



# SLIVS Terms of Service

**Updated:** March 2025

## PARTNERSHIP

Summit Learning Institute® Virtual School (SLIVS), a subsidiary of Summit Learning Institute® LLC, is a fully accredited online private school where middle and high school students can enroll and learn from anywhere in the U.S. Summit Learning Institute® Virtual School (SLIVS) has partnered with Imagine Learning Excellence Academy (ILEA) to provide an accredited online education experience for middle and high school students across the United States. SLIVS uses the Imagine Learning curriculum, educational services, and learning management system (LMS) for its online school.

Imagine Learning Excellence Academy (ILEA) is a subsidiary of Imagine Learning LLC. As such, Summit Learning Institute® Virtual School (SLIVS) has adopted the [Privacy Policy](#), [End User Terms of Service](#), and [Accessibility](#) of Imagine Learning LLC.

## ABOUT SLIVS

Summit Learning Institute® Virtual School (SLIVS) is a fully accredited online private school where middle and high school students can enroll and learn from anywhere in the U.S.

Tagline: “A Private, Virtual School Experience Where Innovation Meets Personalized Learning”

### Vision Statement

Summit Learning Institute® Virtual School envisions a future where every student can access a personalized, high-quality online education that empowers them to achieve academic excellence, career readiness, and lifelong success in a rapidly evolving world.

### Mission Statement

Our mission is to provide flexible, student-centered learning experiences that integrate rigorous academics, career-oriented learning pathways, and college preparatory courses. Through strong partnerships with parents, schools, nonprofits, and community organizations, we ensure



that every learner—regardless of background—has the support necessary to thrive personally and academically as a life-long learner.

### SLIVS Online Learning Experience

SLIVS offers differentiated learning experiences for students, including exceptional and gifted learners. Students can move through the online curriculum at a regular or accelerated pace for early online course completion. This allows students to take on more advanced and challenging coursework if desired.

Students can access online resources such as text-to-speech features, pre-recorded video-based teaching, asynchronous daily instruction provided by a qualified and credentialed teacher, online and on-demand 1:1 tutoring via chat, whiteboard, phone, and more.

Each student receives individualized support from an online course instructor for each enrolled course, on-demand 1:1 tutors, a special education specialist (if applicable), and an assigned Learning Navigator or mentor. Once enrolled, students will receive a course syllabus from the online course instructor and can request a scope and sequence for the course. Teacher meetings occur online via Blackboard or phone or chat messaging within the LMS.

On-demand tutoring is available to students as follows:

- Monday - Friday, 8am - 10pm (EST)
- Saturdays, 11am - 7:30pm (EST)
- 6:30am - 10:30pm (EST)
- Tutoring during holidays may vary so check with the online course instructor.

Our online course instructors are responsible for grading and assessments and working with students to support their learning process. Teachers are allowed 24 hours to respond to parent or student communications. Course grades may appear higher during the 18-week semester until all assignments are graded by the online course instructor. They are also allowed 72 hours to complete course grading and to close out the course at the end of an 18-week semester.

SLIVS also offers access to unique and rigorous courses that may not be available in local school districts to provide gifted students with the chance to explore subjects that match their interests and academic abilities.

## **ACCEPTANCE OF SERVICE**

Students and parents/guardians enrolled at Summit Learning Institute® Virtual School (SLIVS) agree to follow the Terms of Service, which may be updated or changed by SLIVS at any time without prior notice. By accessing SLIVS platforms—including the website, learning



management system, student information system, and other tools used to provide online educational services—you agree to comply with the Terms of Service of Imagine Learning LLC as referenced above and all related policies and procedures referenced within them.

## **ACADEMIC STANDARDS AND NONDISCRIMINATORY POLICY**

At Summit Learning Institute® Virtual School (SLIVS), we are committed to maintaining the highest academic standards. We believe that motivated students will achieve academic success, grow intellectually, build confidence, and discover pathways to future success. We proudly welcome students of all races, colors, nationalities, religions, and ethnicities and are committed to providing equal access to all rights, privileges, programs, and activities at SLIVS. We maintain a strict non-discrimination policy to ensure that no student is treated unfairly based on race, color, gender, age, or national or ethnic origin in any aspect of our programs.

## **HONOR AND ACADEMIC CODE OF CONDUCT**

At Summit Learning Institute® Virtual School (SLIVS), we are committed to creating a community built on courtesy and respect for every student, parent/guardian, instructor, and staff member. Our code of conduct is designed to promote the highest standards of academic integrity and honor.

All students accepted into SLIVS must agree to follow this honor and academic code of conduct. Adhering to these guidelines ensures a safe, supportive learning environment, free from harassment, negativity, and inappropriate behavior.

If a student violates the code of conduct, the parent or guardian (if applicable) will be notified, and appropriate disciplinary actions will be taken. This may include expulsion from Summit Learning Institute® Virtual School in serious cases.

## **ACADEMIC DECORUM AND BEHAVIOR STANDARDS**

Students, instructors, and staff communicate through various methods such as phone calls, text messages, live chat, email, and web conferencing. Inappropriate communication of any kind is strictly prohibited. Vulgar, profane, insulting, or derogatory comments will not be tolerated. All communication between students/parents/ guardians, instructors, and staff must be professional and respectful. If a student is found violating this rule, the parent or guardian will be notified, and appropriate disciplinary action will be taken, including expulsion from Summit Learning



Institute® Virtual School. This includes exclusion from accessing all SLIVS platforms, such as the learning management system, student information system, and other tools used to provide online educational services.

### **Attendance Requirements**

#### **Student Participation:**

Students are expected to log in and engage with their coursework five days a week. Students and families have the flexibility to choose the times and days that best fit their schedules.

Students must spend 1 hour of online course time in the LMS for each course they are enrolled in as a student of SLIVS. For instance, if a student is full-time and enrolled in 6 online courses, the student must spend 6 hours of online course time for the day.

#### **Flexible Scheduling:**

Our program is designed to provide autonomy, allowing each student and family to create a learning schedule that works for them while maintaining consistent participation.

#### **Attendance Monitoring:**

The SLIVS administrator will monitor the student's online course activity hours daily and follow up with the student and parent/guardian if the student's online learning time falls below the expected 1 hour of online course time requirement. If attendance issues occur (for example, if the student fails to meet the 1-hour attendance requirement for two days in a given week), the SLIVS administrator will contact the parent or guardian through email or a phone call. This communication aims to assist the student in improving their daily attendance.

### **NETIQUETTE**

At Summit Learning Institute® Virtual School (SLIVS), we expect all students and families to follow proper netiquette—respectful and professional online behavior—across all courses, assignments, activities, and communications. This applies to interactions with teachers, mentors, advisors, tutors, and all SLIVS staff, including technical support, administrative personnel, and approved partners and vendors. We expect professional and respectful communication between parents/guardians, students, and SLIVS staff. Failure to meet these expectations may lead to disciplinary action.



Violations of netiquette may include:

- Bullying or Harassment
- Offensive, disrespectful, inappropriate, or derogatory language and remarks
- Incessant comments
- Bullying
- Other behaviors resolved to cause undue stress and harm

### **Communication Policy at Summit Learning Institute® Virtual School (SLIVS)**

At Summit Learning Institute® Virtual School (SLIVS), all communication—including phone calls, live chats, emails, text messages, and web conferences—between students, parents/guardians, and SLIVS staff must be professional and respectful at all times.

Violations of this policy (e.g., Plagiarism, etc.) will not be tolerated and will be handled on an individual basis with the following consequences:

### **Penalties for Inappropriate Communication and Netiquette Violations:**

First Offense:

- The student will receive a warning, must complete an academic integrity course, and will have a chance to redo the course assignment.
- Failure to adhere to this policy may result in a disciplinary notice and possible zeros in the related course and its activities.

Second Offense:

- The student receives a failing mark for the assignment where academic integrity was violated with no chance to redo the assignment.
- Failure to complete the Netiquette Course will lead to:
  - A written disciplinary notice
  - Zeros in the related course and activities
  - Possible failure of the course

Third Offense:

- The student fails the course and receives a mark or indication on the transcript. The study may also be removed from the course and expelled from SLIVS.





Note: The student's Learning Navigator will meet with the student and parent during the first two offenses to offer support.

Maintaining a respectful and professional learning environment is essential for the success of all students. We appreciate your partnership in upholding these standards.

After each offense, the parent or guardian (if applicable) will be notified by email and receive a follow-up phone call to address any questions or concerns and review the Netiquette Policy.

While offenses are typically handled on a per-course basis, multiple offenses across different courses may lead to further disciplinary actions.

Additionally, Summit Learning Institute® Virtual School (SLIVS) reserves the right to expel students for serious violations, especially those that could endanger the safety or well-being of any member of the SLIVS community.

## **ACADEMIC INTEGRITY POLICY**

At Summit Learning Institute® Virtual School (SLIVS), we expect all students to uphold the highest standards of academic integrity in every course, assignment, and activity.

Violations of Academic Integrity Include:

- Plagiarism: Claiming another person's work as your own.
- Cheating: Using unauthorized materials or assistance to gain an advantage on assignments or tests.
- Fabrication/Falsification: Submitting false or misleading information.

These rules apply to all projects, assignments, papers, and exams. Students must complete assessments and assignments independently to ensure all work reflects their original efforts. Academic dishonesty in any form will not be tolerated and will be addressed on an individual basis.



## Penalties for Plagiarism and Cheating:

### First Offense:

- The student receives a written warning and must complete the [Academic Integrity Course](#) and provide proof of completion. Parents/guardians are responsible for any costs associated with purchasing the Academic Integrity Course.
- Failure to complete or pass the course will result in:
  - A written disciplinary notice
  - Possible zeros in the related course and its activities

### Second Offense:

- The student must attend a Zoom meeting with the guardian (if applicable) and SLIVS staff.
- Failure to attend the Zoom meeting and complete the assignment within the specified timeframe will result in:
  - A second written disciplinary notice
  - Zeros on related course activities
  - Possible failure of the course.

### All Subsequent Offenses:

- The student may be removed and dropped from the course.
- Additional consequences may include suspension or expulsion from SLIVS.

### Parent/Guardian Notification:

After each offense, the parent/guardian (if applicable) will be notified via email and receive a follow-up phone call to:

- Address any questions or concerns
- Review the Academic Integrity Policy

While each offense is typically handled per course, multiple offenses across courses may lead to further disciplinary actions.



At SLIVS, we believe that assessments and assignments are only constructive and meaningful when based on each student's original work. We appreciate your support in upholding these academic standards.

## RETAKE POLICY

At Summit Learning Institute® Virtual School (SLIVS), all course assignments, tests, and quizzes are mastery-based and designed to ensure that students fully understand and master the subject matter.

### Retake Guidelines:

- Retakes are granted at the teacher's discretion, provided students meet the criteria outlined below.
- The type of assignment, test, or quiz, along with the course type, will determine the eligibility and availability of retakes.
- Students may be allowed up to five retakes per course.
- Retakes are generally not available for:
  - Courses or assignments where retakes do not apply.
  - Assignments, tests, or quizzes where the score is 80% or higher.

This policy is designed to allow students to improve their understanding while maintaining high academic standards across all courses.

### Quiz and Test Reviews

- Retake Opportunities:
  - Teacher discretion determines retake eligibility.
  - Students should receive at least one additional retake if the score is below 70%.
- Review Sessions:
  - Teachers may use a combination of retakes and virtual review sessions to support student understanding.
- Special Course Considerations:
  - Advanced Placement (AP), honors, and other specialized courses may have additional retake restrictions.





## Assignment Attempts

- General Assignments:
  - Students are allowed two attempts per assignment.
  - If the first attempt is below 80%, the student will be prompted to complete a second attempt.
  - If the first attempt is 80% or higher, no additional attempts will be permitted.
- Exceptions:
  - Attempt allowances may vary by course type and remain subject to teacher discretion.

## Projects and Performance Tasks

- Retake and Revision Opportunities:
  - Teacher discretion determines whether retakes or revisions are allowed.
  - If a student submits a blank project, it is up to the teacher whether the student will be permitted to resubmit.

## AP Courses

- Quizzes and Tests:
  - One retake attempt may be granted at the teacher's discretion.
- Final or Cumulative Exams:
  - Retakes may or may not be allowed for final or cumulative exams, pending the course teacher's discretion.
- Essays:
  - Essay resets and revisions are determined entirely by the teacher.

This retake and assessment policy is designed to ensure that students at Summit Learning Institute® Virtual School (SLIVS) have fair opportunities to demonstrate mastery while maintaining academic integrity and high standards across all coursework.

## SUSPENSION AND EXPULSION POLICY

At Summit Learning Institute® Virtual School (SLIVS), we are committed to supporting every student's academic journey. However, in cases where suspension or expulsion becomes necessary in accordance with SLIVS policies, please note the following:



- Tuition fees are non-refundable in the event of suspension or expulsion.
- SLIVS makes every effort to work with students regarding policy violations, as evidenced by offering guidance and support.
- Suspension or expulsion will only occur under extreme circumstances and only after a fair warning has been given to the student.

## Appeal Process

### For Academic Action and Resolving Academic Grievances

- Students who believe they have received an unfair grade may appeal the decision by:
  1. Submitting a letter of appeal to the SLIVS administration.
  2. The SLIVS administrative team will then review the case.
  3. A final decision will be made and communicated within 30 days of your submission.

### For Suspension or Expulsion from SLIVS

- If a student is suspended or expelled and wishes to appeal, the following steps must be taken:
  - Submit a formal letter to the SLIVS administration within 7 days of receiving the suspension or expulsion notice.
  - The letter must include:
    - The student's desire to appeal.
    - A clear explanation of the reason for the appeal.
    - Any extenuating circumstances leading to the suspension or expulsion.
- Important:
  - The submission of an appeal does not guarantee acceptance.
  - All appeals will be reviewed individually, with decisions made based on the specific details of each case.

## PROGRAM REQUIREMENTS

At Summit Learning Institute® Virtual School (SLIVS), our virtual learning experience is powered by the Imagine Learning Excellence Academy (ILEA), a.k.a. Imagine Edgenuity—a robust learning management platform designed to support student success at every step.



### Key Features of Our Learning Platform:

- User-Friendly: The Imagine Edgenuity system is secure, easy to navigate, and designed with students and families in mind.
- Broad Compatibility: The platform works seamlessly with commonly used browsers and hardware, ensuring students can access coursework from various devices.

Important: To ensure a smooth and positive learning experience, we encourage all families to review the technical specifications and installation requirements by visiting: [Imagine Learning Technical Requirements](#). Reference the Imagine Edgenuity section under the “Courseware” heading.

## APPLICATION FOR ADMISSION AND ENROLLMENT

### Application for Admission and Enrollment

As part of the enrollment process at Summit Learning Institute® Virtual School (SLIVS), parents will be required to submit essential documents to complete their child’s online application. These documents include proof of age, such as a birth certificate for students under 18 or a state-issued ID for those 18 and older. Additionally, parents must provide an official transcript from the student’s previous school, proof of guardianship if applicable, and a copy of any existing IEP or 504 plan. The enrollment form will be sent to you by SLIVS after the registration fee and tuition have been paid in full. Submitting these materials ensures a smooth enrollment process and helps us provide the best possible educational experience for your child.

### Records Needed for Enrollment

- Birth certificate (if under the age of 18)
- State-issued ID (if over the age of 18)
- Enrollment form (sent after tuition and registration fee has been paid)
- An official transcript from your child’s previous school
- Proof of guardianship (if applicable)
- A copy of your child’s IEP/504 plan (if applicable)
  - Note: a copy of your child’s IEP/504 plan may be submitted at a later date (if applicable)



## GRADING SYSTEM

Academic Letter Grades:

The following letter grades will be used to assess student performance:

- A, B, C, D, F

Plus (+) and Minus (-) Grading:

- Plus (+) and minus (-) distinctions will be applied to grades except in the case of:
  - A+ (not used)
  - F- (not used)

Grade Rounding Policy:

- No rounding of scores or grades will occur.
- All grades issued by Summit Learning Institute® Virtual School (SLIVS) are final and will be recorded as earned without adjustments.

This grading policy ensures consistency, fairness, and clarity in how student achievements are assessed and reported.

### Calculating Your GPA

The following grade scale will be utilized to calculate your GPA.

A	94-100	C	74-76.9
A-	90-93.9	C-	70-73.9
B+	87-89.9	D+	67-69.9



B            84-86.9            D            64-66.9

B-            80-83.9            D-            60-63.9

C+            77-79.9            F            0-59.9

### Permanent Record

- SLIVS maintains a confidential, permanent record for each student, which includes:
  - Standardized test scores (when applicable)
  - Health information
  - Individual Education Plans (IEP) and 504 Plans (can be provided after enrollment)
  - Behavioral records (if applicable)
- Parental Access:
  - Parents/guardians may request to review their child's records anytime.
- Record Transfer:
  - If a student transfers from SLIVS, records will be sent to the receiving institution upon official request.

### School Transcripts of Credits

- SLIVS keeps a complete transcript of all courses attempted and completed at the school.
- Transferred Credits:
  - Transcripts may also reflect credits transferred from other accredited institutions.
- Repeating a Class:
  - Students may only repeat failed courses.
  - Note: NCAA-approved course eligibility may have different requirements regarding repeated courses.

### Credit Transfer





- Evaluation Process:
  - Credits from other institutions are evaluated at SLIVS's discretion.
  - Generally, credits from schools accredited by Cognia, WASC, or other recognized regional accrediting associations are accepted.
- Non-Traditional Credits:
  - Credits from non-accredited institutions or home-school programs are subject to a comprehensive review, which includes:
    - Transcripts
    - Final grades earned
    - State-required private school affidavit (where applicable)
- SLIVS reserves the right to deny the transfer of any credits.

### **Transfer GPA**

- When transferring credits, SLIVS/ILEA will do the following:
  - Reflect all previous courses and grades in the transcript analysis.
  - Adapt all transferred grades to the SLIVS/ILEA unweighted grading scale as follows:
    - Example: A 4.5 weighted GPA will appear as a 4.0 on SLIVS's scale.
    - Example: A 4.1 weighted GPA will appear as approximately 3.6 on SLIVS's scale.
- Incoming 9th Grade Students:
  - Must submit middle school transcripts showing earned credits.

### **Course Add or Drop**

- Adding Courses:
  - Students may add courses at any time.
  - Additional fees may apply if courses are added after seven days from the semester start date. This depends on the selected payment plan.
- Dropping Courses:
  - Courses dropped within seven days of activation in the Learning Management System (LMS) will not appear on the student's transcript.
  - Courses dropped after the seven-day period will appear as 'incomplete' on the transcript, with no final grade or credit issued.



This policy ensures transparency, consistency, and fairness in academic records and testing requirements at Summit Learning Institute® Virtual School (SLIVS) to support students' academic progress and college readiness.

## HIGH SCHOOL GRADUATION REQUIREMENTS

### Graduation Credit Requirements

- Total Credits Needed:
  - Students must complete 21 credits to qualify for graduation from SLIVS. Each course is worth 0.5 credits.
  - If a student is transferring into SLIVS-ILEA, the student must complete a minimum of 6 credits for graduation or 12 courses.
- Credits from SLIVS:
  - While credits from other regionally accredited institutions may be transferred, students must complete at least 6 credits through SLIVS to receive a diploma from our school.
- Course Completion:
  - Students are responsible for completing all course requirements as outlined in their Course Planner.
- Transcript Submission:
  - Prospective graduates must provide official transcripts documenting all previously completed high school coursework.
  - Transcript Requests:
    - SLIVS can request transcripts from a student's previous school.
    - However, it is the student's or guardian's responsibility to ensure that all transcripts are received by SLIVS.

### Graduation Application Process

- Academic Review:
  - Students who believe they are ready to graduate must undergo an Academic Review to confirm that all graduation requirements have been met.
- Submitting a Graduation Application:
  - To begin the Academic Review process, students must submit a Graduation Application.
  - Important Note:



- The submission of the Graduation Application does not guarantee graduation approval.
- If Additional Credits Are Required:
  - Should the Academic Review indicate additional credits are needed, students must complete the required credits before graduation approval is granted.
- Graduation Denial Notification:
  - If graduation is denied, the student will:
    - Be notified in writing.
    - Receive the results of the Academic Review, including information on any outstanding requirements.

This graduation policy ensures that students at Summit Learning Institute® Virtual School (SLIVS) meet all academic standards while providing a clear, structured pathway to earning their diploma.

## Credit Recovery

Credit Recovery is reserved exclusively for students who did not receive a passing grade in a course at SLIVS-ILEA or another school. Students are administered a pre-test for specific course topics when the credit recovery course begins. A student can either test out of the course topic with a score of 70% or higher or begin learning with the topic where mastery was not achieved.

Credit recovery courses are labeled with a “CR” after the course title in the course list. NCAA student-athletes cannot enroll in credit recovery courses due to higher academic standards established for them (e.g., AP courses, etc.).

## SPECIAL POPULATIONS AND COURSE ENROLLMENT POLICY

At Summit Learning Institute® Virtual School (SLIVS), we are committed to supporting students of all abilities. If your student has a disability that may impact their ability to complete a course successfully, please contact us directly so we can discuss possible accommodations.

Key Information on Academic Support and Accommodations:

- Individualized Support:



- SLIVS (and its partner ILEA) supports students with exceptional learning needs, including English learners (ELL), students identified as gifted, and those with IEPs or 504 plans.
- SPED-certified coordinators and resource specialists ensure each student with an IEP, 504, or other education plan receives the necessary support and accommodations to reach their goals.
- Accommodations are reviewed and provided case-by-case to meet each student's unique needs.
- Applicable Accommodations:
  - Not all accommodations or modifications may apply to SLIVS courses.
- Documentation Requirements:
  - Supporting documents must be current and qualify under relevant educational standards.
- Document Creation and Assessments:
  - SLIVS does not create or issue formal educational documents or assessments for disabilities, including:
    - Individualized Education Plans (IEPs)
    - 504 Plans
  - ILEA cannot create or update an IEP, 504, or similar educational plan. ILEA can make limited accommodations and modifications to courses. Please speak to our team to find out more.

If you have questions regarding accommodations, we are here to help you understand how we can assist your student within the scope of our virtual learning programs.

## **COURSES AND TUITION**

Full-Time & Part-time Enrollment:

- Course Limit:
  - Full-time students require enrollment in six (6) courses per semester or 12 courses for the year.
  - Part-time students may enroll in up to three (3) courses per semester.
- Summer School
  - Summer school course enrollment is for 9 consecutive weeks.

Course Completion Timeline:



- **Standard Course Duration:**
  - Students have 18 consecutive calendar weeks to complete each semester-long course.
  - Students have 9 consecutive calendar weeks to complete summer school courses.
- **Extension Policy:**
  - An optional two-week extension is available for semester and summer school courses at no extra charge.
  - Extensions beyond two weeks will require the purchase of a new semester course.

#### Special Considerations for NCAA Athletes:

- **NCAA Compliance:**
  - Potential NCAA athletes must follow specific guidelines regarding:
    - Course length
    - Course type
    - Timely submission of all course assignments
  - Families are responsible for understanding and complying with these requirements to ensure NCAA eligibility.

#### Tuition and Additional Fees:

- **Tuition Coverage:**
  - Tuition and fees cover course registration and enrollment as specified.
- **Additional Materials:**
  - Any fees for required course materials (textbooks, lab kits, software, etc.) are not included in tuition and are the responsibility of the student or parent/guardian.
- Refer to the “Tuition and Payments” tab on our website for more details.

At SLIVS, we strive to provide a flexible and supportive learning experience. We encourage parents and guardians to reach out with any questions about course options, tuition, or special population support services.





## REFUND AND WITHDRAWAL POLICY

### Initial Seven-Day Satisfaction Guarantee

At Summit Learning Institute® Virtual School (SLIVS), we are dedicated to ensuring a positive learning experience for all students. To support this commitment, we offer an Initial Seven-Day Satisfaction Guarantee for New Students under the terms outlined below.

### Eligibility and Terms

#### Full Refund:

- Initial 14-Day Satisfaction Guarantee: A full refund of all initial payments (minus any non-refundable fees such as registration and application fees) will be provided if the student or guardian withdraws within seven (7) days of course activation in the Learning Management System (LMS)
- Post-14-Day Withdrawal: No refunds for upfront payments. Monthly tuition plans will cancel future payments, and course access will cease on the next due date.

#### Who Qualifies as a New Student?

- A New Student is defined as an individual who has never previously enrolled in any course at SLIVS.

#### Exclusions:

The Seven-Day Satisfaction Guarantee does not apply to:

- Re-enrollment in any course(s)
- Payments made by third-party providers (such as scholarships, grants, or ESAs)

Note: Refund requests for third-party payments must be submitted directly to the provider; SLIVS cannot process third-party refunds.



## Requesting a Refund

Complete the two steps below within seven days to request a refund.

1. Complete the two steps below within seven days to request a refund.
2. Send a written withdrawal request via email to [info@slivirtuelschool.com](mailto:info@slivirtuelschool.com).
3. Complete and submit the Withdrawal Request Form to SLIVS.

### Late Submissions:

- Requests received after seven days are not eligible for a refund.

## Refund Details by Enrollment Type

### Full-Time Enrollment

- No Partial Refunds:
  - If a New Student enrolled in the Full-Time Program drops some but not all courses during the seven-day period, no partial refunds will be issued.
  - The student must withdraw from all courses to qualify for a refund.

### Part-Time or Single Course Enrollment

- Partial Refunds:
  - New Students enrolled in part-time or single-course programs who drop some (but not all) courses within seven days are eligible for a one-time partial refund for the dropped course(s).

Important Note: If additional courses are dropped after a partial refund has been issued, no further refunds will be provided.

### Second Semester Enrollment:

- The Seven-Day Satisfaction Guarantee does not apply to re-enrollment or second-semester enrollments.



## Payments at Enrollment

- Full Payment Required:
  - All tuition payments (full-time and part-time) are due at the time of enrollment and must be received before course access is granted.
  - SLIVS does not offer payment installment options but encourages families to explore external financing options.
- Payment Method:
  - All tuition and related fees must be paid using PayPal and verified by SLIVS before enrollment in any course.
- If, for any reason, a late payment results:
  - 7 days overdue: A \$25 late fee will be applied.
  - The outstanding balance will be sent to collections (including late fees).
  - Unresolved payments: The student will be automatically withdrawn from SLIVS if a late payment is not resolved within 10 days after being deemed late, which is at the time of enrollment.

## For Students Who Paid in Full

- Withdrawal After Seven Days:
  - If a student who paid in full withdraws after the seven-day period:
    - No refunds will be provided.
    - All enrolled courses will be dropped from the schedule.
- Transcript Impact:
  - Dropped courses will be marked as 'incomplete' on the student's transcript.
  - No final grades or credits will be awarded for incomplete courses.

## Tuition and Required Fees

### Tuition

- Refer to the Tuition and Payment tab on our website for detailed information.

### Application and Registration Fees

- All tuition and registration fee payments are due at the time of enrollment.
- A non-refundable fee of \$50 is required before you submit your online application for admission.



- A non-refundable enrollment fee of \$150 is charged at the time of enrollment. This fee is reapplied for each re-enrollment per semester or year.

## Optional Fees

The following fees may apply, depending on the services requested:

- Senior Dues (required for all graduating students): \$75
- International Transcript Evaluation: \$75 per evaluation
  - *Note: Transcripts must be translated into English by a certified provider at the parent/guardian's expense.*
- Individualized Graduation Plan: \$75 (after the first free plan per year)
- Notary Services for Transcripts/Diplomas: \$10 per document (+Parchment ordering fees)
- Shipping of Notarized Documents: \$50 initial fee (additional fees may apply based on shipping costs)
- Verification of Enrollment/Graduation: \$5 (electronic), \$10 (paper)
- Rush Fees:
  - VOE/VOG: \$25
  - Alumni Approval: \$100
  - Enrollment Paperwork/Payment Link: \$50
- NCAA Counseling Fee: \$150 per semester or year

**Reactivation Fees:** Accounts may be charged reactivation fees if students are re-enrolling/re-starting classes. Our system will charge a \$25 fee for every re-add charge. For example, if your payment is due October 1st, and you miss the payment deadline and grace period, and you need the charge added back in and your account reactivated. There will be an additional \$25 reactivation fee.

## Other Costs

Many AP courses require students to purchase textbooks, although an increasing number now offer online options.

Specific courses may require additional materials; for instance, photography electives require students to have access to a camera.

Additional fees apply for services such as enrollment verification, graduation processing, transcripts, and more. Please reach out to us for detailed information on any extra costs.



## Billing Security and Access

### Billing Security:

- SLIVS uses PayPal for all transactions to ensure secure payment processing.
- SLIVS does not retain or have access to your credit card information.

### Password Security:

- Parents and students have unique passwords for the learning management and student information systems.
- Keep passwords confidential and notify SLIVS immediately if compromised.

## Your Obligations & Representations

By enrolling at SLIVS, you agree to:

1. Provide true, accurate, current, and complete information during registration.
2. Maintain and update registration data to ensure accuracy.
3. Authorize SLIVS to charge your selected payment method for any tuition and related fees due.

Important: If SLIVS suspects inaccurate or incomplete information, we reserve the right to suspend or terminate the student's account.

This comprehensive refund, withdrawal, and tuition policy ensures clarity and provides flexibility for families while maintaining the academic integrity of all programs at Summit Learning Institute® Virtual School (SLIVS).

## English Language Learner (ELL) Supports

ELL supports in Edgenuity (a.k.a., ILVP or LMS) include the following tools and features for students to augment their learning:

- Embedded Translation Tools – Content can be translated into multiple languages.
- Text-to-speech – Read-aloud support for instructions and questions.
- Scaffolded Supports – Vocabulary and concept reinforcement built into lessons.





- Video Captions & Transcripts – Closed captioning to aid comprehension.
- Flexible Pacing – Self-paced learning allows ELL students more time to process content.
- Visual & Interactive Supports – Engaging multimedia resources help reinforce learning.
- ELL Brochure-Attached for ELL Supports in Edgenuity.

## **ILVP / LMS PLATFORM**

The ILEA Platform (a.k.a., ILVP or LMS) has the following embedded functions for students:

- Student Progress Monitoring – Real-time data on student performance, course pacing completion, and completion.
- Teacher Communication – Messaging tools for student-teacher interaction.
- Course Enrollment & Management – Easy enrollment and customization options.
- Integrated Assessment Tools – Pre-tests, quizzes, and exams to measure mastery.
- Parent & Guardian Access – Family portals for progress tracking.
- Support for Differentiated Learning – Adjusted pacing and scaffolds based on student needs.

Key requirements of the ILVP

- Students cannot change their username.
- The student's username can be the student's email address or an alphanumeric series of characters with no spaces in the username.
- Students cannot edit the student ID number.



## CONTACT US

<p>If you have any questions, contact:</p> <p><b>Summit Learning Institute® Virtual School (SLIVS)</b></p> <ul style="list-style-type: none"><li>→ Call: 1-833-836-5335</li><li>→ Email: <a href="mailto:info@slivirtualschool.com">info@slivirtualschool.com</a></li><li>→ Fax: 833-836-4411</li><li>→ Or visit <a href="#">Connect With Us</a></li></ul>	<p>For technical support with the SLIVS learning management platform, contact:</p> <p><b>Technical Support</b></p> <ul style="list-style-type: none"><li>→ Call: 1-877-202-0338</li><li>→ Email: <a href="mailto:ISproductsupport@imaginelearning.com">ISproductsupport@imaginelearning.com</a></li><li>→ Hours of Service: Technical support is available 7 days/week.</li></ul>
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