



Student Handbook

2021-2022

Ignitia Virtual Academy's policy is not to discriminate on any grounds including the basis of gender, race, color, religion, national or ethnic origin, disability, or sexual orientation. This same policy applies to students enrolling and participating in Ignitia Virtual Academy. The criteria for admission to a program or course shall not have the effect of restricting access by persons of a race, ethnicity, national origin, gender, disability, or marital status. Services will be available equally to all students who participate in the program. We will not tolerate any deviations from the policy by faculty, students, parents, or others who participate in the program. If you feel that some form of discrimination has been directed toward you or another in any online forum, or other method, it is your right to contact the administrator in charge.

Ignitia Virtual Academy reserves the right to repeal, change, or amend this Student Handbook and its policies at any time.

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Ignitia Virtual Academy

8860 E Chaparral Rd Suite 100
Scottsdale, AZ 85250

Support

TECHNICAL SUPPORT

888-866-4989, option 1
Available 7 days a week
customersupport@edgenuity.com

ADMISSIONS AND REGISTRAR

888-866-4989, option 3
Available Monday-Friday 9am-7pm EST
StudentServices@IgnitiaVirtualAcademy.com

CONCEPT COACHING:

888-866-4989, option 2
Available by chat and phone 7 days a week Hours vary by student needs/seasonality, please visit our chat for updated hours or contact the school.
StudentServices@IgnitiaVirtualAcademy.com

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Welcome

Welcome to Ignitia Virtual Academy (IVA). We are excited you decided to share your educational journey with us. When it comes to education, we know there are a wide range of options to choose from. We are delighted you chose us, Ignitia Virtual Academy, a fully accredited online 3–12 Christian worldview school education platform dedicated to providing the best virtual school program possible.

Here at IVA, our mission is to:

- Provide a successful student-centered virtual instruction program by using innovative, rigorous, and best-in-class curriculum.
- Deliver exceptional academic support through our proprietary Student Support Model that provides student-centered monitoring, coaching, mentoring, and teaching.
- Empower students to achieve **academic** goals through flexible hands-on education that builds on strengths and targets areas in need of improvement.
- Employ the best-in-class client services and technology tools in order to provide accountability, accessibility, and involvement for all key stakeholders – students, instructors, administrators, and parents.
- Innovate and improve by using data-driven resources to monitor, obtain feedback, and re-evaluate all levels of service on a consistent basis.

HANDBOOK OBJECTIVES

This student handbook is intended to assist students on their academic journey through IVA online courses. This guide includes the following:

- Student Support Services
- Student Expectations for Success
- Academic Guidelines and Policies
- Getting Started: Technical Guide to Your Course and Classroom
- Frequently Asked Questions

Instructional Services Overview

WHAT WE OFFER

Ignitia Virtual Academy offers e-learning courses for individual students, as well as public, charter, and private institutions. Our online, blended, learning environment gives students the course content they want along with the one-on-one support they need.

WHAT MAKES US GREAT

A deep-rooted commitment to learning drives Ignitia Virtual Academy to provide:

- Christian worldview approach
- World-class academic support
- Detailed performance reports
- Nationally recognized accreditation

EXCEPTIONAL ACADEMIC SUPPORT

We are here to help our students succeed. When students use Ignitia Virtual Academy curriculum they immediately receive support through monitoring, mentoring, coaching and teaching to ensure student success on multiple levels. Our student support services are available to assist students both quickly and effectively with any questions or concerns they may have in the online classroom.

Detailed progress reports can provide an individual student performance report to monitor progress in the virtual classroom and targeted course completion dates. Having access to this information helps keep students on track for graduation.

The IVA Difference

REDEFINING STUDENT ENGAGEMENT AND ACHIEVEMENT

Ignitia Virtual Academy offers an engaging, content-rich curriculum that can be customized to meet the unique needs of every student. Open enrollment gives students access to as few or as many courses needed, whenever the courses are needed. Students receive support from their academic team ensuring they have everything needed to be successful. Students also have access to track their course progress and grades.

AWARD WINNING

Ignitia Virtual Academy uses Bible-based curriculum that offers initial credit, credit recovery, general and career electives, and world languages courses that are NCAA approved, with additional access to Advanced Placement[®], Honors, and additional NCAA approved options through Edgenuity courseware.

PROACTIVE TEACHER COMMUNICATION

Our virtual instructors use real-time data to communicate with students, families, and school mentors. Students can reach teachers via email, phone, and web conferencing for additional support of difficult concepts to ensure they are on track for success.

NCAA APPROVED

Ignitia Virtual Academy uses core curriculum and instructional models, which has been reviewed and approved by the NCAA[®] to ensure student athletes are college ready.

Student Support Services

Ignitia Virtual Academy uses a multi-level approach to guide students on their academic journey. This model allows students to have continuous support through coaches and instructors.

Virtual Teachers provide core instruction and application of new skills through Ignitia curriculum. This occurs through student-teacher one to one meetings, online activities, platform messages, threaded discussions, and other communications.

Student support staff are available to assist with understanding/navigating the system, learning the best path for graduation, and are here to assist during the student's academic journey.

Concept Coaches provide additional tutoring and coaching by reviewing concepts directly from the student's curriculum. Concept Coaches are excellent resources through chat, phone, and email to assist on-demand seven days a week. Tutoring is available for all CORE subject courses.

Student Expectations for Success

REQUIREMENTS FOR SUCCESSFUL ONLINE LEARNING

Our main objective is for students to find success with online learning in the Ignitia Virtual Academy virtual classroom. There are many strategies for success and the information below outlines different guidelines, skills and tips to help you along the way.

To prepare for a successful online learning experience, you should:

- Commit to working on your courses on a regular basis.
- Schedule specific days and times as “school work” time.
- Use the course due dates as your measure of course completion.

Make frequent contact with your Virtual Instructors when you need help progressing through your course.

- Ask for help when you need it.
- Attend all scheduled support sessions with your Virtual Instructors.
- Concept Coaches are available to clarify subject matter.

SPACE, TIME, PRODUCTIVITY

- **Space:** Make sure you have a quiet area in which to work, where you can concentrate and focus, without too many distractions.
- **Time:** Schedule enough time to complete your daily assignments at a pace that is most effective for you. Make sure to include time to review course work and eNotes before taking assessments. Your grades will be higher if you take the time to review. We recommend 1 hour per day per course as a simple guideline for success.
- **Quality time:** Ensure you are spending quality time on your work, do not rush through your work or quizzes. Ensure you have time to clearly read and understand the questions and instructions. Reach out whenever you have questions!
- **Productivity:** Stay on task as you work through your courses. Do your best to not get distracted or daydream, as you will miss important course information, which may lead to lower assessment grades. Staying focused and productive will also help ensure that you complete your course on time.

SET HIGH EXPECTATIONS FOR YOURSELF

Use the course due dates to track course work you should complete each day. Setting and achieving daily goals will keep you motivated and determined to succeed.

ASK YOURSELF THESE QUESTIONS EVERYDAY

- What did I learn today?
 - Do you have eNotes that summarizes what you learned today? Did you discuss or share your notes with someone to review?
- What did I accomplish today?
 - Are you on track? If not, how do you plan to catch up? Make a commitment to follow the due dates and pacing. Establish goals for tomorrow.
- What did I find challenging today?
 - List out today's challenges. How were you able to overcome these challenges? Did you document how to fix the problem and avoid it in the future? Did you ask for help? What can you do to overcome similar problems in the future?

COMMUNICATIONS

Although courses are delivered entirely through an online format, course success is dependent upon the interaction between students and their academic team. **Use your messaging system to respond regularly to emails sent by your instructor.**

While working on course activities, you may be stopped periodically to review the work you've completed. This allows for supplemental instruction opportunities or tutoring sessions with a concept expert or your virtual instructors before you reach an assessment. **It is imperative that you utilize this opportunity and contact the academic team through your message center on your dashboard or call/email your virtual instructor as soon as your progress is halted in a course.**

STUDENT TO INSTRUCTOR COMMUNICATION

You are encouraged to have weekly two-way communication with your instructor. This can be in the form of an email exchange, assignment submittal, or a phone or instant message conversation. Make every effort to respond quickly to your instructor's communication with you. The standard turnaround times for teacher response *in business days only* are below:

TEACHER COMMUNICATION AND GRADING RESPONSE POLICY	
Email	24 hours
Voicemail	24 hours
Teacher graded assignments	72 hours
Teacher graded projects	72 hours
Teacher graded essays	72 hours

WE ARE HERE TO SUPPORT YOU!

Your instructors will contact you or any parent or guardian on record if you are struggling with your academic workload and the instructor is unable to work out alternate pacing and progress with you. Signs of struggling may include: not taking quizzes, low grades on assignments, missing assignments, lack of participation, and failing to maintain communication with Virtual Instructors.

If you have any questions about the course or assignments, contact your Virtual Instructor. You and your parent/guardian will have access to your instructor's email. You can email, phone, IM or visit the virtual classroom during a scheduled time with your course instructor.

If you have technical difficulties that are preventing you from sending or receiving emails, call 888-866-4989 option 1.

ASK QUESTIONS

It is important that you have an online support group to help you navigate your courses and succeed. Ignitia Virtual Academy has a support team dedicated to assisting you with your online courses. If you should ever need help, you are encouraged to ask for assistance and guidance.

The Netiquette Top 5

Netiquette is a set of guidelines that govern good manners on the Internet. Here are several important things to keep in mind when interacting with others online:

Be Smart - Look Smart	<p>People get to know you online through your writing. You are smart, so make sure your writing reflects your intelligence.</p> <p>Follow these rules to look smart online:</p> <p>AVOID ALL CAPS AND EXCESSIVE PUNCTUATION!!!!!! IT LOOKS LIKE YOU'RE YELLING!!!!!!!!!!!!</p> <p>Reread threw you're e-mails to check 4 korrekt punktuashun and grammer! Use spell check and grammar check to catch most of the mistakes.</p> <p>Keep your audience in mind. An informal writing style (full of abbreviations and slang) works well with your friends, but it's not appropriate when writing to teachers, acquaintances or others. When in doubt, use a more formal writing style. You can switch to a more casual style once you get to know someone.</p>
Cyberspace is Face-to-Face	<p>When communicating online, always ask yourself: "Would I say these things to this person's face?" Don't take advantage of the fact that you're not face-to-face to say things that you wouldn't normally say. One common example of this is to insult someone, and then hastily type "just kidding" afterwards. This behavior is hurtful, and should be avoided.</p>
Treat Others as You Want to Be Treated	<p>Sometimes it's difficult to remember that another human, just like you, is behind the words on your screen. Therefore, before you post anything in a public space, or send an e-mail, ask yourself: "How would I feel if I received this message? Is this how I would like to be treated?"</p> <p>Remember the human behind every message.</p>
Take Ten – Then Send	<p>If you find yourself about to hit the send button on an angry e-mail message, save the e-mail in your drafts folder, and do something else for a little while. After ten minutes, go back and re-read the e-mail. Your words may look and sound much different after you've had a chance to calm down.</p> <p>This is true for any communication situation – an IM, a posting on a blog, a Facebook/social media comment, etc. If you're going to treat others as you'd want to be treated, remember to take ten when you're angry or upset.</p>
State Facts as Facts and Opinions as Opinions	<p>When talking online, remember that people often write about their opinion as if it were fact.</p> <p>Read and contribute to posts and chats understanding that what's being discussed is opinion. Facts can be contradicted but everyone is entitled to an opinion.</p>

Academic Guidelines

ACADEMIC INTEGRITY POLICIES AND PROCEDURES

Students enrolled in Ignitia Virtual Academy courses will adhere to the academic integrity policy outlined below. Any violation of this policy can result in disciplinary action and may jeopardize the student's continuation in the course and the award of academic credit.

STUDENT CODE OF CONDUCT

The following items constitute the Student Code of Conduct Policy. These policies are in place to guarantee that our online school is a great place for all students to learn.

- Contribute to a positive and fun learning environment, knowing that what I share and how I participate in class affects my classmates' learning experience
- Take credit for work that is mine and mine alone.
- Use the online systems respectfully and appropriately, knowing they are shared among all my classmates.

ACADEMIC INTEGRITY

Students are expected to conduct themselves in accordance with five fundamental values:

- Honesty
- Trust
- Fairness
- Respect
- Responsibility

A student who adheres to high standards of academic integrity maintains that all work turned in is his or her own and is based on the knowledge and skills that he or she has acquired.

PLAGIARISM AND CHEATING

Plagiarism is copying or using ideas or words from another person or source such as the Internet or a print source and passing it off as your own. When in doubt, be sure to cite your resource. Your Virtual Instructors and Concept Coaches can help you with proper citing of sources so be sure to enlist their help! Please be aware that all instructors use technologies to check student work for authenticity. If an instructor confirms that a student has plagiarized work in any manner, the student will be subject to consequences determined by Ignitia Virtual Academy administration and may be removed from the course with a failing grade.

Cheating on assessments or tests may include copying from another student or using unauthorized materials on the exam. A student found guilty of cheating in examinations or term assignments is also subject to serious academic penalties.

ACADEMIC INTEGRITY ESCALATION PROCESS*

If you are found violating policies regarding academic integrity, plagiarism, harassment, or student code of conduct, you will be subject to our formal Student Academic Escalation Policy which may include the following:

First Offense: You will be notified of the violation and will meet with a Virtual Instructor to discuss the violation. Policies may be reviewed and clarified for future understanding. The offense will be documented and the assignment will be reset.

Second Offense: If you are found in violation a 2nd time, the assignment will be marked as a zero (0).

Third Offense: If you are found violating school policies a 3rd time you may be subject to suspension and/or expulsion.

CITING YOUR SOURCES

For more information on fair use, see this link: <http://www.copyright.gov/fls/fl102.html>

HARASSMENT AND DISCRIMINATION POLICY

Discrimination and harassment based on race, age, color, religion, national origin, gender, sexual orientation, disability or veteran status are prohibited. Prohibited conduct includes, but is not limited to, derogatory remarks and acts, including slurs, epithets and other verbal, written, graphic or physical conduct of a hostile, intimidating, abusive, degrading, threatening or violent nature. This prohibition shall include harassment perpetrated by or against a student, employee, patron, vendor or associated school individual.

ACTION TAKEN

Students found in violation of any integrity policy may be subjected to any and all disciplinary action that may be imposed by the school's policy regarding student behavior.

SEXUAL HARASSMENT

Sexual harassment is a form of sex discrimination that violates the law. Ignitia Virtual Academy believes that each student and employee should be able to attend school and work in an environment which provides for fair and equitable treatment and is free of discriminatory intimidation based on sex and unwelcome sexual advances.

- 1. Definition:** Sexual Harassment - Any unwelcome sexual advances, requests for sexual favors, or verbal, physical or other sexually offensive conduct made by anyone on district property or during any district-sponsored event when:
 - a.** Submission to the conduct is either explicitly or implicitly a term or condition of an individual's education or employment;
 - b.** Submission to or the rejection of such conduct by an individual is used as a basis for educational or employment decisions affecting that individual; and/or
 - c.** Such conduct has the purpose or effect of unreasonably interfering with an individual's educational or work performance or creating an intimidating, hostile or offensive educational or work environment.

Examples of acts of sexual harassment, which shall not be tolerated, include, but are not limited to:

- d.** Written: Sexually suggestive or obscene letters, notes, invitations, and graffiti.
 - e.** Verbal: Sexually derogatory comments, epithets, slurs, degrading jokes, "teasing," "kidding," double meanings, demeaning comments about a person of a particular sex, solicitation of sexual favors or attention.
 - f.** Physical: Unwelcome touching of an individual, such as pinching, hugging, patting, repeated brushing against an individual's body, pulling at clothing, blocking one's passage.
 - g.** Visual: Sexually oriented gestures, displaying sexually suggestive or derogatory objects, pictures, magazines, cartoons, or posters.
 - h.** Any other action that emphasizes the vulnerability of the victim specifically because of gender.
- 2. Prohibition:** Sexual harassment will not be permitted or tolerated. This policy is applicable to all students, employees, non-employees, and any other associated individual(s).
 - 3. Action to be taken:** Students who sexually harass shall be subject to any and all disciplinary action that may be imposed by the school's policy regarding student behavior.
 - 4. Retaliation:** Retaliation shall not be permitted against an individual who complains of sexual harassment, anyone who testifies on behalf of the complainant, or anyone who assists or participates in an investigation or proceeding conducted under this policy.

ATTENDANCE POLICY

For students to achieve academic success in an online learning environment, they must attend class, participate in class, and master the content. At Ignitia Virtual Academy, every effort is made to provide an online learning environment that promotes successful learning and course completion. As such, Ignitia Virtual Academy utilizes the following tools and resources and with the following policies and procedures.

Ignitia Virtual Academy monitors student attendance within the Virtual Classroom through the Student Information System (SIS). This information is available to students and parents. Ignitia Virtual Academy can also compile reports and upload student data to the State directly.

ACCEPTABLE USE POLICY

The operation of the IVA network relies upon the proper conduct of all students, who must adhere to strict guidelines.

- a.** All use of the system must be in support of education and research and consistent with the mission of Ignitia Virtual Academy. Ignitia Virtual Academy reserves the right to prioritize use and access to the system. Any use of the system must be in conformity to state and federal law, network provider policies and licenses, and IVA policy.
- b.** No use of the system shall serve to disrupt the operation of the system by others; system components including hardware or software shall not be destroyed, modified, or abused in any way. Malicious use of the system to develop programs that harass other users or gain unauthorized access to any computer or computing system and/or damage the components of a computer or computing system is prohibited.
- c.** Students are responsible for the appropriateness and content of material they transmit or publish on the system. Hate mail, harassment, discriminatory remarks, or other antisocial behaviors are expressly prohibited. Nor is the system to be used to access or publish information potentially endangering the public (e.g. bomb construction or drug manufacturing) or an individual. Use of the system to access, store, or distribute obscene or pornographic material is prohibited.
- d.** System accounts are to be used only by the authorized owner of the account for the authorized purpose. Users may not share their account or password with another person or leave an open file or session unattended or unsupervised. Account owners are ultimately responsible for all activity under their account. Users shall not seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or misrepresent other users on the system, or attempt to gain unauthorized access to the system.
- e.** Personal information such as addresses, and telephone numbers should remain confidential when communicating on the system. Students should never reveal such information without permission from a parent/guardian. Students should never make appointments to meet people in person that they have contacted on the system without knowledge and permission from a parent/guardian.
- f.** Students should notify their instructor or an Ignitia Virtual Academy representative if they come across information or messages that are dangerous, inappropriate or make them feel uncomfortable.
- g.** The unauthorized installation, use, storage, or distribution of copyrighted software or materials on Ignitia Virtual Academy's network is prohibited.

INTEGRITY ESCALATION

If you are found violating policies regarding academic integrity, plagiarism, harassment, or student code of conduct, you will be subject to our formal student academic escalation policy, which may include suspension or expulsion from the program*

***Note: Escalation is based on the severity of offense violation and subject to behavioral review. Actions which violate state or federal law will be prosecuted accordingly.**

ACCOMMODATIONS

Ignitia Virtual Academy promotes an environment and culture that embraces diversity, fairness, and concern for the success of all students and faculty members. Ignitia Virtual Academy provides accommodations in courses, course content, assignments, testing, grading, and academic support for students with an IEP or 504 plan. Appropriate accommodations are implemented upon receipt and review of a current copy of the student's IEP or 504 plan. In addition to individualized accommodations, the Ignitia Virtual Academy team utilizes the Ignitia courses that are designed to provide many interventions that are commonly required in a Response to Intervention plan.

Common interventions and accommodations include:

- Monitoring of individual student progress by teacher, facilitator, and parent
- Personalized, descriptive feedback for student work
- Opportunities for differentiated instruction based on a variety of learning styles
- One-on-one access to the teacher
- Students can print notes as needed
- Allowing notes on exams, assignments or both
- Frequent breaks and save and exit options
- Adjustment of lesson proficiency level thresholds IEP specified grading scale
- Creation of detailed Student Learning Plan
- Individualized academic support procedures

Ignitia Virtual Academy supports the goals of the Every Student Succeeds Act (ESSA): raising student achievement and closing achievement gaps. ESSA emphasizes accountability, parent involvement, highly qualified teachers, and research-based teaching methods. For more information on the laws and regulations, please visit www.ed.gov/esea

PRIVACY POLICY - FERPA

IVA upholds a commitment to safeguard students' personal information and complies with the Family Educational Rights and Privacy Act (FERPA) regulations. School personnel undergo training on students' privacy rights and associated regulations. Ignitia Virtual Academy promotes responsible data stewardship by establishing policies, procedures, and training to ensure that student information is collected, maintained, used and disseminated in a way that respects privacy, and ensures confidentiality and security.

IVA's Privacy Policy can be viewed at www.ignitavirtualacademy.com/about-us/privacy-policy

Ignitia Virtual Academy does not produce or disclose a public student directory and therefore does not contact parents and eligible students regarding such a directory.

GRADE LEVEL ADVANCEMENT

Ignitia Virtual Academy is a flexible program that is not based on the standard school year, but at times students discover that they need to be identified with a particular class or grade level. The following describes how we determine each student's "grade level".

- To be considered a Freshman (9th grade), students generally present a certificate of completion from an accredited middle school, standard test scores, or an approved 8th grade home school portfolio.
- To be considered a Sophomore (10th grade), students generally have successfully completed 6 credits (passing grades), at least one credit from English, Math, and Science.
- To be considered a Junior (11th grade), students generally have successfully completed 12 credits, two of which must be English and Math, and at least one credit in Science and Social Studies.
- To be considered a Senior (12th grade), students generally have successfully completed 18 credits.

GRADING

Your online grade book will display points earned and points possible, as well as percentage grades. You and your parent(s)/guardian(s) can access and check your online grade book at any time.

To receive credit for a course, students generally must complete all lessons, examinations, and assignments as required. After all course requirements have been reviewed, students will receive a final grade. A typical grading scale is listed below, please be sure to follow up with your district for school-based grading scales.

GRADING SCALE

94-100	A	74-76.9	C
90-93.9	A-	70-73.9	C-
87-89.9	B+	67-69.9	D+
84-86.9	B	64-66.9	D
80-83.9	B-	60-63.9	D-
77-79.9	C+	0-59.9	F

Grade Point Average (GPA) The grade point average is based on a 4-point scale.

GRADE DISPUTE POLICY

If a student believes a grade is incorrectly calculated or unfair, the student may appeal the grade. The student should speak with the teacher who gave them the grade to make sure the student understands how the grade was earned / calculated. If this conversation resolves the dispute, the process ends here. If the student disagrees with the grade, the student should contact their mentors at their school/district. IVA grades are not weighted.

Technical Information: Getting Started

Students will receive notification by email when they are enrolled in the system. This introductory email will include the student's login username and password along with the system URL (<https://sislogin.edgenuity.com>). In addition, general program guidelines and a student guide will be provided.

The screenshot shows the Edgenuity student dashboard for a user named Jordan Demo. The dashboard is divided into several sections:

- Academic Snapshot:** Displays the student's current enrollment in 1 course. A table shows the following data:

Course	Grade	Percentage Complete	Pacing
Financial Math A - MA2007A	41.81%	3.35%	Behind
- Upcoming Events:** Lists upcoming events, including "Jun 21, 2013 - Major Update Planned for June 22 - 23".
- Activity:** Displays the latest activities for the student in a table:

Section	Time	Minutes
Financial Math A - MA2007A	6/11/2013 1:37:59 PM	1
Financial Math A - MA2007A	6/11/2013 1:22:50 PM	10
Financial Math A - MA2007A	6/30/2013 2:40:29 PM	1
Financial Math A - MA2007A	6/30/2013 2:17:28 PM	23
Financial Math A - MA2007A	6/30/2013 2:06:04 PM	11
- Messages:** Indicates that the student has 1 new message(s).
- Course Requests:** States that there are no courses requested by this student.
- Admission Status:** Indicates that the student is currently ACTIVE and the enrollment status is "E".

The dashboard also includes a sidebar with navigation links: Dashboard, Messages, Member Information, Course Information, Academic Snapshot, Suggested Pacing, Student Activity, View Transcript, School Calendar, and External Links. The top right corner shows the user's name "Jordan Demo" and a "Logout" link. The bottom of the dashboard displays the copyright notice: "Genius SIS (c) - All rights reserved. Genius SIS".

When logging in for the first time, the student will participate in an orientation presentation that may include a video along with some specific activities. This orientation prepares the student for the various lesson activities and the expectations for successful completion.

Virtual Instructors will make initial contact to welcome the student to the course and provide contact information.

To fully participate in the Ignitia Virtual Academy program, students will need to ensure that they meet certain technical requirements.

Technical requirements are pulled directly from the Ignitia curriculum website. For more information please visit:

www.edgenuity.com/support/technical-requirements

Please note that technical requirements may change, the most current information is regularly updated in the documentation located there.

Frequently Asked Questions

- 1. Will I be enrolled in all the courses I need to graduate?**
 - a.** Generally, students are enrolled in 2-3 classes to get you started. As courses are completed, subsequent courses can be added based on your payment option.
- 2. How many hours are 0.5 credit courses? Full Credit?**
 - a.** A 0.5 credit course is typically 60 hours and a full credit course is typically 120 hours.
- 3. Can my student be concurrently enrolled in another school while attending your program?**
 - a.** This depends on many factors especially with NCAA students. Please speak to admissions to assist you with this question.
- 4. Will any school accept transfer credits from your school?**
 - a.** Ignitia curriculum is accredited through Cognia. Most public schools should accept our credits as transfer credits. However please always check with the receiving school to ensure credits will transfer.
- 5. Are your courses approved by the NCAA?**
 - a.** Ignitia Virtual Academy is an NCAA-approved private school and uses Ignitia NCAA approved curriculum. Please ensure to follow NCAA guidelines for all NCAA student enrollments.
- 6. What should I do if I received a low score on a homework assignment?**
 - a.** If you have any questions about the course or assignments, contact your Virtual Instructor. You can email, phone, or IM your course instructor.
- 7. I am having technical problems with the program. What should I do?**
 - a.** You may reach out to technical support at any time! Please call 888-866-4989 option 1 for fastest results. Or you may email StudentServices@IgnitiaVirtualAcademy.com. Please note that technical support will need you to have your computer with you to troubleshoot.
- 8. Can I use notes on a quiz or test?**
 - a.** Notes would not be accessible while in a quiz or test. Please discuss this with an IVA admissions representative.
- 9. Does pretesting count as an attempt?**
 - a.** Pretesting is in Credit Recovery courses only in Ignitia and is not part of the quiz fail attempts. Pretesting in Ignitia is a true unit pre-test on which the student can demonstrate mastery for reduction of unit content. Please note that pretesting is not available for students working through NCAA requirements.
- 10. How much work should my student be completing each day they work on a course?**
 - a.** Each student is different, so you may spend less or more time depending on your pace and lesson mastery.
- 11. How long should I be working on my class each day?**
 - a.** Each class has a different amount of activities; the time spent working on courses should be based on completing the day's activities following the course due dates and pacing.
- 12. What are your Hours? And are you open weekends?**
 - a.** Various departments in IVA are open during business hours. Concept Coaching is available seven days a week. Please contact us for more information on specific departments or specific needs so we can direct you.
- 13. As a parent/guardian - how can I check my student's progress?**
 - a.** Parents/guardians can be provided an account to monitor student grades, messages, and activity.



Help!

**Everyone needs a little help every now and then.
Use this guide to know where to go when you need it.**



If you need help with your **grades, class requirements, or feedback** on your progress:

Contact your teacher! **Use the messaging center** from your Dashboard to create and send a message.



If you are having **technical difficulties**:

You can either use the **Provided Tutoring Link**, or, if you can't log in, **call 888-866-4989 option 1**.



