



Student Handbook



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SECTION 1: WELCOME AND SCHOOL OVERVIEW

The Keystone School is an accredited school serving students worldwide. The Keystone School is made up of a variety of programs including:

- Keystone Elementary School
- Keystone Middle School
- Keystone High School
- Keystone Adult Learning
- Keystone Credit Recovery

The Keystone School is accredited by the Middle States Association of Schools and Colleges (MSA), the Western Association of Schools and Colleges (WASC) and the North Central Association Commission on Accreditation and School Improvement (NCA CASI), the Northwest Accreditation Commission (NWAC) and the Southern Association of Colleges and Schools Council on Accreditation and School Improvement (SACS CASI), the regional accrediting agencies that span the Cognia global network. Accreditation means that our programs and curriculum have been reviewed and meet rigorous standards that are recognized by colleges, universities, and employers.

Although The Keystone School is accredited by the MSA, WASC, and Cognia, there is no guarantee credits earned at The Keystone School will be honored by any other high school, college, university, or other post-secondary institution. All such organizations make their own policies and procedures as to the transfer and acceptance of high school credits.

Keystone courses are online learning. We offer a diverse selection of course options and delivery to help you reach your learner as they learn best. Our online program is a virtual experience. Students log in and review curriculum direct from our Keystone site. Interactive activities and online readings walk students through course content, pinpoint concepts and assist in helping students stay motivated and focused. If your student prefers physical materials, our print based courses give students a physical guide of class materials and online work submissions.

All of this means that The Keystone School meets the academic and administrative standards required for admission to most colleges and universities and for transfer of credits to public and private high schools. This allows Keystone to grant diplomas that are recognized by colleges, universities, military academies, and employers.

This handbook should be considered a part of the student and parent/support person orientation process, and an ongoing resource. Other orientation materials include the online resources in each Learning Management System, Getting Started webinars, The Live While Learning Collective(Keystone's blog), and course-specific orientation materials that are included within each online class.

The policies found in this handbook are subject to change at the discretion of The Keystone School administration. Should a change need to occur, parents and students will be notified.

The Keystone School Vision Statement

The Keystone School is a global leader in providing a safe and flexible learning environment, an innovative, academically and developmentally appropriate integrated curriculum and personalized educational experiences. The Keystone School utilizes state of the art delivery methods and technologies to empower students to become culturally-competent critical thinkers possessing the necessary technical, academic, and leadership skills to successfully navigate an ever-changing world.

The Keystone School Mission Statement

The Keystone School provides high quality, individualized educational experiences in a safe, technology enabled learning environment to empower students to achieve their academic and personal goals.

Expected School Wide Learning Results

The following Expected School-Wide Learning Results describe how The Keystone School will meet the above vision and mission.

School Culture

All Keystone students, parents/support persons, student advocates, faculty and staff participate in learning as a life-long process and actively support the learning of others.

- Students are actively engaged in their academic coursework.
- Parents and student advocates utilize The Keystone School tools and resources to monitor and motivate student learning.
- Faculty and staff work to design and implement programs and services that improve student achievement.
- Faculty members engage in ongoing individual professional improvement.

Engagement

Success is achieved by collective and individual engagement.

- Students show activity within their courses in an appropriate amount of time.
- Students complete their courses within their specified amount of time.
- Students have the opportunity to be involved in clubs and organizations.
- Parents, guardians, and school officials are engaged with their students' education.
- Students have the opportunity to actively communicate with teachers and school community.

Instruction

All Keystone students, parents and student advocates are supported by faculty and staff who provide meaningful learning experiences and opportunities for individual academic success.

- Students are supported by faculty and staff who are proficient in their content area and use a variety of instructional strategies.
- Students utilize instructional tools designed to promote academic honesty and achievement.
- Faculty members create connections with students through meaningful content, personalized feedback, and individual support.
- The Keystone School ensures student success by providing continued supervision and support of faculty and analysis of instructional strategies.

Achievement

All Keystone students, parents/support persons, student advocates, faculty and staff view their role as critical to attaining a common mission: empowering students to achieve their academic and personal goals.

- Students, parents, faculty, and staff are provided appropriate resources and services to meet the needs of students.
- The Keystone School conducts regular programmatic evaluations of student performance to inform school improvement.
- Appropriate student information is shared with necessary members of the Keystone community as needed to improve achievement.
- The Keystone School works with the parent organization to enhance organizational collaboration in support of student achievement. Keystone staff leverages opportunities for sharing, communication, and collaboration to develop a broader sense of the Keystone community.

The Keystone School and Stride Incorporated

The Keystone School is a part of Stride's Managed Schools group, a leading provider of online education for grades K-12 in the U.S. and around the world. Both organizations share a commitment to deliver world-class, personalized education experiences with the singular goal to help each student reach their true, personal potential. As such, The Keystone School can offer its students and families the proven strength of K-12 school program design. For more information, please visit www.stridelearning.com.

SECTION 2: ADMINISTRATIVE INFORMATION

Contacting The Keystone School

Head of School: Erica Rhone

Deputy Head of School: Angela Stuart

Senior Director of Operations: Jennifer Wynings

The Keystone School

Phone: 800-255-4937 Fax: 570-300-2346

Contacting Teachers

Keystone teachers can be contacted by phone or email for questions about course content, getting help with difficult material, assessments, journals, projects, or clarification on The Keystone School policies.

Depending on the specific course enrollment, students will either contact a specific teacher or be directed to the **Keystone Teacher Link** (see info below). Courses with assigned teacher support will include the contact phone number: 1-844-494-3577; students should follow the automated prompts to enter the teacher's specific phone extension as provided within the course information. Students will need to leave a voicemail when calling, along with an appropriate time for the teacher to call back. Teacher e-mail addresses are available to **online** students within each course. **Print** students will see their teacher's email address through the Keystone Student Application. Responses from teachers will be received within 24 business hours. If a response is not received within 24 business hours*, then contact the Student Support Department at 1-800-255-4937 or info@keystoneschoolonline.com. (*Business hours are considered Monday-Friday 8AM to 8PM EST)

Contacting Keystone Teacher Link

The Keystone Teacher Link for MS through Adult programs is open Monday through Friday from 9AM EST through 5PM EST. State certified teachers are available to answer student questions regarding course content and grading, they can contact the teachers via phone or email. Courses that are supported through the Keystone Teacher Link will display the Teacher Link contact information within the *Support* sections of the course. When calling, students can expect to have a teacher either answer their call immediately or to hear back from a teacher within 90 minutes during center hours. If emailing, students can expect to receive an email response from teachers within 30 minutes during live desk hours and within 12 hours during non-desk times.

Contacting Technical Support

The Technical Support Team is available 24 hours a day, 7 days a week to help investigate and resolve your technical questions and concerns. Contact Technical Support at 1-800-255-4937 option 2 or tech@keystoneschoolonline.com.

Contacting Student Support Department

The Student Support Department is available from 8AM to 8PM EST, Monday through Friday to answer questions about grades, transcripts, course extensions, deadlines, refunds, letters of recommendation, course materials, course enrollment dates, course expiration dates, login, and password assistance. Contact the Student Support Department at 1-800-255-4937 or at info@keystoneschoolonline.com.

Academic and Holiday Calendar

The Keystone School follows a continuous enrollment model, allowing students to enroll in courses at any time of the year, and continue to work on their courses at any time, 24/7/365. While students may continue to do school work on holidays or school closures, the following school holidays are observed annually. Teachers and other student services will not be available on these days:

New Year's Day
Martin Luther King Jr. Day
Presidents' Day
Memorial Day
Independence Day
Labor Day
Thanksgiving and the day after
Christmas Day
Winter Break (tbd annually)

Weather or other unforeseen events may close the Keystone office periodically, but teachers are typically available to grade student work and respond to questions except for the days listed above.

SECTION 3: GETTING STARTED WITH THE KEYSTONE SCHOOL

PROGRAM INFORMATION

Keystone offers a variety of options for completing elementary, middle school and high school courses, while earning credit. Some students take one course to supplement a home school experience, others may take a world language that is not offered at their high school and some students enroll full-time to serve as their primary homeschool experience and complete their high school diploma.

Each Keystone course is designed for multiple skill levels and where appropriate, courses are sequenced to allow students to advance in a particular course of study. Core and elective courses are designed to include 180 hours of instruction for a full credit, and 90 hours of instruction for a half credit.

Advanced Placement® courses are college level and are designed to prepare students to take the AP® exams in the spring. Keystone does not administer any AP® Examinations or schedule students to take them. Students must go to the website for College Board to find out where exams are being administered near them and get signed up per the requirements on that website. Keystone's CEEB school code is 470102, and the online provider code for Keystone is 088.

Many colleges and universities will grant college level credit for students that earn a 3 or above on these exams (out of 5 points possible). AP® courses typically require at least 250 hours to complete and require students to be prepared for college level learning expectations.

AP®, Advanced Placement®, and Pre-AP® are registered trademarks of the College Entrance Examination Board, which was not involved in the production of, and does not endorse, these products.

The Keystone School Programs

The Keystone High School Program is a self-directed, independent study program that guides students through their learning. Keystone offers two high school options that are available in different formats, online and print. The high school program is the best for students who are self-motivated or have strong parental support for their learning, or for specific courses in which a student is academically strong. Teachers and staff do not initiate contact with students enrolled in Keystone courses, but Progress Reports are updated daily in the [Parent Support Application](#) which is available to all support persons for each student.

Keystone Online High School Program

Teachers support students in these classes by grading, providing instructional feedback on student assignments, and by responding to student questions via email, phone, and/or online sessions. The online program requires reliable access to the internet, and familiarity with technology. All student work is submitted and graded electronically.

Print High School Program

Keystone print courses are textbook and learning guide based, with limited online requirements, for submission only. Materials are mailed to students, and the completed assignments and exams are to be submitted via the [Keystone Student Application](#). Keystone teachers grade exams and assignments, provide students with appropriate instructional feedback through the [Keystone Student Application](#), and will respond to student questions when asked through email and phone.

Keystone Online Middle School Program

The Keystone Middle School program is a self-directed, independent study program that uses online curriculum to guide students through their learning. Students should initially attend a Getting Started Webinar, and then review getting started materials found under the *Keystone Support* tab within their LMS. Students will work independently through the online courses. Teachers support students in these classes by grading and providing feedback on student assignments. Students can receive support with the courses through the Keystone Teacher Link, although some courses will require individual teacher support.

Keystone Elementary Program

Elementary courses are developed utilizing both state and national level standards. The courses are designed to be a combination of online lessons and offline hands-on materials-based learning. The time needed to complete lessons each day will vary by course and complexity of content. The elementary school program is best suited for students who have strong adult support, who will serve as the students' primary Learning Coach throughout the school year.

Elementary Course Completion and Grade Level Promotion Information

Promotion Requirements

The Keystone Elementary Program is a Mastery-based program, which is similar to pass-fail, but with a fulfillment expectation. All assessments must receive a score of 80% or higher for it to count towards completion of the lessons. The lessons will not count towards overall progress in a course until it is mastered. Students can retake an assessment as many times as needed to master a concept; with the Learning Coach offering review and coaching along the way. While some lessons have attempt caps on them, the teacher is able to release more attempts to allow students to review and achieve mastery on the assessment. If a lesson is unmastered, a student can still progress forward. If this route is chosen, it is encouraged that students come back and master the lesson later. This allows students to continue without the frustration of having to sit on a single topic. If questions arise, the grade level Support Teacher is here to support you with topics that are more difficult.

School Year Review

The School Year Review will be requested by the grade level Support Teacher when your student reaches an average of 70% progress completion across all coursework. This is a requirement to achieve the status of “Complete” on the report card. The Review is a compilation of both work and information of the off-line work that was complete by the student to be reviewed by the grade level teacher. Without the submission and approval of the review, Mastery is the highest achievable status. Further instructions about the review will be provided when the request is sent by the Support Teacher.

Report Cards

A Mastery-based* report card is provided to students who meet the following course requirements:

Complete- completed and mastered 100% of course material with School Year Review requirements

Mastery- completed and mastered between 80-100% of course material without School Year Review requirements OR completed and mastered between 80-99% of course material with School Year Review requirements

Incomplete- has not completed or mastered the necessary requirements of the course

*Please note that letter grades are not provided on the report card. The status of either “Complete” or “Mastery” will be provided next to each course.

Learning Coaches can request a report card by submitting the Report Card request form upon completion of course requirements, a link to the form will be distributed with course information upon enrollment.

For more information about the report cards, visit the [Keystone Strong](#) website.

Middle and High School Course Completion, Grading, and Graduation

To receive credit for a course, students must **complete all assignments and earn an average score of 60% or higher** (see Open Enrollment and Course Completion policy). Keystone does not accept blank assignments or requests for assignment exemptions. Screenshots from a Keystone family or student will not be accepted as proof of submission or completion of any Keystone material and/or courses. Only Keystone staff can determine if an assignment has been received and/or a course has been completed through viewing the students account in their Learning Management System and/or Student Information System.

Students will receive a transcript upon the completion of each high school enrollment and a grade report upon the completion of a middle school enrollment. If the student is attached to a school other than Keystone, an official copy of the transcript will be sent to the school as well. The final transcript will not be sent out if the student has an outstanding tuition balance on their course(s). If the student goes through the payment plan, but finishes the course before they pay off the balance, the final transcript will not be released until the account is paid in full. Keystone will also not issue any transcript until the minimum enrollment time in the course is met (8 weeks for Standard courses full credit, 4 weeks for Standard course ½ credit). (See Open Enrollment and Course Completion policy) Unofficial transcripts can be accessed through the [Keystone Support App](#) at any time during the students' enrollment.

Students are not permitted to repeat courses that are taken at Keystone. If a student fails a Keystone course and wishes to earn credit, they must seek approval for the Credit Recovery version of the course. If the student receives a passing score of 60% or higher on the Credit Recovery course, the Credit Recovery grade will appear on the Keystone transcript as a transfer credit. The failed course will remain on the official transcript.

Grading Scale

To receive credit for a course, students must complete all lessons, examinations, and assignments as required. After all course requirements have been reviewed by Keystone, students will receive a final grade, based on the following grading system:

Percentage Grade	Letter Grade
90 - 100	A
80 – 89.99	B
70 – 79.99	C
60 – 69.99	D
0 – 59.99	F

**Please note Keystone scores are given out to the hundredths and not are not rounded up.*

Graduation Requirements

To receive a Keystone High School diploma, students need to earn 21 units of credit in grades 9-12. Credits can be transferred to Keystone as outlined in the *Transfer Credit Policy* found in this handbook, but **students must take at least five credits with Keystone, one credit each in the areas of English, Math, Science, Social Studies, and one additional credit of choice, elective or core.**

Once a student meets the graduation requirements, they are awarded a high school diploma from The Keystone School. **The required graduation credits must be distributed as follows:**

Course Type	Minimum Credits for Graduation	Recommended for College Bound
Health/PE (<i>must include at least .5 credit specifically designated as Health coursework</i>)	1	1
Fine Art	1	1
Mathematics (<i>at least one must be Algebra 1 or higher</i>)	3	4
Science	3	3 -4
English Language Arts	4	4
Social Studies	4	4
Electives	5	5
Total	21	21 - 23

Though the minimum diploma requirement is twenty-one (21) credits, we encourage students to develop a four-year learning plan and take courses that will provide them the best foundation for college or career, even if that means earning more than 21 credits. College bound students are encouraged to take at least two credits of the same world language as part of their electives.

Graduation Checklist

Students preparing to graduate from Keystone should keep the following checklist of requirements handy to avoid any last-minute issues:

- Must meet Keystone's 5-credit minimum as described above.
- Total credits, including transfer credits, must be 21 or higher, and must be distributed as shown in the chart above.
- Transfer credits must be verified by Keystone on official transcripts from all previous schools attended or they cannot be counted toward graduation. *
- Keystone cannot offer duplicate credit for courses taken both at Keystone and as shown on official transcripts and accepted as transfer credits.
- Financial account balance has been paid in full.

*It is critical that Keystone receives a student's official transcripts at the time of enrollment or shortly after enrollment to avoid any delay in graduation or the need to take additional courses.

Calculating GPA

Students from time to time will be required to submit a GPA for academic and scholarship reasons. The Keystone School will only calculate GPA based on three (3) or more completed full credit Keystone high school courses. The Keystone GPA will only be comprised of Keystone course grades; Keystone will not calculate a GPA or publish a GPA from previous institutions on the Keystone transcript. Students are recommended to contact all previous schools when a "Cumulative High School GPA" is requested. Students are permitted to calculate their GPA for their own use, but only a member of the Guidance Department and/or School Administration can publish the official Keystone GPA on a transcript.

**If a course has been failed and a Keystone Credit Recovery Course was completed and passed, a 60% will be used to calculate GPA for the failed course.

ROLES AND RESPONSIBILITIES

Role of the Elementary Parent/Learning Coach

The role of the Learning Coach is to be the “at home teacher” and student advocate that assists with daily lessons. Regular logging into the Learning Coach account is essential, as there are certain tools that can only be accessed through this login. The Learning Coach login provides student progress percentages in each course, a materials list, advanced preparation information for lessons, and scheduling and attendance features.

The Learning Coach’s level of support may vary depending on grade level and individual student needs. These responsibilities include, but are not limited to:

- Plans the week and ensures materials are all accessible and organized for each lesson
- Develops weekly schedule for student based on individual completion goals
- Guides student through lessons
- Checks over assessments for completeness and mastery, reviews with student if mastery is not achieved
- Marks lessons as complete and enters attendance spent in lesson
- Checks and maintains progress within the Online Learning System (OLS)
- Maintains any records for local districts or states may be required as a homeschooled student. Check with state to confirm what is needed for documentation.
- Completes Keystone School Year Review when provided by the Support Teacher
- Supervises student during live Class Connect sessions
- Contacts Support Teacher for curriculum assistance

Role of the MS and HS Parent/Support Person

The role of a Keystone Parent/Support Person for each student is very important, this is typically a parent or guardian. Since students are learning at a distance, it is important that parent/support persons are involved and up to date on student progress. Here are a few ways that they can be involved:

1. Access and explore your [Keystone Support Application](#).
2. Participate in orientation webinars and visit The Live while Learning Collective at <https://thekeystoneschool.wordpress.com/> to learn more about tools available to support persons.
3. Create a schedule together, through the [Keystone Student Application](#) and keep it handy for regular meetings to evaluate progress and pace.
4. Check email daily to review any communication received from the school or teacher. (Keystone teachers will only communicate through @thekeystoneschool.net email address.)
5. Review the Progress Reports weekly in the [Keystone Support Application](#). Person(s) who questions about Progress Reports should contact Keystone.
6. Log into the [Keystone Support Application](#) on a regular basis to be aware of the work that has been submitted and to check progress at any time.
**Parent/Support Person(s) who do not have their login information or have questions should contact Keystone Student Support Department.
7. Provide encouragement for self-advocacy. Students sometimes need encouragement to ask questions or get clarification from teachers.

Role of the Student Success Advisor

The role of the Keystone Student Success Advisor is to provide support to students getting started at Keystone. They will provide tips on creating a schedule, setting goals, maintaining motivation, and staying on track. Keystone Student Success Advisors also host regular student and support person orientations and webinars throughout the year.

Their role includes, but is not limited to:

- Connects with families for getting started support
- Provides live Orientation Webinars and/or recordings of sessions
- Sends weekly Monday Morning Messages with relevant articles for success
- Offers 1:1 phone call for progress check-ins
- Provides targeted support to discuss scheduling
- Moderates bi-monthly Social Hour sessions- (Elementary only)

Role of the Elementary Support Teacher

All Keystone teachers are licensed, certified, and experienced educators. They are specifically trained in how to support students in an online environment. It is the student and Learning Coach's responsibility to contact the teacher with course questions and concerns.

Their role includes, but is not limited to:

- Provides 1:1 phone conference upon request via Calendar App
 - Available via phone conference sign up or email, during business hours
 - Twenty-four (business) hour communication turn-around
- Serves as support to students and Learning Coaches
 - Curriculum content, extra resources, discussion of progress, suggestions for scheduling/pacing, general touch point for most navigation questions and other questions regarding the OLS
- Offers scheduled weekly Class Connect sessions to provide rotating supplemental lessons in Math and ELA
- Conducts regular progress checks to ensure student is on right track
 - Based on progress, teacher will determine if it is time for the School Year Review and provide information for progressing forward to completion
- Provides curriculum and placement recommendations

Role of the MS and HS Teacher

All Keystone teachers are licensed, certified, and experienced educators. They are specifically trained in how to support students in an online environment. It is the student's responsibility to contact the teacher with course questions and concerns. We encourage students to reach out to their teachers as often as they need. Students can count on hearing back from teachers within one business day and will receive feedback on assignments within three business days. For print students, feedback can be found through your [Keystone Student Application](#).

THE GUIDANCE DEPARTMENT

Guidance and Counseling services are available for all Keystone full-time students. All students have access to the Guidance course within the online learning platform. High School students will find many helpful resources including: course selection, college guidance, SAT®/ACT® assistance, career planning, and recorded webinars. Middle school students will find many helpful resources including: career exploration, internet safety, cyber bullying, controlling stress, anxiety, and anger, as well as tools for planning for high school. The Guidance Department can be contacted at guidance@keystonehighschool.com.

College Application Support

Keystone will gladly assist full-time diploma seeking students in applying to colleges by completing the school portion of college applications, providing recommendation letters, and assisting with college documents. Students who require an official transcript should visit this link <https://www.parchment.com/u/registration/218194/account> to access the Keystone Parchment portal. Students will be able to order an official transcript to be sent to a high school, a college or university, a scholarship organization or other recipient from Parchment. There is a \$5 fee to send an official transcript through Parchment which is paid online at the Parchment portal by the student or other individual requesting the official transcript.

College Guidance Information

It is the responsibility of the students to routinely check the Guidance Course for resources that are available. The counselors are available for individualized student support, but Keystone's model requires the student to reach out for services. It is recommended that students reach out at least once a year to speak with a counselor, especially if they are considering college. Webinars are offered throughout the year by the Guidance staff on important topics such as planning for college, accessing financial aid and scholarships, and the college application process. Videos are available for most webinar topics for on-demand viewing by students and parents. Videos are in the Guidance Course available for free for all students.

Understanding College Requirements

It is important to note that each higher education institution will set their own policies and requirements for admission. Specific to New York Residents, State University of New York and City University of New York schools do not accept a Keystone diploma for admission to their institutions and require Keystone students to successfully complete the High School Equivalency examination. It is important that students research and understand the requirements set forth by the colleges they are planning to apply to before their senior year.

Student Activity and Engagement Guidelines

To be considered engaged, students must begin their coursework and submit at least one graded assignment in at least one course within the first 30 days of enrollment. Thereafter, students must continue to submit at least one graded assignment every 30 days.

Students who plan to be inactive for 30 days or more must contact Keystone Student Support Department to place their course(s) on hold. When a course is placed “on hold” in this way, Keystone will make a note in the student record about the extended absence. Placing a course on hold does not extend the due date.

If 30 days pass without activity in a course, and the course has not been placed on hold, students will be deemed as dis-engaged and will receive additional communications from the Keystone Academic staff checking in on their status and providing resources relevant to course completion and scheduling.

NEW STUDENTS – HOW TO GET STARTED

To facilitate a successful educational experience for your student, The Keystone School has developed a checklist for support person(s) and students to explore immediately after enrollment:

Elementary Students

Elementary students with the support of their Learning Coach are expected to be proactive participants in their online education. It is the student's responsibility to complete daily work established by the Learning Coach. These responsibilities include, but are not limited to:

- ✓ Follows weekly schedule to achieve completion goals set by Learning Coach
- ✓ Completes work in daily plan
- ✓ Begin online, end online - online lessons are encouraged to be completed first, with offline activities prompted by the content/OLS to practice and support learning and then return to the OLS to complete assessments
- ✓ Attends weekly teacher-scheduled Class Connect, if desired (recordings available for each session, if student is unable to attend)
- ✓ Contact Support Teacher with Learning Coach approval for curriculum assistance

MS and HS Online Students

- ✓ Log into your [Keystone Student Application](#) after you receive your welcome information.
- ✓ Review your courses and the Keystone Support tab to ensure computer compatibility.
- ✓ View all Orientation materials.
- ✓ Become familiar with the online classroom layout.
- ✓ Use the Keystone Assessments Pacer to create a schedule for each course.
- ✓ Create a daily schedule.
 - **Example** Monday-Friday: English 9am-10am, Math 10am-11am, Science 11am-12pm, Lunch 12pm-12:30pm, Science 12:30pm-1:30pm, History 1:30pm-2:30pm, Elective 2:30pm-3:30pm

HS Print Students

- ✓ Review Keystone Strong Start Handbook for Print Students – sent shortly after course enrollment.
- ✓ Review textbooks and getting started sections in the Learning Guides for each course to become familiar with the layout.
- ✓ Review the **Grading Information** in the course Learning Guide to verify all graded assignments required.
- ✓ Locate the list of teacher contact information within the Keystone Student Application (store in a safe place).
- ✓ Create a daily schedule.
- ✓ Access and bookmark the [Keystone Student Application](#) link, for your assignment submissions.
- ✓ Receive feedback and grades right within your Student Application.
- ✓ 1 business day teacher communication responses.

Support Person(s)

- ✓ Review the Orientation materials in your **student's** online account.
- ✓ Become familiar with [Keystone Strong](#)
- ✓ Attend a new Family Engagement Orientation webinar (check the calendar at [Keystone Strong](#) to see upcoming sessions.)
- ✓ Participate in the creation of a schedule through the Keystone Assessments Pacer for each course and the daily schedule within the Student and Support Applications.
- ✓ Determine goals for course completion.
- ✓ Access and bookmark the [Keystone Support Application](#) link.
- ✓ Use Progress Reports that are available daily within the Keystone Support Application
- ✓ Set aside a weekly time to review progress with your student.
- ✓ Update e-mail address and other contact information with Keystone as changes occur.
- ✓ Check your state's requirements for possible registration as a homeschooled student to meet state mandated attendance requirements or other regulations.

Information for Parent/Support Person(s)

Student success can be accomplished with a Strong START, use the recommendations below to make sure your student is successful:

- **S**ign up to attend a Getting Started and Family Engagement webinar before you start your courses.
- **T**alk with your support person and create a schedule together for each of your courses. Remember to follow your courses in sequential order.
- **A**sk for help when it comes to course navigation/scheduling/motivation, by signing up for a 1:1 with your Student Success Advisor.
- **R**efers to the Keystone Support Tab within your online courses for all resources on how to navigate through your courses.
- **T**o receive credit for a course, you must finish all required assignments in that course.

Schedules are a very important component of your student's education. Most students are used to having structure within their courses and having a teacher telling them when to do their school work. Now that they are a Keystone student, they may be having some difficulty transitioning to the freedom of Keystone's schedule. A flexible, yet consistent approach to coursework, is recommended for students to be successful in our program. Take time now to setup a schedule that you and your student agree on. Then set up a time weekly to review your student's progress against this plan.

Progress reports Student progress can be found by accessing the Keystone Support Application. In the student courses section, you will be able to find information related to how your student is progressing in their courses. This information includes the current grade for the course, percentage completes, and the most recent activity date for each class. This progress information is accessible 24/7, and is updated on average, once per day. To gain access to the Keystone Support Application please refer to the login section of our website. You may also contact Keystone at 1-800-255-4937 for questions and application assistance.

****Not applicable for Elementary families, as progress can be monitored daily in the OLS.**

Webinars are live online meetings that are held frequently for both support person(s) and students. The webinars provide information relevant to student success for those supporting the student. Among Keystone's webinar offerings there are monthly Family Engagement Orientations, Getting Started Webinars, and Guidance Webinars. Information regarding webinars will be conveyed through emails, online classroom postings, newsletters, and through social media.

Keystone Strong is a website designed to be a resource for support persons and students with many of the tools and information that students can access through their Learning Management System. There is also specific information for students who are enrolled in only print courses. Bookmark the site [Keystone Strong](#) and check it frequently for webinar announcements, tips, answers to FAQs, contact information, access to newsletters and handbooks, Guidance information, and much more at your fingertips.

Student Application

Students and Elementary Learning Coaches can access the Student Application. The Student Application is used to communicate with Keystone Teachers, Student Success Advisors, and other Keystone departments. The Student Application can be used to view Student Resources which are relevant based on enrolled grade levels. These can be used to support lessons or provide additional content that students may need. The Student Application is also used to sign up for 1:1 meetings to speak with the Keystone Teachers, Student Success Advisors, or Guidance Counselors. Additionally, you can access the Keystone Live While Learning Blog through the Student Application to view upcoming webinars, recent recordings, blog articles and monthly Keystone podcasts.

****Please note, Keystone Elementary progress is not tracked in the Student Application. For up-to-date information about Keystone Elementary progress, refer to the progress section in the OLS.**

Keystone Parent/Support Application

Parents and Learning Coaches can utilize the [Keystone Support Application](#) to view student's progress, update contact information, review their unofficial academic records, locate school contact information, make missed payments, purchase extensions, and sign up for 1:1 meetings to speak with Keystone Teachers, Student Success Advisors, or Guidance Counselors. The Support Application allows for a Parent or Learning Coach to access and manage multiple student accounts with which they are associated.

Technical Responsibility

Students at The Keystone School are responsible for their own learning. If a student is unable to login to a course, unable to submit an assignment, or is experiencing any other difficulties with technology, it is their responsibility to proactively seek help in finding a solution. Contact information for teachers and Keystone Student Support Department should be stored offline so that it is accessible at all times. Technical support information can be found on the Keystone Support tab within the Learning Management System. Keystone's Technical Support Department are available by dialing 1-800-255-4937 option 2 between 8:00 AM and 8:00 PM EST, Monday through Friday.

Missed Tuition Payments

If a payment is missed, the student's account will be placed on hold until the payment agreement is current. Keystone provides a grace period of seven days to allow you to submit payment information before the account is placed on hold. The support person/guardian that is listed as the primary account holder for the payment plan will receive email notifications regarding payment status. If the payment was unsuccessful, a second email will be sent with instructions to pay through an online portal or call into the Student Support Department to make the payment over the phone.

Developing Independent Study Habits

Keystone's flexibility means that students have the freedom to move through their courses at their own pace, but for some students this results in procrastination. Keystone recommends the following tips to make the most of the independent learning opportunity.

1. Take advantage of all orientation opportunities. Keystone has an online orientation, Getting Started webinars, and getting started information posted in each online course.
2. Establish a school schedule that takes into account family activities, outside hobbies, individual productivity, and the need to spend approximately five hours per week per enrolled course.
3. Create a schedule through the Keystone Assessments Pacer found within the [Student Application](#) that allows for regular work in each course to avoid wasting time re-learning forgotten material.
4. Make sure that support person(s) and siblings are aware of the study schedule so that the time remains free from distractions.
5. The student's "school zone" should have adequate lighting and be comfortable.
6. Gather everything needed to work: computer, pens, paper, pencils, erasers, markers, highlighters, and a dictionary.
7. Plan for frequent breaks to stay fresh; stay hydrated.
8. Hang some motivational materials in the study area.
9. Establish short and long-term goals and some rewards.
10. Know that the independent study habits developed now will you carry through into high school and college.

SECTION 4: ACADEMIC AND OPERATIONAL POLICIES

Keystone has established several policies designed to safeguard the quality of the Keystone program and the success of all students. Students and parents/support persons must become familiar with Keystone's policies and should refer to them frequently, as they guide the operations and academic programs of The Keystone School.

School Policies

- Academic Integrity
- Code of Conduct
- Disciplinary Removal
- Dual Credit
- Grade Dispute
- Grade Level Advancement
- Grading and Teacher Communication
- Information and Privacy
- Open Enrollment and Course Completion
- Portfolio Credit
- Social Media
- Student Disability Non-Discrimination
- Time Limit to Re-Purchase Courses
- Transfer Credit
- Transfer, Withdrawal, and Extension
- Verification of Enrollment/Satisfactory Academic Performance

ACADEMIC INTEGRITY POLICY

Policy Name	Academic Integrity
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	All Keystone Students
Purpose	To maintain integrity within all Keystone School programs, it is imperative that student submissions of assignments and assessments be their own original work. This policy defines cheating and plagiarism and the consequences for students who are deemed to have engaged in cheating or plagiarism at The Keystone School. Resources to better understand what constitutes cheating and plagiarism are part of the online Keystone getting started materials.
Definitions	
Cheating	<p>At Keystone cheating is defined as: Knowingly submitting the work of another individual and claiming the work as your own to gain an unfair advantage. When a student submits an exam or assignment, this signifies the desire to claim the content as the student's own original work. No other claim is needed. Cheating includes:</p> <ul style="list-style-type: none"> • Copying answers that were shared by other students either in person or online • Use of translation programs or tools in World Language courses • Use of computer/technology assisted online programs that result in work that is not your own • Posting information online that results in other students using that work • Copying course feedback from Keystone • Collaboration between two or more students which results in the submitting of identical answers • Any other form of copying answers from any other person or source
Plagiarism	<p>At Keystone plagiarism is defined as: The use of an author's work with a lack of acknowledgement of the source of that work, whether intentional or unintentional. Plagiarism includes:</p> <ul style="list-style-type: none"> • Work that was incorrectly cited • Paraphrasing by simply changing the order of a few words • Any other un-cited, falsified, or incorrectly cited work • Including information directly from any book, course resource, periodical, website, atlas, or person without quotations and/or citations

<p>Policy</p>	<p><i>(Academic Integrity Policy – Continued)</i></p> <p>Cheating or plagiarism in any form is unacceptable and will result in consequences up to and including being dismissed from The Keystone School. Students and parents are expected to become familiar with the definitions of cheating and plagiarism.</p> <p>Once the grade has been awarded based on a violation of this policy, a student, a parent/guardian, and/or school official has 30 days to request a review in writing, via e-mail. Any such requests will be handled using the same process as the Grade Dispute policy describes.</p> <p>The Keystone School will maintain records of any case where an Academic Integrity Violation has occurred. Student records will carry a full description of the situation. If a student is deemed a course failure due to a ruling made by the Academic Review Committee because of violations of academic integrity, the course will appear on their transcript as such, with a note describing the circumstances that caused the failing grade. The Keystone School tracks students who have a history of cheating and/or plagiarism to reduce trends in behavior.</p> <p>Students should be aware that Academic Integrity Violations can affect their college acceptance, as many colleges ask Keystone for information about student honesty/integrity. Teachers and Keystone staff will deny requests for letters of recommendation if a student has a history of academic integrity dishonesty.</p>
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Procedures

(Academic Integrity Policy – Continued)

- 1.** For the first instance of an Academic Integrity Violation in any course, the assignment will be awarded a zero for the assignment/assessment that was submitted where a student is found to have cheated or plagiarized. The student and support person(s) will receive an email requesting attendance and participation in a remediation session. If a response is not received in 3 days – the course will be placed on hold until communication does take place. The student will be referred to the Academic Integrity resources in the Learning Management System to help avoid any future instances. An email will be sent to the student and parent or school administrator noting the first instance.

Note: Any assignment/assessment submitted before initial contact about a violation is considered part of the first violation.

- 2.** A second instance of an Academic Integrity Violation in any course will be awarded a zero for the assignment/assessment that was submitted. The student and support person(s) will receive an email requesting attendance and participation in a remediation session. If a response is not received in 3 days – the course where the offense occurred will be placed on hold until communication does take place. In addition, an e-mail will be sent to the student and support person(s) account or school administrator e-mail account noting the second instance and the referral to the Academic Review Committee for any further instances of academic integrity.

Note: Any assignment/assessment submitted before initial contact about a violation is considered part of the second violation.

- 3.** A third instance of an Academic Integrity Violation in any course will be awarded a zero for the assignment/assessment that was submitted. The student and support person(s) will receive an email from a member of the Academic Review Committee requesting a time to speak about the Committee's process at this level. If a response is not received in 3 days – the course will be placed on hold until communication does take place. In addition, an e-mail will be sent to the student and support person(s) account or school administrator e-mail account noting the third instance and the referral to the Academic Review Committee for sanctions including failure of the course, and in extreme cases, potential removal from The Keystone School.

Note: Any assignment/assessment submitted before initial contact about a violation is considered part of the third violation.

**Note: Referral to the Academic Review Committee may be initiated prior to the third offense based on the number of offenses during steps 1 and 2.*

CODE OF CONDUCT POLICY

Policy Name	Code of Conduct
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	All Keystone Students
Purpose	<p>Students are expected to demonstrate the tolerance, respect, and understanding that prevail in any academic setting. All students are expected to commit to open communication and problem resolution. The Keystone School is a community of learners with the hallmark of respect and appreciation for the rights of others, so that controversial subjects and opposing views may be adequately presented.</p> <p style="text-align: center;"><i>*This policy applies to all Keystone communications and submissions.</i></p>
Policy/ Procedures	<p>Students are expected to accept responsibility and accountability for all actions and content submitted.</p> <p>Actions that are in violation of this code (not limited to):</p> <ul style="list-style-type: none"> • Bullying/cyberbullying • Inappropriate language/harassment • Disrespect to students/teachers/staff • Misusing Copyrighted/trademarked material • Intentionally transmitting viruses • Sharing usernames and/or passwords • Computer/cyber hacking • Illegal acts or language that promotes such • Unsolicited advertisements • Falsification of documents • Falsification of identify • Engaging in activities that result in personal profit or gain • Continued submission of nonacademic/relevant work • Posting personal contact information on any Keystone forum. (<i>Examples but not limited to: phone number, email address, mailing address, social media and/or gaming accounts.</i>) <p>If a student violates this policy, the following disciplinary steps will be taken by the school:</p> <ol style="list-style-type: none"> 1. <u>First Violation</u>: will result in the student being required to setup a meeting with a faculty/staff member to discuss the reasons for the actions, and to ensure that the student understands the severity of their actions and the necessity to cease and desist those specific actions in order for the situation to not be escalated.

(Student Conduct Policy – Continued)

- a. Depending on the severity of the offense, the student’s case can be sent directly to the Academic Review Committee for deliberation on a warranted consequence.
- 2. Second and Subsequent Violation(s): will result in the student being required to setup a meeting with a faculty/staff member to discuss the reasons for their actions, and to ensure that the student understands the severity of their actions. The student’s case will be sent to the Academic Review Committee for deliberation on a warranted consequence.

Students who are in violation of the Code of Conduct Policy are subject to sanctions which may include up to dismissal from the school.

Disciplinary actions are at the sole discretion of the administration and of The Keystone School and are guided by the Student Disciplinary Removal Policy.

DISCIPLINARY REMOVAL POLICY

Policy Name	Disciplinary Removal
Effective Date	January 2014
Reviewed/Revised	July 2021
Applies to	All Keystone Students
Purpose	<p>Certain behaviors by a student and/or family of a student such as bullying, harassment of other students or Keystone faculty or staff, falsification of documentation, misrepresentation of one's identity through communication with any Keystone faculty or staff, or academic integrity violations identified in Keystone's policies have the potential to cause a student to receive a failing grade for a course. In extreme circumstances, students may be dismissed from The Keystone School. This policy clarifies the financial obligation of the support person or school that enrolled the student.</p>
Policy	<p>The Keystone School has policies that govern student behaviors that have the potential to harm The Keystone School's academic integrity and reputation or to harm other students emotionally or physically. Although rare at The Keystone School, extreme behaviors or certain repeated behaviors include consequences that may include failure of a course, suspension on future enrollment at The Keystone School, or even removal from The Keystone School (dismissal).</p> <p>In cases of a failed course or removal from all Keystone courses(dismissal), the financially responsible party is not entitled to a refund of tuition or fees, and obligations to a Keystone Payment Plan are still in effect.</p> <p>If a student's access to a course is suspended for a period due to an investigation related to student behavior or academic integrity, the original course due dates remain in effect.</p> <p>The Keystone School reserves the right to remove students in cases where the student/family behavior and/or performance does not follow the Code of Conduct Policy. Removal is at the discretion of Keystone Administration after review and recommendation of the Keystone Academic Review Committee.</p>

DUAL CREDIT POLICY

Policy Name	Dual Credit
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	Keystone High School Students
Purpose	Often students wish to take a college course and receive both Keystone high school credit, and college credit (concurrent enrollment). This policy describes the requirements of dual credit at The Keystone School.
Policy	<p>Students can enroll in courses for dual credit and are encouraged to do so in their junior and senior years. This means that students are concurrently enrolled with The Keystone School and a college or university.</p> <p>Students are responsible for arranging enrollment and tuition with a college or university that will support dual enrollment. Students must receive authorization from The Keystone School prior to enrolling in a concurrent program to ensure the credits will transfer. Without Keystone authorization, college credits are not guaranteed to be accepted for Keystone transfer credit, or graduation may be delayed. The Keystone School provides a Dual Credit Approval Form to request this approval.</p> <p>After dual enrollment credits have been authorized by the Keystone Guidance Department, they will be applied using the following guidelines:</p> <ul style="list-style-type: none"> • Three (3) college credits equate to one (1) high school credit. • The three college credits must be from the same course. • Courses cannot be combined to equal one (1) high school credit. • College courses equaling more than three (3) credits will be accepted as one (1) high school credit. • College courses equaling two (2) credits will be accepted as one-half (.5) high school credit. • College courses equaling one (1) credit will not be eligible for high school credit at The Keystone School. • The Keystone School reserves the right to accept, review, revoke, and/or hold any transfer credits from previous schools when it is determined necessary to preserve the academic integrity of The Keystone School.
Procedures	<p>For students seeking dual enrollment approval</p> <ul style="list-style-type: none"> • Request the Dual Credit Approval Form from guidance@keystonehighschool.com or download the form from The Keystone School website.

(Dual Credit Policy – Continued)

- Submit the Dual Credit Approval Form and the required course description to the Keystone Guidance Department prior to enrolling in the college course. **Failure to get pre-approval using the Dual Credit Form may result in the course not transferring to Keystone.**
- Students must be active in at least one (1) full credit Keystone course at the time of course completion. Exceptions may be made if the Keystone course is finished in a timely manner before the college semester ended.
- Students should be aware that dual course enrollment will not always count as college credit at other post-secondary institutions. Students should check college policies on transfer credits.
- If the course is approved for Keystone credit, the Guidance Department will put documentation in the official Keystone records.
- Once the college course is completed, the student must request that an official transcript from the college be sent to Keystone in order to have the credit transferred.
- Colleges may require approval from The Keystone School to enroll in a college course as a high school student. Students must still complete Keystone's Dual Credit Approval Form if they wish to receive Keystone credit.

Additional information about transfer credits may be found in Keystone's *Transfer Credit Policy*.

GRADE DISPUTE POLICY

Policy Name	Grade Dispute
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	All Keystone Students
Purpose	<p>Grades measure student performance and serve as a means of determining graduation eligibility and honors. As such, The Keystone School recognizes that a fair and rigorous assessment of student coursework is vital to the mission of the school and wishes to ensure that disagreements that arise over assigned grades are handled promptly, fairly, and professionally.</p> <p>This policy outlines the procedure that a student must follow if they wish to dispute the grade received on an assessment. This process must be initiated by the student within 30 days of the grade being awarded.</p>
Policy	<p>Grades may be disputed at the assignment level, but may only be disputed for one or more of the following reasons:</p> <ol style="list-style-type: none"> 1. The grade was issued in error. This includes situations where there was a miscalculation of grade points that resulted in a lower grade for the student. The student must clearly demonstrate the miscalculation. This reason also includes situations such as missing records, mistaken grade entries, and the like. 2. The final grade issued was arbitrary. This means that the grade lacked a reasonable basis. To prevail in a grade dispute based on arbitrariness, the student must show that the grade was issued due to whim or impulse and/or lacks a convincing rationale. 3. The student has documentation that they received a lower grade than another student for the same academic work in the course, and at the same level of competency. 4. The student has documentation that they previously received a higher grade on a similar assignment in the course, and at the same level of competency.
Procedures	<p>The Grade Dispute Policy has two phases. Grade disputes should be resolved at the lowest possible level. Therefore, all appeals must begin with the informal phase before moving to the formal phase.</p>

(Grade Dispute Policy – Continued)

Informal Phase

Students who disagree with a grade received on an assignment are required to discuss the matter with the teacher who issued the grade. It is important that students feel confident enough to contact their teacher to discuss the grade. In cases where the student is in Middle School or is unable to speak effectively for themselves, the support person(s) or guardian may participate in the informal phase.

The process is as follows:

1. The initial conversation regarding the dispute must be initiated or take place between the **student and the teacher within 30 days of the grade being awarded**. This can be done via e-mail or phone.
2. The student must be prepared to specify the course, specific assessment and question (if applicable), grade received, and the reason for the dispute.
3. The teacher will give a full explanation of the grade awarded and the basis for determining the grade.
4. The teacher will determine whether the student has a legitimate dispute. This determination may need to be made following the initial conversation.
5. If the teacher and the student come to an agreement that the grade should be changed, the teacher will process the necessary grade change. If the teacher feels the grade should stand, the support person(s) and student need to determine if they wish to proceed to the formal phase of the grade dispute process. This will be communicated to the student by the teacher via email.

Formal Phase

Informal efforts to resolve the dispute must be completed before the formal phase may be invoked.

1. If the informal phase was completed as outlined, and the dispute was not resolved, a guardian or school official may initiate the formal phase. **The guardian or school official must represent students in the formal phase.**
2. The guardian or school official must submit an e-mail indicating intent to dispute **within five business days of the conclusion of the informal phase**. (This can be done through an e-mail addressed to the Instructional Supervisor overseeing the department where the course resides or by mail addressed to **Grade Dispute** at Keystone's main address.)
3. After receiving the email, the Instructional Supervisor will e-mail the electronic *Grade Dispute Form* to the guardian or school official. Student transcripts will be held until all disputes are resolved through this investigative process. **(Sample form in Appendix III)**

(Grade Dispute Policy – Continued)

4. The guardian or school official will return the signed Grade Dispute Form, along with all relevant course materials distributed or returned by the teacher to the student. In the case where the guardian or school official cannot produce all such documents, the grade dispute ends with no grade change.
5. Concurrently, the instructor will assemble all relevant course materials that they retained for this student within 10 business days of the date of the written dispute. In case the teacher cannot produce all relevant documents pertinent to the student's work in the course, the grade dispute will be taken up by the Keystone Academic Review Committee.
6. The department Instructional Supervisor will appoint a committee to evaluate the student's course materials.
7. Based on the findings, Keystone Administration will determine whether the grade shall be changed. The grade can go up, down, or stay the same from the original grade depending on the decision made by the committee.
8. The Instructional Supervisor will inform the student of the ruling through e-mail within 30 days of the date of the written dispute. No further dispute is possible.
9. The completed Grade Dispute Form, along with any related documents, will be held in the student's file for reference.

GRADE LEVEL ADVANCEMENT POLICY

Policy Name	Grade Level Advancement
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	Diploma Seeking HS Students
Purpose	To establish credit levels for each high school grade, 9-12.
Policy	<p>Grade level is determined based upon the total number of high school credits, including credits transferred to Keystone and those completed at Keystone.</p> <p>The following describes how Keystone determines each student's "grade level."</p> <ul style="list-style-type: none"> ○ To be considered a freshman (9th grade), students must present a certificate of completion from an accredited middle school, standardized test scores, or an approved 8th grade home school portfolio. Birth Certificate verifying age of 14 or greater can also be accepted to place a student into 9th grade. ○ To be considered a sophomore (10th grade), students must have successfully completed 5 credits (passing grades), one of which must be English/Language Arts. ○ To be considered a junior (11th grade), students must have successfully completed 10 credits, two of which must be English/Language Arts. ○ To be considered a senior (12th grade), students must have successfully completed 15 credits, three of which must be English/Language Arts. <p>Students who need to know what their current grade level is should contact the Student Support Department.</p>

GRADING AND TEACHER COMMUNICATION POLICY

Policy Name	Grading and Teacher Communication
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	All Keystone MS and HS Students
Purpose	To identify the process by which student work is graded and establish the expectations for grading and communication turnaround times.
Policy	<p>Keystone has established the following expectations related to grading and turnaround times:</p> <ol style="list-style-type: none"> 1. Keystone does not allow students to request zeros for any incomplete work. 2. To receive credit for a course, students must successfully submit and receive grades for all required assignments. 3. Teachers will review all submitted work with intention of awarding a score. If a teacher cannot open a submitted file, if the submitted work is off-topic, or if the submission is blank, the teacher will “reset” the assignment. When a reset occurs, the teacher will alert the student by email and explain the reason for this action. For this reason, students must save all their submitted work in files on their computer, so it can be re-submitted until the course is completed. 4. Teacher feedback is given as a written response according to individual student submissions. While working through Keystone courses, students should use teacher feedback to assist in developing better quality submissions for future assignments. This will allow the student to gain an understanding of the reasons for any point loss on the assessment and means for improvement for future works. ***In situations where mass* assignments are submitted in a single course, the purpose of feedback changes. Here, the student has already passed the point of potential improvement on future works. In this, the teacher feedback may reflect point earning/loss only. <i>*mass submissions will be determined by The Keystone School</i> 5. The standard turnaround time* for teachers to grade submitted assessments for courses is 3 business days. <i>*Keystone will communicate any exceptions (such as delays due to holidays) to the grading or communication turnaround times.</i> 6. Keystone teachers will return email and telephone messages within one business day. 7. Keystone cannot meet requests to “rush” any grading. Students with a deadline should submit their work at least 10 business days prior to the deadline to allow for grading, any necessary resubmission, and processing of the final grade.

INFORMATION AND PRIVACY POLICY

Policy Name	Information and Privacy
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	All Keystone Students
Purpose	To protect and maintain student privacy this policy includes the collection, use, disclosure, security and access to personal student information.
Policy	<p>Keystone's Use of Student Information</p> <ul style="list-style-type: none"> • No member of The Keystone School staff will intentionally give out a student's email address. However, students are advised that posting to the Student Discussion Boards may make their email addresses available to others within the online system. • Keystone makes no warranties of any kind about their services being error-free and without defect. Loss of data due to interruptions in internet service is not Keystone's responsibility, but that of the student's internet service provider. The Keystone School is not responsible for unexpected downtime of the online system. Keystone will inform students in advance of any scheduled downtime. • Files submitted for grading and postings to the Discussion Boards are accessible by persons with system privileges. These are not private; students should not assume they are. • Keystone reserves the right to view and share student files, messages, and statements listed above with others, if needed for cooperation with local, state, and federal officials, and as otherwise required by applicable law and/or legal process. • Keystone reserves the right to investigate complaints of defamatory, obscene, threatening, or illegal content and/or actions, which may result in the viewing of student materials. • Student activity in Keystone's online systems can and will be monitored. • Keystone uses cookie technology to authenticate and track users through its website and online program. Keystone does not place sensitive information in cookies, and the disclosure of any information gathered in this manner is governed under the terms of this policy and applicable laws and regulations. • Keystone will only disclose a student's academic information internally to support Keystone faculty and staff when assisting a student. • Keystone will only disclose student's educational records externally beyond the school/support person(s) information on file used to register the student with that support person's/guardian's express direction or anyone who provides a valid court order granting the person to have access to

(Information and Privacy Policy – Continued)

educational records due to another applicable law and/or legal process.

Verification of Student Identification

The Keystone School reserves the right to request additional verification information in cases where it may be necessary prior to graduation or awarding of credit. In the event where additional verification has been requested; The Keystone School may place a hold on shipping a diploma and/or official transcript or grade report.

Confidentiality

All students have the right for a confidential consultation with a Keystone School Counselor. Per the American School Counselor Association Code of Ethics, student confidentiality may be waived under a number of stipulations that include but are not limited to the following:

- State law requires that mandated reporters make a report whenever there is "reasonable cause to suspect" that a child has been abused, regardless of any previous reports that have been made. This applies to physical injuries within the past two years, imminent risk of serious physical injury, sexual abuse, sexual exploitation, serious physical neglect and emotional abuse.
- If a student threatens to harm themselves or others.
- If a student has witnessed or has taken part in illegal behavior.
- If a student indicates that she is pregnant, or if the male student indicates he impregnated a minor.
- Any situation where a legal order requests such information.

Release of College Guidance Records

It is the right of The Keystone School to maintain educational and guidance- related records for all students. Files deemed necessary to maintain as a guidance record include, all Letters of Recommendation, the School Supplemental Report, Mid-Year Report, Optional Report, and Final Report. These documents are not immediately accessible to students, support persons, or families until one year after the Keystone Final Report is sent. At that time, students may petition the Guidance Department in writing to request a copy of this information, if they choose to receive it.

(Information and Privacy Policy – Continued)

Students should know if they attempt to submit a recommendation or school report on behalf of themselves, it will severely impact their ability to be recognized in authority by the college/university they are applying. Keystone does not release letters of recommendation to students or families, unless families specify on the college application that they are not waiving their rights to view the letters.

Note: Families should contact the college or university and verify whether or not the college will view their application differently if they do not waive their rights to view letters of recommendation.

Students Age 18 and Over

Students who are age 18 or over at the time of enrollment will be listed in Keystone's enrollment system based upon their instructions to Keystone at the time of enrollment. Students who turn 18 while enrolled in Keystone must contact Student Support Department to change the Support person(s)/Guardian contact information if they wish to do so.

OPEN ENROLLMENT AND COURSE COMPLETION POLICY

Policy Name	Open Enrollment and Course Completion
Effective Date	2008
Reviewed/Revised	July 2021
Applies to	All Keystone MS and HS Students
Purpose	Keystone courses are completed by students in a very independent manner, and do not necessarily follow a traditional school year, so it is the purpose of this policy to define the minimum and maximum time allowed for students to complete Keystone courses.
Policy	<p>The Keystone School accepts course enrollments on a continuous basis throughout the calendar year. Students can enroll in one or more courses at a time. As specified in the <i>Enrollment Agreement*</i>, students must be enrolled a minimum of eight weeks to complete a full credit course, and a minimum of four weeks to complete a half credit course. Students have a maximum of one calendar year to complete their courses. Please refer to the <i>Enrollment Agreement</i> for more details.</p> <p>For a course to be completed, a student must submit all required assignments. See the <i>Grading and Teacher Communication Policy</i> for more information about submitting assignments for grading.</p> <p>Students who have a final average course grade of 60% or higher will earn credit for the course. Students who score below 60% do not have any opportunity to go back and re-do coursework to make up the extra points. Contact the Student Support Department to discuss options.</p> <p>Once the last of all assessments in an online course is graded, the course will no longer display in the student’s online classroom. Students who believe they have completed a course that is still displaying in the online classroom must contact the teacher or Student Support Department to understand what additional work is needed to complete the course.</p> <p>Students who need an unofficial transcript can access and print one from the Support Application at any time. Students who require an official transcript should visit this link https://www.parchment.com/u/registration/218194/account to access the Keystone Parchment portal. Students will be able to order an official transcript to be sent to a high school, a college or university, a scholarship organization or other recipient from Parchment. There is a \$5 fee to send an official transcript through Parchment which is paid online at the Parchment portal by the student or other individual requesting the official transcript.</p> <p>**Enrollment Agreement is read to families who enroll over the phone and is included on the printed enrollment form.</p>

PORTFOLIO CREDIT POLICY

Policy Name	Portfolio Credit
Effective Date	2008
Reviewed/Revised	January 2021
Applies to	All Keystone Students
Purpose	In order to preserve the academic integrity of The Keystone School, the Portfolio Credit Policy serves to outline the limitations and stipulations associated with submission of portfolios for Keystone credit. Portfolios can be submitted to show proof of 8th grade completion or to earn high school course credit.
Policy	<p>Portfolios for credit consideration by Keystone must comply with Keystone’s portfolio requirements. Parents and school officials submitting portfolios are encouraged to use the template provided on the Keystone website to ensure that all the requirements are met.</p> <p>The following rules also guide the approval of portfolios for credit at Keystone:</p> <ul style="list-style-type: none"> • Portfolio review takes 7-10 business days. Incomplete portfolios will not be reviewed but may be resubmitted when complete. • Portfolio credit will only be awarded for work done within the last three years. • Portfolio credit will be awarded in one-credit (180 hours) and half-credit (90 hours) increments only. (Portfolios with less than 90 hours of instruction will not be accepted for credit.) • Keystone will review portfolios upon initial enrollment and for actively enrolled students. • Keystone will award a maximum of 10 credits for portfolio work. • Students cannot receive more than two credits for the same course. A separate portfolio must be submitted for each course. • Keystone will not grade any portfolio work. All assignments, assessments, projects and papers must be evaluated (graded) by the course teacher. Please note that portfolios that are based upon music lessons or participation in a sport will not be accepted for credit without the necessary assessments and teacher evaluation. Please follow the template carefully. • Portfolio must document an earned score of 60% or higher in the course to be eligible for Keystone credit. • Work samples and assessments submitted to Keystone need to include marks and/or comments indicating that they were evaluated by the teacher. Work submitted without grades or formal evaluation will not be eligible for Keystone credit.

(Portfolio Credit Policy – Continued)

- Portfolios for courses that are based on music lessons or an activity must be able to show at least 2/3 of the hours as instructional time, and no more than 1/3 of the hours as practice time.
- All portfolios being submitted for Health/PE must include a health component with sufficient documentation; otherwise the student will receive a half-credit as elective and a half-credit as health/PE.
- Portfolio credit will not be awarded for work experience.
- Keystone reserves the right to accept, review, revoke and/or hold any credits from portfolios when it is deemed necessary to preserve the academic integrity of The Keystone School.
- Students who submit portfolios for World Language credit using Rosetta Stone must submit a full portfolio. The Rosetta Stone grade report is not sufficient.
- Communication regarding portfolio outcomes will be made by email.

Process for Submitting a Home School Portfolio:

1. Request the approved home school portfolio submission forms from the Guidance department(guidance@kesytonehighschool.com) or download the form from the Guidance course. Portfolios submitted that do not use Keystone’s template will take longer to approve and may require additional documentation.
2. Complete, assemble, and submit the portfolio according to instructions included with the forms.

Additional information about transfer credits can be found in Keystone’s Transfer Credit Policy.

SOCIAL MEDIA POLICY

Policy Name	Social Media
Effective Date	2020
Reviewed/Revised	July 2021
Applies to	All Keystone Students and Staff
Purpose	<p>Social Media is an opportunity for support person(s) and students to connect with others to share ideas, experiences and to foster communication and build connections. The Keystone School understands the wide variety of students that we support, the various situations that they hail from and the overall desire to come together in conversation.</p> <p>The Social Media policy puts specific emphasis on the various types of mediums that support person(s) and students visit and the proper methods in which to use them as a means to protect their privacy and provides guidelines for interaction.</p>
Policy	<p>Please note, that this policy applies to all social media forums and discussion boards.</p> <p>The following items are prohibited; any interactions containing the following, could result in disciplinary action:</p> <ul style="list-style-type: none"> • Inappropriate content, which includes gifs, images, memes, texts, hyperlinks, and other similar postings. • Any form of intimidation, abusive language, or other malice directed at another person(s) are considered forms of cyber bullying. • All other behaviors that violate standing policies also included in the Keystone Student Handbook including, Code of Conduct and Academic Integrity.
Best Practices	Students are asked to ensure that appropriate measures are taken to protect their own identities when using social media. This includes having various privacy settings set so that personal emails, phone numbers, and physical locations are not shared publicly.

STUDENT DISABILTY NON-DISCRIMINATION POLICY

Policy Name	Student Disability Non-Discrimination Policy
Effective Date	2021
Reviewed/Revised	July 2021
Applies to	All Keystone Students
Purpose	<p>1. The Keystone School (“Keystone”) is committed to providing a fair and equitable education to all of its students. As part of that commitment, Keystone makes its programs and services available on a non-discriminatory basis, to students with disabilities as defined under Title III of the Americans with Disabilities Act (“ADA”). Enrollment decisions to all students are at the discretion of each students’ parent and/or legal guardian, based on their understanding of the students’ ability. Keystone faculty or staff may make necessary inquiries into the existence of a disability.</p> <p>2. In accordance with the ADA, Keystone makes reasonable modifications as necessary to afford Keystone programs and services to students with disabilities. Modifications are not reasonable if they would result in a fundamental alteration or impose undue burdens on the school, its students or its staff. **Definition of terms provided at the end of this policy.</p> <p>3. Keystone may make reasonable modifications to programs and services at the request of a disabled student’s parent/guardian. A request for modification made by a parent/guardian must be made through The Keystone School guidance team. Such request must be first made in writing. Parents are expected to cooperate in the modification process by providing complete information about the child’s condition, the condition’s duration and severity, the modifications necessary to permit the child to participate in Keystone’s programs and services.</p> <p>4. Nothing in the policy is intended to cause Keystone to violate any provision of any state, local or municipal law. Keystone is entitled to refuse to enroll or suggest withdrawal of a student in accordance with the provisions of the ADA, state, local or municipal law and the policy as well as for reasons not related to the child’s abilities.</p>
Policy and Practices	If a family feels the need to request a reasonable modification, the associated support person for the student should contact, guidance@keystonehighschool.com . The Keystone Guidance Team will contact the parent/legal guardian to review the information Keystone will need in order to determine whether the student has a disability for which reasonable modifications may be made and to explore what reasonable modifications may be feasible.

	<p><i>(Student Disability Non-Discrimination Policy – Continued)</i></p> <p>After receiving the required documentation, the Keystone Academic Review Committee will review and determine whether the request can be completed or if the requested modification is deemed unreasonable.</p> <p>In determining whether a requested modification is reasonable, Keystone personnel shall take into account the following:</p> <ul style="list-style-type: none"> a) Whether the requested modification if provided would require a fundamental alteration to Keystone programs and services. b) Whether the requested modification would result in an undue burden. <p>Decisions about whether to provide reasonable modifications to Keystone’s programs and services for a given student will be summarized in writing, signed by the Head of School and provided to the parent/guardian in the form of a modification plan within a reasonable period following Keystone’s receipt of the information needed to make its decision. A signature of acknowledgement is expected upon receipt by the parent/guardian.</p> <p>The modification plan will describe the student’s disability and any identified limitations caused by the disability, any modifications requested, any modifications agreed to, and next review date (if one is scheduled). Modification plans may be reviewed earlier than the review date at the discretion of Keystone or at the request of a student’s parent/guardian(support person). If Keystone determines that a requested modification is not reasonable, Keystone will communicate the decision and a summary of the reasons to the parent/guardian in writing, signed by the Head of School and the family may choose to withdrawal the student as necessary.</p>
<p>Definitions</p>	<p>For the purposes of the Policy:</p> <ul style="list-style-type: none"> a) “Disability” means a physical or mental impairment that substantially limits one or more major life activities; a record of such impairment; or being regarded as having such an impairment. b) “Reasonable modifications” are modifications to Keystone’s policies, practices, or procedures when such modifications are necessary to provide access to Keystone programs and services to students with disabilities, but do not include modifications which would fundamentally alter the nature of such programs and services, impose an undue burden or present a direct threat of harm. c) “Undue burden” means significant difficulty or expense. In determining whether an action would result in an undue burden, factors to be considered include, but are not limited to: the nature and cost of the action needed; the effect on expenses and

(Student Disability Non-Discrimination Policy – Continued)

resources; legitimate safety requirements that are necessary for safe operation, including crime prevention measures; or the impact otherwise of the action upon the operation of the site. The Keystone School is a private school with an individual budget which functions based on tuition payments. Modifications are not considered reasonable if the modification would require a subsidy by other students or by the parent company or would adversely affect the educational opportunities of other students.

d) A “fundamental alteration” is a modification that fundamentally alters the nature of the programs or services afforded by The Keystone School.

TIME LIMIT TO RE-PURCHASE KEYSTONE COURSES

Policy Name	Time Limit to Re-Purchase Keystone Courses
Effective Date	7/2014
Reviewed/Revised	January 2021
Applies to	All Keystone Students
Purpose	Set the appropriate limit on the amount of time between the expiration of a course and the time in which individual assessment scores will be valid if access to the course is re-purchased.
Policy	<p>For a situation in which a student does not finish an enrolled course, Keystone allows for a maximum time of 12 months from the final due date of the course for re-purchase. If a support person or adult student re-purchases a course within the 12-month time limit, and if Keystone is still offering the same version of the course as the student was previously enrolled in, Keystone will transfer the students previously earned grades from the original course section into the re-purchased course section. If, at the time of re-purchase, Keystone has a new version of the course, previously earned grades will not transfer and students must start new in the new course.</p> <p>If a support person or adult student contacts Keystone after 12 months has passed since the original course's final due date, the student may still be allowed to repurchase the course, but none of the previously graded work will be moved into the new section.</p> <p>In any cases of repurchasing, students are not guaranteed the same teacher as in the prior section.</p> <p>All decisions about repurchasing courses and moving grades should be approved by the Student Support Department Supervisor, who will consult with The Keystone School Administration, before they are finalized.</p>

TRANSFER CREDIT POLICY

Policy Name	Transfer Credit Policy
Effective Date	2008
Reviewed/Revised	January 2021
Applies to	All Keystone Students
Purpose	The purpose of the Transfer Credit Policy is to define the requirements and limitations of the transfer of high school credits into the Keystone School.
Definitions	
Unofficial Transcript	<ul style="list-style-type: none"> • Unofficial transcripts are printed on plain paper and do not have a college seal or registrar's signature. • Any transcript that is opened or tampered with before it is delivered to Keystone
Official Transcript	<p>A transcript is considered official through one of two procedures:</p> <ul style="list-style-type: none"> • The transcript is printed, stamped/sealed and signed by the previous school, placed in an official school envelope and given to Keystone unopened. • The transcript is sent directly from the sending school or electronic transcript service to The Keystone School either by mail, fax or email.
Credit	<ul style="list-style-type: none"> • A metric used by The Keystone School to recognize that a course of study has been successfully completed. The Keystone School awards credit in one-credit (180 hours) or half-credit (90 hour) increments. Earned quarter credits will be reviewed and combined on a case by case basis.
Recognized Regionally or Nationally Accredited	<ul style="list-style-type: none"> • Accreditation is a process in which certification of competency, authority, or credibility is presented.
Home School Portfolio	<ul style="list-style-type: none"> • Documentation submitted on behalf of a student to earn credit that cannot otherwise be shown or stated on an official school transcript.
Policy	<p>The Keystone School will transfer credits from another educational institution or experience to the Keystone transcript for new students and for active* Keystone students under certain conditions. Documentation of the credits is required for an analysis to be done. Acceptable forms of documentation include an official transcript and/or a portfolio. (For detailed portfolio requirements, refer to the Portfolio Credit Policy.)</p> <p>An initial, unofficial, transcript analysis will be completed based upon unofficial transcripts submitted by students/parents. Transfer credits will be in “pending” status until The Keystone School receives official transcripts from the student’s previous school. The Keystone School Diploma will only be awarded once all transfer</p>

(Transfer Credit Policy – Continued)

credits have been certified with an official transcript or accepted through portfolio submission.

Keystone needs to receive official transcripts as early as possible in a student's enrollment to verify pending credits. We recommend a course of study to prepare for graduation based on transcripts received. If official transcripts are not provided early in a student's enrollment, they may not be able to graduate on time as planned or may take courses that are not needed.

Students and parents must make sure that Keystone has official transcripts within the first month of enrollment to properly plan a course of study.

Credits from high schools that are accredited by one of the six regional accrediting agencies will be fully awarded on The Keystone School transcript. Schools accredited or approved by a state department of education will be reviewed on a case by case basis.

International Transcripts will be reviewed by Keystone's Guidance Department to determine the U.S credit equivalents and transferability to Keystone. The fee for this service will be charged to the enrolling student. The Guidance Department review will establish how Keystone will accept the international credits, and the decision is final. Details will be discussed at the time of enrollment.

For international students, The Keystone School will accept up to two transfer credits towards the Language Arts graduation requirement for Language Arts courses taught in the student's native language or other non-English language.

Please note The Keystone School's 5 credit minimum is determined by the student's unfulfilled credits. For example, if a student, after transferring 20 credits to Keystone, only needs two Social Science credits to earn a diploma, the student will be enrolled in 1 Math course, 1 Language Arts course, 1 Science course and 2 Social Science courses to fulfill the 5 credit minimum. International students must either transfer to Keystone 180 seat hours or 1 credit of Fine Arts AND 180 seat hours or 1 credit of Health (.5 credits must be Health and only .5 credits can be PE) or students must complete those courses successfully at Keystone. Any additional PE credits are counted as Elective credit.

High school credit completed prior to 8th grade completion must be awarded on a regionally accredited school's transcript in order to be acceptable as transfer credit at Keystone.

(Transfer Credit Policy – Continued)

Keystone can only give credit one time for a course offering the same or similar content. The Guidance Department may request a syllabus or detailed course description to determine if a course with the same or similar title is significantly different than the Keystone course of the same name before determining whether credit can be granted.

Credits for portfolio-documented courses will be evaluated on an individual basis and awarded at the discretion of the Keystone administration and may be charged a fee. Specific portfolio requirements are found in the Portfolio Credit Policy found in the Keystone Handbook.

The following limitations apply to portfolio credit and credits from non-regionally accredited high schools:

- A maximum of ten (10) credits will be awarded based on portfolios and from non-accredited high schools.
 - These credits will be reviewed and awarded at the discretion of The Keystone School.
 - A Student cannot receive more than two credits for the same course.
 - A separate home school portfolio must be submitted for each course.

Limitations applied to all transfer credits. ESL and Academic support classes will be applied as elective credits.

**Active Keystone students are students who are enrolled in one or more Keystone courses, or have completed a Keystone course within the past 4 months. Inactive students who completed courses with Keystone more than 4 months before the request will not be allowed to transfer credits to Keystone unless they become actively enrolled and complete at least one half credit course.*

TRANSFER / WITHDRAWAL / EXTENSION POLICY

Policy Name	Transfer / Withdrawal / Extension
Effective Date	2008
Reviewed/Revised	January 2021
Applies to	All Keystone Students
Purpose	To allow students the ability to transfer, withdraw or extend a course.
Policy	<p>This policy applies on a course by course basis. Within 12 months from the date of enrollment, students may request a course cancellation, course transfer or extension in a course. For course withdrawals refer to the <i>Student Activity Policy</i> for more details.</p> <p>Course Transfers Transferring from one Keystone course to another is possible; however, for specific details, please contact Student Support Department regarding qualification and any potential fees.</p> <p>HS Course Withdrawals</p> <ul style="list-style-type: none"> • To request cancellation, call Student Support Department at 1-800-255-4937. • If a refund is requested within 30 days all tuition monies paid will be refunded. • No refunds are given after 30 days of enrollment. <ul style="list-style-type: none"> ○ If a student withdraws from the program after the first 30 days of enrollment, any balance still outstanding on the Keystone Payment Plan would be the responsibility of the financially responsible party associated with the payment plan • If a discount was applied based on the number of courses enrolled in, the discount may no longer be valid if there is a partial withdrawal from courses. If the number of courses enrolled in falls below the threshold for the discount, the discount will then be voided. • Shipping/handling and Keystone Payment Plan Administration fees are non-refundable. • Course withdrawals that occur after 30 days of enrollment in the course will remain on a student's official transcript unless the student can show that no work was attempted or completed in the course, AND the student is dropping this course due to a change in schedule or other extenuating circumstances. Student/support person(s) must contact the Guidance Department in writing in this situation.

(Transfer/Withdrawal/Extension Policy – Continued)

****Note:** Due to US Treasury requirements, Keystone cannot offer refunds to students with a non-US address. Details regarding refunds can be found on the student enrollment form.

MS Course Withdrawals

- To request cancellation, call Student Support Department at 1-800-255-4937.
- If a refund is requested within 30 days all tuition monies paid will be refunded.
- Keystone Payment Plan Administrative fees are non-refundable.
- No refunds are given after 30 days of enrollment.
 - If a student withdraws from the program after the first 30 days of enrollment, any balance still outstanding on the Keystone Payment Plan would be the responsibility of the financially responsible party associated with the payment plan
- If a discount was applied based on the number of courses enrolled in, the discount may no longer be valid if there is a partial withdrawal from courses. If the number of courses enrolled in falls below the threshold for the discount, the discount will then be voided.
- Due to US Treasury requirements, Keystone cannot offer refunds to students with a non-US address.

Course Extensions

Students have one calendar year from their date of enrollment to complete their course(s). If students cannot complete their course work within 12 months, they must contact Keystone before the course expires. Students or support person(s) may request a one month free extension before the course expires. If additional time is needed, students are required to pay an extension fee** of \$75 per course to extend for an additional 3 months (student must have original materials). Courses may be extended twice, for a total of 6 months of additional time. If all extensions have been exhausted and more time is needed, students must re-enroll in the most current version of the course at full price. Extensions always stem from the original course due date and will not be applied from the extension purchase date.

****Course extension fees are non-refundable.**

VERIFICATION OF ENROLLMENT/SATISFACTORY ACADEMIC PERFORMANCE

Policy Name	Verification of Enrollment/Satisfactory Academic Performance
Effective Date	July 2014
Revised	August 2021
Applies to	All Keystone Students
Purpose	Keystone receives numerous requests to verify enrollment and/or satisfactory academic performance for driving permits, insurance discounts, benefits (such as Social Security or Survivor benefits), work permits and other purposes. These forms typically do not account for the nature of Keystone’s independent study model and frequently cannot be completed accurately. This policy establishes the criteria Keystone will use to determine if a form can be signed and what documentation Keystone is able to provide to meet the need for verification of enrollment or attendance.
Policy	<p>Keystone will provide, upon request, a general letter verifying enrollment in one or more courses at The Keystone School. Forms requiring a school official signature will be reviewed on a case-by-case basis and will be completed per the following process:</p> <p>Forms requiring signature of a Keystone official should be submitted to Student Support team through email to info@keystoneschoolonline.com. The Student Support team will determine if the form can be completed by Keystone based on the requirements of the form. Whether or not the form can be signed, Student Support will also attach a letter explaining our flexible model, the most recent student progress report, and a transcript with each form, and return it based upon the instructions provided on the form.</p> <p>Forms that require Keystone to verify that a student is making adequate progress, including but not limited to Social Security forms should be sent to Keystone Guidance at guidance@keystonehighschool.com and can only be signed if the following requirements are met:</p> <ol style="list-style-type: none"> 1. Support person has identified the student as “Diploma Seeking”, meaning Keystone is the student’s “school of record”, and 2. Student has been enrolled with Keystone for <u>at least 30 days</u>, and 3. Student is on pace, based on the student’s learning goals and number of assignments submitted to date, to complete the enrolled courses by their due dates, or they have demonstrated full participation and on-time course completion in the previous year in Keystone courses.

(Verification of Enrollment/Satisfactory Academic Performance Policy – Continued)

Keystone will not complete forms requiring verification of adequate student progress:

1. If any of the three conditions above are not met.
2. Based on a “promise” to complete work – only prior work will be used to determine status.
3. Based on enrollment only, even if the form states “enrollment”.

If a student is denied completion of a verification of enrollment form, Keystone will consider the request again after 30 days if requested by support person(s)/guardian. Support person(s)/Guardians of students who do not qualify for Keystone enrollment verification Homeschool should research how to meet the requirement of the organization as a Homeschool student.

SECTION 5: APPENDICES

The following documents are sample documents for reference. Current versions of these sample documents are available from The Keystone School as referenced in the individual policies, or by contacting Student Support Department at 1-800-255-4937.

Enrollment Agreement

Students who enroll in The Keystone School must have a working knowledge of the English language. Student and support persons agree to abide by all current and future policies found within The Keystone School Handbook, which can be accessed through the Student Application and Support Application. Student and Support persons agree to regularly review and reply to communications sent from The Keystone School, as well as access The Keystone School Applications (Student and Support) to monitor student progress in courses, in an effort to inform and support each student's school experience.

Keystone will provide all necessary study materials needed to complete each course, provide examination services, Student Support services, and domestic transcript verification services. All students are protected by our Tuition Refund Policy. Questions and concerns regarding satisfaction of the terms of this Enrollment Agreement may be directed to the Head of School of The Keystone School at (800) 255-4937. Additional information requests, questions, and concerns that are not satisfactorily resolved by the person designated above or by other school officials may be directed to the Accrediting Commission, Northwest Association of Accredited Schools, 1910 University Drive, Boise, ID 83725-1060, (208) 426-5727. If student intends to participate in NCAA collegiate athletics after high school, Keystone courses ordered after 10/25/11 will not be recognized by NCAA. This has been communicated during the enrollment process; no refunds will be issued due to non-acceptance.

Keystone Terms and Conditions

- A 30-day refund is available in which all funds will be returned minus course specific materials fees, shipping, and payment plan fees. After 30 days no refunds will be issued, and any outstanding balance is still owed.
- Credit Recovery courses have a 10-day refund policy; complete refund less \$30 cancellation fee will be issued.
- Keystone does not award credit for Credit Recovery courses; credit needs to come from the school of record.
- We advise you to get approval from your school of record to verify Keystone courses will be accepted. Keystone cannot offer refunds based on non-acceptance of credit.
- Due to US Treasury requirements, Keystone cannot offer refunds to students with a non-US address.
- Courses will be put on hold if any payment plan installments are missed until made current.
- Keystone courses are not NCAA approved, and by enrolling, you are forgoing any refund rights based on this fact. Keystone courses are not optimized for mobile devices, tablets or chrome books.

Keystone Payment Plan Terms and Conditions

The Keystone School, A Division Of Stride Inc Offers A Tuition Payment Plan As Described By These Terms And Conditions.

1. You, as the Responsible Party, by authorizing this enrollment in the Keystone School, accept and agree to be bound by the Agreement's terms and conditions until the total amount owed is paid in full. Additionally, you authorize Keystone to initiate debit or charge entries to the account provided in this agreement, or through any subsequent account provided. Your authorization will terminate when the total balance due has been paid.
2. There is a non-refundable \$25 Keystone Payment Plan Administrative Fee to set up a non-interest-bearing loan from the school which is included in the down payment at the time of enrollment.
3. If your financial institution returns your payment, a \$25 Keystone Returned Payment Fee will be automatically deducted from the account on file, associated with this agreement. A Keystone Returned Payment Fee will be assessed for each payment attempt that is returned. If any Keystone fees are returned, they will be reattempted. Keystone fees are subject to change in future academic years.
4. Although Keystone specifies the date each payment will occur, your financial institution determines the time of day the payment is debited to the account.
5. Depending upon the institution's policy, payments returned by your financial institution will be automatically reattempted.
6. You may make changes to the information you provide in this agreement by contacting Keystone. In the event that you authorize additional services from Keystone, or in the event that additional fees are assessed by Keystone in accordance with Keystone's policy and as a result of changes authorized by you, you understand that the total balance due and/or payment amount will change. You agree that your authorization of any such change shall constitute your authorization to change the payment amount and/or to continue payments until the total balance due is paid in full.
7. You do not require Keystone to send advance notice of any adjustments resulting from any such changed authorization, which includes any reduction in the balance due and/or payment as a result of financial aid, or any other similar cause. However, a copy of any such changed authorization is to be provided to you by Keystone.
8. If there will be any change in the preauthorized payment amount other than a changed authorization, as described above, Keystone will give you notice of such changed payment amount at least ten (10) days in advance of the next scheduled payment.
9. Any and all inconsistencies in the information you provide to Keystone will be resolved in the confirmation notification sent to you from Keystone.
10. You acknowledge that the origination of ACH transactions to your account must comply with the provisions of U.S. law. Your authorization for ACH transactions will remain in effect until cancelled in writing. This agreement shall be governed by the laws of the State of Virginia and shall be the sole venue for filing any action.

(Keystone Payment Plan Terms and Conditions continued)

Upon the demand of you or Keystone, any dispute concerning the parties' duties or liabilities under this agreement shall be resolved by binding arbitration in accordance with the terms of this agreement. Arbitration proceedings shall be administered by the American Arbitration Association (AAA) or such other administrator as the parties shall mutually agree upon in accordance with the AAA Commercial Arbitration Rules. All disputes submitted to arbitration shall be resolved in accordance with the Federal Arbitration Act (Title 9 of the United States Code), notwithstanding any conflicting choice of law provision. The arbitration shall be conducted at a location in Virginia selected by the AAA or other administrator. All statutes of limitation applicable to any dispute shall apply to any arbitration proceeding. All discovery activities shall be expressly limited to matters directly relevant to the dispute being arbitrated. Judgment upon any award rendered in arbitration may be entered in any court having jurisdiction.

Student Continued Engagement Plan

The Keystone School

Created July 2021

When access to the Keystone systems (OLS or Brightspace) is interrupted:

- Operations/HOS will notify all staff of the outage(s) via email, text, phone.
- Academic Administrators will send out notification through social media, Keystone application banners and email alerting families
- Families should check their email, and applications for any notification from the school.
- Students will be directed to work on other offline work during the outage
- K-5 students will have physical materials to review and work during the outage. MS and HS students can work on upcoming assignments; depending on the length of the outage; teachers will post and share materials for students to review/work on. Additional supplemental and enrichment suggestions will also be provided
- If phone lines are not affected by the outage, teachers will continue to be available for normal academic support and assistance. If Newrow is not impacted K-5 teachers will continue to host scheduled sessions.

Families may also check the K12 Customer Support website at <https://www.help.k12.com> and check the for alerts listed under “Important Information” found on the right side of the page. K12 Customer Care may also be contacted by calling 1-866-512-2273.

Upon restoration of systems, Academic Administrators will send out notification through social media, Keystone application banners and email alerting families

In the event there is not a wide-spread outage, but the student is having issues connecting to the K12 systems

- The family should contact Keystone Student Support at 1-800-255-4937 to report the issue and allow them to troubleshoot. Always ensure that you write down the Customer Support ticket number and agent for documentation of the call and future reference.

In the event of intermittent Keystone systems (OLS or Brightspace) interruptions involving sporadic delays logging in to systems, families should:

- Continue to attempt logging in every 15 minutes
- Check email, Keystone applications and social media channels for direction from the school and/or your individual teachers
- If no communication has been received, students should:
 - Work on off-line assignments
 - Read
 - Review, prepare for unit assessments

When access to the Keystone systems (OLS, Brightspace, Student Application, Edmentum) are affected by regional power outages:

- The health and safety of The Keystone School families is our highest priority. In the event of a natural disaster or storm, please do not risk student safety to attend class.
- Students may work on the following if able until power is restored, or they regain the ability to login:
 - Off-line assignments
 - Reading
 - Review, prepare for unit assessments

Student accountability:

The Student Handbook will reference the Continued Engagement Plan and direct all students to:

- Print out the school contact and teacher link/teacher contact info in case of outages or loss of internet/power. Students losing access to the on-line school are required to notify their Homeroom Specialist within 24 hours and develop a plan to complete any missed work.
- Have a back-up plan in case of internet connectivity issues in their location. This plan should include alternate locations to access the internet such as other family, local library, and businesses offering free wi-fi such as McDonalds or Starbucks.
- Have a back-up plan in case of equipment failure. This plan should include access to alternate equipment available to the student to complete schoolwork.

The goal – conduct school to the best of your ability to continue your school day routine.

Dual Credit Approval Form

This form is referenced in Keystone's *Dual Credit Policy*, and is intended for Keystone students seeking college credit to fulfill Keystone requirements. Student must attach a course description with this form, and submit to Keystone Guidance at the email address: guidance@keystonehighschool.com

Student Name	
Student ID Number	
Student Email	
Student Phone	
Anticipated Graduation Date	

College/University Name	
College/University Address	

College Level Course	Credit Value	Keystone Requirement Filled	Credit Value

Student Signature _____ Date _____

Parent Name _____

Parent Signature _____ Date _____

Guidance Counselor Name _____

Guidance Counselor Signature _____ Date _____

Portfolio Submission Forms

Cover Sheet Checklist and Portfolio Section Cover Sheet

INSTRUCTIONS: Please make sure all information on this form is complete. A Portfolio Evaluation Cover Sheet Checklist and all Corresponding Portfolio Section Coversheets must be included for each course. Sign the enclosed Portfolio Credit Policy. Keystone requires 7 to 10 business days to complete each evaluation.

Student Information		
Student Name (Last, First Middle):		Student ID Number:
Address:		Phone:
City	State:	Zip:
Course Information:		
Course Title:		Subject Area (Check One)
Grade Level:	Final Grade:	<input type="checkbox"/> Math
Teacher Name:	# Credits Desired 1 or .5?	<input type="checkbox"/> Language Arts/English
		<input type="checkbox"/> Fine Arts
		<input type="checkbox"/> Social Studies
		<input type="checkbox"/> Science
		<input type="checkbox"/> PE/Health
		<input type="checkbox"/> Elective
Required Portfolio Sections		
Please check that each cover sheet is attached and placed in order. Use each cover sheet will mark the beginning of each portfolio section. Failure to submit the portfolio in order or without all required materials will result in portfolio rejection.		
<input type="checkbox"/> Read and Sign Home School Credit Policy <input type="checkbox"/> Section 1: Instructor's Qualifications/Resources Used <input type="checkbox"/> Section 2: Course Overview <input type="checkbox"/> Section 3: Course Outline/Syllabus <input type="checkbox"/> Section 4: Assessment Description <input type="checkbox"/> Section 5: Graded Exams/Projects <input type="checkbox"/> Section 6: Graded Writing Component <input type="checkbox"/> Section 7: Log of Hours		

Please email the completed portfolio to Keystone's Guidance Department at guidance@keystonehighschool.com as a PDF document. We cannot accept portfolios via mail.

Policy Name	Portfolio Credit
Effective Date	2008
Reviewed/Revised	January 2021
Applies to	All Keystone Students
Purpose	In order to preserve the academic integrity of The Keystone School, the Portfolio Credit Policy serves to outline the limitations and stipulations associated with submission of portfolios for Keystone credit. Portfolios can be submitted to show proof of 8 th grade completion or to earn high school course credit.
Policy	<p>Portfolios for credit consideration by Keystone must comply with Keystone's portfolio requirements. Parents and school officials submitting portfolios are encouraged to use the template provided on the Keystone website to ensure that all the requirements are met.</p> <p>The following rules also guide the approval of portfolios for credit at Keystone:</p> <ul style="list-style-type: none"> • Portfolio review takes 7-10 business days. Incomplete portfolios will not be reviewed but may be resubmitted when complete. • Portfolio credit will only be awarded for work done within the last three years. • Portfolio credit will be awarded in one-credit (180 hours) and half-credit (90 hours) increments only. (Portfolios with less than 90 hours of instruction will not be accepted for credit.) • Keystone will review portfolios upon initial enrollment and for actively enrolled students. • Keystone will award a maximum of 10 credits for portfolio work. • Student cannot receive more than two credits for the same course. A separate portfolio must be submitted for each course. • Keystone will not grade any portfolio work. All assignments, assessments, projects and papers must be evaluated (graded) by the course teacher. Please note that portfolios that are based upon music lessons or participation in a sport will not be accepted for credit without the necessary assessments and teacher evaluation. Please follow the template carefully. • Portfolio must document an earned a score of 60% or higher in the course to be eligible for Keystone credit. • Work samples and assessments submitted to Keystone need to include marks and or comments indicating that they were evaluated by the teacher. Work submitted without grades or formal evaluation will not be eligible for Keystone credit. • Portfolios for courses that are based on music lessons or an activity must be able to show at least 2/3 of the hours as instructional time, and no more than 1/3 of the hours as practice time. • All portfolios being submitted for Health/PE must include a health component with sufficient documentation; otherwise the student will receive a half-credit as elective and a half-credit as health/PE. • Portfolio credit will not be awarded for work experience. • Communication regarding portfolio outcomes will be primarily made

through email

- Keystone reserves the right to accept, review, revoke and/or hold any credits from portfolios when it is deemed necessary to preserve the academic integrity of The Keystone School.
- Students who submit portfolios for World Language credit using Rosetta Stone must submit a full portfolio. The Rosetta Stone grade report is not sufficient.

Process for Submitting a Home School Portfolio:

1. Request the approved home school portfolio submission forms from the Guidance department or download the form from the website. Portfolios submitted that do not use Keystone's template will take longer to approve and may require additional documentation.
2. Complete, assemble and submit the portfolio according to instructions included with the forms.

Section 1 Cover Sheet:

Instructor's Qualifications and Resources

To be attached to this coversheet (please check):

Instructor's Qualification

- **Resume or Narrative description**
- **Include education of instructor**
- **If parent, include state's home school requirements for teachers**

Resources Used:

- **Include names of textbooks and any other relevant supplemental items/events**

Section 2 Cover Sheet:

Course Overview

To be attached to this coversheet (please check):

Course Overview:

- One to two paragraph overview of what the student learned.
- Brief overview on how the course is aligned with local, regional, state or national educational standards. Please refer to the following website for standards:

<http://www.educationworld.com/standards/>

Section 3 Cover Sheet:

Course Outline/Syllabus

To be attached to this coversheet (please check):

Course Outline/Syllabus

- The outline should include the required components of the course. Each topic covered in the course will be featured here. If a textbook was used as a guide for teacher, please include a table of contents from the textbook.

Section 4 Cover Sheet:

Assessment Description

To be attached to this coversheet (please check):

- Assessment Description**
 - An overview of how the student was assessed.
 - What testing tools were used? Tests, quizzes, graded assignments, critiques, recitals?
 - How was feedback provided to the student?
 - How was student growth measured?
 - At what frequency was the student assessed? Weekly, Monthly?

Section 5 Cover Sheet:

Graded Exams and Projects

To be attached to this coversheet (please check):

Graded Exams and Projects

- For a full-credit course (180 hours): Two exams/projects/work samples from the beginning, two from the middle and two from the end.
- For a half-credit course (90 hours): One exam/project/work sample from the beginning, one from the middle and one from the end.
- Performing and Visual Art related courses also require work samples.
- You can submit pictures of paintings, videos of dance recitals, audio files of musical pieces, etc to fulfill this section. If video performances are uploaded to Youtube or other platform, please provide a link.
 - Please include a written description for each item submitted pertaining to the visual/performing arts related work samples.
- Copies of certificates, awards, brochures, honors, ticket stubs, and competition schedules may be submitted in this section to strengthen the portfolio.

Section 6 Coversheet:

Graded Writing Component

To be attached to this coversheet (please check):

Graded Writing Component

- **For credit in Social Sciences, English/Language Arts, Science, Physical Education/Health, Fine Arts. Or Electives.**
 - **One Credit (180 Hours) a 6-8 paged GRADED written assignment which reflects an appropriate depth of understanding and analysis for the grade level of each subject.**
 - **Half-Credit (90 Hours) a 3-4 paged GRADED written assignment which reflects an appropriate depth of understanding an analysis for the grade level of each subject.**
 - **Papers must be typed and double-spaced; actual graded work, if handwritten, can be scanned and attached to the typed version.**
- **For credit in Math**
 - **A one page narrative outlining what was learned in the course and an understanding of how to apply those concepts in real world situations.**

Section 7 Coversheet:

Log of Hours

To be attached to this coversheet (please check):

- Log of hours of instruction, research, practice, reflection**
 - Each entry must be dated and signed by the instructor
 - 180 required hours for a one-credit course
 - 90 required hours for a half-credit course
 - **Practice can account for no more than 1/3 of the submitted hours.**
 - **Keystone does not award quarter-credits**

Handbook and Policy Acknowledgement



20__-20__ The Keystone School Handbook and Policy Acknowledgement

STUDENT NAME(S) (print)	ID #	Student Signature
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I have received The Keystone School Student Handbook, including the welcome letters. I understand and agree that my child will be held accountable for their behavior and consequences as outlined in this document. I have read and understand the policies outlined within. I understand that I am expected to abide by school policies and guidelines and to be respectful of all members of The Keystone School community. I further understand and consent to my parental/guardian responsibilities as outlined in this handbook. I understand that The Keystone School reserves the right to request additional verification information in cases where it may be necessary prior to graduation or awarding of credit.

Failure to sign this form does not remove my child's responsibility to abide by the stated policies.

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We acknowledge that we received a copy of the Student Handbook, which include the Code of Conduct and Academic Integrity Policy, and that we have read, understood, discussed, and agree to comply with all rules and policies.

PRINT PARENT/GUARDIAN NAME: _____

PARENT/GUARDIAN SIGNATURE(S): _____

DATE: _____

Please return signed form online to info@keystoneschoolonline.com.