

Ontario Christian Online (OCO): Terms & Conditions

Duration of Course: OC Online semester courses should be completed within 120 calendar days (but not less than 30 days) and full year courses should be completed within 240 calendar days (but not less than 60 days) from the time of enrollment. A student would normally spend 67.5 hours of seat time, plus homework in a traditional school semester course. Please keep in mind that sufficient time must be spent on the online course in order to have a successful outcome.

Proctoring: *OCO requires that students take 2 exams per semester in a proctored setting. These are approximately at the point of the midterm and final exams. At least one week prior to the student taking the exam, we ask that you contact us to schedule a time and location for the proctoring. If the student is outside of the immediate geographical area of Ontario, California, we may need you to provide for us the name and contact information for a school that is closer to the student's location. It is usually most helpful if you contact an official at the school to request an arranged proctor whom we can give instructions.*

Testing: It is strongly suggested that a student not use a laptop via wireless internet to take tests and exams. A break in wireless access for even a few seconds can result in the test being locked out. Once a student has begun a test or quiz, he or she must finish the test and submit it for a grade before navigating elsewhere within the system. This is a safeguard against cheating. This safeguard also prohibits the use of the browser's navigation buttons (such as Back, Forward, Refresh, etc.). The student should only use the navigation links and/or buttons from within the course page. Failure to comply with this regulation can result in the locking of the assessment. While this assessment can be reset by a teacher and/or administrator, this type of behavior is considered suspicious and such a request may be denied.

Academic Dishonesty (Cheating): During testing (including quizzes, tests, and exams), the student should not have any study materials available (such as notes, textbooks, etc.), nor should the student have any cell phones, tablets, or other computing device with them, nor should the student be logged on to other web pages within the course site, or any other internet site(s). For math courses, the student may have a graphing calculator (one that would be allowed for taking the SAT or ACT test) and blank scratch paper and a pencil. For certain courses, certain study materials, such as a list of formulas, may be acceptable. However, such materials must be pre-approved by the online teacher and a school official from the student's school. Any violation of these terms will be considered academic dishonesty (i.e. cheating), which will result in one or more of the following consequences:

1. Ontario Christian Online and/or an official from the school can request to reset the test and the student may be required to retake the test. The questions may be different and/or in different order.
2. The student may be required to take any/all tests, quizzes, and exams in a proctored environment. The student will be notified of this requirement, and from that point forward should not attempt to login to any of the aforementioned assessments without approval from a school official and/or Ontario Christian Online.
3. The student may receive a zero on any/all assessments during which they have been found to be in violation of the above terms. This will have a negative effect on the student's grade in the course. Depending on the number of violations, and the student's performance on other assessments, this may result in a failing grade in the course.
4. If the above interventions do not prevent the student from continuing to engage in academic dishonesty, the student will be dismissed from the course with no refund for tuition and/or fees paid.

Drop Fee: Up to 10 days after enrollment, the student can drop the course with a refund of the purchase price minus \$50 enrollment fee. After this 10 day period, the student will no longer receive a refund for the course, unless the content or platform of the course makes completion impossible.

Technical Support: for technical support, please visit http://www.aopschools.com/ignitia_support or call our technical support team by phone toll free at 877.251.6662. Our regular business hours are Monday through Friday from 7 a.m. to 5 p.m. (CT).

Transcripts/Transfer credit: Ontario Christian Online (OCO) will provide official transcripts in the form of transfer credit to no more than two institutions. There is no cost for these two copies. Additional copies are \$10 each. It is the responsibility of the student and/or parent to request these transcripts and an email from the student or parent's registered email address, provided upon enrollment, constitutes a signed request. Any other parties or addresses will be considered unauthorized and will require a physical signature from the parent and student before that information can be released. **Upon completion of each online course, the student should complete the transfer request/ survey included in this packet and on our website.**

All students have equal access to the program regardless of race, ethnicity, social class, or culture.

I have read and agree to the OC Online Terms and Conditions (signature): _____

Please return to: Ontario Christian Schools - 931 W. Philadelphia St. - Ontario, CA 91762 or **Fax to:** 909-460-0176

OC Online Netiquette

Netiquette:

When you communicate using e-mail, it is important to remember that e-mail messages create a permanent record. Obviously, conversations in person and on the telephone can't be saved. Even written communication is less frequently saved than e-mail communication. With the click of a button, an e-mail message can be saved... and retrieved, sometimes a number of years later. You may have read about e-mail communications that were the source of embarrassment or even lawsuits for business or political figures.

Following these guidelines will help you write more effective e-mail messages and increase your productivity.

E-mail Do's:

- **Follow your school's rules on e-mail use.** In most schools, e-mail is to be used only for education purposes. Personal use of e-mail is not permitted.
- **Use a relevant subject line.** Subject lines let the person receiving the e-mail know what the e-mail is about. Keep your subject line brief; use as few words as possible
- **Use the basics of good business writing in your e-mail messages.** Although in personal e-mails, shortened versions of words and phrases are acceptable, in professional communication, this is not okay. When sending professional e-mails: use correct grammar; be brief; and use spell check.
- **Use the Reply feature when responding to e-mails.** Using reply instead of "New Message" retains the *thread* of the message so it will be available for reference.
- **Use polite, professional language.** Your e-mail messages represents you and your responses should always be polite and respectful.
- **Proofread your messages!** Most e-mail programs come with a spell checker. Although it is a good idea to use this feature for your e-mail messages, don't rely too heavily on it. Using spell check does not catch all errors! You still should proofread your messages before hitting Send.
- **Respond quickly.** People who use e-mail generally expect to have their questions answered on the same day. If that isn't possible, let them know that you have received their e-mail, and will get back to them as soon as possible.
- **Include a signature line in your e-mail.** Your signature is text that is automatically added to the end of your e-mail message. This information identifies you to your teacher. Your teacher has several students and will not always be able to identify you by first name alone. Signature should include first name, last name, and contact information.

E-mail Don't's. The list below describes things you should *avoid* doing when using e-mail for school related activities.

- **Don't use ALL CAPITAL LETTERS when typing your e-mail messages.** Using all capital letters is considered bad e-mail etiquette. This practice makes reading the message more difficult. It is also the e-mail equivalent of shouting, and no one likes to be yelled at.
- **Don't overuse punctuation.** Use punctuation in e-mail messages just as you would in other professional written communications. Punctuation, when used appropriately, makes communication more effective.
- **Don't mark messages as urgent if they do not require immediate attention.** If you send out all of your messages as urgent, people may begin to ignore them. As a result, a critical message could be overlooked.

OC Online System Requirements

Ignitia operates on Windows® or Macintosh® operating systems.

The minimum system requirements to effectively run Ignitia are as follows:

System Configuration

- Adobe Flash version 11 or higher (Ignitia will not display video, sounds, or other media if Flash is not installed or working properly.)
- Adobe Reader version 9 or higher

Operating Systems

- Windows XP Service Pack 3
- Windows Vista
- Windows 7 & 8
- Mac OS X 10.5+
- Ubuntu 9.x+

Supported Browsers

- Firefox version 13 or higher (Firefox is the recommended browser for Ignitia.)
- Internet Explorer version 8 or higher (For users of Internet Explorer on Windows 8, Ignitia must be operated in the Desktop version of Internet Explorer.)
- Safari version 5 or higher
- Google Chrome version 23 or higher

Browser Settings

- Passwords: Disable features that automatically save passwords.
- Disable AutoComplete, as it often looks like a list of answers from which to choose.
- Caching: Enable caching, but set browsers to clear the cache when closed.
- JavaScript: JavaScript must be enabled for pages to render correctly.

Network Considerations

*.glynlyon.com and *.sooschools.com must be added to the whitelist of any filtering, proxy, or firewall programs/servers in use.

Recommendations

- 1024 x 768 screen resolution or larger
- Please note that reports in Ignitia are generated as PDF, HTML, or Excel files.

OC Online Transcript Request and Survey

Please fill out the following information about the student so we know where to send any grade information. Please allow 5 to 7 days to process your transcript request.

Student name and address:

Student email and phone number:

What is the name of the course that you took from Ontario Christian Online? Please be sure to include the numbers and letters, such as English 4A.

Please list the complete address for the school to which you'd like your transfer credit transcript sent.

To whose attention should we send the transcript (full name of the school official who should receive the transcript)?

Some schools can expedite the processing of transcripts if a copy is first faxed or emailed to them. Please fill out this information if you would also like a copy of the transcript faxed or emailed.

Please complete the survey below regarding your experience with OC Online.

	Outstanding	Good	Fair	Poor	N/A
Customer Service					
Teacher Responsiveness					
Administrative Contact					
Overall Quality of the Course					
Value for the Price					

Any other comments, questions, or concerns:
