may receive a certificate only when they have achieved satisfactory scores on all coursework and, if applicable, a cumulative final examination; and they have fulfilled all tuition obligations to the Institute.

Grading Scale

The progress and quality of students' work is measured numerically. The meaning of each grade is listed below:

Letter Grade	Numerical Grade	Quality Points (per credit)	Calculates in GPA	Counts in Maximum Timeframe
A	95-100	4	Yes	Yes
B	88-94.9	3	Yes	Yes
C	80-87.9	2	Yes	Yes
D	70-79.9	1	Yes	Yes
F	Below 70	0	Yes	Yes
T	Transfer Credit	---	No	Yes
INC	Incomplete	---	No	Yes
W	Withdrawal	---	No	Yes

The course grade is calculated as a combination of the student's scores on the quizzes, required written assignments and class participation. Extra credit may also be awarded at the instructor's discretion. The minimum satisfactory passing grade is 70. In certificate programs that consist of a series of courses, a student must score 70 or above in every course before they are permitted to take a cumulative final exam. Grades are recorded as numerical values on student transcripts. Transcripts also record the performance on cumulative final examinations.

Incomplete Grades

An instructor may assign a grade of incomplete if a student has extenuating circumstances that prevent the student from being able to finish all coursework on time. The student must complete and submit all assignments/work within two calendar weeks from the regularly scheduled end date of the class.

Withdrawals

A student must notify the Director, or designee, in writing of intent to withdraw to be considered officially withdrawn. Withdrawal from a single class will be assigned a grade of W, recorded as credits attempted in the MTF, but will not be included in the calculation of GPA. When a withdrawn student reenters, he/she will be charged the tuition rate in effect at the time of reentry.

SATISFACTORY ACADEMIC PROGRESS

Satisfactory Academic Progress (SAP)

All enrolled students, regardless of whether or not they participate in any financial aid or financial assistance program, must be making Satisfactory Academic Progress (SAP) in order to remain enrolled at WOLI. For students receiving federal financial aid assistance this is also necessary to maintain eligibility to continue to receive that aid. WOLI determines whether a student is meeting Satisfactory Academic Progress requirements by reviewing two academic components – a qualitative measurement and a quantitative measurement – at specific evaluation points. The student must also complete the program within the Maximum Time Frame (MTF) designated for the program. SAP does not apply to students enrolled in single subjects who are not pursuing a program credential.

Evaluation of SAP

WOLI evaluates each student to determine if he/she is making SAP at the end of each payment period. Each of WOLI's payment periods generally corresponds to a 16-week semester for federal financial aid purposes. Thus, the end of each payment period is a SAP evaluation point.

SAP Factors (Qualitative and Quantitative)

The first SAP component, referred to as the qualitative factor, is measured by the student's cumulative grade point average (CGPA). The second, referred to as the quantitative factor, is the student's rate of academic progress (ROP) toward successful completion of the credit hours they have attempted (i.e., the ratio of credit hours earned to credit hours attempted). A student must meet both the qualitative factor (CGPA) and the quantitative factor (ROP) to be considered by WOLI to be meeting SAP requirements and to be eligible to graduate from the program. Each factor is discussed in more detail below.

CGPA Requirement (Qualitative Factor):

When WOLI reviews the student's academic record at each evaluation point, that student must be maintaining a minimum CGPA of 2.0 in order to meet this factor and be considered in good academic standing. Grades are calculated according to the general academic policies of WOLI. A student may appeal a grade assigned by an instructor/faculty member as provided for in this catalog in the "Grade Challenges" section.

The grade-point average (GPA) is computed by multiplying the quality point equivalent for each grade by the semester credit hours given for that course, adding the products, and then dividing the sum by the credit hours attempted during the term. Note the following example of determining a grade-point average:

Course	Credit Hours Attempted	Grade	Quality Points	Product
Legal Terminology	2	A x	4	= 8
Criminal Law	2	B x	3	= 6
Ethics	<u>2</u>	A x	4	= <u>8</u>
Family Law	<u>2</u>	C x	2	= <u>4</u>
SUM OF PRODUCT	8			26

$$\text{Grade Point Average (GPA)} = \frac{26.00}{8} = 3.25 \text{ GPA}$$

Rate of Academic Progress (Quantitative Factor):

When reviewing SAP, WOLI also checks to determine if the student has successfully completed a minimum of 66.67% of the credit hours attempted. The formula used to complete the evaluation is:

Total Credit Hours Earned
Total Credit Hours Attempted

Total Credit Hours Earned are defined as those credit hours the student attempted (including transfer credits accepted by WOLI towards completion of the student's current program) minus those credit hours for which the student received a non-passing grade, a grade of incomplete, or a withdrawal. Total Credit Hours Attempted are defined as those credit hours that are contained in the student's academic history at WOLI, including, as may be applicable, transfer credits. Please refer to the Grading Scale section of this catalog for an explanation of how non-punitive grades and repeated coursework impact SAP.

Maximum Time Frame

Students must also complete their programs within the maximum timeframe (MTF) allowed. MTF is defined as 1.5 times the normal time frame required to complete the program. Official leaves of absence and other official interruptions of educational training are not computed as part of the student's progress for the purpose of MTF calculation. For example, if the normal timeframe within which students complete a program is 30 credits and 60 weeks, the MTF for that program is 45 credits (1.5 x 30 credits) and 90 weeks (1.5 x 60 weeks). If at any point the school determines that the student cannot complete the program in the Maximum Time Frame allowed, the student becomes ineligible for financial aid at that point. The student may choose to appeal the loss of aid based on extenuating circumstances. See the section on Appeal of Loss of Aid Due to Maximum Time Frame in this catalog.

Failure to Make SAP

When it is determined that a student satisfies both the qualitative and quantitative factors at an evaluation point, WOLI considers that student to have met SAP. If a student does not meet **either** the qualitative or quantitative factors when SAP is reviewed at an evaluation point, WOLI considers that student to have failed to make SAP. WOLI will notify a student in writing that he/she has failed to make SAP, including any resulting consequences as detailed below.

Financial Aid Warning

A student who has not achieved a satisfactory cumulative grade point average (CGPA) or rate of progress (ROP) at the end of a grading period may be placed on Financial Aid Warning (FAW). When a student is placed on FAW, the student will be advised, and the terms of FAW will be documented and maintained in the student's file. A student is only placed on FAW if it is determined that the student can mathematically reach the required standards by the next evaluation point. If the student fails to meet the terms of FAW, the student may be placed on Financial Aid Probation or may be dismissed.

Financial Aid Probation

If it is determined that a student is unable to meet SAP by the next evaluation point, that student is placed on Financial Aid Probation (FAP.) Students on FAP are advised of their status and are provided an academic plan for how to meet SAP within the timeframe defined on the plan. A student on an academic plan remains eligible for FA as long as the terms of the plan are met. A student may remain in school and receive federal financial aid for the term following the FAP period only if, as of the following evaluation point, the student is meeting SAP or has met the requirements of the WOLI academic plan. Failure to meet SAP or the terms of the academic plan at the next evaluation point while on Financial Aid Probation will result in the student's dismissal from WOLI.

SAP Appeals

Any student who is academically dismissed for failure to meet SAP standards is not eligible to apply to return to school until one evaluation period has passed. In order to file a SAP Appeal, a student must complete the SAP Appeal Form in writing. The SAP Appeal Form is available from WOLI's Academic or Financial Aid Departments.

Students who were academically dismissed and are allowed to return to school based on a written appeal will be placed on Financial Aid Probation (FAP) and will be provided an academic plan for how to meet SAP within the timeframe defined on the plan. A student on an academic plan remains eligible for financial aid as long as the terms of the plan are met.

Appeal of Loss of Aid Due to Maximum Time Frame

When it is determined that a student cannot complete the program in the Maximum Time Frame (MTF) allowed, the student loses financial aid eligibility. Any student who wishes to appeal the loss of aid should follow the SAP appeal process as defined in this catalog. If the appeal is upheld the student will be placed on an academic plan that will specify the requirements for completing the program. If the student fails to meet the academic plan, the student will become ineligible for aid without being able to further appeal.

Evaluating a SAP Appeal

Upon submission of a SAP Appeal, WOLI's Academic Review Committee will review the student's SAP Appeal to determine if it is complete and supports approval of the appeal. If the SAP Appeal is denied, the student will be dismissed from WOLI. If the SAP Appeal is accepted, WOLI will place the student on Financial Aid Probation and provide an academic plan for the student to ensure that a satisfactory status can be met. This includes the assessment of the student's academic file to determine if it is mathematically possible for the student to meet SAP within the defined timeframe and complete all remaining coursework within the maximum time frame. If at any measurement point the student has failed to meet the terms of the academic plan, the student will be dismissed from WOLI.

Holidays, Breaks, and Weekends

WOLI faculty members have the flexibility of scheduling due dates and deadlines as appropriate when holidays or other breaks occur during the course.

Americans with Disabilities Act (ADA)

WOLI does not discriminate against individuals on the basis of physical or mental disability and is fully committed to providing reasonable accommodations to qualified individuals with a disability, unless providing such accommodations would result in an undue burden on the institution or fundamentally alter the nature of the relevant program, benefit, or service provided by WOLI. Students may request an accommodation by contacting a WOLI Student Affairs Counselor at 1-800-371-5581. Individuals requesting an accommodation will need to complete a Request for Accommodation at least three weeks before the first day of classes, or as soon as feasible. Disagreements regarding an appropriate accommodation or alleged violations of this policy may be addressed pursuant to WOLI's grievance procedures.

NOTIFICATION OF RIGHTS UNDER FERPA WITH RESPECT TO STUDENT RECORDS

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. An "eligible student" under FERPA is a student who is 18 years of age or older or one who attends a postsecondary institution. These rights include:

1. The right to inspect and review the student's education records within 45 days after the day WOLI receives a request for access. A student should obtain a Request to Inspect and Review Education Records form from the portal and submit to the Director, a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. Students are not entitled to inspect and review financial records of their parents. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request an amendment of the student's education records that the student believes is inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA. A student who wishes to ask the school to amend a record should write to the Director, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the school decides not to amend the record as requested, the school will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to provide written consent before WOLI discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the institution in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of directors; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of WOLI who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of the education records, such as an attorney, auditor, collection agent, or a student volunteering to assist another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the institution.

Parental access to a student's record will be allowed by WOLI without prior consent if: (a) the student has violated a law or the institution's rules or policies governing alcohol or substance abuse, if the student is under 21 years old; or (b) the information is needed to protect the health or safety of the student or other individuals in an emergency.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by WOLI to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:
 Family Policy Compliance Office
 U.S. Department of Education
 400 Maryland Avenue, SW
 Washington, DC 20202

Below is a listing of the disclosures that postsecondary institutions may make without consent:

FERPA permits the disclosure of education records, without consent of the student, if the disclosure meets certain conditions found in the FERPA regulations. Except for disclosures to school officials,

disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures. A postsecondary institution may disclose education records without obtaining prior written consent of the student in the following instances:

- To other school officials, including teachers, within WOLI whom the school has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties to whom the school has outsourced institutional services or functions.
- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer.
- To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the institution's State-supported education programs. Disclosures under this provision may be made, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid.
- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction.
- To accrediting organizations to carry out their accrediting functions.
- To comply with a judicial order or lawfully issued subpoena.
- To appropriate officials in connection with a health or safety emergency.
- Information the school has designated as "directory information" may be released at the school's discretion. WOLI have defined directory information as the student's name, address (es), telephone number(s), e-mail address, birth date and place, program undertaken, dates of attendance, honors and awards, photographs and credential awarded. If a student does not want his or her directory information to be released to third parties without the student's consent, the student must present such a request in writing to the Director within 45 days of the student's enrollment or by such later date as the institution may specify. Under no circumstance may the student use the right to opt out to prevent the institution from disclosing that student's name, electronic identifier, or institutional e-mail address in a class in which the student is enrolled.
- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding.
- To the general public, the final results of a disciplinary proceeding if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of twenty-one.

INTERNET ACCEPTABLE USE POLICY

Internet access, which connects thousands of computers and millions of subscribers, is available to students and staff at Washington Online Learning Institute. Internet access can promote educational excellence by facilitating resource sharing, innovation, and communications.

Throughout the educational community, the Internet can be used to educate and inform staff and students. As a learning resource, the Internet is similar to books, magazines, audio recordings, videos, cd-roms, and other information media. Student and educators use the Internet to participate in distance learning activities, to ask questions, consult with experts, to communicate with other students, educators, and individuals, and to locate materials to meet educational needs.

The Internet also provides access to material that is of no educational value. However, the value of the information found and interaction available outweighs the possibility of locating inappropriate material.

Internet access is coordinated through a complex association of government agencies, as well as regional and state networks. The smooth operation of the network relies upon the proper conduct of all users who must adhere to strict guidelines. The guidelines, which require efficient, ethical, and legal utilization of the network resources, are provided here so that users are aware of the responsibilities they are about to acquire. In addition, guidelines from other service providers may result in access being suspended and or future access being denied.

Online Responsibilities.

A. Acceptable use

The goal of providing Internet access for students and staff is to support education and research consistent with the educational objectives of WOLI. Transmission of any material in violation of any federal or state regulation is prohibited. This includes, but is not limited to, copyrighted material, threatening or obscene material, or material in violation of any WOLI policies.

B. Privileges

The use of the Internet is a privilege, not a right, and inappropriate use will result in suspension of that privilege. The Learning Management System access belongs to WOLI, and WOLI retains the right to monitor and or audit any network account at random to insure that the user is adhering to this policy.

C. Network Etiquette

While each user has the right to free speech, each user is expected to abide by the WOLI values and code of conduct. Appropriate behavior in telecommunications includes, but is not limited to

1. Being polite
2. Using appropriate conduct. Do not swear, use vulgarities, be abusive, post or publish objectionable material, or use any other inappropriate language.
3. Not engaging in illegal activities.
4. Not revealing personal addresses or phone numbers.
5. Recognizing that school electronic mail is not private.

Messages relating to or in support of illegal activities or in violation of the acceptable use policy will be reported to appropriate authorities.

6. Not knowingly or carelessly performing an act that will interfere with the normal operation of computers, peripherals, or networks.
7. Respecting copyright laws. All communications and information access via the network are private property unless otherwise stated.
8. Not employing the network for commercial purposes.
9. Not transmitting material that infringes upon the right of others.

D. Warranty

Messages relating to or in support of illegal activities or in violation of the acceptable use policy will be reported to appropriate authorities.

WOLI makes no warranties of any kind, whether expressed or implied, for the service it is providing. WOLI will not be responsible for any damages suffered using the Internet. These include, but are not limited to, loss of data resulting from delays, non-deliveries, mis-deliveries, service interruptions, or personal errors or omissions. Use of any information obtained via the Internet is at the user's risk. WOLI specifically denies any responsibility for the accuracy or quality of information obtained through Internet access.

E. Security

Security on a computer system is critical especially when a system involves many users. Proper procedures for logging in and off the network must be followed. If a security problem is identified, the user must notify a system administrator or staff member. The problem may not be demonstrated to other users. Unauthorized use of accounts is strictly prohibited. Attempts to log on the Internet as the network administrator will result in immediate cancellation of user privileges. Users who have a history of problems with other computer systems or who have been identified as a security risk for any other reason will be denied access to the network.

F. Vandalism

Vandalism will result in suspension or cancellation of privileges. Vandalism is defined as any malicious attempt to harm or destroy the data of another user or to damage other networks. This includes but is not limited to the uploading or creation of computer viruses

Frequently Asked Questions About Online Learning

1. How do I know an online course is right for me?

So you've been thinking of taking an online course, but aren't sure if it's right for you. Here are a few questions to ask yourself:

Do I have access to a reliable computer with internet access? This is the most important question. You must be able to regularly log-in to your course, check due dates for assignments, submit work, and communicate with your instructor and fellow classmates.

Am I comfortable on the internet and confident in my computer skills? You don't have to be a "computer whiz" to be successful in an online course, but you will need to be familiar with word processing, accessing online resources, generating and sending documents electronically, file management, navigating through a website, and using information and media literacy to critically assess validity of web-based content.

Do I have the time to commit to an online course? Flexibility is one of the most attractive aspects of online learning. Although the time of day may not be important as to when you work on your studies; how much time you spend on your studies is.

Am I a good manager of my time? Flexibility = freedom which can lead to procrastination. Just like a seated class, staying on top of your studies and not allowing yourself to fall behind is essential to student success.

Am I self-motivated? With online learning, the instructor is only there to guide you in your studies. There are no lectures to tell you what to do. Therefore, much of what is learned in an online course is on your own.

2. How do I succeed in an online course?

As with all courses, managing your time and employing good study skills are keys to being successful. Online courses require additional skills as well:

Completing assignments on time – Assignments have specific due dates in online learning. Failure to turn in assignments on time will result in poor or failing grades.

Balancing personal obligations – Many online learners have family and work responsibilities. Making sure one schedules enough time for coursework is crucial.

Participation – Be sure to post, and comment on classmates' postings, as this is an essential part of online learning.

Proofreading – Since virtually all assignments will be typed, be sure to proofread carefully to ensure you are sending your best work to the instructor.

Follow the syllabus – Following the syllabus will help you manage your time, assignment due dates, and personal commitments.

3. Can I take an online course without enrolling in a lengthy certificate program?

Absolutely! However, if you wish to earn a certificate, you must enroll in that program.

4. Can I transfer my online course credits to another school?

Usually, all online courses that are not specific to a certificate program can transfer to another institution providing they meet the requirements of that institution. However, that decision rests ultimately in the hands of the institution to which you want to transfer credits. We encourage you to inquire ahead of time.

5. Are online courses accredited?

WOLI is accredited as a postsecondary school with Middle States Association-CESS.

6. Which classes and certificate programs are available online at Washington Online Learning Institute?

For a complete list of online classes and programs available at WOLI please visit our catalog found on www.WOLI.edu.

7. How do I enroll in an online class or program?

Go to www.WOLI.edu for details. WOLI has an enrollment form online which is intuitive to use. Also, you may call our Student Affairs Counselor office at 1-800-371-5581 and enroll with your counselor who will guide you step by step through the process.

8. Is a placement test required?

WOLI does not require a placement test, but does require evidence of a high school diploma or equivalent as a condition of enrollment in WOLI courses.

9. Will I be required to come to a campus?

Courses at Washington Online Learning Institute do NOT require attendance on a campus.

10. How Online much does it cost to take online classes at Washington Online Learning Institute?

Please visit WOLI's website at <http://WOLI.edu> for the current tuition pricing.

11. Are online students eligible for financial aid?

WOLI does not currently participate in the federal government's Title IV student aid programs, but other programs might apply in certain circumstances. It is recommended that you speak with a Student Affairs Counselor at 1-800-371-5581 with advisor for specific questions or concerns.

12. Do I have to sign in at a particular time and place?

Yes. Log-in to your online course the first day of the session. Once you have established enrollment, you will need to regularly log-in to complete assignments, communicate with your instructor and classmates, and receive feedback and grades for work completed. Follow the syllabus and submit assignments on time to receive credit.

13. How do I get my books and course materials?

All course materials can be purchased online through WOLI Bookstore at <http://WOLI.edu/bookstore/>. If you need to speak with someone call (800) 271- 5581.

14. How long do I have to finish an online course?

WOLI courses run in a variety of ways— from 4 week courses to 15-month programs. Please see your course syllabus for the duration of your course.

15. Can I work at my own pace in an online course?

You can...provided all materials are completed and turned in to your instructor by the assigned due dates. And remember, once your course is completed on the calendar, it's over. So be sure to get your work in on time.

16. *If I have a question, how do I get in touch with my instructor?*

Your instructors will provide their contact information at the top of their syllabus. That information will include e-mail, and phone number, as well as the best times to reach them.

17. *How many students will be in the class?*

Each distance learning course has a set number of seats available, and varies from class to class. As online classes are growing in popularity, it is recommended that you register for your classes as soon as you are able.

18. *Will we have group projects in an online class?*

Your instructor will determine the course of study for each class and will identify any projects in the syllabus. As a rule, online instructors will offer both individual and group projects as graded assignments in order to provide you with the best educational experience possible.

19. *What is the attendance requirement for an online class?*

Students log-in to their course to confirm their enrollment, and to be counted on the class roster. Enrollment is established when a student first logs in. Regular attendance is monitored through your submission of assignments, participation on discussion boards, etc. A student who is not logging in to complete work daily is at risk of not being successful in the course.

20. *How will I submit assignments and take tests?*

Submission of assignments and tests will take place in a variety of ways. Typically, assignments can be submitted as an attachment to an email, a posting in a course chat room, a response to a fellow classmates posting, or participation in an online discussion. Refer to your syllabus for full details on submission of assignments and tests.

21. *Will there be a final exam?*

Please refer to your course syllabus for specific details on assessments.

22. *When an assignment has a due date of Sunday, April 15, at midnight, does that mean it is due at 11:59 p.m. on Saturday night or 11:59 p.m. on Sunday night?*

When an assignment indicates its due date is Sunday, April 15, at 12:00 midnight, it is expected the assignment will be received by 11:59 p.m. on Sunday April 15.

23. *Who do I contact if I have questions?*

If you have questions, you can contact your instructor or your Student Affairs Counselor at 1-800-371-5581.

24. *Who monitors online courses?*

Each course has a designated instructor who will teach and monitor the course. You should contact your instructor if you have any questions or concerns about the content of the course. Your instructor's contact information is located on the course syllabus.

25. *What kind of academic support services are available to online students?*

There are many support services and resources for WOLI students. Please visit WOLI's website for details.