



Bring the Experience Home

**ELCA**  
*Connect*

**PARENT / STUDENT  
HANDBOOK  
2017-2018**

A program of Eagle's Landing Christian Academy



# TABLE OF CONTENTS

A Letter from the Head of School.....	3
A Letter from the Director .....	4
Vision Statement.....	5
Mission Statement.....	5
Core Values.....	5
Kingdom Education Principles .....	6
Educational Objective.....	6
Educational Philosophy .....	7
History.....	7
Accreditation/Membership .....	7
ELCA Connect Purpose.....	9
Athletic Eligibility .....	10
Tuition & Fee Schedule .....	10
WITHDRAWALS & REFUNDS:.....	10
ACTION ON NON-SUFFICIENT FUNDS RETURNED CHECKS:.....	10
RESPONSIBILITY FOR STUDENT RECORDS AND REPORTS:.....	10
ELCA Connect/Sevenstar Transcripts.....	11
Final Grades and Transcripts .....	<b>Error! Bookmark not defined.</b>
Student Code of Conduct.....	12
ELCA Connect Skills Requirements .....	13
ELCA Connect Student Accountability Plan.....	15
Student Accountability Plan Worksheet.....	16
Technology Requirements .....	17
Supported Browsers:.....	17
Recommended hardware .....	17
Internet connection speed.....	18
Required and recommended software .....	18
Supported operating systems.....	18
Student Progress and Login Policy .....	19
Communication.....	20
Textbooks and Supplies .....	20
Grading Scale.....	20
Technology Acceptable Use Policy .....	21



## **A Letter from the Head of School**

Dear Students and Parents,

Welcome to ELCA Connect 2017-2018 school year!

We want to thank you for choosing to be a part of this innovative program at ELCA. We hope that this handbook will assist you with your credit recovery and traditional augmentation needs.

Just like our traditional classroom program, ELCA Connect provides a strong academic curriculum with a Biblical worldview to further fulfill our mission of Kingdom Education. We believe that our online provider, Sevenstar, compliments our traditional curriculum in many ways and offers an excellent opportunity for our online students to excel.

We look forward to partnering with you in God's work through ELCA Connect!

Chuck Gilliam  
Head of School  
Eagle's Landing Christian Academy





## A Letter from the Director

Dear Students and Parents,

On behalf of the administration, faculty, and staff of Eagle’s Christian Academy, thank you for your interest in ELCA Connect, the online learning program of Eagle’s Landing Christian Academy.

ELCA Connect enrolls 9th – 12th grade students for credit recovery and traditional augmentation courses year-round. Middle school students may take credit recovery courses during the summer months only. Online learning opens the possibility of attending class anytime and anywhere there is internet access. The course materials are available 24 hours a day, 7 days a week and provide a strong academic curriculum with a Biblical worldview. Support from certified, Christian instructors is just a click or call away.

If you have any questions, or would like more information, please contact me and I’ll be happy to share the ELCA Connect program objectives with you.

Serving Him,

Martha Fairley  
Director, ELCA Connect  
Eagle’s Landing Christian Academy  
678-818-1056  
[martha.fairley@eagleslanding.org](mailto:martha.fairley@eagleslanding.org)





## **Vision Statement**

The Vision of Eagle's Landing Christian Academy is to educate future generations to develop and embrace a God-centered worldview.

## **Mission Statement**

The mission of Eagle's Landing Christian Academy is to glorify God by assisting parents in involving their children in a growing relationship with the Lord Jesus Christ through Kingdom Education.

## **Core Values**

- The Bible - All scripture is given by inspiration of God and is profitable for doctrine, for reproof, for correction and instruction and righteousness. II Timothy 3:16
- Christ-likeness - He who says he abides in Him ought himself also to walk just as He walked. I John 2:6
- People/The Christian Family - The Christian family is God's training ground for preparing future generations to know and serve Jesus Christ. Deuteronomy 6:6-9
- Church - The Church has been and always will be God's instrument to fulfill His purpose here on earth. Acts 2:42-47
- Academic Excellence - "If anything is excellent or praiseworthy, think on these things." Philippians 4:8
- Service - "Whoever wants to become great among us must be your servant, and whoever wants to be the first must be our slave-just as the Son of Man did not come to be served, but to serve, and give His life as a ransom for many." Matthew 20:26-28
- Stewardship - "Be dressed ready for service and keep your lamps burning." Luke 12:35

## **Kingdom Education Principles**

- The education of children and youth is the primary responsibility of parents. Deuteronomy 6:4-9, 11:18-21; Psalm 78:1-7; Psalm 127:3; Proverbs 22:6; Malachi 2:13-16; Ephesians 6:4
- The education of children and youth is a 24 hour-a-day, 7 days-per-week process that continues from birth until maturity. Deuteronomy 6:7; 11:19; Proverbs 22:6
- The education of children and youth must have as its primary goals the salvation of and discipleship of the next generation. Psalm 78:6-7; Matthew 28:19-20
- The education of children and youth must be based on God's Word as absolute truth. Matthew 24:35; Psalm 119
- The education of children and youth must hold Christ as preeminent in all of life. Colossians 2:3, 6-10
- The education of children and youth must not hinder the spiritual and moral development of the next generation. Matthew 18:6, 19:13-14; Mark 10:13-16; Luke 18:15-17
- The education of children and youth, if and when delegated to others by parents, must be done so with utmost care to ensure that all teachers follow these principles. Exodus 18:21; I Samuel 1:27-28, 3:1-10
- The education of children and youth results in the formation of a belief system or worldview that will be patterned after the belief systems or worldviews of the person's teachers. Luke 6:40

## **Educational Objective**

Eagle's Landing Christian Academy provides educational programs not only to prepare students for entering college to continue their education but also to prepare students to enter careers of service to humanity. These programs seek to transmit and expand knowledge as well as to provide opportunities for research and service. The school will provide the kind of atmosphere which will promote the spiritual, intellectual, social, and character development of students. With a clear commitment to academic integrity and excellence, the school will fulfill its mission through the following objectives:

- To provide instruction by a competent Christian faculty committed to a quality academic program.
- To provide students with an atmosphere which is wholesome, stimulating atmosphere which is conducive to learning and to serving within the Christian concept.
- To provide a balanced emphasis regarding Christian beliefs, daily life and conduct, and educational philosophy and practice.

- To effectively train young men and women to be servants of Christ in the church and in the world.
- To provide students with a solid academic and biblical program that will help them to be leaders in areas of their own choice.
- To use an approach to education addressing the changing technological nature of our society.
- To acquaint students with methods of research in order to develop habits of study for a life of intellectual pursuit.
- To motivate students to think and communicate clearly, objectively, and creatively.
- To offer additional opportunities for complete student development through various extracurricular activities such as academic enrichment, fine arts programs, social events, and athletic participation.
- To constantly evaluate our student body to ensure that we have only those students who desire to enable us to pursue the goals and purposes of ELCA.

## **Educational Philosophy**

Eagle’s Landing Christian Academy was founded on the belief in the inerrant, inspired Word of God, the Bible, the only infallible rule of faith and practice. The school exists to assist parents in fulfilling God’s ultimate purpose of preparing children to enter into and mature within His spiritual family and to respond to Him with respect and obedience. The school seeks to assist in personal growth and development of students by providing an education based upon an integrated understanding of biblical principles and academic knowledge. Education with a proper emphasis on the spiritual, mental, social, and physical aspects of life will lead to the balanced development of the whole person.

## **History**

The History of Eagle’s Landing Christian Academy has its roots in the founding of McDonough Christian Academy in 1970. In the years between 1970 and 1994, the Academy operated as Meadow Creek Academy and Greater Atlanta Christian School-Meadow Creek Campus. In 1994, the Academy became a ministry of Eagle’s Landing First Baptist Church.

Since the academy has been operated as a ministry of Eagle’s Landing First Baptist Church, it has experienced its strongest growth resulting in the move to an eighty-six acre campus on Highway 42 North in August of 2000.

God has blessed us with a wonderful student body and cooperative families. Together, we are hoping and praying that the Academy will be an institution of learning that will exalt God the Father, magnify the Son, and rely on the Holy Spirit for guidance.

## **Accreditation/Membership**

ELCA is accredited by the Southern Association of Colleges and Schools Advance-Ed (SACS CASI) and the Georgia Accrediting Commission. This accreditation qualifies our students' eligibility for state scholarships and ensures credit recognition to any college or school in the country. ELCA is a

member of the Georgia High School Association (GHSA), Southern Baptist Association of Christian Schools and the Association of Christian Schools International.

## **ELCA Connect Purpose**

Eagle's Landing Christian Academy encourages families seeking credit recovery or traditional augmentation to become a part of the ELCA family through our ELCA Connect program. We tailor this online experience to give students strong academic curricula with a biblical worldview.

ELCA has chosen Sevenstar as our online provider. Sevenstar delivers high quality Christian education to 6<sup>th</sup> – 12<sup>th</sup> grade students by offering more than 90 courses including Honors, AP, and Dual Credit courses from leading colleges and universities. Sevenstar desires to glorify Christ and encourages students to learn how to process information and think critically in the context of a Biblical worldview. The courses are rigorous and exceed all national standards.

**Students may be a part of the ELCA Connect program in the following ways:**

### **Credit Recovery/Credit Rescue:**

Students who do not complete classes in the traditional setting with a passing grade may take advantage of the online classes offered in ELCA Connect to recover credits. Credit Recovery allows students to recover academic credit by the semester. Credit Rescue allows students to recover academic credits when an entire course was not completed successfully. Families of students who choose to pursue Credit Recovery or Credit Rescue will be responsible for the full traditional tuition plus the costs associated with credit recovery and rescue coursework within the ELCA Connect program. Credit Recovery and Credit Rescue courses must be taken on the student's own time off campus. Students will connect with online instructors who will assist them with their course work and work with them to stay on task with each class. All module exams and final exams will be taken in a proctored setting on the ELCA campus. For Credit Rescue, all pretests and posttest must also be taken on the ELCA campus in a proctored setting. Students should contact the ELCA Connect Director regarding scheduling these exams.

### **Traditional Augmentation:**

If a traditional ELCA student desires to take a class not offered within traditional ELCA curricula, they may take that class in the ELCA Connect program if approved by the Academic Dean. Families who choose this option would be responsible for the full traditional tuition plus the costs of the supplemental coursework in the ELCA Connect program. Such courses must be taken on the student's own time off campus and may not be accomplished by the traditional student during the course of a normal school day while on campus. Students will connect with online instructors who will assist them with their course work and work with them to stay on task with each class. All module exams and final exams will be taken in a proctored setting on the ELCA campus. Students should contact the ELCA Connect Director regarding scheduling these.

## Athletic Eligibility

Most ELCA Connect regular courses are approved by NCAA. Credit rescue courses are NOT approved by NCAA. Please refer to the course descriptions catalog to determine if a course is NCAA approved.

## Tuition & Fee Schedule

### Tuition

Please refer to the ELCA Connect website for the latest tuition and fees schedule:  
[www.elcaonline.org/elcaconnect](http://www.elcaonline.org/elcaconnect)

ELCA Connect tuition is due in full at the time of registration. No partial payments are accepted. Payments cannot be billed to student accounts.

Visa, MasterCard, and Discover are accepted for tuition payments. A **3% service fee** will added to the tuition charge if this form of payment is used.

### Withdrawals & Refunds:

ELCA Connect knows there are times a student must withdraw during a course. However, ELCA Connect pays for course costs upon enrollment and therefore cannot issue a refund once payment has been made to the online course provider (Sevenstar).

### \*\*\* Important Note\*\*\*

This means that parents and students should thoroughly examined the course content from the course descriptions booklet and meet with the academic advisor prior to student enrollment.

### Additional Fees:

Although most courses do not require supplemental material, it is possible that some may require novels, lab fees, software programs, etc. Students/parents will be provided a link or information on where this material can be purchased. Some of the books may be found at the local library. The purchase of required supplemental material is the parent/student's responsibility and is not included in tuition prices.

### Action on Non-Sufficient Funds Returned Checks:

A charge of \$30.00 plus any charge the bank assesses the school will be collected for any checks returned to ELCA by the bank. After two non-sufficient funds checks have been received, all subsequent payments are to be made by cash, cashier's check, or money order.

### Responsibility for Student Records and Reports:

ELCA assumes the responsibility for making available a minimum of one (1) copy of any student's records, such as report cards and progress reports. In the case of dual or shared custody of a child, the parents must decide at the time of registration who will receive the school copy of the student's reports. It is then up to that parent to provide copies of these reports to the other parent, when necessary. All reports are emailed to the student and parent email address on file.

## **ELCA Connect/Sevenstar Transcripts**

At the completion of an ELCA Connect course, a transcript will be issued from ELCA Connect and Sevenstar. The grade will appear on the student's ELCA transcript showing the course was completed via Sevenstar. A grade of 70% must be obtained in any course to be considered a passing grade.

# Student Code of Conduct

Academic honesty in any class is critical to your success as a student. ELCA Connect is committed to maintaining the highest ethical standards possible related to student academic performance in our online classes.

As an ELCA Connect student, when you are given access to your online courses, you are expected to keep confidential your username and password and to never allow anyone else to log-in to your account. When you login, you do so with the understanding and agreement to produce your own work, to complete your own work, to complete course activities yourself, and to take quizzes without the assistance of others. Sharing access or passwords is considered a breach of academic integrity and could result in your receiving a failing grade for the course or removal from the course.

## Definition of Academic Honesty

ELCA Connect values integrity, honor, and respect for our staff and students. It is our desire to help our students maintain the highest academic standards of honesty; therefore, it is expected that a student's academic work be of his/her own making. In spite of the increased use of collaborative learning and other forms of group work (e.g., labs, study groups, group projects), it is important that each student remain accountable for his/her own work, whether it be daily lessons, quizzes, projects, or tests. We recognize the vast majority of students maintain highly ethical work standards; however, failure to abide by this standard of conduct is considered to be academic dishonesty.

## Types of Academic Dishonesty

- Copying from others on a quiz, test, examination, or assignment (“cheating”)
- Allowing another student to copy one's work on a quiz, test, exam, or assignment
- Having others take any exam instead of taking the exam oneself
- Buying or using a term paper or research paper from an internet source or other company or taking any work of another, even with permission, and presenting the work as one's own
- Excessive revising or editing by another that substantially alters the student's final work
- Giving other students information that allows the student an undeserved advantage on an exam, such as telling a peer what to expect on a make-up exam or prepping a student for a test
- Taking and using the words, work, or ideas of others and presenting any of these as one's own work is plagiarism. This applies to all work generated by another, whether it be oral, written, or artistic work. Plagiarism may either be deliberate or unintentional, but it must be avoided at all costs.

To avoid plagiarizing, one must:

- Submit only one's own work
- Appropriately cite sources used
- Appropriately paraphrase or summarize another's ideas or language and acknowledge the source according to set academic standards
- Document all verbatim borrowing from another according to set academic standards
- Document any use of a format, method, or approach originated by others; if a student is unclear as to what constitutes academic dishonesty, he or she should consult the instructor

# ELCA Connect Skills Requirements

## Computer Literacy

- You need to have a basic knowledge of computer and Internet skills in order to be successful in an online course. Here are some of the highlights:
- Knowledge of terminology, such as *browser*, *application*, etc.
- Understanding of basic computer hardware and software; ability to perform computer operations, such as:
  - Using keyboard and mouse
  - Managing files and folders: save, name, copy, move, rename, delete
  - Using software applications, such as Word, PowerPoint, Excel, email
  - Knowledge of copying and pasting, spell-checking, saving files in different formats
  - Sending and downloading attachments
  - Internet skills (connecting, accessing, using browsers) and ability to perform online research using various search engines and library databases.
  - Ability to use online communication tools, such as email (create, send, receive, reply, print, send/receive attachments), discussion boards (read, search, post, reply, follow threads)

## Strong reading and writing skills

You need to have strong reading skills and be able to communicate effectively through writing. Most of the material in the online environment will come from written lectures, therefore strong reading and critical thinking skills are very important for success in an online course. Online students communicate through such text-based tools, as emails and discussion forums. You need to feel comfortable expressing yourself in writing.

## Self-motivated and independent learner

While online courses can offer more flexibility in scheduling, they require more self-discipline and independence than on-campus courses. Some students can find this uncomfortable and not suitable for their learning style. They may miss face-to-face interaction with an instructor and peers, which helps to keep them on track. In the online environment, you have to be able to start and to work on tasks on your own, without someone keeping you focused, and you have to be self-disciplined in order to follow the class schedule and meet deadlines.

## Time commitment

Online classes take as much time as regular on-campus classes. You need to set aside sufficient time for study. Plan to spend at least as much time working on the assignments and studying as you would with a traditional course. Note that some students report spending even more time for online classes than for traditional ones. Be prepared to spend at least 1 hour per course per day.

## Time management: log-in frequently and develop study schedules

Even though you may not have to "be" in class on some specific day and time, you still have to follow the course schedule provided by your instructor. You need to be online frequently in order to keep up

with the content flow, complete assignments, follow discussions and communicate with your instructor.

Never wait until the last minute to complete your assignments. You may run out of time which will cause frustration. One of the major reasons for failing online classes is procrastination, since it is very easy to fall behind in the online environment. Make sure to set aside specific time on a regular basis to participate in your course. Schedule specific times to log in and to study.

### **Active learner**

Online students must be active learners, self-starters who are not shy or afraid to ask questions when they do not understand. Remember that you, not the instructor, must be in control of your learning process.

Since your instructor cannot see you, you need to "speak up" right away if you have problems and be as explicit as possible; otherwise there is no way others will know that something is wrong.

Remember that your instructor is not the only source of information. Feel free to research answers where allowed.

If you have technical difficulty or problems understanding course content contact your teacher immediately.

# ELCA Connect Student Accountability Plan

Personal accountability is part of growing up. When people make a decision -- whether wise or not -- dealing with the fallout of the decision goes along with it. ELCA Connect staff in partnership with parents, will hold students accountable for their decisions and actions, in order to achieve an effective lesson of learning and growing. The result is the student will quickly learn which actions were positive and which ones had a negative result. These experiences will help teach responsible behavior.

ELCA Connect requires that parents along with the student create a Student Accountability Plan. This plan should include the following:

**Step 1:** Institute firm and clear expectations for learning at home. Discuss the structure and boundaries along with clear expectations and well-defined consequences when the expectations are not met.

**Step 2:** Supervise your child's online learning activities daily so that they know you are an involved presence in their learning. This may include checking their grades after each lesson or quiz is completed, and checking their schedule to ensure they are staying on track.

**Step 3:** Follow-through with promised consequences if your child fails to meet expectations you've put in place for their online learning. Following-through on consequences is simply keeping the promise you made to your child. No emotion is required – keep the conversation calm and low-key.

**Step 4:** Model humility. Students make mistakes just as adults do. It's ok to apologize and make amends. Expect the same from your child as well.

**Step 5:** Allow external and natural consequences to happen to your teenager whenever applicable. For example, if your teenagers procrastinates on an assignment and gets a zero, do not email the teacher asking for an extension or to give an excuse for your child. The child needs to accept the bad grade as a consequence for their procrastination. Do not make excuses for your child!

**Step 6:** Praise your child when he/she handles responsibility and meets expectations. Positive reinforcement helps encourage more responsible behavior.

**On the next page is a worksheet for a 6-step Student Accountability Plan that parents and students can develop together. Online learning with ELCA Connect will not work until both parent and student have clear communicated expectations with each other and with ELCA Connect staff.**

# Student Accountability Plan Worksheet

Student Name: \_\_\_\_\_

**Step 1:**

---

---

**Step 2:**

---

---

**Step 3:**

---

---

**Step 4:**

---

---

**Step 5:**

---

---

**Step 6:**

---

---

# Technology Requirements

Our courses make use of a wide variety of technologies, such as Java, Flash, HTML5, CSS2/3, and depending on the course, other specialized components that provide an immersive learning experience.

Due to the wide array of technologies in our courses, there are some limitations to browsers and devices that we can support. At present, we test and verify a wide variety of devices and have ongoing programs to migrate away from any technologies that are not compliant with newer mobile platforms. In general however, lightweight devices such as Google Chromebooks or tablets that have very limited technology support for Java or Flash, will not be compatible with the majority of our courses. Please ensure that you have a Windows or Mac based computer available to complete coursework in the event that your mobile device does not meet the needs of a course.

## **Supported Browsers:**

Your course experience will vary slightly depending on your browser preference and brand of device. If you encounter an issue in your course—such as in the content presentation or layout—please try a different browser or device.

It is recommended that you use recent versions of the following browsers on a device that supports Java, Flash, and improvements to HTML—including HTML5.

- Microsoft Internet Explorer (IE 10 or 11)
- Mozilla Firefox
- Google Chrome
- Apple Safari

## **Supported browser Plugins and Settings**

The following plugins and settings are required to use our courses.

- JavaScript enabled
- Cookies enabled
- Flash installed
- Java installed

## **Mobile browsers supported:**

Mobile browser support varies. Our student information system and learning management system are mobile compatible. However, certain courses may contain elements that are not mobile supported. These elements may include plugins or the requirement to install software

## **Recommended hardware**

- Speakers or headphones
- Microphone

**Internet connection speed**

An Internet connection at least 1.5Mbps or faster is highly recommended. You can use a service such as [www.testmy.net](http://www.testmy.net) to get an approximation of your current speed.

**Required and recommended software**

All required and recommended software is listed in the description area of our courses. Each course also has a materials section under course information which lists the free plugins or utilities which may be helpful to complete the course. The materials section also includes a list of paid materials which may be needed, such as textbooks, software, or a graphing calculator. Please consult with the course material section or your teacher with specific questions on software requirements as needed.

**Supported operating systems**

- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10
- Mac OS X 10.7 (Lion)
- Mac OS X 10.8 (Mountain Lion)
- Mac OS X 10.9 (Mavericks)
- Mac OS X 10.10(Yosemite)

# Student Progress and Login Policy

Only through continuous communication and progress can students be successful in an online course. Within each course the instructor outlines the weekly work requirements through the use of pace charts. Students use these charts to effectively schedule their time around due dates and class assignments. Students may, of course, work faster than originally projected on the pace charts.

It is essential that the student and instructor maintain regular contact. To ensure that our students are aware of this commitment, the process outlined below will be followed:

- If the student does not submit the expected number of assignment(s) and/or log on within a period of seven (7) consecutive days, the student, parent and/or school is notified via an internal and external email of his/her unacceptable pace for submitting assignments or participating.
- If the student does not respond to the first notification by contacting the teacher and scheduling a timeframe for submitting assignments within seven (7) days, the instructor(s) makes contact with the student again and parent or school, this time by a phone call and another internal/external email.
- If the student does not respond to the 2<sup>nd</sup> notification within two(2) days, the parents and/or partner school is contacted and zeros are added in the place of all missed assignments.
- If the student does not respond by submitting assignments within seven (7) days of the third notification and addition of zeros, the teacher assumes that the student does not intend to remain in the course. The student's name is then sent to the ELCA Connect director to be dropped from the course. If a student is dropped, there is no refund of monies paid for the course. A student may be re-enrolled after an interview and payment of \$50 at the complete discretion of the ELCA Connect director.
- It is the teachers responsibility to keep track of student attendance and submission of work.

Students have the ability to “make up” the assignments that have zeros added in the place of all missed assignments by working ahead and having time to make up the zeros slowly along the way

- Students should notify the teacher when a past due assignment is made up.

All make-up work completed (to change a zero) carries a 20% penalty.

Students may not skip lessons unless prior approval is given by the instructor.

## **Communication**

To be successful in the online world, students and parents and teachers must communicate frequently. If you have a question concerning the class or grade, please address them to the teacher directly.

ELCA Connect teachers are required to answer emails, SKYPEs, and phone calls within 24 hours. After trying to get in touch with the teacher without the success you believe you need, you can then contact the ELCA Connect Director to explain your concern.

## **Textbooks and Supplies**

Some courses may have materials that are likely to be found at a library. We also know that the web is a great resource for textbooks and materials. You are free to secure the materials and texts at any location. We make no profit on these items. When you gain entrance to the class, please access the “Course information” link and then click on “Course Materials” to confirm what may be needed.

## **Grading Scale**

The ELCA Connect grading scale is:

A= 90–100

B= 80–89

C= 74–79

D= 70 - 73

F= 0 - 69

Parents are encouraged to take an active role in the education of their children. To assist in the process, parent monitoring accounts are set up at the time of student enrollment. Parents should only use these accounts and not the student account for monitoring student progress. Checking grades periodically helps parents to stay updated on their children’s progress in each of his/her classes.

# Technology Acceptable Use Policy

## Acceptable Use of the Internet Policy

Students will access the Internet to complete ELCA Connect courses. Students and families must be aware that some material accessible via the Internet will contain items that are illegal, defamatory, inaccurate or offensive. In addition, it is possible to purchase certain goods and services via the Internet that could result in unwanted financial obligations for which a student's parent or guardian would be liable. ELCA Connect views the parent's role in teaching about Internet resources and protecting the student as primary.

Outside of the student's school, families bear responsibility for the guidance on Internet use, as they do with information sources such as television, telephones, radio, movies, magazines, books, recordings and other possible offensive media. ELCA Connect suggests purchasing software that helps enforce acceptable use.

## Terms and Conditions of Student Use

### Network Etiquette

Network users are expected to observe the following network etiquette (also known as netiquette):

1. Use appropriate language: swearing, vulgarity, ethnic or racial slurs and any other inflammatory language are prohibited.
2. Pretending to be someone else when sending/receiving messages is prohibited.
3. Submitting, publishing or displaying any defamatory, inaccurate, racially offensive, abusive, obscene, profane, sexually-oriented, or threatening materials or messages either public or private.
4. Revealing such personal information as addresses or phone numbers of users or others is prohibited.
5. Using the network in such a way that would disrupt the use of the network by other users is prohibited.
6. Be polite. For example, messages typed in capital letters are the computer equivalent of shouting and are considered rude.

## Security and Violations

Access to electronic resources is intended for the exclusive use of its authorized users. Any problems that arise from the misuse of an account are the responsibility of the account holder. This may include, but is not limited to:

- Trespassing in another's work or files
- Giving out any password
- Attempting to login to another user's account
- Failing to notify the supervising staff member of a security problem
- Disrupting the network intentionally
- Using the Internet inappropriately
- Playing recreational games during time you are expected to be doing academy work.

## Consequences of Violations

Any violations of ELCA Connect policy and rules may result in loss of access to courseware and possible dismissal from the program. ELCA Connect may monitor any users' program-provided

access to the courseware to ensure appropriate use. Such monitoring may include (but is not limited to) monitoring of web sites visited, “chat room” conversations, and e-mail contents. Disciplinary action may be determined in keeping with existing procedures and practices regarding inappropriate language or behavior. When and where applicable, law enforcement agencies may be involved.

### **Disclaimer**

ELCA Connect and Sevenstar (curriculum provider) make no warranties of any kind, neither expressed nor implied, for the Internet access it is providing. The program will not be responsible for any damages users suffer, including—but not limited to—loss of data resulting from delays or interruptions in service. ELCA Connect and Sevenstar will not be responsible for the accuracy, nature, or quality of information stored on academy servers; nor for the accuracy, nature, or quality of information gathered through academy-provided Internet access. The academy will not be responsible for personal property used to access academy computers or networks or for academy-provided Internet access. The academy will not be responsible for unauthorized financial obligations resulting from academy-provided access to the Internet.

Enrollment in a course by a parent constitutes acceptance of this policy and the parent responsibilities.

## **Support**

### **Working with the Support Team**

#### **Reporting Problems**

ELCA Connect’s intention is that technical problems or “glitches” within the courses never stop the progress of students and teachers. The support structure within the environment serves this purpose. The following steps and instructions give information to help understand the support structure:

#### **Researching a Problem**

The student orientation course directs students to address all support issues first to the teacher. It is important that the teachers always know what is going in the academic life of students and know any problems they may face with the environment.

When a student reports a problem within the course (broken link, page error, missing content, etc) teachers research that complaint and determine the extent of a problem. They may then give instructions about moving forward in the course or waiting for a resolution from support (whichever is appropriate).

#### **Provide Direction**

Students have their own direct interface with support through the “Support” tab in each course to report problems they find. Students are encouraged to work with the teacher (or parent) to effectively communicate the problems they have discovered.

#### **Student Support Access**

In the “Support” tab (located at the top of each course), you notice a section for “Student Resources.” In this section, you find the link to the support form.

In the support form, students have the ability to describe the problem they encountered and submit that issue directly to the support team. Students receive an automated message immediately to confirm that their support ticket has been received.

The normal resolution time for issues within a course is 24 hours. If the problem you encounter is anticipated to take longer than 24 hours, a support team representative will make that clear and give you an estimated time of resolution.

Cases that you feel have not received sufficient attention or communication; escalate the issue to the support team leader by emailing [tech.support@sevenstaracademy.org](mailto:tech.support@sevenstaracademy.org).