



New Learning Resources  
O N L I N E

2014-2015  
Student Handbook

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## Our Mission

The mission of New Learning Resources Online is to provide a stand out distance learning high school education that is committed to the success of young adult learners who prefer a nontraditional school setting. Along with a staff that has a genuine heart to see students excel, we offer both a college preparatory and career pathway diploma track that will equip students with both the knowledge and life skills necessary for a prosperous future.

## Goals

- Recruiting, retaining, educating, and graduating students whose academic preparation has occurred in a diversity of economic, social, and cultural contexts.
- Hiring, retaining, developing, and promoting a professional faculty who possess skills and motivation to educate a diverse student body.
- Building student competencies in a general education foundation that ensures skills in reading, writing, oral communication, mathematics and computer use.
- Fostering a climate in which students acquire knowledge, values, and skills necessary for success in a complex, diverse, and rapidly changing world.
- Providing effective leadership and management of the institution's financial, physical, and human resources to ensure that they are acquired, retained, allocated, and assessed to promote the stability, security, and long term well-being of the institution.
- Conducting ongoing institutional research as a means of collecting, analyzing, and disseminating information essential to effective planning and evaluation.
- Emphasizing excellence in instruction.
- Providing venues for learning to attract non-traditional students.

# New Learning Resources Online Contact Information

## Mailing Address

NLRO

1435 B Lelia Drive

Jackson, MS 39216

## Phone and Fax Numbers

Main Office Phone: 601-982-8003

Main Fax Line: 1-888-982-0083 or email [fax@nlro.org](mailto:fax@nlro.org)

## Subject Area Specialists

One of the following will be assigned per course to students as needed:

Math [fax@nlro.org](mailto:fax@nlro.org)

English [fax@nlro.org](mailto:fax@nlro.org)

History [fax@nlro.org](mailto:fax@nlro.org)

Science [fax@nlro.org](mailto:fax@nlro.org)

## IT Assistance

Send IT problems, questions, or request to: [fax@nlro.org](mailto:fax@nlro.org)

## Hours of Operation / Holidays

### School Year (August – May)

Monday – Thursday: 7:30 AM to 4:30 PM CST

Friday: 7:30 AM to 4:00 PM CST

### Summer (June – July)

Monday – Friday: 7:30 AM to 4:00 PM CST

### Holiday Closure:

Independence Day

Labor Day

Community Service Day\*\*

Thanksgiving Break\*\*

Christmas Break\*\*

New Year's Day

Dr. Martin Luther King Day

Good Friday

Memorial Day

*\*Regardless of New Learning Resources Online's business hours, students are allowed to access their school work 24 hours a day 7 days a week.*

*\*\*Exact dates of holidays and office closures to be determined as calendar dictates.*

## Course Scheduling

New Learning Resources Online offers a flexible and hassle free environment for learners to earn their high school diplomas. In an effort to provide educational services to learners with varying academic goals and needs, New Learning Resources Online offers our adult learners and students the opportunity to complete courses at a pace that best suits them. NLRO offers year round open enrollment so learners can get started whenever they like.

NLRO distance learning program offers many advantages:

- Distance learning classes led by state licensed Instructors & subject-area specialist
- Open enrollment throughout the year
- No maximum age limit to participate in the program
- Education at your own pace
- Professionally developed curriculum
- State, Regional and National accreditation
- Exceptional customer service

# Study Suggestions

## Taking notes from your online textbooks

1. Organize your paper the same as for class notes.

- Put the date at the top of the page.
- Write down the name of the course, lesson and the chapter or section you will be taking notes from.
- Leave space in the left margin or between ideas for your own comments or questions.

2. Keep notes for each course separate.

- Use a separate notebook or a separate section in your loose-leaf notebook.

3. Get a general idea of what the reading is about.

- Read the introduction, headings and subheadings, and any paragraphs that summarize the content.
- Look at any illustrations or graphs and charts and read the captions.
- Watch all the additional videos in the lesson.
- Go to the recommended links for additional information.

4. Go back and read the chapter or section carefully.

- Look for the main ideas.
- What was the purpose of the lesson?

5. Try not to copy information directly from the textbook into your notes.

- Summarize the information in your own words.
- Summarize the main ideas at the end of your notes and circle or highlight them.
  - This will help you to be sure you have covered all the main points when studying for a test.



## Study Tips

1. **Before diving into a course, be sure to review the entire study guide understand the big picture.** It is important to know what will be covered in a course, so you know where you are going. Be proactive with your studies! Use the layout of the study guide to plan your study time.
2. **Everyone has different academic strengths.** Recognize what you do well and be confident in your abilities. Once you know your strengths, you will be able to recognize the subject areas in which you are not as strong. Focus your study time on the areas that need strengthening.
3. **Get your priorities in order.** Plan out how much time you need to set aside each day for your studies, making sure that you have left yourself some leisure time as well. Doing a little bit of work each day is better than cramming all of your studying into one afternoon. At the end of every study session, step back and review what you have accomplished. Take pride in your work.
4. **Use outside resources to connect what you are learning to the real world.** Read the newspaper or watch the news to relate your studies to practical life scenarios. Also, take advantage of your local library and the internet to further your studies.
5. **Don't be afraid to ask questions.** When you come across something in a course that you do not understand, ask an instructor. Ignoring subject areas that are confusing will make the course harder in the long run. Pay attention to the items you miss in both the study guide and on the assessments. Take some extra time to study the items you missed to ensure your understanding of the material.
6. **Make your studies more personal by sharing your work with your instructor.** Keep up your motivation when you start feeling discouraged or overwhelmed by reminding yourself of the reasons you are pursuing a high school diploma. Think of the qualifications you will achieve, the chance of acquiring a better job, or the possibilities it will provide for your family.
7. **Take notes while you read.** Notes should be brief summaries of what you have read. This will help you maintain concentration while studying. Making notes will help you better understand what you are learning by writing out the information in your own words. It will be easier for you to reference your notes when studying for an exam than to try and find the information in the text.

## Creating a Study Schedule

To be a successful student, you need to utilize your time effectively and carefully. Within this schedule:

- Allot certain hours daily to study, as this can help you study in a habitual and systematic manner.
- Create a study schedule immediately preceding a class, so that you can study the lessons effortlessly.
- Allot half an hour to one hour for each subject.
- Take ten or fifteen minutes break, while studying. It is effective to learn hard for a specified time and then take rest for a few minutes.
- You need to be realistic in creating the time schedule. You cannot get any benefits, if you feel discouraged.
- Sometimes, you may need to change your study schedule. Hence, create your schedule that allows you to make changes, whenever necessary. You can achieve this by leaving some unscheduled time.
- Spend at least an hour every week to review your schedule.
- When you have tests and exams, it is valuable to give priority to some subjects that you need to prepare well.
- Every student feels comfortable in one subject and uncomfortable in another. Allotting more time for studying the difficult subject can help you to get good marks.

## How to Complete Each Course

To complete a course within New Learning Resources LMS, a student will need the following:

- 70 average on all tests
- 70 or higher on each assignment
- 50 or higher on each exam
- To have reached at least 1000 max points in the gradebook print report
- To be cleared of any type of academic dishonesty during the course completion audit

Additionally, each student will complete an orientation course during the enrollment process, which is free of charge and for credit that will provide detailed instructions regarding the LMS, course completion, and student expectations.

## Course Overview

New Learning Resources Online provides all course study materials, exam and assignment instructions and layouts within each course. Course descriptions can be found in the *Student Catalog*, which is found in your student orientation or the [www.nlro.org](http://www.nlro.org).

## Admissions

As part of the application process, New Learning Resources Online offers students the option of having their transcripts evaluated by an Online Coordinator who can accurately assess the courses they must complete to earn a diploma. Transcripts can be evaluated for students who have already been active in a high school program. Those who have completed the eighth grade are eligible to pursue either our Career Pathway or College Prep diploma track. New Learning Resources Online allows students to enroll in programs without regard to race, religion, gender, age, color, national origin, or physical disability. Students must notify the school of any physical disabilities that could prevent successful completion of NLRO's online high school courses.

### Option 1: College Prep Pathway

The College Prep track (NLROPREP) prepares students for many post-secondary school options:

- University/College
- Military and Employers
- Requirements for Entrance:
  - Prior completion of Eighth Grade
    - **24 credits** to graduate which includes the following: English-4.0; Science-4.0; Math-4.0; Social Studies-4.0; Art-1.0; Language-1.0; Health-0.5; Computer Applications-1.0; Advanced Elective-1.0; Electives-3.5 (Trade up to 1.0 unit)
    - All Credits earned through the NLROPREP track may be transferred if the student chooses to change to the NLROCAREER track.

## Option 2: Career Pathway

The Career Pathway track (NLRO CAREER) prepares students for many post-secondary school options:

- Community and Technical Colleges
- Military and Employers
- Requirements for Entrance:
  - Completion of the 8<sup>th</sup> grade
    - **21 credits** to graduate which includes courses from the following categories: English-4.0; Math-3.0; History/Business/Technology Credits-3.0; Science-3.0; Integrated Technology-1.0; Health-0.5; Career/Technical-4.0; Electives-2.5
    - Passing Scores on GED sub-tests count for the lowest career course prescribed in respective subject area. It is possible to earn a maximum of 4 credits through prior GED testing.
    - Not all credits earned through the NLRO CAREER track may be transferred to the NLRO PREP track.

*\*Students choosing to participate in Career Pathway Track must earn 21 course credits and transfer in the trade completion/vocational credits.*

## Option 3: No Diploma

Students may take courses for credits but not seek a diploma.

## Transfer of Credit Policy

The Online Services Department and/or the department director are responsible for the overall evaluation of non-New Learning Resources Online credit subject to established guidelines. NLRO reserves the right to issue credits for non NLRO courses based on the conversion of graduation requirements in the state in which credits were earned.

Credit must be awarded from an accredited middle school or high school and be documented on an official transcript (official transcripts are not mandatory for enrollment, but they must be obtained by NLRO before a diploma of completion will be issued by the institution.) Students pursuing the Career Pathway diploma track do not need transferable credits to be eligible for enrollment.

NLRO will award transfer credit only for the completed courses that are appropriate for high school and comparable in quality to those offered through New Learning Resources Online. Students must have achieved a grade of D or better in any course for which NLRO credit is received. New Learning Resources Online does not limit the number of credits a student can transfer; however, regardless of the number of transfer credits, the student must complete 5 credits through New Learning Resources Online to earn a diploma from the institution.

## Technical Requirements

<b>Operating System</b>	Windows 2000/XP/Vista or Windows 7, Mac OS X 10.2 or higher (10.3 or higher recommended)
<b>Processor</b>	1 GHz or higher
<b>Memory</b>	1GB of RAM
<b>Hard Drive Space</b>	1GB free disk space
<b>Browser</b>	Internet Explorer (current version) Note: Cookies, Java, and JavaScript must be enabled. Pop-up blockers should be configured to permit new windows from NLRO web sites. Due to nonstandard handling of CSS, JavaScript and caching, we do not recommend using Mozilla Firefox as your browser.
<b>Plug-ins Required</b>	Most recent Adobe Reader [Download from Adobe] Most recent Java [Download from Java] Most recent Flash Player [Download from Adobe] Most recent Windows Media Player [Download by keeping Windows Updates current]
<b>Additional Required Software</b>	Microsoft Office – Students Must have ability to upload standard office documents, which typically have one of the following file extensions: <b>.doc, .docx, .ppt, .pptx, .xls, or .xlsx</b> . If the student tries to load a Word file with a different file extensions from .doc or .docx from a virtual location (virtual files as links), the file will not open for instructors.  Adobe PDF Creator (such as Acrobat Standard or Acrobat Pro, or free version such as PDFCreator from <a href="http://www.pdfcreator.com">://www.pdfcreator.com</a> ).
<b>Internet Connection</b>	Broadband (cable or DSL) connection required
<b>Printer</b>	Instructor: Access to graphics-capable 3 in one printer, fax, scanner  Student: Access to a color printer
<b>DVD-ROM</b>	Required
<b>Sound Card, Microphone, and Speakers</b>	Required
<b>Monitor</b>	Monitor (Capable of at least 1024 x 768 resolution)

## Academic Progress

### Academic Dishonesty

New Learning Resources Online may dismiss any students from the program based on violations of any New Learning Resources Online policies such as academic dishonesty, plagiarism, submitting school work that is not the result of independent efforts, submitting / taking assessments with the assistance of other students, or academic failure.

New Learning Resources Online's process for dismissing a student for Academic Dishonesty or Academic Failure is:

- Notifying the student of allegations and evidence\* of academic dishonesty or academic failure via emailed letter.
- Receiving signed copy of Academic Dishonesty letter from student.
- Resetting assignment once signed letter is received and student resubmits the assignment.
- Sending a second emailed letter to the student if allegations and evidence of academic dishonesty or academic failure appear a second time.
- Receiving signed copy of second Academic Dishonesty letter from student.
- Resetting entire course to be redone by student.
- Terminating student upon third offense.

\* NLRO provides student and instructor with detailed evident of academic dishonesty when an accusation is made. The goal is to make them away of the offense specifically and provide them with the tools needed to remediate the issue.

### Contact Information

- [info@nlro.org](mailto:info@nlro.org)

## How to Recognize and Avoid Plagiarism

It is important you understand what plagiarism is and what it is not.

The chart below is an example of **paraphrasing**:

<b>Original Text</b> (from <i>The Pursuit of Oblivion: A Global History of Narcotics</i> by Richard Davenport-Hines, 2002).	The prohibition policies of the USA have escalated into the global Wars on Drugs associated since 1969 with the Nixon, Reagan and Bush administrations. The American approach can be summarized as requiring unconditional surrender from traffickers, dealers, addicts and occasional recreational users.
<b>Plagiarism (Unacceptable Paraphrase)</b>	The <b>prohibitive</b> policies <b>in</b> the <b>United States</b> have <b>become</b> the <b>worldwide</b> Wars on Drugs associated since 1969 with the Nixon, Reagan and Bush administrations. The American <b>way of dealing with things</b> can be summarized as requiring <b>complete</b> surrender from <b>dealers, addicts, traffickers</b> and occasional recreational <b>drug</b> users.
<b>Why is it plagiarism?</b>	1) Only a few words were changed or the order of words was altered. 2) The source of the text is not cited.
<b>Acceptable Paraphrase</b>	Drug policies in the United States emphasize prohibition at all levels: traffickers, dealers, addicts and occasional recreational users. Although these policies originated in the US, particularly with Republican administrations of the last 30 years, they have grown into the "global Wars on Drugs" (Davenport-Hines 15).
<b>Why is it acceptable?</b>	1) The passage was rewritten in the writer's own words while maintaining the meaning of the original text. 2) The source of the text is cited. <b>Note:</b> You can use paraphrase and quotations together. This is particularly useful for phrases which you don't wish to reword because that would alter the meaning.



The chart below is an example of **quoting**:

<b>Original Text</b> (from <i>Becoming Evil: How Ordinary People Commit Genocide and Mass Killing</i> by James Waller, 2002).	In 1492, it is estimated that well over 100 million indigenous people inhabited the Western hemisphere. Two centuries later, it is estimated that the indigenous population of the Americas had been diminished by some 90 percent and was continuing to fall steadily.
<b>Unacceptable Quote</b>	"In 1492, it is estimated that well over 100 million indigenous people inhabited the Western hemisphere. Two centuries later the population of the Americas had been diminished by 90 percent."
<b>Why is it plagiarism?</b>	<ol style="list-style-type: none"> <li>1) The passage has not been quoted accurately.</li> <li>2) The source of the quotation is not cited with a footnote.</li> </ol>
<b>Acceptable quotation</b>	It is thought that in 1492 there were over one hundred million native inhabitants in the Western hemisphere. "Two centuries later, it is estimated that the indigenous population of the Americas had been diminished by some 90 percent and was continuing to fall steadily." (Waller, 37)
<b>Why is it acceptable?</b>	<ol style="list-style-type: none"> <li>1) The first sentence is an acceptable paraphrase.</li> <li>2) The second sentence is quoted accurately</li> <li>3) The whole passage is cited.</li> </ol>

The chart below is an example of when to cite and when not to cite:

Needs Documentation	NO Documentation Needed
When you use or refer to someone else's words or ideas whether from a printed source (book, magazine, etc.), the Internet, television, advertisement, movie, or any other medium.	When you are writing about your own experiences, observations opinions, conclusions, etc.
When you use information from an interview with another person.	When you are using "common knowledge"--that is, information that most people know. It might be common sense observation, folklore, shared knowledge, etc.
When you use statistics, diagrams, factual data from another source.	When you are stating generally accepted facts.
When you use ideas that others have given you in conversation or by email.	When you are reporting the results of your own experimental work or primary research.

## Examination Procedure

Midterms and Final exams are proctored exams. Anyone wishing to arrange an online exam may nominate a proctor for approval. Those arranging the exam should ask the proctor nominee if he or she is willing to proctor the exam each time they wish to schedule an exam. Any proctor nominated must be acting in an official capacity at their place of business in one of the following positions:

- An administrator or faculty member of any accredited institution of higher education.
- A high school or elementary school teacher, counselor, librarian, or administrator. A student who has employment as a teacher may not have another teacher proctor the examination. A school principal or superintendent may proctor the teacher's examination.
- A local or regional librarian.
- A Human Resources manager, a training manager, supervisor, or manager of higher rank at a company from which candidates will be tested.
- Military personnel: a DANTES test control officer, an educational services officer, a base librarian, or an officer of higher rank than the student.

All exams will be taken within the Learning Management System. If for any reason NLRO or the instructor believes there has been academic misconduct while completing an examination, they have the right to give a written examination to replace the online examination score or to give a failing grade for the examination.

## Exam Retakes

Students are allowed to retake an assessment at the discretion of the instructor and/or NLRO. The instructor and NLRO have the right to allow or deny a student's request for a test reset.

## Grading Policy

All course assignments and assessments (writing assignments, projects, short answer essays, vocabulary, multiple choice and true/false questions) must be graded by a New Learning Resources Online instructor. Each course map contains the number of possible points a student can earn upon completing all exercises and assessments. Writing assignments are graded on a rubric scale and are averaged with assessments and final exams as part of the final course grade.

All College Prep diploma track courses and all Career Pathway diploma track courses use the same grading system for weighing portfolios/projects/writing assignments, tests, and exams to determine the final semester averages or grades.

The following formula is used for all courses to determine final grade for semester:

<b>Average of all portfolios, projects, and writing assignments, weighed evenly</b>	<b>15% *Students must score a minimum of 70% on all.</b>
<b>Average of all tests, weighed evenly</b>	60% *No minimum score required.
<b>Comprehensive Semester Exam</b>	25%
<b>Total</b>	<b>100%</b>

Grading Scale:

<b>A</b>	<b>93-100%</b>
<b>B</b>	85-92%
<b>C</b>	75-84%
<b>D</b>	70-74%
<b>F</b>	0-69%

## Graduation Requirements for the College Prep Diploma Track

Each student graduating from the College Prep diploma track at New Learning Resources Online is required to complete 24 Carnegie units. Once the student has successfully completed his or her prescribed courses and has passed each course with a 70% or higher, the instructor will fax or email all required documents to New Learning Resources Online. Once New Learning Resources Online receives all required documents, a diploma will be mailed to the student.

Curriculum Area	Carnegie Units	Required Subjects
English	4	English I, II, III, IV
Mathematics	4	Algebra I, Geometry, Algebra II
Science	4	Biology I
Social Studies	4	World History, U.S. History, U.S. Government, Mississippi Studies
Health	.5	Health
Computer Education	1	Computer Applications
Foreign Language	1	Any Foreign Language
Advanced Electives	1	Advanced World Geography or Marketing or Any 4 <sup>th</sup> Lab-Based Science or Any 4 <sup>th</sup> Year Math
The Arts	1	Any Approved
Other Electives	3.5	Trade
Total Units	24	

## Graduation Requirements for the Career Pathway Diploma Track

Each student graduating from the Career Pathway diploma track at New Learning Resources Online is required to complete 21 Carnegie units. Once the student has successfully completed his or her trade and prescribed courses, and has passed each course with a 70% or higher, the instructor will fax or email all required documents to New Learning Resources Online. Once New Learning Resources Online receives all required documents, a diploma will be mailed to the student.

Curriculum Area	Carnegie Units	Required Subjects
English	4	English II
Mathematics	3	Algebra I
Science	3	Biology
Social Studies/Business/Tech	3	U.S. Government, U.S. History, Mississippi Studies
Comprehensive Health	.5	Comprehensive Health
Integrated Technology	1	Integrated Technology
Career/Technical	4	Any Approved
Electives	2.5	Any Approved
Total Units	21	

## Transcripts

Transcript Request can be sent by visiting our website [www.nlro.org](http://www.nlro.org). There is an easy 2-part request form and survey to fill out if you need an NLRO transcript for applying to college, applying for a job, or just for your records. Note: Only unofficial transcripts can be sent to students' residences. If you need an official transcript, please note that in the "Institution or Business to receive transcript" portion of the request form ("Contact person or department" should be student's name or "self").

## Student Records

New Learning Resources Online is committed to protecting the rights and personal information of each student who enrolls in our program. As an organization that seeks to protect its students, New Learning Resources Online will comply with the following:

- New Learning Resources Online will assume responsibility for ensuring confidentiality of education records.
- All persons collecting or using education records must be trained on policies regarding confidentiality of records.
- Records will be maintained in a locked storage facility.
- Each agency will maintain a current listing of the names and positions of all employees who have access to special education records. This list will be available for public inspection.
- A log will be kept in each record indicating the names of the people accessing the record, the date the record was used, and the purpose for reviewing the record. This log must be kept for as long as the education record is kept.
- Systems must allow parents to inspect education records and, under certain circumstances, to receive copies of records.
- Requests from parents to review records will be granted within a reasonable amount of time and in no case will exceed 45 days.
- Parents must be allowed to identify records that might be inaccurate and to correct those records. The correction or attempt to correct records must be maintained for as long as the records are maintained.
- A school or agency may not distribute personally identifiable information without parental notice and/or consent, except under certain limited circumstances.

New Learning Resources Online keeps all student files for ten years after enrolling. Once a student has been a graduate of NLRO for ten years, NLRO will store the student's hard copy of the cumulative record in a fireproof cabinet, as well as on the server, and then terminate the rest of the student's file.

## Withdrawal and Termination

Students may cancel their studies with New Learning Resources Online in whatever manner they so choose; a formal written statement of withdrawal is not required to receive a refund. See Refund section for policies and procedures. When a student informs NLRO that he or she no longer wishes to continue in the program, the following procedures occur to ensure that the student understands that the course materials will remain in his or her possession.

1. Once the student has informed NLRO that he or she will no longer be continuing in the program, the Director of Online Services sends the student an email confirming this decision.
2. The Director of Online Services includes the withdrawal survey link in the email.
3. The Director of Online Services also reminds the student of the NLRO policy regarding course materials and directs the student to the refund policy posted on the NLRO website should he or she want more information.

## Student Privacy Policies (FERPA)

Under the provisions of the federal law known as the Family Education Rights and Privacy Act (FERPA), eligible students, or where applicable, the parents of the students, are afforded certain rights pertaining to institutional records and personally identifiable information on file with the institution. An eligible student is defined as any person who is currently enrolled or has been enrolled in the institution's programs. It is the policy of the institution to treat all student information, both personal and academic, as strictly confidential. Student information will only be released after appropriate written permission has been obtained.

## Nondiscrimination Policy

The institution is in compliance with all requirements imposed by or pursuant to Title VI of the Civil Rights Act of 1964 and section 504, Rehabilitation Act of 1973. The institution does not discriminate on the basis of race, color, religion, sex, or national origin in its activities, programs, or employment policies, in accordance with Federal, State, and local laws.

## Disabilities

The right to the institution's compliance with the Americans with Disabilities Act (ADA) of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, as amended.

## Copyright

Following the copyright law of the United States which prohibits the making or reproduction of copyrighted material except under certain specified conditions. Acts of copyright infringement include, but are not limited to, misusing copyrighted material in one's coursework and misusing material for which the institution owns the copyright (i.e., website materials, course materials, publications, etc.).

## Appeals and Grievances

When a student has a complaint about an instructor, the Director of Online Services listens to the student's complaint, acknowledges the student's frustration, and then contacts the instructor directly to discuss the problem. The instructor is then given the opportunity to explain the situation from the instructor's standpoint. The Director of Online Services then makes a judgment call that is in line with the program's standards as to how to resolve the issue and directs the instructor on how to proceed with the student.

If a student has a complaint about the LMS, the problem is brought to the attention of the Director of Online Services who either explains to the student what is occurring technically or if the Director of Online Services cannot answer the complaint directly she will contact NLRO's IT company to have it resolve any technical issues.

If a student has a complaint regarding the course content the student will bring the concern to the instructor who will pass on the complaint to the Director of Online Services. The Director of Online Services will then communicate the complaint to the Director of Curriculum Development who makes the appropriate changes to either the study guide or LMS assessment. All complaints and resolutions are documented in the institution's Complaint File.



## Financial Information

The costs of enrolling in the College Preparatory Track, the Career Pathway, or the Non-Diploma Program vary. Total programs costs vary by student and are driven by number of courses prescribed.

There are several fees that are due up front. These include:

- Tuition for first course (\$200.00)
- Application fee (\$75)
- Enrollment fee (required each time you enroll in new classes – \$40)

To save money on enrollment fees, students may sign up for many courses at one time using one enrollment agreement.

Tuition for all courses after the first course may be paid up front or as needed. Tuition for all courses after the first course is \$200.00 each. If paid on as needed basis, each payment must be remitted though the electronic enrollment agreement (Form 2) which is provided after application is processed.

## Refund Policy

Students may cancel their studies with NLRO in whatever manner they so choose; a formal written statement of withdrawal is not required to receive a refund. Students who choose to withdraw for any reason from their studies with NLRO within five days after enrolling will receive a full refund of all money paid including any tuition costs, registration fee, and shipping fees. To offset administrative costs, NLRO reserves the right to retain a portion of the tuition from students who choose to withdraw after the five day cooling-off period. The date NLRO will use to determine the date of termination will be the date that NLRO receives notice of withdrawal from the student.

If a student decides to withdraw after the five day cooling-off period but before submitting a completed assessment, NLRO will retain the registration fee. The amount retained by NLRO is determined by the percentage of the course that has been completed upon termination. In cases where a student decides to terminate the program after completing an assessment but less than 10 percent of the course assignments, NLRO will retain a percentage of the refundable tuition based on the percent completed along with the registration fee. If a student withdraws after completing up to and including 10 percent of the course, 90 percent of the refundable tuition (tuition charges remaining after subtracting the non-refundable registration fee) will be returned to the student. If a student withdraws after completing between 10 percent and 25 percent of the course, 75 percent of the refundable tuition (tuition charges remaining after subtracting the

non-refundable registration) will be returned to the student. If a student withdraws after completing between 25 percent and 50 percent of the course, 50 percent of the refundable tuition (tuition charges remaining after subtracting the non-refundable registration fee) will be returned to the student. If a student withdraws after completing more than half the course, NLRO will retain the total course tuition cost and registration fees. \*The amount of the course completed shall be the ratio of completed lesson assignments received by NLRO to the total lessons assignments required to complete the course.

A student who has enrolled in a number of courses, but has only submitted assessments for one of those courses upon termination will be refunded the total tuition costs for courses not started minus the non-refundable registration fee and shipping fees. \*Upon termination, a student whose materials are paid in full is entitled to receive all digital downloaded course materials, including digital lab kits, and digital textbooks, but will not be refunded the course material costs, since these materials are included in course tuition fees. In cases of student illness or accident, death in the family, or other circumstances beyond the control of the student that have been communicated to NLRO, the student shall be entitled to a special consideration and NLRO will settle the student's account for an amount which is a lesser charge to the student than that called for by the NLRO refund policy. All applicable refunds will be mailed within 30 days of termination of services.