

1 | e-Academy Policy Handbook

Course News Forums:

Students are expected to consult the News Forum of their current course regularly to observe policy, reminders (e.g. tuition payments), dates (e.g. exams), deadlines, and changes to dates and/or deadlines.

Policies, deadlines, dates, reminders and so forth posted in this forum are firm and binding.

Profile Settings:

It is the student's responsibility to ensure that their profile settings reflect their correct email. If you require assistance updating your profile settings, please contact the 24/7 Embanet Tech Support.

Student Travel:

When travelling, it is expected that students continue their studies during their travels. Students must notify both the Administrator and Instructor via email prior to travelling.

Students may not miss a quiz or exam due to travel unless under extreme circumstances, and with the advanced documented consent of e-Academy.

Regardless of giving notification, students are still responsible for adhering to course deadlines unless specifically instructed otherwise. As always, Internet connectivity and/or accessibility issues are the responsibility of the student.

Time Zones and Submission Deadlines:

All assignments, discussions, and quiz deadlines are indicated on the Assessment Calendar of each course. The Assessment Calendar is numbered by Days, which represent the days since that course began. For example, Day 1 is the first day of the course, while Day 2 is the second day of the course.

It is the responsibility of the student to ensure that they are aware of all due dates. It is strongly recommended that students download and save the Assessment Calendar to their computer and populate the file with the corresponding current dates.

All due dates are scheduled in the EST/EDT time zone.

Assignments and discussions

Students are required to submit assignments and discussions on the designated day +3 hours EST/EDT. This means that if an assignment is due on Day 4 which is a Thursday, the student is expected to submit that assignment on Thursday and will have – at the latest – until 03:00 EST/EDT of Friday morning to submit it without penalty. The deadline of 03:00 EST/EDT has been designated to accommodate students living in the West.

2 | e-Academy Policy Handbook

Quizzes and Exams

Quizzes and exams are scheduled in EST/EDT. Quizzes are open for 27 hours on the indicated day (00:00 EST/EDT to 03:00 EST/EDT of the following morning). For example, if a quiz is scheduled for Day 6 which is a Saturday, the quiz would be available all of Saturday and would automatically close by 03:00 EST/EDT on Sunday.

Students are required to complete course exams on the day designated by e-Academy, which is typically the last Sunday of the course at 12 noon EST/EDT. If this date is changed by e-Academy, students will be provided with at least 2 days notice – either through the News Forums and/or by email.

Observation and Adherence to Deadlines

Notification of deadlines for assignments, discussions and quizzes can appear in five places – the news forum, the assessment calendar, in the session files, in the applicable course menus or by email. It is the student's responsibility to note and adhere to these deadlines. It is also the responsibility of the student to be aware of time zone differences if they are outside the Eastern Time zone.

Late/Missed Assessments:

Late Assignments

20% will be deducted per day unless otherwise authorized by e-Academy. This means 2 marks per day for an assignment that is worth 10 marks.

Missed Discussions

Discussions are intended to be collaborative, and are time-sensitive. If discussions are not completed on-time and in full, then this is equivalent to “skipping class”. Discussions form an important part of your grade and your participation in the student learning community. Late or missed entries will be penalized accordingly at a full point value loss (0/10) – no matter how close to the deadline the student posts. You must post and respond unless otherwise specified in the instructions. Failure to fulfill both elements, on-time, will mean you have submitted an incomplete response, and will result in a mark of zero.

Missed Quizzes/Exams

Students are required to make the necessary time zone calculations that impact them, and complete the quiz or exam within the designated window. Missed quizzes or exams will mean a mark of zero unless students are provided *advance written permission* from the administrator to complete the quiz or exam at another designated time or to complete an alternate assignment.

If a quiz or exam is missed due to technical issues, and the student is making a request to rewrite or make-up this item, the request should be directed to e-Academy for a decision. As part of this request, the student will be required to provide evidence that timely attempts were made to resolve the issue

3 | e-Academy Policy Handbook

with the assistance of technical support staff. Failure to contact technical support staff and/or to demonstrate genuine effort to resolve the issue will nullify this request.

Improperly Submitted Assessments:

Students are expected to submit all work in accordance with the format specified in the instructions. In regards to assignments, all files must be uploaded to the course website in the specified format. Files submitted directly to the instructor's email or submitted in a format that is not in accordance with the specified instructions may not be considered.

Drop Grade Policy:

At the end of each course, the lowest mark (one discussion, one quiz, or one assignment) will be removed from each student's grade sheet. This means that if a student does poorly on one item or misses the deadline for one item, there will be one opportunity for exemption. This does not apply to final exams, or final projects. This policy has been created to allow for one opportunity to make a mistake in each course. Students are asked to observe policy in submitting their graded work, and to understand that beyond this one opportunity for exemption, there will not be additional lenience.

Minimum Passing Grade:

The minimum passing grade for all courses is 70%, after the application of the drop grade policy. If a student does not achieve a final mark of 70%, they will be required to repay and repeat for that particular course before continuing with the program.

Make-up Assignments

Under special circumstances, and at the discretion of e-Academy, the opportunity to complete a make-up assignment may be provided to a student who has failed a course.

If a make-up assignment is provided, the student will have to successfully complete the assigned make-up assignment within the provided deadline before continuing with the next course. If the student chooses to complete the make-up assignment, the grade assigned by the instructor will be considered final and non-negotiable.

If the opportunity for a make-up assignment is granted, there will be a non-refundable fee of \$75. This non-refundable fee must be paid in full before the student can receive the make-up assignment instructions.

Contact with Faculty, Staff and Technical and/or User Support:

4 | e-Academy Policy Handbook

Method

Students must communicate with faculty and staff via the email contact provided. Messages sent through the course portal “Send message” feature will not be accepted. Students who contact Technical Support for service in English may do so via email, live chat or telephone at any time (day or night).

Contacting Faculty (Course Instructors)

Students must contact Faculty using the email address provided in the syllabus and user profile – not through the course portal.

Contacting Staff

Students are asked to contact staff via email or phone only – email is generally preferred. Students are further required to contact the appropriate staff member to address their particular issue. Students may escalate communications to the Administrator at any time.

Contacting Technical Support and/or User Support

Technical Support is only available in English. Students who wish to seek technical assistance in French must contact the designated user support contact (who may then contact Technical Support on their behalf).

Students who are experiencing problems submitting graded items of any type due to technical or user issues are bound to contact technical support/user support as the issue is occurring and/or within a timely manner to resolve the issue. If the student fails to contact the instructor or e-Academy staff in a timely manner, accommodation will not be made and the score for the graded item will be compromised.

Student Conduct:

Communication with e-Academy students, staff and faculty

Students are expected to be diplomatic, respectful of, and sensitive to peers in discussion forums, during group work, or in other related activities. All communications between students, even when disagreeing with one another in the discussion forums or in group work settings, should be constructive, polite and professional – and tact should be applied with the tone used when writing to one another. Acts of rudeness, sarcasm, unveiled anger, discrimination, bullying, intimidation, sexism or racism will not be tolerated and could result in expulsion from the program. The decision about what constitutes poor conduct in e-Academy communications rests solely with e-Academy staff and faculty. Should a student demonstrate poor conduct:

1. First instance will result in a zero for whatever the discussion posting, assignment, quiz or exam the incident is related to.

5 | e-Academy Policy Handbook

2. Second instance will result in removal from all course discussion posting. This will result in a grade of zero for all future discussion postings for that course.
3. Third instance will result in expulsion from the program.

In all cases, the dropped grade policy will not apply. The refund policy applies in the case of an expulsion.

Complaints or Disputes between Students or with Staff/Faculty:

Grading Disputes

Should a student have concerns about individual quizzes, assignments, postings, exams, or course grade s/he is expected to first contact the instructor, via email, to discuss the concerns. If, after contacting the instructor, the student still has concerns, s/he may contact e-Academy, via email, with the concerns.

Escalated Dispute Process

If a student has a complaint/dispute with another student or a member of faculty or staff, s/he must bring this issue, in writing, to the attention of e-Academy staff within a timely manner. A detailed investigation will then ensue, and a decision will be issued within 7 business days from the date that all details involved in the complaint were provided by the student bringing forth the issue.

Abiding by e-Academy Directives and Decisions in Matters of Dispute with Students/Staff/Faculty

e-Academy will investigate when students bring forward complaints against instructors, students or school staff, and will render appropriate decisions. Decisions, once communicated, are final; and students are compelled to abide by and respect these decisions as well as any academic consequences that are applied as a result. When there are instances involving more than one student, discretion and care will be applied by e-Academy to protect the confidentiality and privacy privileges of students (even when in dispute with one another). Similar discretion will be applied in cases of dispute between students and faculty/staff. The complainant may, therefore, not be made privy to the actions taken as a result of the complaint.

Academic Dishonesty:

Students who plagiarize, submit the work of others, or falsely identify/impersonate in the online program will receive a grade of zero and will be permanently removed from the program.

Confidentiality

Students who are found to be discussing the exam with other students or non-students, making copies of exam questions and/or distributing exam material will be subject to possible expulsion from the program.

6 | e-Academy Policy Handbook

Tuition Reimbursement:

1. A student may be entitled to a refund of tuition fees paid to e-Academy in the event that:
 - a. The student provides written notice to e-Academy that he or she is withdrawing from the program; or
 - b. e-Academy provides written notice to the student advising that the student has been dismissed from the program
2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
4. The refund entitlement to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the e-Academy is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
5. If the e-Academy has received fees in excess of the amount it is entitled to under the student contract, the excess amounts must be refunded.
6. Refund policy for students:
 - a. Refunds before the program of study begins:
 - i. If written notice of withdrawal is received by the e-Academy less than 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the e-Academy may retain the lesser of 10% of the total tuition and fees due under the contract or \$250.00.
 - ii. If written notice of withdrawal is received by the e-Academy 30 calendar days or more before the commencement of the period of instruction specified in the contract, the e-Academy may retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00.

7 | e-Academy Policy Handbook

- iii. If written notice of withdrawal is received by the e-Academy less than 30 calendar days before the commencement of the period of instruction specified in the contract, the e-Academy may retain the lesser of 20% of the total tuition and fees due under the contract, or \$1000.00.
- b. Refunds after the program of study starts:
 - i. If written notice of withdrawal is received by the e-Academy or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the e-Academy may retain 30% of the tuition and fees due under the contract.
 - ii. If written notice of withdrawal is received by the e-Academy, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the e-Academy may retain 50% of the tuition and fees due under the contract.
 - iii. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
- 7. Where a student is deemed not to have met the e-Academy's minimum requirements for admission through no misrepresentation or fault of their own, the e-Academy must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
- 8. Where a student withdraws or is dismissed from their program they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
- 9. Refunds owing to students must be paid within 30 calendar days of the e-Academy receiving written notification of withdrawal and all required supporting documentation, or within 30 calendar days of the e-Academy's written notice of dismissal.

Student Cohorts:

Students are expected to remain in their assigned class cohort during for the duration of the program. In other words, students must attend courses as scheduled and may not stop and start within the program.

8 | e-Academy Policy Handbook

Students who have an exceptional circumstance (e.g., health), and who wish to suspend their completion of the program, must consult with the Administrator. Permission to suspend studies is at the sole discretion of e-Academy.

Privacy Statement:

e-Academy collects information about its students for a variety of reasons: to process an application for enrolment, to verify payment of fees, to tabulate exam results etc. e-Academy does not sell the information it collects and maintains about students for any purpose. e-Academy will not disclose any of the student information it collects about students unless it is required to do so for limited purposes such as on the authorization of a student.

The sort of information e-Academy collects about its students includes personal information such as: date of birth, mailing address academic records from other institutions, exams results and other information which it requires to process student applications and to maintain a complete student record.

e-Academy may be required to disclose student information to third parties to facilitate a reference check or verify enrolment dates to name a few. e-Academy may also disclose student information as required by law.

Student records and other information maintained by e-Academy are maintained using one of the following secure methods. Hard copies of all student application documents are maintain in a locked cabinet for the duration of the student's enrolment in the program. Once a student graduates, e-Academy will store the hard copy of the student record off site with a third party storage facility. Electronic records are maintained using a secure storage medium in secure location. A copy of the record will be saved from time to time using an electronic archiving system. e-Academy employs the services of a third party data storage firm.

Current and former students of e-Academy will have access to their records at any time on reasonable written notice. e-Academy will maintain a hard copy of the student record for 7 years following the student's completion of the program or withdrawal for any reason.

For more detailed information regarding e-Academy's efforts to protect student information in its control, please consult the Privacy Policy of the Canadian Society of Immigration Consultants.