



Carone Learning Academy Mentor Handbook



About Carone Learning Academy

Founded in 2006, Carone Learning, www.caronelearning.com, is the leading curriculum provider of online health, fitness, and career courses for grades K-12. Carone Learning Academy is Carone Learning's supplemental online school, providing outstanding curriculum as well as instruction by highly qualified teachers.

Carone Learning Academy is an accredited school through Cognia (formerly AdvancED). Although we don't offer a diploma, we can provide a transcript and school credit that can be transferred back to a student's graduating school. If you have any questions about ordering a transcript or transferring credit, please contact our registrar.

Who Do I Contact with Questions?

Knowing who to contact when you have problems is helpful. Use the chart below to decide the best person to help you.

Registrar & Student Support		Instructor	
registrar@caronelearning.com Phone: 801-657-4651 x111 Toll Free: 888-769-0480 x111		Teachers can be contacted via email, phone, or our student information system messaging portal.	
Contact the registrar concerning: • Problems with a login • Updating contact information • Discussing extension options • Ordering a transcript • Dropping a course • Registering for an additional course • Any problems with an instructor		Contact the instructor if: • You have questions about the class, assignments, or the curriculum • Student needs help catching up • You have questions about a grade • Student is unable to work in the course for a period of time • There are issues with a course or functionality	

If there is an error in the course that needs to be reported, an error report can be found here: <https://caronelearning.com/error-report/>

Student Handbook

Our student handbook includes tips and hints for being successful, as well as information on accessing and navigating courses. The student handbook can be found on the student login page: <https://caronelearning.com/login/>

Using the Student Information System

Login

Carone Learning uses both a student information system (Genius SIS) and a learning management system (Buzz). The SIS is where you will login to view a summary of student information. The students will also login through the SIS, which will take them to the LMS where their courses are hosted.

Students, guardians and mentors can login at the following URL:

<http://www.caronelearning.com/login>

If you did not receive a username and password, please check your spam folder to see if it was sent there or contact the Registrar, registrar@caronelearning.com.

Login Troubleshooting

If you are having problems logging in, use the following troubleshooting steps:

1. Make sure you are using the correct case-sensitive login credentials.
2. Try resetting your password by clicking on “Forgot Password” on the login box. A new password will be emailed to you. (You can update it if you choose by clicking on “Account” once you have logged in).
3. If you continue to have problems, please contact the registrar, registrar@caronelearning.com. Please include your name, course, and an explanation of the problem. Screenshots are helpful.

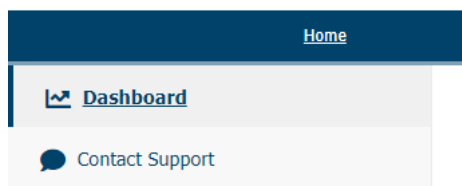
SIS Features

From the coach or mentor role in the SIS, you will notice four tabs: Home, Students, Enrollments and Messages.



Home Tab

Under the Home tab, you will see the following options:

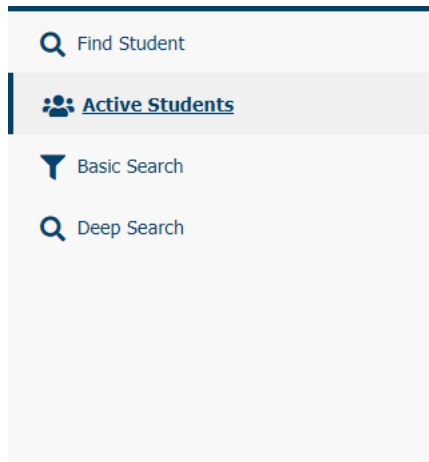


- **Dashboard***: This shows an overview of your students, including recent enrollments, drops, and completions, as well as a watch list of students that are behind or performing poorly.
- **Contact School**: This goes to the Registrar. You may wish to contact the registrar about enrollment questions or drops. You can also use this tab to notify us of a problem with a course or student.

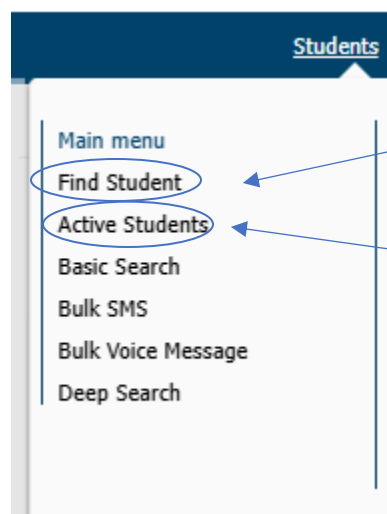
***Note:** The student information system pulls gradebook and activity data from the courses several times a day. It does not update in real time. Recent activity or scores may not show up immediately in the SIS.

Students Tab

Under the STUDENTS tab, you can click on a student and view student information, including grades, progress, and communication. Below is a summary of a few of these key features.



- **Find Student:** Search function to help you search through your students. This could be current or past students (past students: you will be able to see their name listed, but won't be able to click on them for more information. Please contact the registrar if more information is needed.)
- **Active Students:** This will come up by default and shows a list of your currently active students. You can click on the students individually to get more information about them.
- **Basic Search:** Search active students.
- **Deep Search:** Search active and past students.



Find Student: Searching here will allow you to see all past and present students, when searching by name.

Active Students: Searching here will allow you to see all active students. From here, you can sort by enrollment type which will show all students actively enrolled in a course.

Enrollments Tab

Under the ENROLLMENTS tab you can set up emails by using the filtering function. You can filter by teacher, class, start date, end date and so much more. Once you are satisfied with your parameters, click "Get Data" to generate a list of students that fit the chosen parameters. From there, you can create an email to send to those students.

Messaging Tab

Under the MESSAGING tab, you can send a message to one of your students, teachers, or Carone Learning admin. Simply hit "Compose" and start typing the name of the intended recipient. The name should then auto-fill.

This message will only send to the recipient's account within the system. However, you can check the box to "Send a copy to the recipients' email," which is recommended.

Communication & Course Completion Policies

Welcome: Students should receive a welcome email from the registrar as well as the instructor. Students should also receive a welcome phone call from the instructor within a week of registration.

Ask Questions: Students, parents, and course mentors are encouraged to communicate with us if there are any problems or questions, or if students are unable to work on their course for an extended period of time. The instructor will provide an email address and phone number where they can be contacted. Each instructor also has a weekly office hour where they will be immediately available to help you.

Response Time: Our policy is to return emails and phone calls within 24 hours (M-F), if not sooner.

Assignment Grading: Assignments will usually be graded within three days of submission (M-F). Comments on assignments can be found by clicking on the assignment score in the gradebook.

Final grades: Final grades for courses will be posted within one week of course completion.

Due dates: Within each course gradebook, students will find a list of due dates. These dates are there as a guide to help students stay on track. Although there are no strict due dates* in a course, students are encouraged to work on the course on a regular basis. Please be aware that teachers will be following up with students, parents, and mentors if students have not logged into a course for a week or more.

*In physical education courses, Fitness Logs must cover a full week and be submitted within one week of completion.

Poor performance: Students, parents, and mentors can view students' grades and progress. Please note the grade shown is based ONLY on assignments that have been completed and graded. Any assignments not completed by the end of the course will be marked as a 0. Teachers will reach out to students, parents, and mentors if a student's grade falls below 70% or if a student has not logged in for over a week.

Enrollment Periods, Drops & Extensions

Start Date

Carone Learning Academy allows for a rolling enrollment, meaning students can enroll at any time and choose their own start date.

End Date

An end date will automatically be assigned based on your specified start date. If you need your course completed by a specific end date, please notify the registrar. Please note that teachers have one week to submit a final grade after you have completed your course.

The table below shows the enrollment period for each course.

	Full Semester	Accelerated Semester	Full Year	Credit Recovery	Quarter Credit	Independent Study
Enrollment Period	18 Weeks	9 Weeks	18 Weeks	7 Weeks	9 Weeks	18 weeks
Required PE Logs	12 Weeks	8 Weeks	12 Weeks	6 Weeks	6 Weeks	12 Weeks
Course Credit	0.5	0.5	1.0	0.5	0.25	0.5
Teacher Support	Weekly communication, support, and feedback; available via phone, email, or online mtg	Weekly communication, support, and feedback; available via phone, email, or online mtg	Weekly communication, support, and feedback; available via phone, email, or online mtg	Weekly communication, support, and feedback; available via phone, email, or online mtg	Weekly communication, support, and feedback; available via phone, email, or online mtg	Can contact instructor with questions
Grading & Feedback	Instant-feedback quizzes; Assignments graded within 3 days (M-F)	Instant-feedback quizzes; Assignments graded within 3 days (M-F)	Instant-feedback quizzes; Assignments graded within 3 days (M-F)	Instant-feedback quizzes; Assignments graded within 3 days (M-F)	Instant-feedback quizzes; Assignments graded within 3 days (M-F)	Instant-feedback quizzes; Assignments graded upon course completion
Available Courses	All Course Titles	All Course Titles	Fitness-Fundamentals Advanced P.E.	CR Health CR P.E. 1 & 2	MS Health 1, 2, 3 MS PE 1, 2, 3 HS PE 1 & 2	Health & Wellness Fitness Fundamentals 1 & 2 Advanced PE 1 & 2 Middle School Health Middle School P.E. 1 & 2

Drops

Students can drop a course at any time. However, only drops within the 7-day grace period are eligible for a refund (minus a \$49 processing fee).

Extensions

Carone Learning Academy can provide a one-week courtesy extension to accommodate holidays, snow days, sick days, and other issues that may keep a student away from a course. Note that this courtesy extension is not available for independent study courses. Additional extensions for all courses are available for a fee of \$20 per week.

Please be aware that the following stipulations apply:

- The extension must be requested by the **parent** for self-enrolled students, or by the **school counselor, mentor, or registrar** if the student is enrolled through a partner school. Please send extension requests to registrar@caronelearning.com.
- The extension period applies to the **consecutive week(s) after the student's original completion date**. For example, if a student's end date is January 7th a one-week extension would be available through January 14th.
- It is recommended that extensions are requested **prior to** a student's completion date so they can utilize the maximum extension possible.

General FAQs

Q: How can students receive credit for Carone Learning courses?

A: As a Cognia accredited school, Carone Learning Academy can provide credit as well as send an official transcript to a student's diploma-granting school. Although credit is generally accepted from one accredited organization to another, we recommend that students consult with their school counselors. Please contact the registrar for more information about ordering a transcript.

Q: How much credit is each course worth?

A: Most courses are one semester credit or 0.5 credits in most states (5 units in CA). We also offer full credit (1 credit) and quarter credit (.25 credit) courses.

Q: Are courses synchronous or asynchronous?

A: All courses are designed to be asynchronous, meaning there is no required live class time. Students can work on courses anytime, anywhere.

Q: What are the technical requirements?

A: In order to view all course elements and complete assignments, students need a stable internet connection and access to a word processing program, such as Word, Open Office, or Google Docs.

Q: Are there any textbooks or other materials required?

A: No. Our courses are textbook free! All the necessary content and information needed to complete a Carone Learning course is included in the course itself. Some optional equipment may be purchased for PE courses, such as exercise or sports equipment, or fitness tracking watches.

Q: How are the Carone Learning courses appropriate for a variety of learners?

A: The Carone Learning courses were designed using sound instructional theory. They are user friendly, easy to navigate, and consistent throughout. In addition, they are accessible and 504 compliant, with multimedia lessons combining text, pictures, video, and audio to greatly enhance understanding and cater to a variety of learning styles. Students receive help and feedback from a dedicated instructor. Students can review the course information as many times as they need. Printable handouts are also available. If a student has an IEP or needs accommodations, please make a note upon registering, and contact the instructor once the student is enrolled so we can make any necessary adjustments. Please see our 504/IEP policy found in this document.

Physical Education FAQs

Q: How does the physical activity component work in the PE courses?

A: Although our PE courses are delivered online, the physical activity required in these courses is anything but virtual! Fitness levels and activity for courses are measured with various pre- and post-fitness assessments. Students are required to keep a detailed log of their weekly fitness activities and to evaluate their progress through periodic evaluations or “Fitness Checkpoints.”

Q: How are fitness logs verified?

A: A parent, guardian, or supervising adult must submit a verification form every four weeks. **Without this verification form, students will NOT receive credit** for their fitness logs.

Q: What equipment is required?

A: There are no additional textbooks or equipment required for students to complete Carone Learning courses. Access to exercise equipment is helpful but not required.

Included with each PE course, students have complimentary access to **Carone Learning’s Exercise Library**. Within the library there are over 300 exercises to choose from with a variety of equipment options, including exercises that require no equipment.

Q: Can the Carone Learning PE courses accommodate students with physical limitations?

A: Because exercise programs can be tailored to meet the needs of each student, PE courses are ideal for students of all fitness levels and abilities. Although any of our PE courses can be modified to meet special needs, our **Adaptive PE** course is designed specifically for students with physical limitations. If there is a physical or academic need we should be aware of, please contact your instructor to discuss accommodations.

Student Expectations

Students enrolled in Carone Learning Courses are expected to:

- Participate in the course on a regular basis each week.
- Submit assignments in a timely manner.
- Communicate regularly and effectively with the instructor via email, phone, or office hours.
- Communicate with supervising adult, parent, and/or school counselor on a regular basis to discuss progress (*and fitness logs if enrolled in PE*).
- Seek clarification on expectations, assignments, or content as needed.
- Notify instructor if unable to login or complete work in a timely manner.
- Notify instructor if there are any academic or physical limitations that may interfere with course participation or coursework.
- Complete and log appropriate physical activities for a minimum of three hours each week, as specified in the course Exercise Requirements (*PE courses only*).
- Complete your own work. Cheating and/or plagiarism is not acceptable.
- Comply with the Student Code of Conduct.

Academic Integrity

Carone Learning takes pride in upholding the value of academic integrity. **Cheating and plagiarism will not be tolerated.** Cheating includes, but is not limited to:

- Falsifying information on fitness logs or other assignments
- Copying information from other students, or the internet
- Copying answers on a quiz
- Lying about the process used or information recorded in an assignment or exam
- Using study guides or open content on exams in which it is expressly prohibited

Instructors who suspect students of cheating will document their suspicions and report to the Lead Instructor or school administrator. Cheating or plagiarism claims will be investigated by the instructor and/or school administrators.

Possible consequences of cheating include:

- Parent/instructor/student conference
- Notifying school and school counselor
- Failing grade on the quiz or assignment
- Failing grade in the course
- Expulsion

Code of Conduct

When registering for a Carone Learning course, students agree to the following Code of Conduct.

- Students must have Internet access to complete a course.
- Students will use the Internet responsibly—in a safe, efficient, ethical, and legal manner.
- Students should not participate in the misuse of the Internet, including viewing explicit or inappropriate material. All sites accessed and materials used should be considered “G” or “PG” in rating.
- Students will complete work with academic integrity. This means no cheating or plagiarism!
- Students recognize that course materials are protected by copyright law and are only available for use by authorized users for the time they are enrolled in the course. Students may not keep, post, or share materials with unauthorized users or use for any other purpose without express permission from Carone Learning.
- Students will keep their login and password information confidential.
- Students will use proper netiquette when communicating with other students, instructors, or other staff. This includes:
 - Using constructive criticism, but no personal attacks
 - No derogatory, racial, explicit, profane, or other inappropriate comments
 - No harassing other students, instructors, or staff
 - No posting of nude or inappropriate pictures
 - Be respectful
- Beware of emails or communications from strangers asking for personal information.

Carone Learning will cooperate fully with local, state, or federal officials in any investigation related to illegal activities.

Carone Learning will do its best to provide quality online courses and services. Course maintenance and updates are provided on a regular basis. However, this is not a guarantee of uninterrupted, error-free service. Furthermore, Carone Learning may suspend services at times in order to provide maintenance and updates.

Grading Policy

Grades in a Carone Learning course are based on points earned out of points possible. A final percentage grade will be determined based on points earned.

Typically, Carone Learning will submit a final percentage grade to student's enrolled school and allow the school to assign a letter grade. However, if a letter grade is requested, the following scale will be used.

Percentage	Letter Grade
93-100%	A
90-92%	A-
87-89%	B+
83-86%	B
80-82%	B-
77-79%	C+
73-76%	C
70-72%	C-
67-69%	D+
60-66%	D
0-59%	F

Additional grading policies:

- Unless prior accommodations or arrangements are made with the instructor, students will receive a 0 for any assignments not submitted by the end of the semester or the end of their allotted time in the course.
- Fitness logs are time sensitive and must be submitted within one week of completion. At the discretion of the instructor, students may receive partial or no credit for a late fitness log.
- Quizzes and exams can only be entered one time. Please be prepared at the time you start the quiz or exam.
- Instructors are expected to grade assignments within three school days of submission.
- Students have access to their grades and assignment feedback in the gradebook within their course.
- If students have any questions regarding assignments or grades, they should contact their instructor.

Selection of Educational Materials

The majority of curriculum and educational materials utilized by Carone Learning is developed in-house by a team of instructional designers, instructors, subject-matter experts, editors, and project managers.

Any curriculum developed or utilized from other sources should be:

- Accurate and scientifically-based
- Age and grade appropriate
- Free (to the extent possible) from advertisements or commercial content
- Aligned to national and state standards per subject matter
- In-line with the iNacol Standards for Quality Online Courses

IEP/ 504 Policy

Exceptional students are eligible to participate in Carone Learning courses. The following are procedures for submitting and implementing specialized student plans.

- Students with an IEP, 504 plan, or exceptional needs, should contact the Carone Learning registrar, program director, or course instructor prior to or upon beginning a Carone Learning course.
- It is recommended that students with physical limitations take the “Adaptive PE” course, however, students are not limited to this course.
- If students are participating in a PE course and have physical limitations that may prevent them from completing the exercise requirements as outlined, Carone Learning instructors or personnel should request a physician’s note that specifies what activities can be performed or what modifications should be made.
- Carone Learning instructors should meet or communicate with the student, parent/guardian, and/or school counselor or mentor via phone, online meeting, or email, to discuss necessary modifications, accommodations, and expectations.
- Notes will be made by instructor and submitted to other Carone Learning personnel as needed.
- Carone Learning instructor, with staff support, will provide necessary/reasonable accommodations and grade student accordingly.
- Carone Learning will keep all information confidential in accordance with our privacy policy.
- Student, guardian, and/or mentor should notify Carone Learning instructor or personnel if there is a change in situation or needs.

Bullying & Harassment Policy

Bullying, harassment, or cyber stalking is defined as systematically or chronically inflicting physical or psychological distress, or communicating words, images or language using electronic communication that causes substantial emotional distress for which there is no legitimate purpose.

Bullying and harassment **will not be tolerated**. Any such accusations will be investigated by school administrators. Law officials may be contacted if deemed necessary.

Student consequences may include:

- Student/parent/teacher conference
- Conferencing with school counselor
- Removal from course
- Failing grade in course
- Notifying law enforcement

Teacher or staff consequences may include:

- Verbal or written reprimand
- Termination
- Notifying law enforcement

Student Safety Policy

Teachers and staff are required to report suspicions of child abuse and/or other risks to a child, including:

- Physical abuse
 - Emotional abuse
 - Neglect
 - Domestic violence
 - Drug use in the home
 - Abandonment
 - Unsafe living conditions
 - Risk of self-harm
 - Risk of suicide
-
- If immediate danger is suspected, teachers or staff will report suspicions to local police or authorities.
 - If working with a partner school, Carone Learning staff will notify counselors or personnel at student's school to discuss options.
 - If student is self-enrolling, parents or other local authorities will be contacted.

Privacy Policy

Carone Learning abides by the student privacy guidelines outlined in the Family Educational Rights and Privacy Act (FERPA).

Access to Information

Student information is shared only with teachers, school administrators, and support staff as needed. External communication or information sharing may be done between Carone Learning and student's parent/guardian and school counselor. Upon completion of a course, a completion certificate will be sent to student, parent/guardian, and school counselor or registrar. Official transcripts are sent to a student's school upon request. No additional information may be released without written permission from the student's legal guardian.

Security

Student information is kept confidential. All student data is secure and password protected. Students and teachers must also have a username or password to access their courses. They should keep this information private. Students and teachers should not share their login information or any class content with others. Mentors or counselors are also provided with a unique login to view only their student data and grade books. Mentors should also keep this login, course data, and student data confidential.