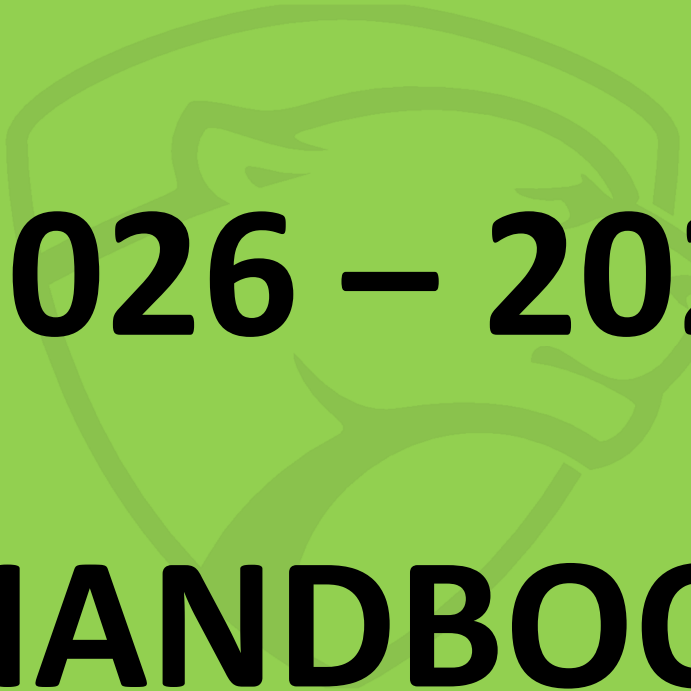




2026 – 2027

HANDBOOK

for Students and Families

Primavera Online

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MISSION AND VISION STATEMENT

Primavera provides a rigorous, relevant, and personalized education in a highly interactive virtual environment. As a school that serves both alternative and traditional student populations, we are committed to educating students through an engaging, individualized learning experience. Our vision is to prepare every student to become college and career ready by providing a highly personalized education.

Student Success and Support

Student Success

To be a successful online learner, you will need to be committed to the following:

- **Persistence:** Students who succeed in the online learning environment need to be tolerant of technical problems, be a self-advocate, work daily in all classes and work through their challenges.
- **Time- Management Skills:** While the flexibility of distance learning is an advantage our students enjoy, it is also one of the biggest challenges. The online student will need to be able to manage their time well by creating a study schedule that fits their academic and personal needs and stick to it.
- **Communication skills:** The teachers and staff at Primavera Online School are here to help you. They look forward to assisting you over the phone, in online live sessions, through text and email. The teachers will need you to communicate when you need help.
- **Basic Technical Skills:** Basic technical skills will be needed throughout your classes. If you do not know how to do something, it is important that you ask your teacher. They are always willing to teach you anything you need to know.
- **Motivation and Independence:** Online learning requires self-motivation, independence, and responsibility. Students who can work independently and stay motivated will be able to seize the many opportunities that an online learning environment can provide.
- **A Good Study Environment:** You will need a dedicated and quiet place designated for studying where the distractions of learning from home are not present. This will mean you may have to turn off your cell phone and only use the internet during study time for school-based assignments.

Parent/Guardians: The influence of the parent/guardian is extremely powerful. The more parents understand how to navigate our system and hold students accountable, the more opportunity the student has to be successful at Primavera. Items such as up-to-date telephone numbers and email addresses will help us greatly in our collective efforts to support our students' academic success by providing a channel of communication.

Parent/Guardian checklist for helping your child with virtual learning

Helping your child with online schoolwork, study skills and providing a schedule and place for educational studies will improve your child's chances of doing well in school and in life. As distance learning parents, you are your child's daily face to face contact.

Show you think education and schoolwork are important

- Is there a regular time every day set for schoolwork?
- Does your child have notebooks, pencils, computer, calculator, and other related items

- to complete assignments?
- Does your child have a well-lit and quiet place to study?
- Do you stay in touch with your child's teachers?

Monitor Assignments and Progress

- Do you know what class your child is enrolled in?
- Do you know how many lessons there are in each of your child's courses?
- Do you know where the pacing calendar is and how to locate your child's syllabi?
- Do you see your child start, work on, and submit assignments?
- Do you require your child to show you feedback on assignments?
- Is TV viewing, internet surfing or video games cutting into your child's schoolwork time?
- Do you use consequences or incentives tied to school performance and progress?

Communication with the Academics and Guidance Departments

- Do you check your email regularly for updates on your child's progress?
- Do you keep your contact information up to date?
- Do you use the StrongMind Central Dashboard or the course gradebook to view what items are completed and when?
- Do you work with the teachers to resolve schoolwork concerns?

Student Support

Primavera uses a Multi-Tiered System of Support (MTSS) to provide academic, behavioral, and social-emotional interventions. Students receive targeted support based on need, with regular monitoring to ensure growth and success. Our goal is to intervene early and collaboratively with families.

Certified Teachers: Students learn at home with the support of their parents and certified teachers who are a call, text, message, or email away.

Certified School Counselors: Trained and certified school counselors are on staff to enhance the Primavera Online School experience for students and provide the tools and resources for them to succeed in the Counselor Connect that is assigned to each student. The guidance department works closely with students to create individual academic plans to support them in the areas of personal and social development, academic progress, and career/college planning.

Student Success Partners (SSPs): SSP's serve as a vital connection between the school, students, and families. They provide proactive outreach, encouragement, and individualized support to help students stay engaged, overcome barriers, and remain on track toward graduation. SSPs regularly communicate with families to answer questions, provide resources, monitor attendance and academic progress, and connect them with additional school supports when needed. Through ongoing relationship-building and consistent communication, SSPs help ensure families feel informed, supported, and empowered throughout their student's educational journey.

Special Education Services: Primavera Online School makes available special education and related services to all eligible students. Our Special Education teachers are trained to teach diverse learning styles and ability levels. Primavera Online School believes in close

collaboration between staff, general education teachers, special education teachers, and parents. For more information about our special education programs, please contact the school.

K-8 Academic Success Coaches: Academic Success Coaches partner with students, families, and teachers to promote student success through regular check-ins, goal setting, and personalized support. They help students build strong learning habits, monitor academic progress, connect families with school resources, and encourage engagement to keep students on track toward meeting their academic goals.

Accreditation

Primavera Online School receives its accreditation through Cognia, a globally renowned organization. Earning a Cognia certificate involves an extensive review of the school's organizational procedures, academic strategies, goals, improvements, and stakeholder communication process. Primavera renewed its accreditation in the 2023-2024 school year for an additional five years. To learn more, please see <https://home.cognia.org/registry>.

Primavera Online School offers a selection of NCAA-approved core courses in English, mathematics, science, social studies, and world languages. Students who successfully complete these approved courses may use them to help meet NCAA initial eligibility requirements for participation in Division I and Division II collegiate athletics.

Admission Policies

Admission is not limited based upon ethnicity, national origin, gender, income level, disabling condition, proficiency in the English language, or athletic ability. Primavera Online School is a tuition free school.

Primavera Online School will admit all eligible pupils who submit a timely enrollment application. Primavera Online School shall give enrollment preference to pupils returning to the school in the second or any subsequent year of its operation, to siblings of pupils already enrolled in the school, and to the children of employees and Governing Body members of the school.

If, by the application deadline, the number of applicants exceeds the capacity of a program, class, grade level, or building, all applicants for that program, class, grade level or building will be selected for the available slots through an equitable selection process; except that preference shall be given to siblings of a pupil selected through an equitable selection process such as a lottery. After the application deadline, pupils for any remaining slots or for a waiting list will be accepted in chronological order. (A.R.S. §15-184(A)-(D)).

Primavera Online School reserves the right to refuse to admit any student who has been expelled from another educational institution or who is in the process of being expelled from another educational institution per Arizona Revised Statute §15-841.

Enrollment Documents

- Age Verification Documentation: Birth Certificate or other proof of the pupil's identity and age, including the pupil's baptismal certificate, an application for a social security number or original school registration records and an affidavit explaining the inability to

provide a copy of the birth certificate. This documentation is required within 30 days of enrollment

- Arizona Residency Documentation Form – Must be the same as address on Registration packet including a copy of establishing document

Other requested documents

Note these documents are not required for consideration of enrollment of your child, but necessary to ensure your child receives proper services and your understanding of the Schools Policies and Procedures once he/she is admitted to the school.

- Withdrawal Form from Previous School is required for attendance if transferring from another Arizona Public School
- Special Education records such as an Individual Education Plan or 504 plan (if applicable)
- Recent report card (elementary or middle school)
- Transcript (high school)
- Discipline records
- Attendance records
- Legal guardian or custody papers (if applicable)
- Individual Language Learning Plan (if applicable)
- Immunization Record – (or signed statement re: exemption pursuant to A.R.S. §15-873)
- Special medical, behavioral, or other information you would like school personnel to know about your child

Federal Programs

The mission of Federal Programs is to ensure the academic and personal needs of all eligible students, and their families are met by providing resources that promote teamwork and collaboration in the delivery of support services.

At Primavera Online School, we are dedicated to creating an inclusive and supportive environment for all students. We understand the importance of federal programs in addressing the unique needs of our students. By complying with Federal and Arizona laws, we strive to ensure that all students have equal opportunities to succeed academically and thrive in their educational journey. Programs and services are designed to address the academic needs of these eligible students. Primavera Online School works in partnership with other district departments, sites, programs, as well as external community agencies and programs.

Translation and interpretation services are available for families who need assistance accessing school information

Programs provided through this office are:

- Students Experiencing Homelessness (McKinney-Vento Act)
- Migrant Education
- Foster Care

- Military Affiliated Students

For questions regarding any Federal Program, including McKinney-Vento, Foster Care, Migrant Education, or Military Connected Students: Amy Rose amy.rose@primaveratech.org

Students Experiencing Homelessness

The term “homeless children and youths”— means individuals who lack a fixed, regular, and adequate nighttime residence. This includes students who are staying in transitional or emergency shelters, campgrounds, motels, sharing housing with other families due to a loss of housing or an inability to afford housing, abandoned in a hospital, staying in substandard housing, or living in places not ordinarily used for sleeping. Students experiencing homelessness have the right to remain enrolled in their school of origin, when feasible and in the student’s best interest, or enroll in the local attendance area school where they are temporarily residing.

A student may qualify for services as an “unaccompanied youth” if they are temporarily living with someone other than their parent or legal guardian, is moving from place to place, is in a shelter, or otherwise not in the physical custody of a parent or legal guardian. This includes students who have run away from home, as well as those whose parents have forced them to leave. Primavera Online School is committed to providing a stable educational environment and support to students who qualify under the McKinney-Vento Act.

The following services may be available:

- Receive a free, appropriate public education
- Enroll in school immediately, even if lacking documents normally required for enrollment
- Enroll in school and attend classes while the school gathers needed documents
- Enroll in the local school; or continue attending their school of origin (the school they attended when permanently housed or in the school in which they were last enrolled), if that is preferred
- Receive transportation assistance to and from the Primavera Online School required events such as state testing if necessary
- Receive educational services comparable to those provided to other students.

In general, Primavera Online School will:

- Ensure access to education
- Connect families with services
- Form collaborations and partnerships with community outreach organizations
- Inform and provide learning for all stakeholders

Families have the right to receive information regarding dispute resolution procedures if they disagree with an eligibility, enrollment, or school placement determination.

Federal and Arizona Laws

- [McKinney-Vento Homeless Assistance Act](#): This federal law ensures that homeless students have equal access to education and the opportunity to succeed academically
- [Arizona Department of Education](#): Homeless Education Program

If you are experiencing homelessness, please contact the Homeless Student Liaison. Determinations of qualifying students are made on a case-by-case basis.

Homeless Student Liaison Contact:

amy.rose@primaveraonline.com

Military Affiliated Students

Primavera Online School recognizes the sacrifices made by military families and is committed to supporting military affiliated students. The Interstate Compact (MIC3) addresses key educational transition issues encountered by children of military families.

Military Affiliated Students may qualify for support if their parent or legal guardian is:

- Active-duty member(s) of the uniformed services, including members of the National Guard and Reserve on active-duty orders
- Members or veterans who are medically discharged or retired within the last year
- Members who die on active duty, for a period of one year after death
- Uniformed members of the Commissioned Corps of the National Oceanic and Atmospheric Administration (NOAA), and United States Public Health Services (USPHS)

Eligible military affiliated students may receive support in enrolling at Primavera Online School to include:

- Enrollment and Educational Records:
 - Accepting unofficial or “hand -carried” education records
 - Enroll and appropriately place student pending validation of official records
 - Flexibility in enrollment and school transfers due to frequent relocations.
- Immunizations:
 - Student is given thirty (30) calendar days from the date of enrollment to provide immunization records
- Kindergarten & First Grade Entrance Age:
 - The student shall be allowed to continue their enrollment at grade level commensurate with their grade level (including Kindergarten) from a local education agency (LEA) in the sending state, at the time of transition.
- Support Systems and Course Program Placement:
 - Receiving school shall honor placement based on student’s previous enrollment and/or educational assessments. The receiving school is not barred from performing subsequent evaluations to ensure appropriate placement and continued enrollment.
 - Access to support systems, such as school counselors and military installation specific school liaisons and Family Readiness Officers (FRO).
- Graduation Requirements:

- Waiving courses required for graduation if similar coursework has been completed
- Waiver Requirements: Specific required courses shall be waived if similar course work has been satisfactorily completed. If a waiver is denied, the LEA shall provide an alternative means of acquiring required coursework so the child may graduate on time
- Flexibility in accepting state exit or end-of-course exams, national achievement tests, or alternative testing in lieu of testing requirements for graduation in receiving state

Federal and Arizona Laws

- [Interstate Compact on Educational Opportunity for Military Children](#): This compact ensures that the educational transition of military children is smoother across state lines.
- Arizona Revised Statutes A.R.S. §[15-1911](#).

Military Student Liaison serves as the primary point of contact for school-related matters:

Military Student Liaison Contact:
amy.rose@primaveratech.org

Students in Foster Care

Primavera Online School promotes and establishes protocols supporting the educational stabilization and success of students in foster care. Through the removal of barriers and enhancement of collaborative efforts, Primavera Online School has created a stabilizing learning environment for the student to ensure academic achievement.

Students in foster care are children or youth who have been placed in the legal custody or care of the state child welfare agency or a court-appointed guardian due to abuse, neglect, or other factors requiring out-of-home placement.

Students in foster care have the right to remain in their school of origin when it is determined to be in their best interest. Primavera Online School collaborates with child welfare agencies, educational partners, caregivers, and other stakeholders to support educational stability and ensure timely enrollment and access to education services.

Primavera Online School provides support for students in foster care to include:

- Enrollment support regardless of documentation, including school record or immunization records
- Support in maintaining school stability, even if placement changes occur.
- Collaboration with child welfare agencies to address educational needs and support the transition between schools
- Access to educational resources, such as counseling, and extracurricular activities

Federal and Arizona Laws

- [Every Student Succeeds Act](#) (ESSA): ESSA includes provisions to ensure educational stability and support for students in foster care
- Arizona Revised Statutes A.R.S. Title 8, [8-514.03- 8-530.01](#) and [8-921](#)
- Arizona Department of Education: [Foster Care](#)

Primavera Online School has designated the following person to serve as the District's Foster Care Point of Contact:

Foster Care Student Liaison Contact:

amy.rose@primaveratech.org

Migrant Students

Primavera Online School demonstrates its commitment to identifying and supporting students who may qualify for services through the Migrant Education Program (MEP). The program is designed to address the unique educational challenges faced by children whose families move frequently in order to obtain or seek temporary or seasonal employment in agriculture or fishing. Through collaboration with community agencies and educational partners, Primavera Online School works to ensure eligible students have access to educational resources and support services that promote academic success.

The following services may be available:

- Immediate enrollment, even without school or medical records
- Access to supplemental academic and support services
- Assistance in transferring educational records between schools
- Collaboration with community organizations to address healthcare, housing, and other needs
- Language support if needed

Federal and Arizona Laws

- Title I, Part C, of the [Elementary and Secondary Education Act](#) (ESEA):
- Arizona Department of Education: [The Migrant Education Program](#)

Primavera Online School has designated the following person to serve as the school's Migrant Student Point of Contact:

Migrant Student Liaison Contact:

amy.rose@primaveratech.org

English Language Learners

Primavera Online School is committed to delivering exceptional education and comprehensive support to English Language Learners (ELL). ELL students are those who have a primary or home language different from English and need additional assistance to develop proficiency in the English language.

Through specialized programs and personalized resources, Primavera Online School ensures that ELL students receive the attention and guidance necessary for their language development. Our qualified teachers employ effective teaching strategies tailored to meet the unique needs of ELL students, fostering a conducive learning environment that promotes language acquisition and mastery.

This dedication is vital because it recognizes the importance of providing equitable educational opportunities to ELL students. By prioritizing their language needs and offering targeted support, Primavera Online School enables ELL students to bridge language barriers and achieve academic success. Access to high-quality education and support not only empowers ELL students to excel academically but also enhances their communication skills, cultural integration, and overall confidence, preparing them for future endeavors.

The following services may be available:

- English language development programs and services to support language acquisition
- Specialized instruction to help ELL students access academic content
- Culturally responsive teaching practices to create an inclusive learning environment
- Collaboration with bilingual staff, interpreters, or translators to facilitate communication

Federal and Arizona Laws

- [Title III of the Elementary and Secondary Education Act \(ESEA\)](#):
- Arizona Revised Statutes A.R.S. Title 15, Chapter 7, Article 3.1: [15-751-15-757](#)
- [The Office of English Language Acquisition Services \(OELAS\)](#)

Primavera Online School has designated the following person to serve as the school's English Language Learners Point of Contact:

English Language Learner Contact:
specialprograms@primaveratech.org
 (480)456.6678

Custody

In most cases, natural parents shall be given reasonable access to their children at school and to their children's educational records. Exceptions to this will be made in cases where there are court orders restricting the rights of a parent to access a child and/or the child's educational records. It shall be the responsibility of the natural parent who has a court order restricting the rights of the other (non-custodial) parent to a child or the child's educational records to notify school officials of the conditions of the court order and to provide school officials with a current copy of the court order.

In cases in which a person other than the natural parent has been granted guardianship, the rights and privileges of the natural parent shall be considered divested, in the absence of court action granting the natural parents specific rights. In cases of guardianship, the legal guardian shall be responsible for notifying school officials of the conditions of the guardianship and for providing school officials with all pertinent written documentation or changes.

Attendance Expectations

Attendance (for trimester (12-week), quarters, and 6-week courses)

Attendance in an online school differs from attendance in a traditional classroom. Consistent with A.R.S. § 15-808, Primavera Online School documents daily attendance based on students' participation in academic tasks. Attendance is demonstrated through active engagement in required educational activities, such as completing coursework, submitting gradable assignments, participating in instructional activities, and communicating with teachers when appropriate. Simply logging into a course or platform does not constitute attendance.

Full-time and concurrent students are expected to actively participate in their coursework at least five days each week by completing one or more gradable activities each day. Primavera's instructional week is Monday through Friday; however, courses remain accessible on weekends and holidays.

Parents/guardians are responsible for verifying their student's weekly attendance through the StrongMind attendance application; adult students verify their own attendance. Attendance is verified through StrongMind Central: <https://central.strongmind.com/>.

Course Expectations

- Complete coursework at least 5 days out of the week
- Attendance should be submitted and verified daily
- Failure to actively participate in coursework and meet attendance requirements may result in withdrawal in accordance with school policy and Arizona law.

Enrolling Past Quarter Start Date (Grades K-8)

Primavera Online School shall enroll students in classes based on past successfully completed courses or current placement. Students will be placed in courses based on appropriate class pacing.

Attendance Requirements

- Grades K-3: 4 hours per day or 20 hours per week.
- Grades 4-8: 6 hours per day or 30 hours per week.
- Grades 9-12 (Full-Time): 6 hours per day or 30 hours per week
- Grades 9-12 (Concurrent): Minimum 15 hours per week for 1 course

Educational Activities That Count Toward Attendance

Attendance may include participation in one or more of the following educational activities:

- Reading books or other instructional materials related to coursework
- Attending online activities and classrooms
- Researching and writing papers, essays, stories, and other course items classroom participation
- Communicating with faculty and staff

Holidays

Primavera's schedule of courses considers national holidays for students including Independence Day, Veterans Day, Thanksgiving Day, and Christmas Day. Fall and spring breaks are included in the school calendar for both semester and trimester courses. Summer break is allotted for all semester long courses.

Excused and Unexcused Absences

Pursuant to A.R.S. §15-901(A)(2), "...excused absences shall be identified by the Department of Education...". The Department of Education defines an excused absence as being an absence due to illness, doctor's appointment, bereavement, family emergencies and out-of-school suspensions not to exceed 10% of the instructional days scheduled for the school year. Primavera Online School also permits a student to be excused for religious purposes, not to exceed one school week.

Attendance Concerns and Withdrawal

Primavera Online School policy and Arizona law establish the expectations and consequences for excessive absenteeism. Absences that do not meet the criteria for an excused absence under the school's Excused and Unexcused Absences policy will be considered unexcused.

If a student accumulates ten (10) or more absences during the school year, the parent/guardian may be contacted to participate in a conference with school staff to review attendance concerns and develop an attendance support plan.

Students who are absent for ten (10) consecutive unexcused school days will be withdrawn from enrollment in accordance with A.R.S. § 15-901 and applicable Arizona Department of Education reporting requirements.

Chronic Illness/Extended Inability to Participate

Students with chronic health problems, who are unable to attend regular classes for intermittent periods of one or more consecutive days because of illness, disease, pregnancy complications or accident as certified by a health professional or registered nurse practitioner, may be excused from school. All exceptions must be certified by an appropriate health professional and will be reviewed on an individual basis. (A.R.S. §15-346). Please contact the school for the appropriate forms if your child's attendance is affected by a chronic health problem.

Truancy

Students who demonstrate a pattern of unexcused absences or lack of participation may be considered truant as defined by Arizona law. Parents/guardians will be notified when attendance concerns arise. Absences may be considered excessive when the number of absent days exceeds 10% of the number of attendance days required. Parents/guardians will be notified by the school when there is a concern regarding attendance.

Academics

The Curriculum

Primavera Online School offers a comprehensive set of courses that meet and exceed state and national standards to prepare our students for high school and life skills. Our interactive interface allows students to navigate through the course material and activities with ease while providing a rigorous educational program. Daily activities include a variety of exercises, videos, reading assignments, quizzes, daily classroom discussions, and weekly papers/projects/science labs, and interaction with teachers.

Assessments

Benchmark Assessments

Primavera Online School uses benchmark assessments to identify students' current levels of understanding, measure academic growth, and identify the skills and concepts they are ready to learn next. Benchmark assessment results are used to monitor student progress, guide instruction, identify students who may need additional support or enrichment, and measure academic growth throughout the school year.

K-3 Reading Screenings

In addition to benchmark assessments, students in kindergarten through grade 3 participate in reading proficiency screenings three times each school year in accordance with Arizona's Move On When Reading requirements (A.R.S. § 15-704). These screenings help identify students who may need additional reading support and inform instructional planning.

State Assessment

Primavera Online School administers Arizona's statewide assessments each year to measure student achievement, academic growth, and school performance. Assessment results help teachers monitor student progress, inform instruction, and identify areas where additional support may be needed.

In accordance with A.R.S. §§ 15-741 and 15-808 and 34 C.F.R. § 200.2, all Primavera Online School students in grades 3–9 and grade 11 are expected to participate in required statewide assessments in person. Parents/guardians are responsible for transporting their student(s) to and from the designated testing location.

Participation in required statewide assessments is a condition of participation in Arizona Online Instruction. Students who do not participate may be subject to the requirements and consequences outlined in A.R.S. § 15-808, including a review of their eligibility to continue participating in Arizona Online Instruction.

Statewide assessment results are also used by the Arizona Department of Education as part of the state's school accountability system, including school letter grades based on student growth, proficiency, and assessment participation.

Communication and Make-Up Testing

Primavera Online School communicates statewide assessment dates, testing locations, and important updates through the school website, email, regular mail, and the parent and student portals. Students who miss their scheduled testing date are expected to participate during a designated make-up testing session. Additional assessment information is available on the Primavera Online School website.

Grades 3-8 (Students are tested on multiple days)

Grade Level(s)	Content Areas	Approximate Times
3-8	AASA Math Part 1 and Math Part 2 AASA ELA- Reading Part 1 And Reading Part 2	60-85 minutes 60-85 minutes
3-8	AASA ELA- Reading Part 1 AASA ELA- Reading Part 2	40-75 minutes 40-75 minutes
3 only	AASA Oral Reading Fluency	30 minutes
3-8	AASA ELA - Writing	60-90 minutes
5 & 8	AzSCI Science	90 minutes

Grades 9 & 11 (11th Graders are tested on multiple days)

Grade Level	Content Areas	Approximate Time
9	ACT Aspire	5.5 hours
11	ACT	5.5 hours
11	AzSCI	120-160 minutes

Grading Scales

Grades are determined by student performance on teacher-graded activities and computer-graded assignments, quizzes, and exams within each course. Students may view their grade for each assignment through their grade book.

Elementary

K-2nd Grade

Percentage		Letter Grade	Description
95 - 100%	=	O+	Superior
88 - 94 %	=	O	Excellent
87 - 83%	=	O-	Very Good
82 - 78%	=	S+	Good
77 - 70%	=	S	Fair
69 - 60%	=	S-	Below Average
59 - 0%	=	N	Needs Improvement
	=	IP	In Progress
	=	W	Withdrawn

3rd – 5th Grades

Percentage		Letter Grade
93 - 100%	=	A
90 - 92%	=	A-
86 - 89%	=	B+
83 - 85%	=	B
80 - 82%	=	B-
76 - 79%	=	C+
73 - 75%	=	C
70 - 72%	=	C-
66 - 69%	=	D+
63 - 65%	=	D
60 - 62%	=	D-
0 - 59%	=	F

Middle School

6th-8th Grades

Percentage		Letter Grade	GPA- Unweighted
93- 100%	=	A	4.0
90- 92%	=	A-	3.7
86- 89%	=	B+	3.3
83- 85%	=	B	3.0
80- 82%	=	B-	2.7
76- 79%	=	C+	2.3
73- 75%	=	C	2.0
70- 72%	=	C-	1.7
66- 69%	=	D+	1.3
63- 65%	=	D	1.0
60- 62%	=	D-	0.7
0- 59%	=	F	0.0

High School

9th-12th Grades

Percentage		Letter Grade	GPA- Unweighted	GPA-Honors Weighted
93- 100%	=	A	4.0	5.0
90- 92%	=	A-	3.7	4.6
86- 89%	=	B+	3.3	4.1
83- 85%	=	B	3.0	3.8
80- 82%	=	B-	2.7	3.4
76- 79%	=	C+	2.3	2.9
73- 75%	=	C	2.0	2.5
70- 72%	=	C-	1.7	2.1
66- 69%	=	D+	1.3	1.6
63- 65%	=	D	1.0	1.3
60- 62%	=	D-	0.7	0.9
0- 59%	=	F	0.0	0.0

Promotion/Retention (Grades K-8)

The promotion (advancing to the next grade) and retention (staying in the current grade) of students enrolled with Primavera Online School is based on the degree of success the individual student achieves in completing the educational program designated to meet his/her needs.

Primavera Online School has high standards for promotion. Students must earn their promotion to the next grade level by demonstrating mastery of the Arizona Academic Standards for their current grade level, as set forth by the State Board of Education. Students who have not

demonstrated sufficient mastery of core academic competencies may be retained at the recommendation of the classroom teacher in consultation with the principal, pursuant to A.R.S. §15-342(11).

The Governing Body may review the decision of a teacher to promote or retain a student upon request to do so from the parent/guardian. The parent/student will have the burden of proof to overturn the teacher's decision and shall demonstrate to the Governing Body that the student has mastered the academic standards adopted by the State Board of Education. If the Governing Body overturns the decision to promote or retain the student, the Governing Body shall adopt a written finding that the student has mastered the academic standards. All reviews by the Governing Body shall be conducted in executive session unless the parent/guardian requests that the review be conducted in an open meeting.

Third Grade Promotion

Under A.R.S. §15-701, a third grade student who scores far below grade level on the reading section of the annual state assessment may not be promoted to fourth grade. Primavera Online School screens all K–3 students for reading risk three times per year in alignment with Arizona's Move On When Reading requirements. Students identified as at risk receive targeted reading intervention. If a third grade student is at risk of retention, families will be contacted and a conference with the teacher and principal will be scheduled prior to any promotion or retention decision. Parents have the right to appeal a retention decision to the Governing Body as described above. Additional information on the law can be found online at <http://www.azed.gov/mowr/>.

State Graduation Requirements

Civics Exam

A.R.S. § 15-701.01(A)(2) requires all Arizona high school students to pass the Arizona Civics Test as a condition of graduation. Students graduating in 2026 and thereafter must earn a passing score of 70% or higher.

CPR

As of July 2019, students must receive CPR (Cardiopulmonary Resuscitation) instruction pursuant to Senate Bill 1137. Online students are not required to demonstrate hands-on cardiopulmonary resuscitation as defined in section 15-808. Primavera Online School provides students with online instruction on cardiopulmonary resuscitation. This course does NOT certify a student for CPR. Student(s) shall be excused from this course at the request of a parent or guardian or if written documentation is provided demonstrating that the student has completed prior CPR training or is CPR certified.

High School Graduation Requirements

Students who complete the following requirements successfully will be eligible to receive a Primavera Online High School Diploma:

Course	Credits
English	4 Credits
Algebra 1	1 Credit
Geometry	1 Credit
Algebra 2	1 Credit
4 th Year Math	1 Credit
Science	3 Credits
World History/Geography	1 Credit
American History	1 Credit
American Government	0.5 Credit
Economics	0.5 Credit
Physical Education	0.5 Credit
Health	0.5 Credit
Career Tech Ed/Voc Ed/Fine Arts	1 Credit
Electives	6 Credits
Civics Test (Per House Bill 2064)	Pass
CPR Requirement (Parents can opt out)	Complete
Total	22 Credits

NOTES: Students are encouraged to earn at least 5.5 credits, or 25% of their credits required for graduation from Primavera Online School.

English (4 credits) – This requirement will be met by completing the following courses or courses that are equivalent to: English 9A, English 9B, English 10A, English 10B, English 11A, English 11B, English 12A and English 12B. Some ELD courses may meet English requirements for graduation.

Math (4 credits) – This requirement will be met by completing the following courses or courses that are equivalent to: Algebra 1A, Algebra 1B, Geometry A, Geometry B, Algebra 2A, Algebra 2B, and one credit of a fourth-year math course.

- Qualifying students may complete a personal curriculum math plan.
- Students receiving a personal math plan must complete one credit in mathematics that includes significant math content during their senior year.

Science (3 credits) – This requirement will be met by earning three credits in science.

Grade Level / Cohort Determination

Primavera Online School places students in the appropriate grade level based on prior school information, transcript evaluation, and cohort year. Cohort year is defined as the student's grade level based on the first day they enrolled in high school and started grade 9. Students with international transcripts may be entered as a first-time freshman cohort. Entering home-schooled students who cannot provide a transcript from an accredited home school program will enter as first-time freshmen with zero credits.

Awarding Transfer Credit

Primavera Online School shall accept credits earned by students in courses or instructional programs from any Arizona charter school or Arizona school district documented on an official transcript. Acceptance of transfer credits from sources other than an Arizona charter school or Arizona school district is not automatic. This includes, but is not limited to, credits from homeschool programs, private schools, non-accredited schools, and international transcripts. Credits may be awarded pending a review by a school counselor and/or the guidance director and may require demonstration of competency in core courses required for graduation.

Early Graduation

Students who meet graduation requirements prior to the final term will have their diploma mailed to the contact address on file or may pick it up during office hours beginning the Monday following the graduation ceremony.

For students requesting early graduation, parent approval is required if graduating prior to Trimester 3 of their senior cohort year. Students must also successfully complete a minimum of 5.5 credits during their senior year to qualify for early graduation.

Graduation Deficiencies

Students who fail to meet all graduation requirements by June 30, 2026, will not be eligible to participate in the 2026 graduation ceremony. Students will be given the opportunity to continue taking courses up to the age of 22 to fulfill graduation requirements and receive a Primavera Online School Online High School diploma.

Education and Career Action Plan (ECAP) Requirement

Arizona Administrative Code R7-2-302.05 establishes and requires an Education and Career Action Plan (ECAP) to be completed for every student in grades 9–12 beginning with the graduating class of 2013. An ECAP reflects a student's current plan of coursework, career aspirations, and extended learning opportunities to develop the student's personalized academic and career goals.

Throughout all four years of high school, students will work toward reaching their academic and career goals by creating, following, and updating a four-year plan, exploring various careers and skills, researching different education and career pathways, and participating in extracurricular activities. The ECAP is developed, reviewed, and updated annually by school counselors, students, parents or guardians, as well as school representatives.

Grade Point Average

Cumulative grade point average (GPA) is based on all courses taken for high school graduation using the following policies:

- Plus and minus scores are given and averaged for the GPA total.
- Any passing grades that have been replaced by a higher grade remain on the transcript and are averaged for the Cumulative GPA total with the exception for courses repeated as outlined in the Repeating Courses section on page 22.
- All "F" grades are averaged for GPA total when calculating weighted or unweighted

- GPA.
- “W” grades are not included in GPA calculations.

Student Status (Grades 9-12)

- **Full time:** Our full-time students enjoy a unique structure that gives them the flexibility and individual support they cannot find anywhere else. Full-time enrollment is available to 9–12th grade students in the state of Arizona under the age of 22.
 - Enroll in trimester (12-week) terms
 - Complete 30 hours of coursework/attendance each week
 - Get back on track or have the opportunity to graduate early
- **Concurrent:** Part-time or concurrent students take one or more classes with Primavera Online School to catch up or get ahead on credits while attending their current school.
 - Take 2 classes during a trimester term
 - Complete 15 hours of coursework for the class each week

Academic Integrity and Plagiarism

All students are expected to conduct themselves with honor and academic integrity. Primavera Online School uses Copy Leaks to protect the academic integrity of work submitted. All students will follow appropriate citation guidelines to ensure that proper credit is given to the authors or creators of any work used. Under no circumstances will a student be permitted to cheat or plagiarize, and disciplinary measures will be taken in the event of this type of student misbehavior.

Artificial Intelligence (AI) The use of AI tools to generate, translate, paraphrase, or summarize content that is submitted as a student's own work without disclosure is considered academic dishonesty. Any AI-assisted content must be clearly identified and cited. AI can be a valuable resource but cannot replace a student's own critical thinking and original analysis.

Plagiarism is defined as presenting someone else's work, including the work of other students, as one's own. Any ideas or materials taken from another source for either written or oral use must be part of a works cited acknowledgement unless it is common knowledge. Sources may include, but are not limited to, the World Wide Web, books, articles, and media presentations and recordings.

Examples of plagiarism

- Directly quoting another person's actual words, whether oral or written;
- Using another person's ideas, opinions, or theories;
- Paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
- Using AI tools to complete, generate, or substantially assist in producing your coursework without disclosure
- Borrowing facts, statistics, or illustrative material; or
- Offering materials assembled or collected by others in the form of projects or collections.

Common knowledge is information that is commonly known by most people and its content can vary from course to course.

Cheating involves submitting work in an assignment or exam that is not your own. It can include the following:

- Copying someone else's work
- Allowing someone else to copy your work
- Having someone else complete your work for you
- Accessing homework cheat sites on the internet that do the work for you

If a student is found to have plagiarized or cheated, the following discipline measures may be taken, depending on the severity and frequency of the occurrence(s).

- No credit for the assignment
- Parent/Teacher conference
- Parent/Teacher/Administration conference
- Suspension
- Long-Term Suspension
- Expulsion

Learning Expectations

Communication

Communication between students, families, teachers, and school staff is a key component to academic success. Students and families are expected to communicate frequently and respectfully with their teachers and other school staff. The more school staff are informed of the student's progress and any possible interruptions in learning, the better prepared they are to support the positive learning outcomes for students.

Weekly Course Announcements

Course Announcements are posted weekly in each course. These announcements provide the opportunity to guide students through the expectations of the week, including the synchronous session schedule, asynchronous session opportunities, and an overview of the week's assignments. It is the student's responsibility to read and follow the expectations in the Course Announcements.

Synchronous and Asynchronous Learning

Students are expected to participate in both synchronous and asynchronous learning sessions. These sessions provide students with the opportunity to receive instruction from their teacher on topics covered in each week's unit. These sessions include opportunities for students to collaborate with their peers and to immerse themselves deeper into the content of the course. Because Primavera Online School provides flexible learning opportunities for students, these sessions may be done both synchronously (in real-time), or asynchronously (at a different time).

Discussion Board

The discussion board supports engagement in a meaningful dialogue between teachers and students. Students are expected to participate in the discussion board and follow the teacher's grading rubrics.

Exams

Exams provide the opportunity for summative assessment of each unit. Students are expected to complete each exam with academic integrity. Students may request to retake an exam or may be asked by their teacher to retake an exam, if the student's learning could be extended if another opportunity were provided. If academic integrity concerns arise, a student may be required to retake the exam proctored by a member of the Primavera Online School staff.

Projects

Projects provide the opportunity for students to demonstrate their understanding of course content through their own words. As such, projects are a critical component of the online learning process. All written work will be submitted to Copy Leaks. Students are expected to:

- Complete all assigned projects with academic integrity
- Improve and resubmit projects when requested
- Submit all projects through the Learning Management System (LMS)

Participation

A Primavera Online School student must actively participate to earn a passing grade. By interacting with the course and the teacher, the learner must participate in all course activities in order to earn a passing grade. Students are defined as participating in a course anytime they interact with their teacher or are engaged with the course, which includes preparation, coursework, discussion board posts, assessments, etc.

Academic Progress Review

Per A.R.S. § 15-808(G), if the academic achievement of a student declines while the student is participating in Arizona Online Instruction, the student's parent(s), teacher(s), and the principal or head teacher shall confer to evaluate whether the student should be allowed to continue participating in Arizona Online Instruction.

If such a conference is required, Primavera Online School will contact the family to schedule it. To identify students who may need this review, the school considers multiple sources of information, including course performance, student engagement, benchmark assessment results, attendance and participation patterns, and other relevant academic data. Following the conference, the school will determine the most appropriate educational placement in accordance with A.R.S. § 15-808(G).

Withdrawal and Schedule Changes

Course Change Requests

High School 12-Week Trimester Course:

- Students may request to change their course schedule within 1-15 calendar days of the start date.
- Will not earn a grade from the course they are withdrawing from.

High School 4 Week and 6 Week Courses:

- Students may request to change their course schedule within 1-3 calendar days of the start date.

Parent(s) must contact a School Counselor via phone or email to change the course within the designated number of calendar days from the start date of the course.

Withdrawing from a Course

- Parent-Student Request: Parent/Guardian must immediately contact a school counselor.
- Determination: Students may receive a "W" if a gradebook item was submitted in the course prior to the end date.
- Student Withdraw from School: Parent/Guardian has requested for student withdrawal submitted to the registrar department.
- Determination: No grade reflected will be submitted if no gradable work was submitted or withdrawal was processed prior to the start date.

Repeating Courses

Students are expected to repeat any course required for graduation in which they previously earned a failing grade. Once a final passing grade is posted, the new course will be entered on the transcript, and the GPA will be calculated using both the failing and passing scores. Students may submit a request to their school counselor to retake a course that previously received credit to improve the grade. If the request is approved and an improved grade is posted, the improved grade will be entered and calculated into the GPA. The previous course grade will remain on the transcript but will not be counted in the student's GPA and will not be awarded credit.

Transcript Amendment

In the event a course title is amended, the new title will be reflected on any current transcripts. Primavera Online School retains a list of courses that have titles amended, and the change date noted.

Additional Academic Opportunities and Support

High School Credit Recovery

Primavera Online School offers multiple pathways for students to recover credit, including regular trimester courses, accelerated 4- to 6-week credit recovery terms offered at designated times throughout the school year, and summer school.

Primavera also offers specialized credit recovery courses for students retaking a previously attempted course in which credit was not earned. In these courses, students begin each module with a pre-assessment. Students who demonstrate mastery of the required standards may progress beyond content they have already mastered, allowing them to move at an accelerated pace and focus on the concepts and skills that require additional learning and support. This accelerated pathway is available only to students retaking a course for credit recovery and is not available to students enrolled in NCAA-approved coursework. Credit recovery courses are not NCAA approved. Students who intend to meet NCAA eligibility requirements must enroll in Primavera Online School's NCAA-approved core courses.

High School Dual Enrollment Program

Upon availability, Primavera Online School offers some courses for Dual Enrollment (High School and College credit) through Rio Salado College. Dual Enrollment courses require enrollment into Rio Salado and must be coordinated through the Student Support Services department at Primavera Online School.

NOTE: Dual enrollment is dependent on teacher certification and course availability. Course offerings may change from year to year. For more information, please contact your Primavera Online School Counselor.

High School Credit for College/University

Primavera Online School gives core or elective credits for college courses pursuant to Arizona Revised Statute 15-701.01. Upon receipt of an official transcript from the college or university, a school counselor reviews the course description from the college/university and determines whether the course merits a core or elective credit and is based on course content equivalency.

Each three (3) or four (4) credit-hour college course will be awarded one-half (.5) high school credit. Any five (5) credit-hour college course may be awarded up to one (1.0) high school credit. For additional information, please contact the Student Support Services department.

Exceptional Student Services

Exceptional Student Services (ESS) Department provides specialized supports and services to ensure that students with disabilities and other qualifying needs receive equitable access to education and make meaningful educational progress.

Students with Disabilities

Primavera Online School is dedicated to providing accessible special education and related services to all eligible students. Our commitment to inclusivity ensures that students with diverse learning needs have the necessary support to thrive academically and holistically.

Services provided through this department include:

- Special Education Services
 - Child find and referral process
 - Special education evaluations/re-evaluations
 - Individualized Education Plans (IEP)
 - Related Services
- Section 504 Services

Special Education Services

Our special education programs are designed to address the unique requirements of students with disabilities, offering tailored interventions, individualized education plans, and a range of supportive services. By employing qualified and compassionate special education professionals,

Primavera Online School aims to create an inclusive learning environment that fosters growth and success for every student.

It is important to emphasize our commitment to special education because it reflects our belief in the inherent value and potential of every student. By providing specialized services, we empower students with disabilities to overcome challenges, unlock their full potential, and participate fully in their educational journey.

If you have questions about how we can support your students' individual needs, we encourage you to contact our dedicated Special Education Manager. We are happy to provide you with detailed information and assist in ensuring that eligible students receive the appropriate accommodations and resources they require to thrive academically and reach their goals

Exceptional Student Services Manager Contact:
specialprogams@primaveratech.org

Individuals with Disabilities Education Act (IDEA)

Congress recognized the special needs of students with disabilities when it passed the Individuals with Disabilities Education Act (IDEA) in 1975 and reauthorized it in 1997 and again in 2004. The purpose of IDEA is to protect the rights of children with disabilities, and to ensure that they receive a free, appropriate public education (FAPE) in the least restrictive environment. Free means at no cost to the parent, and appropriate means that the child receives the support and services that he or she needs to learn, taking into consideration his or her disability. The least restrictive environment means that, to the maximum extent appropriate, children with disabilities are educated with their nondisabled peers in the school he or she would attend if nondisabled.

Federal and Arizona Laws:

- [Individuals with Disabilities Education Act](#)
- [Arizona Department of Education IDEA Frequently Asked Questions](#)

Child with a Disability

The IDEA (Individuals with Disabilities Education Act) defines a child with a disability as a child who has a qualifying disability and by reason thereof is in need of special education and related services. In other words, under the IDEA it is not enough to simply have a qualifying disability. The disability must cause the child to need special education and related services in order to access the general curriculum, which is the same curriculum taught to all children. In Arizona, the categories of disability for children aged 3 through 21 are:

- Autism (A)
- Developmental Delay (DD)
- Emotional Disability (ED)
- Hearing Impairment (HI)
- Mild Intellectual Disability (MIID)

- Moderate Intellectual Disability (MOID)
- Multiple Disabilities (MD)
- Multiple Disabilities with Severe Sensory Impairment (MDSSI)
- Orthopedic Impairment (OI)
- Other Health Impairment (OHI)
- Preschool Severe Delay (PSD)
- Severe Intellectual Disability (SID)
- Specific Learning Disability (SLD)
- Speech/Language Impairment (SLI)
- Traumatic Brain Injury (TBI)
- Visual Impairment (VI)

Although the IDEA defines each disability category, the specific qualifications for each category may vary from state to state. In Arizona, several of the categories require additional components other than those described in the IDEA, such as verification of a medical condition for some disabilities. Arizona does not restrict schools from addressing students' needs that are not specifically linked to their particular disability categories. Instead, individualized education program (IEP) teams must ensure that all needs are considered.

Federal and Arizona Laws:

- [IDEA Eligibility Statutes](#)
- [Arizona Department of Education Eligibility Frequently Asked Questions](#)

The Free Appropriate Public Education Mandate (FAPE)

Under the IDEA, all children with disabilities ages three through 21 are entitled to a free appropriate public education (FAPE) that emphasizes special education and related services designed to meet their unique needs and prepare them for employment and independent living. In Arizona, children with disabilities are entitled to receive a FAPE through the school year in which they turn 22. As used in this part, the term free appropriate public education or FAPE means special education and related services that: 1) are provided at public expense, under public supervision and direction, and without charge; 2) meet the standards of the SEA (State Educational Agency); 3) include preschool, elementary school, or secondary school education in the State; and 4) are provided in conformity with an individualized education program (IEP).

Federal and Arizona Laws:

- [Free Appropriate Public Education Regulation](#)
- [Arizona Department of Education FAPE and IDEA Frequently Asked Questions](#)

Procedural Safeguards

When Congress enacted the IDEA, they included a system of procedural safeguards to protect the rights of children with disabilities and their parents. The IDEA requires that public schools provide written notice to parents that includes a full explanation of the procedural safeguards. The procedural safeguards notice (PSN) must be written in a manner that is easily

understandable to the general public and must be written in the parent's native language or other mode of communication, unless it is clearly not feasible to do so. If the parent's native language or other mode of communication is not a written language, the school must take steps to ensure that the notice is translated orally and that the parent understands the content of the notice; the school must maintain written evidence that these steps were undertaken. In accordance with IDEA, procedural safeguards shall be given to parents once a year and: (a) upon initial referral for evaluation by the school or parental request for an evaluation; (b) upon receipt of the first State administrative complaint and the first due process complaint in the school year; (c) when a school removes a student for disciplinary reasons and the removal constitutes a change of placement; and (d) upon request by the parent.

Federal and Arizona Laws:

- [IDEA Procedural Safeguards Statute](#)
- [Special Education Resources for Families](#)

Primavera Online School is happy to provide a copy of your Procedural Safeguards at any time. Reach out to the Special Education Manager to request this document or to address any questions you may have regarding Special Education.

Exceptional Student Services Manager Contact:

specialprogams@primaveratech.org

Child Find and 45 Day Screener

The IDEA obligates schools to identify, locate, and evaluate all children with disabilities, and guarantees eligible children with disabilities a FAPE, based on the child's unique needs, in the child's least restrictive environment. The IDEA requires states to identify, locate, and evaluate all children with disabilities residing in the state, aged birth to 21, who are in need of early intervention or special education services. This "Child Find" requirement applies to all children residing in the state, regardless of the severity of the disability, including children attending private schools and "highly mobile" children, which are those children who move frequently, such as military connected children; migrant children; homeless children; and children who are in the foster care system. The Child Find regulations also apply to children suspected of having a disability even though they are advancing from grade to grade. In addition, states must enact procedures to determine whether children identified as disabled are, in fact, receiving needed special education and related services. In other words, schools must ensure that those children who have already been "found" are receiving the necessary services.

Guardians who believe their student has a learning problem should discuss concerns with their teacher(s).

Schools may not rely solely on parents to request special education services for their children, but must have a system in place to locate students in need of services. In Arizona, schools must screen all children for disabilities within 45 calendar days: (1) after the child enters a preschool

program or kindergarten, (2) after a child enrolls in a new school without appropriate records of screening, evaluation and progress in school, or (3) upon notification of concern by the parent. In Arizona, screening procedures must include hearing and vision status and consideration of cognitive, academic, communication, motor, social, behavioral, and adaptive development. Screening does not include a comprehensive evaluation and parental consent is not required prior to screening.

Federal and Arizona Laws:

- [IDEA Child Find Requirement](#)
- [Child Find and 45 Day Screener Resources](#)

Child Find / 45 Day Screener Contact:
(480) 456-6678 ext. 8111

Evaluation

In order to determine a child's eligibility for special education and related services, schools are mandated to conduct a comprehensive and personalized evaluation as per the requirements of the Individuals with Disabilities Education Act (IDEA). This evaluation is carried out by a multidisciplinary evaluation team (MET), consisting of IEP team members and qualified professionals.

The purpose of this evaluation is to assess whether a child is currently a child with a disability or continues to be one under the IDEA criteria. It is a crucial step in identifying and understanding a child's unique needs and challenges. By conducting this evaluation, schools can accurately determine whether a child qualifies for special education services and the specific accommodations and supports they require.

Once a child is deemed eligible for special education services, schools are obligated to provide them with an Individualized Education Program (IEP) in accordance with the guidelines outlined in the IDEA. An IEP is a written document that outlines the specific educational goals, services, and accommodations tailored to meet the child's individual needs.

The significance of the IEP lies in its ability to provide a personalized roadmap for the child's education. The program described in the IEP is designed to be reasonably calculated, ensuring that it enables the child to receive educational benefits. By developing, reviewing, and revising the IEP regularly, Primavera Online School can address the evolving needs of the child and provide appropriate support throughout their academic journey.

The evaluation process and the subsequent creation of an individualized program through the IEP are essential for ensuring that children with disabilities receive the specialized education and services they require. These processes help promote inclusivity, equity, and educational opportunities for every child, empowering them to achieve their full potential and make meaningful progress in their educational pursuits.

Federal and Arizona Laws:

- [IDEA Evaluation Statutes](#)
- [Arizona Department of Education@ Evaluation Frequently Asked Questions](#)

Exceptional Student Services:

specialprogams@primaveratech.org

Related Services

Related services means transportation and such developmental, corrective, and other supportive services as are required to assist a child with a disability to benefit from special education, and includes speech-language pathology and audiology services, interpreting services, psychological services, physical and occupational therapy, recreation, including therapeutic recreation, school nurse services designed to enable a child with a disability to receive a FAPE, early identification and assessment of disabilities in children, counseling services, including rehabilitative counseling, orientation and mobility services, and medical services for diagnostic or evaluation purposes. The term also includes school health services, social work services in schools, and parent counseling and training. The term does not include a medical device that is surgically implanted or the maintenance or replacement of such a device.

Federal and Arizona Laws:

- [IDEA Related Services Statute](#)
- [Arizona Department of Education Related Services Frequently Asked Questions](#)

Exceptional Student Services:

(480)456-6678 ext. 8111

Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act of 1973 (sometimes referred to as “504”) prohibits discrimination against students on the basis of their disability, though not only limited to a student’s identified disability. Primavera Online School is committed to serving ALL children and expects staff to be knowledgeable about procedures governing Section 504 activities and parent and student rights.

Section 504 and special education are different and separate programs.

A student who qualifies for special education services under the Individuals with Disabilities Education Act (IDEA) is, in all cases, a qualified student with a disability under Section 504. The converse, however, is not true: a qualified student with a disability under Section 504 is not qualified in all cases to receive special education services and the protections of IDEA.

In other words, some students with a disability may qualify for protections under Section 504 but do not qualify for special education services under IDEA. If a student with a disability is

receiving special education services – and any necessary related services – in accordance with IDEA, Primavera’s obligations to provide FAPE have been met, but the student is still entitled to the non-discrimination protection under Section 504. However, if a student is determined ineligible under IDEA, a Section 504 team may consider whether the student qualifies for the protections of Section 504.

For a student to qualify for Section 504 protection, the student must meet three criteria: (1) have a mental or physical impairment, (2) which substantially limits (3) one or more major life activities. It is important to understand that all three criteria must be met before the student is eligible for Section 504 protections.

Simply having a condition or disability does not automatically qualify a student for Section 504 protections. While there are no disabilities that are automatically eligible for Section 504 protections, the Office for Civil Rights (“OCR”) of the U.S. Department of Education has issued guidance that indicates in “virtually every case,” diabetes, epilepsy, bipolar disorder, or autism will likely result in eligibility under Section 504.

If the Section 504 team determines that the student is eligible and requires a Section 504 Plan, the team will create the Plan that addresses all areas of need and the appropriate accommodations, including possible modifications and services, etc.

Federal and Arizona Laws:

- US Department of Education: [Section 504](#)
- Arizona Department of Section: [Section 504 Accommodation Plan](#)

If you have questions pertaining to Section 504, please contact the site based 504 Coordinator.

504 Contact:
(480) 456-6678 ext. 8111

Standards of Conduct, Expectations, and Procedures

All stakeholders at Primavera Online School are expected to treat each other with respect and dignity. Students, whether in writing, on the phone, in a synchronous session or in- person during a club function or school event, are expected to interact with staff, teachers, and other students respectfully. Primavera Online School embraces that students are afforded many basic rights. While we strive to provide an online school experience that fosters an online learning environment that is safe and that values students’ viewpoints, opinions and unique needs and characteristics, students must also demonstrate a commitment to honoring the rights of all members of our school system.

Equal Educational Opportunity

Federal and state laws prohibit discrimination based on race, color, national origin, gender, religion, or disability. Primavera Online School provides a nondiscriminatory learning and work environment ensuring that all students and staff are free from unlawful discrimination. A lack of

English language skills will not be a barrier to admission and participation in the education programs of the school. This commitment extends to all school programs and school sponsored events.

In the event a student experiences discrimination, the student should report the incident to the school administration within thirty (30) school days. The inability of a student to speak English should not prevent the student from reporting a violation. Every reasonable measure to interpret a non-English speaker's concerns will be taken care of.

The following individual has been designated to handle inquiries regarding the non-discrimination policies:

Jessica Pagoulatos, Executive Director
jessica.pagoulatos@primaveratech.org
(480) 456-6678
2471 North Arizona Avenue
Chandler, AZ 85225

Procedures for Filing Complaints

Any person who believes he/she has been the subject of or is a witness to discrimination or harassment shall immediately notify any teacher, office personnel, or School administration. Complaints that cannot be reported immediately must be reported within thirty (30) calendar days. The school employee receiving the report or complaint, or who personally witness discrimination or harassment, shall immediately inform the School Administration of the report or complaint and complete a Statement of Facts form. A complaint may be withdrawn at any time, if a person chooses to refile a complaint, it must be refiled within 30 calendar days of the original incident.

Procedures for Investigation of the Report/Complaint

School administration will investigate the incident personally or designate another school employee to conduct the investigation. The alleged victim or witness will be required to complete a Statement of Facts form, including a description of the conduct alleged (i.e., specific words, statements, or actions), names of perpetrator and victim, places, times, and other witnesses. The School shall contact an outside agency (i.e., Department of Child Safety or law enforcement) as required by statute or when otherwise deemed appropriate during the investigation.

Investigative Findings

In all cases, regardless of whether a violation of School policy is found, or a complainant no longer wishes to pursue his/her complaint, the investigation shall conclude with a written investigation report. The report shall include findings, conclusions and any possible recommendations, including any discipline referral resulting from the alleged conduct, to be prepared by the individual who conducts the investigation. The report shall be drafted as soon as possible after the investigation is closed. Both parties shall be notified of the outcome of the investigation, in accordance with the Family Educational Rights and Privacy Act (FERPA).

Student Conduct

While we strive to provide an online school experience that fosters an online learning environment that is safe and that values students' viewpoints, opinions and unique needs and characteristics, students must also demonstrate a commitment to honoring the rights of all members of our school system. Primavera Online School strives to maintain an environment free of harassment and sensitive to the diversity of its students. To that end, students must balance their right to an education with their responsibility for their actions, particularly when their actions are inappropriate.

Interference with learning may include, but is not limited to:

- Lewd or vulgar use of language
- Threats or intimidation
- Plagiarism or cheating
- Refusal to comply with directives
- The use of alcohol, drugs, and tobacco, including e-cigarettes and/or vapor, are prohibited at all school events by staff and students, including standardized testing.

If a student has demonstrated inappropriate behavior, a Student Incident Referral Form will be completed to document the incident.

Internet Use

Access to Primavera's online-integrated solution and curriculum is a privilege, not a right. That access entails the responsible use of the school systems. Always use a computer in a way that shows consideration and respect, including the use of appropriate and respectful language. Remember that email is not private. Never say anything via email that you would not mind seeing on the school bulletin board, or in the local newspaper. Primavera Online School is committed to cooperating with officials to preclude any illegal activities conducted through Internet access and to assist students in our school to use computers appropriately, in every aspect of their student life.

StrongMind Central (SMC) Platform, SMC Community, Student Information System, and Learning Management System (LMS) Rules for Terms of Use

These Systems are available to students while participating in their educational experience and as they become literate in an increasingly technological world. The purpose of these **Rules for Terms of Use** is to foster the appropriate use of Primavera Online School student information systems and learning management systems. Here are some items to remember:

- Remember that the network is not private.
- Students may not use the LMS to do anything unlawful, malicious, or discriminatory.
- Students may not use profane, lewd, rude, defamatory, or threatening, forms of communication.
 - This applies to verbal and written language, diagrams, photographs, representations, videos, or any other form of communication
- Students may not post content or take any action on the LMS, that infringes on someone else's rights.
- Students may not use the Primavera Online School network to engage in any illegal act, including, but not limited to, arranging for the purchase or sales of drugs or alcohol, engaging in criminal activity or threatening the safety of another person.

- Students may not post photographs, comments, or blogs that display illegal substances or include references to illegal substances
- Students may not bully, intimidate, or harass other persons.
- Students may not post content that is pornographic, contains nudity or graphic violence.
- Students may not solicit login information or access an account belonging to someone else.
- Students may not upload viruses or other malicious code.
- Students may not send or otherwise post unauthorized commercial communications to users (such as spam).
- Students may not post sensitive information such as account access information or financial information.
- All course materials are copyrighted and to be used exclusively by enrolled students who may print, photocopy material from the LMS for their own use.

Disclaimer: Primavera Online School does not warrant, and specifically disclaims, all warranties of any kind, either expressed or implied, including but not limited to, the implied warranty of merchantability fitness for a particular purpose or non-infringement, relating to the use of, and/or materials obtained via, the Internet

Primavera Online School will remove any content students post in the LMS if it violates these Rules. Any and all photographs, comments, blogs, and interests are fully moderated by Primavera Online School and must first be approved by a school moderator. If any student repeatedly violates the letter or spirit of these Rules, Primavera Online School will remove individual access to the LMS.

Student Photos

Please review the following guidelines regarding the photo you choose to upload to any Primavera Online School platforms. Photos that do not meet the established guidelines will not be accepted. If your photo is not accepted, you will be prompted to upload a new photo.

Photo Suggestions:

- Use past yearbook or student photos.
- Think of your student portal picture like a driver's license photo.
- Take a picture with a blank background from your shoulders up.
- Please remember to smile.

Photo Requirements:

- The photo must take up the entire square in the resized window.
- Do not post photos that include individuals other than yourself.
- Your photo must be a head-shot – from the shoulders up.
- Make sure your entire head is included in the photo.
- Use a right-side up head shot, not slanted, sideways, or upside down.
- You must be facing the camera in your photo and looking at that camera.
- Do not use an unclear, dark, or washed-out photo.
- There should be no cameras, cell phones, or electronic devices visible in the photo.
- Writing on the photo is not permitted.
- Do not use suggestive photos.
- Do not use a photo in which you are wearing sunglasses.

Safety & Security

- Students will promptly disclose to the Primavera Online School staff any message they receive that is inappropriate, offensive, or feels uncomfortable.
- Students may not attempt to gain unauthorized access to the Primavera Online School network or to any other computer system connected to the Primavera school network. This includes attempting to log in through another person's account or access another person's files. These actions are illegal, even if only for the purposes of "browsing."
- Students may not make deliberate attempts to disrupt the computer system or destroy data by spreading computer viruses.
- Primavera Online School may post links to other websites within the LMS. Primavera Online School is not responsible for the privacy practices of nonaffiliated websites.
- Primavera Online School takes appropriate precautions to protect student information. All account information is located on a secured server behind a firewall. When students enter sensitive information (such as username or password), Primavera Online School encrypts that information using secure socket layer (SSL) technology.

If there are any questions about the security of the LMS, please contact Primavera Online School's administration.

Webcam Usage and Behavior Expectations

Standards for student conduct while participating in class activities that provide webcam usage as an option are the same as if the students and teachers are in-person.

Utilizing the webcam from a home student learning space does require students and families to take a few extra steps in order to make sure the student is able to start active participation at the start of class.

1. Evaluate the learning space surroundings and make sure the environment is conducive to learning with limited distractions.
2. Ensure the family anticipates and is aware of the student's online class time in which the webcam will be in use so that the background behind the student while usage of the webcam can be free of distractions.
3. Make sure the webcam is set up properly. Ideally, it is at eye-level of the student so that the student's face is as center as possible of the screen.
4. The microphone should be muted during the session unless the student is speaking.
5. Make sure the student has practiced with the webcam before the session to ensure that the background behind the student doesn't cause a glare and that the microphone settings work.

Bullying/Cyber-Bullying/Harassment/ Hazing

Primavera Online School and its Governing Body are committed to providing all students with a safe school environment where everyone is treated with respect. Students have a right to be free from any form of bullying. Students, parents, and school employees have the right and responsibility to report incidents of bullying.

Confidential Reporting

Students and parents/guardians have the right to confidentially report in writing to school administrators, teachers, or other staff members' instances of bullying, harassment, and

intimidation (A.R.S. § 15-341(A)(37)). These reports will be shared with appropriate school officials so that appropriate steps can be taken to ensure that all students have a learning environment that is safe emotionally, mentally, and physically. Reports must be made within thirty (30) calendar days of the last incident.

Definitions

Bullying: Bullying of an individual or group can occur through written, verbal, physical, emotional, or psychological methods. Bullying may occur when an individual or group engages in any form of behavior or aggression that includes such acts as intimidation and/or harassment that:

- Is physically harming an individual, damaging an individual's property, or placing an individual in reasonable fear of harm or damage to property;
- Is sufficiently severe, persistent or pervasive that the action, behavior, aggression, or threat creates an intimidating, threatening, hostile or abusive environment in the form of physical or emotional or psychological harm or distress;
- Aggression or threat occurs repeatedly over time;
- Occurs when there is a real or perceived imbalance of physical, emotional or psychological power or strength; or may constitute a violation of law.

Harassment: Harassment is behavior by an individual or group that consists of systematic and/or continued unwanted actions, including threats and demands. Harassing conduct may take many forms, including verbal acts and name-calling (e.g., bullying); graphic and written statements, which may include use of cell phones, social-media or the Internet (e.g., cyberbullying); or other conduct that may be physically threatening, harmful, or humiliating. Harassment does not have to include intent to harm, be directed at a specific target, or involve repeated incidents. Harassment creates a hostile environment when the conduct is sufficiently severe, pervasive, or persistent to interfere with or limit a student's ability to participate in or benefit from the services, activities, or opportunities offered by a school. Harassment based on race, disability, sex, religious orientation, sexual orientation, cultural background, economic status, size or personal appearance violates an individual's civil rights when such harassment creates a hostile environment and is encouraged, tolerated, not adequately addressed or ignored.

Cyberbullying: Cyberbullying is any act of bullying or harassment committed by use of electronic technology or electronic communication devices, including telephonic devices, social networking and other internet communications, on school computers, networks, forums and mailing lists, or other District-owned property, and by means of an individual's personal electronic media and equipment.

Intimidation: Intimidation is intentional behavior by a student or group of students that places another student or group of students in fear of harm of person or property. Intimidation can be manifested emotionally or physically, either directly or indirectly, and by use of social media.

Title IX Coordinator:

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Sexual Harassment (Title IX) and Non- Discrimination

The purpose of these procedures is to secure prompt and unbiased resolutions of complaints based on sex discrimination, including allegations of sexual harassment or sexual violence, in violation of Title IX of the Education Amendments of 1972 and violation of District policies that prohibit these types of discrimination. These procedures apply only to complaints alleging discrimination prohibited by Title IX (including sexual harassment and sexual violence). These procedures shall be available in the Employee Handbook, posted on the School website, and included in the Parent-Student Handbook(s).

I. DEFINITIONS:

1. **Complainant** - A complainant is a student or employee who is the alleged victim of conduct that constitutes discriminatory action or treatment prohibited by Title IX, including acts of sexual harassment or sexual violence.
2. **Respondent** - The person, employees, other students, or third parties, alleged to be responsible for the prohibited conduct alleged in a complaint.
3. **A Formal Complaint** - A document filed by a complainant or signed by the Title IX Coordinator alleging sexual harassment against a respondent and requesting the school investigate the allegation of sexual harassment.
4. **Title IX of the Educational Amendments of 1972** - No person in the United States shall on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Sex discrimination under Title IX includes sexual harassment and sexual violence.
5. **Sexual Harassment** - Conduct occurring between any persons, including members of the same sex, that:
 1. Is sexual in nature.
 2. Is unwelcome.
 3. Denies or limits a student's ability to participate in or benefit from a school's education program.
 4. Sexual harassment may include acts of sexual violence. Sexual harassment is a form of sex discrimination prohibited by Title IX.
6. **Sexual violence** - Includes sexual acts of a physical nature occurring between any persons, including members of the same sex, perpetrated against a person's will or where a person is incapable of giving consent. Several acts fall into the category of sexual violence, including rape, sexual assault, sexual battery, sexual abuse, and sexual coercion. All such acts of sexual violence are forms of sex discrimination prohibited by Title IX.
7. **Supportive Measures** - Individualized services available to complainants, regardless of the decision to file a formal complaint, ensure equal educational access, protection and safety, or a deterrent of sexual harassment.

II. PROCEDURAL REQUIREMENTS:

1. A grievance should be filed as soon as possible and within 180 days of the alleged violation(s) of Title IX. Failure of a complainant to comply with time limitations may result in dismissal of the complaint and possibly denial of the appeal.
2. Dismissal shall not preclude the individual's right to pursue the complaint through other appropriate external agencies. If a district representative fails to comply with any time

limitation in the complaint procedure, the Complainant may immediately proceed to the next level permitted by these Procedures.

3. Confidentiality is maintained to the greatest extent possible. Any information gathered during an informal procedure may be used during the formal grievance process if initiated. While there can be no assurance of complete confidentiality, complaints under this procedure will be treated as sensitive information only shared with others except in limited circumstances. Examples of exceptions to maintaining confidentiality include:
 1. Information the law requires to be reported.
 2. Information imparted to others in supervisory positions to further an investigation or halt a discriminatory practice.
 3. Information that is given to the Respondent to have sufficient information to respond to the allegations.

The School will take all reasonable steps to investigate and respond to a complaint consistent with a request by the complaining party not to disclose his/her name. However, such requests for confidentiality may limit the School's ability to adequately investigate and respond to the allegations raised in the complaint.

Requests for confidentiality are evaluated to provide a safe and nondiscriminatory environment for all students and employees, and the request will be weighed against factors the School deems relevant, including, without limitation:

- The Complainant's age.
- Circumstances that suggest an increased risk of future acts of harassment and, if applicable, sexual violence under similar circumstances; and
- Whether the District possesses other means to obtain relevant evidence (e.g., security cameras or personnel, physical evidence).
- FERPA Compliance.
- Mandatory Reporting laws and procedures.

All parties to a grievance, including the Complainant, Respondent, and witnesses, have privacy interests. Therefore, all parties should be cautioned not to divulge or publicize the nature of the proceedings or the identity of those involved outside the scope of the investigation.

III. INFORMAL AND FORMAL PROCESSES:

- A. Informal resolution may be an appropriate choice when the conduct involved is not of a serious or repetitive nature, and disciplinary action is not required to remedy the situation. No formal investigation is involved in the informal resolution process, and the informal resolution process shall not be considered a precondition for the filing of a formal written complaint.
 1. A written request for informal resolution must be made within ten (10) days of the date of the alleged incident. The Title IX Coordinator shall determine whether the problem's nature is such that it is likely to be resolved by agreement on an informal basis.
 2. Methods for informal resolution are not limited to:
 1. Coaching the person on how to address a situation which is causing a problem
 2. Mediating the dispute with the parties
 3. Developing written behavior expectations of the alleged offender to redirect conduct
 4. Assisting with the resolution of a real or perceived problem
 5. Or arranging a documented meeting with the alleged offender involves a discussion of the sex discrimination and sexual harassment policies and requirements for compliance.
 2. The Title IX Coordinator shall document any informal resolution.

B. Formal complaint procedures:

The initiation of a formal complaint procedure requires a written complaint. All written complaints regarding harassment or discrimination of students or employees in violation of Title IX shall be submitted to the Title IX Coordinator

Step 1 - Reporting Complaints.

1. The Complainant may obtain a Complaint Form from the Title IX Coordinator or school website. The Complainant may attach a written narrative explaining the nature of the complaint to the Form. The Complaint Form or description shall contain information that describes the conduct that has violated prohibitions against sex discrimination, including sexual harassment and sexual violence, and identify with reasonable particularity the Respondent(s) and any witnesses to the alleged conduct.
2. Any District employee who either reasonably believes a student has been discriminated against based on sex or who receives a complaint of sex discrimination, harassment, or violence from a student must immediately follow Mandatory Reporting procedures and complete the Title IX Grievance form (when applicable) and submit to the Title IX Coordinator.
3. If the Complainant is unwilling or unable to provide a written statement including the information set forth above, the Title IX Coordinator shall ask for such details in an oral interview via phone. In the event the Complainant is a student with disabilities, the Title IX Coordinator will work with the Director of Special Programs and will carefully review the reporting student's IEP or 504 plan to determine what specific accommodations that child should have to aid in their reporting.

Step 2 - Determining the Applicability of the Procedures.

1. The Title IX Coordinator initially reviews the written complaint to determine whether the matter falls within the scope of these procedures. Within five (5) days after the Complaint Submission Date, the Title IX Coordinator shall notify the Title IX Investigator to initiate an investigation.
2. The Complainant shall be informed in writing if the matters alleged in the Formal Complaint are not within the School's jurisdiction or authority to investigate and that the School will not carry out any further investigation.
 - o If the matter does not involve allegations of discrimination within the scope of these procedures, the Title IX Coordinator shall forward the issue to the proper administrator for review.

Step 3 - Investigation.

1. The Title IX Investigator shall oversee that an adequate, reliable, and impartial investigation of the Formal complaint.
2. If the Title IX Investigator is not a neutral party, the Title IX Investigator shall work with the Title IX Coordinator to designate an impartial and objective administrator to conduct the investigation.
3. In conducting the investigation, the assigned investigator shall interview all parties identified in the complaint, and other witnesses that the investigator determines may provide information relevant to resolving the complaint allegation(s).
4. The Complainant and Respondent shall have the opportunity to identify witnesses to be interviewed and provide documentation or other evidence for the designated investigator to review.

5. The Title IX Decision Maker shall consider the evidence compiled by the assigned investigator and take whatever additional actions they deem necessary to complete the investigation.
6. The Title IX Team will maintain documentation of all proceedings, which may include written findings of facts, transcripts, notes, or audio recordings.

Step 4 - Notice of Resolution.

1. **Notice.** The Title IX Decision Maker shall notify the Complainant and Respondent in writing within thirty (30) days from the Complaint Submission Date of the investigation results.
2. **Written Determination.** The Title IX Decision Maker shall consider the totality of the evidence and determine whether the clear and convincing evidence establishes that the alleged discrimination occurred (i.e., means that the evidence is highly and substantially more likely to be true than untrue; the fact finder must be convinced that the contention is highly probable.
3. If the Title IX Decision Maker determines that the evidence is not Clear and Convincing and does not support the allegations of discrimination, the Complainant may appeal the determination pursuant to Step 5 below.
4. If the Title IX Decision Maker determines that the Clear and Convincing evidence supports the allegations of discrimination by the Respondent, the Title IX Decision Maker shall provide written findings and conclusions supporting the determination. Also, the written determination shall make recommendations for immediately ending the discriminatory conduct, ways to remedy the discriminatory effects of any discriminatory behavior on the complaining party, and, if applicable, the School's educational environment.
5. The steps to be taken to prevent the recurrence of any discriminatory or harassing conduct found to have occurred.

Step 5 - Appeal Rights.

A party not satisfied with the resolution in Step 4, above, may submit a written appeal within five (5) days to the Title IX Appeals Coordinator. The written appeal shall state with particularity the nature of the disagreement, the reasons underlying the dispute, and how a reconsideration of the determination would change the outcome.

Title IX Appeals Coordinator shall conduct a review of the record to determine whether the preponderance of the evidence supports the determination. A written decision will be issued and mailed to the appropriate parties within ten (10) days of the receipt of the appeal. The Title IX Appeals Coordinator's decision is final.

Step 6 - Complaints to an External Agency.

If a party is not satisfied with the Superintendent's decision in Step 5 above, the party may file a complaint with the Office of Civil Rights ("OCR") in Philadelphia, Pennsylvania. Link to OCR website for Title IX guidelines: [Home | OCR](#) (ed.gov)

IV. DISCIPLINE.

Employees and students may be disciplined if it is determined through this procedure that discriminatory action, treatment, harassment, or retaliation for complaining, has occurred in violation of federal or state laws or District policies. The Responsible Administrator shall refer the matter to the appropriate District administrator to initiate disciplinary proceedings against the Respondent.

V. NO RETALIATION.

Students, employees, or parents who make complaints in good faith shall be free from retaliation to seek resolution of their grievances. Furthermore, persons acting as witnesses to a complaint, in good faith, shall be free from reprisal. Claims of retaliation, submitted in good faith and writing shall be investigated pursuant to these procedures. Individuals who engage in retaliation will be subject to discipline.

VI. FALSE COMPLAINTS.

1. Individuals who knowingly file a false or misleading complaint alleging harassment, discrimination, or retaliation are subject to appropriate disciplinary action, including, but not limited to, dismissal of the claim.
2. If the Clear and Convincing Standard of evidence supports a finding that the Complainant submitted a false or misleading complaint alleging harassment, discrimination, or retaliation, the complaint will be dismissed.

VII. RELATIONSHIP OF THESE PROCEDURES AND TIMELINES TO LAW ENFORCEMENT ACTIVITIES.

1. Nothing in these Procedures should be deemed to discourage the Complainant from reporting acts subject to these Procedures, including acts of sexual violence, to local law enforcement. If the Complainant files a criminal complaint, the Title IX Team should not wait for the conclusion of a criminal investigation or criminal proceeding to begin the School's own Title IX investigation.

Hazing

Hazing is defined by A.R.S 15-2301 as any intentional, knowing, or reckless act committed by a student, whether individually or in concert with other persons, against another student, and in which both of the following apply:

- The act was committed in connection with an initiation into, an affiliation with or the maintenance of membership in any organization that is affiliated with an educational institution.
- The act contributes to a substantial risk of potential physical injury, mental harm or degradation or causes physical injury, mental harm, or personal degradation.

Students, parents, teachers, and staff can report violations of the hazing prevention policy by filing a complaint for a violation as outlined below. The School may be required to report incidents of hazing to the local law enforcement agencies.

Reporting Incidents of Bullying, Harassment, Intimidation, and Hazing

Students and others should report any incidents of bullying to a teacher, school administrator or any other school employee (i.e., educational assistant, receptionist, etc.). It is mandatory that school employees report any incidents of bullying in writing to School administration. Students who cannot immediately file a report must do so within thirty (30) calendar days of the last incident.

The school employee receiving the report/complaint who believes a student has been subjected to bullying or personally witnesses bullying shall:

- Check to see if an outside agency needs to be contacted (i.e., Department of Child Safety or law enforcement).
- Have the student complete the Bullying, Harassment, or Intimidation Reporting form
- At a minimum, the report/complaint shall be put in writing containing the identifying information on the complainant and such specificity of names, places, and times as to permit an investigation.
- At a minimum, the school employee shall put the report/complaint in writing containing the identifying information on the complainant and such specificity of names, places, and times as to permit an investigation.
- When a school employee receives the information, the employee will give the information to the school administrator no later than the next school day following the day of the report/complaint.

All violations of the policy shall be treated in accordance with the appropriate procedures and penalties provided for in this handbook and A.R.S. §15-341(37). Any student who has committed the act of bullying/harassment/intimidation, intentionally files a false report, or has retaliated against another who has participated in any manner in an investigation, proceedings or hearing conducted in response to an investigation will be subject to consequences.

Procedures for Investigation of the Report/Complaint

A school administrator shall investigate the incident or the activity within ten (10) instructional school days. Extension of the timeline may only be by necessity as determined by School Administration. A school administrator shall check to see if an outside agency needs to be contacted (i.e., Department of Child Safety or local law enforcement authorities). A school administrator shall complete a Student Discipline Referral form if the student is found to have violated the bullying policy.

Student Interviews

School officials may question and/or interview students regarding matters related to the health, safety and welfare of students and staff without limitation. The parent will be contacted if a student interviewed is then subject to discipline for violation of the School's behavioral standards and expectations.

General School Policies Regarding Presence on Campus or In-Person Events

Diabetes Policy

In accordance with Arizona Revised Statute 15-344.01, the management of students with diabetes in the classroom, on School grounds and at school-sponsored activities shall be in compliance with this policy.

Students attending Primavera Online School with diabetes shall have a Diabetes Medical Management Plan (DMMP) on file with the School and the DMMP shall be updated and submitted annually.

The DMMP shall:

- Be provided by the Parent or Guardian;

- Be signed by the appropriately licensed health professional, nurse practitioner or pharmacist;
- Authorize the student to carry appropriate medications and monitoring equipment;
- Acknowledge that the student is capable of self-administering medications and equipment;
- Specify a method to dispose of equipment and medications in a manner agreed on by the parent or guardian and the School; and list the medications, monitoring equipment, and nutritional needs that are medically appropriate for the student to self-administer and that have been prescribed or authorized for the student.

Student Self-Administration of Medication

When on a Primavera Online School physical campus, students are to take extraordinary precautions to ensure that any medication or equipment is secure and shall never make the medication and/or equipment available to another student. The student shall immediately report to School Administration of any theft or loss of the medication and/or equipment brought to the School. Violation of these procedures may subject the student to disciplinary action. Students are required to practice proper safety precautions for the handling and disposal of the equipment and medications authorized under the DMMP.

Medication must come in the prescription container as provided by the physician and/or pharmacy.

If a student fails to practice proper safety precautions, the School may withdraw student's authorization to self-monitor blood glucose and/or diabetes medication and develop a plan for administration by a designated staff member when on a Primavera Online School physical campus location.

School Administration of Medication

If a student is not capable of self-monitoring blood glucose and/or self-administering medications, any medication administration services specified in the student's DMMP shall be provided by the School when the student is on Primavera's physical locations.

Two or more staff members shall be identified as designated staff members for the purposes of the administration of diabetic medications including storing, supervising ingestion, and recording.

School employees shall not be subject to any penalty or disciplinary action for refusing to serve as a designated staff member. Designated staff members shall receive training by an appropriately licensed health professional as to the implementation of a student's DMMP. Primavera, its employees, and members of its governing body, are immune from civil liability with respect to actions taken to adopt this Policy and all decisions made and actions taken that are based on good faith compliance with this Policy.

Service Animals

Primavera Online School does not discriminate against individuals with disabilities who use service animals. Service animal means any dog or miniature horse that is individually trained to

do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability.

The A.R.S. §11-1024 defines work or tasks performed by the service animal as work or tasks that:

- Assist individuals who are blind or have low vision with navigation and other tasks
- Alert individuals who are deaf or hard of hearing to the presence of people or sounds
- Provide nonviolent protection or rescue work
- Pulling a wheelchair,
- Assist an individual during a seizure
- Alert individuals to the presence of allergens
- Retrieve items such as medicine or the telephone
- Providing physical support and assistance with balance and stability to individuals with mobility disabilities
- Help individuals with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort or companionship do not constitute work or tasks.

Individuals with disabilities shall be permitted to be accompanied by their service animal in all areas of the School's facilities where members of the public, participants in services, programs or activities, or invitees are allowed to go. A service animal may be excluded from the School campus if one or more of the following apply:

- The animal poses a direct threat to the health or safety of others.
- The animal fundamentally alters the nature of the School, services or activities provided.
- The animal poses an undue burden
- The animal is out of control and the animal's handler does not take effective action to control the animal
- The animal is not house broken

A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash or other tether or use of the harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be under the handler's control.

The School shall not be responsible for the training, feeding, and grooming. The handler is responsible for caring for and supervising the service animal, which includes toileting, feeding, and grooming and veterinary care.

A request for an individual with a disability to be accompanied by a service animal must be submitted to the Executive Director at least three (3) days prior to bringing the service animal to the school campus or to a school activity.

Owners of the service animal are liable for any harm or injury caused by the animal to students, staff, visitors, and/or property.

Drug and Tobacco Free Campus

All Primavera Online School campuses are a Drug and Tobacco Free zone. Arizona law specifically disallows any type of tobacco, including vaping products and paraphernalia, on public school campuses.

This includes outside on the grounds or in the parking lot. This also includes all forms of tobacco.

No parent/guardian, student, staff member or other person may smoke or have tobacco products anywhere on the campus at any time.

All students are prohibited from possession, use and distribution of any and all drugs (prescribed, on-prescribed, over the counter), alcohol, and tobacco (any type, including vaping products) on school grounds or during any school sponsored event or activity, whether on or off campus. In the event of such an action, law enforcement authorities will be contacted. Any student who possesses, uses or distributes any drugs, alcohol or tobacco will be immediately suspended and may be recommended for expulsion.

Weapons and Violence

All students are prohibited from possession of any weapon at any time on school property or during any school activity and/or event, whether on or off campus. A weapon may be an item a student may use to physically threaten, assault, attack or harm another person such as, guns, knives, razors, explosive devices, and/or any other item a student may bring to school and use to defend him/herself or harm another person. Misuse of school items such as chairs, pencils, rulers, etc. to assault and/or harm another person will also be considered as use of a weapon.

A student who violates this policy by carrying or possessing a firearm shall be placed in an alternative education program for a period of not less than one (1) year, suspended for a period of not less than one (1) year, or expelled and not be readmitted within a one (1)-year period, if ever. The Governing Body, in its sole discretion, may modify the one (1)-year duration of such disciplinary action on a case-by-case basis.

A student who violates this policy by any means other than carrying or possessing a firearm shall be subject to disciplinary action, including but not limited to expulsion. Disciplinary action against a student with disabilities shall be applied on a case-by-case basis in accordance with School policies and state and federal special education laws.

Violence Prohibited

All students are prohibited from displaying violent acts that result in injury to another person and/or destroy or damage school property. Further, students cannot, through verbal or written expression, threaten to destroy or damage school property and/or cause injury or death to students, staff or visitors. In the event of such an action, law enforcement authorities will be contacted. Any student who commits an act of violence will be immediately suspended and may be recommended for expulsion.

Consequences for acts of violence depend upon the student's intent to cause personal injury, the behavior resulting in personal injury, the behavior resulting in destruction or damage of

school property, student's verbal or written threat to destroy school property, and student's verbal or written threat to injure and/or kill students, staff and/or visitors.

Policy Regarding Reporting Suspected Crimes or Incidents

All school personnel are required to report any suspected crime against a person or property that is a serious offense, as defined in A.R.S. §13-706, or that involves a deadly weapon or dangerous instrument or serious physical injury, and any conduct that poses a threat of death or serious physical injury to an employee, student, or other person on the school property.

All such reports shall be documented and communicated to the Principal who shall be responsible for reporting to local law enforcement. Conduct that is considered to be bullying, harassment or intimidation shall be addressed according to separate School policy. The School is to notify the parent or guardian of each student who is involved in a suspected crime or any conduct that is described above, subject to the requirements of federal law.

A person who violates the reporting requirements may be disciplined for violating the policies of the School Governing Body and may be subject to dismissal. The School Governing Body shall enforce the policies and procedures that require the School to maintain a record on any person who is disciplined pursuant to this Policy and, on request, shall make that record available to any public school, school district governing board or charter school governing body that is considering hiring that person.

Search and Seizure

School officials may conduct searches when there is reasonable suspicion that the search will yield evidence of the student's wrongdoing or when there is evidence that students and/or staff are in imminent danger of injury on school grounds. Items provided by the School for storage (e.g., lockers, desks) or personal items are provided as a convenience to the student but remain the property of the school and are subject to its control and supervision. Students have no reasonable expectation of privacy in their lockers, desks, storage areas, etc., and these areas may be inspected at any time with or without reason, or with or without notice, by school personnel.

School officials conducting a search or seizure will follow these guidelines:

1. The search will be restricted to the information that justified the search in the first place.
2. General searches of school property (including personal items found in and on school property) may be conducted at any time when there is reasonable suspicion for school officials to believe that something violates the law or school rules is on school property. This search of school property may be made without the student being present.
3. Illegal items (firearms, explosive devices, weapons, tobacco, alcohol, drugs) or other possessions reasonably determined to be a threat to the safety, security of others, or might possibly interfere with school purposes shall be seized by school officials.
4. Items that are used to disrupt or interfere with the educational process may be temporarily removed from a student's person.
5. A student's person may be searched by school employees when there is reasonable suspicion to believe that the student has on his/her person illegal items or other items that may interfere with any school purpose.

6. School employees may search motor vehicles parked on school property when there is individualized and reasonable suspicion that the search of a student's effects will yield evidence of misconduct.

Mandatory Reporting

The law does not recognize confidentiality between a student and school personnel. The Arizona mandatory reporting law A.R.S 13-3620 requires that school personnel or any person who has responsibility for the care or treatment of a minor, who reasonably believes that a minor has been the victim of physical injury, abuse, child abuse, a reportable offense or neglect shall immediately report or cause a report to be made of this information.

Report Child Abuse or Neglect

Arizona Child Abuse Hotline

1-888-SOS-CHILD (1-888-767-2445)

Online reporting link: <https://dcs.az.gov/report-child-abuse>

Notification of Rights under FERPA

Primavera Online School has established written policies regarding the collection, storage, retrieval, use and transfer of student educational information collected and maintained pertinent to the education of all students to ensure the confidentiality of the information and to guarantee parents'/guardians' and students' rights to privacy. These policies and procedures are in compliance with federal and state laws.

The Family Education Rights and Privacy Act (FERPA) affords families and majority age students rights to their education records. These rights are as follows:

1. **Right to Inspect and Review.** Parents have the right to inspect and review a student's education records within 45 calendar days from the day the school receives a request for access. Requests should be submitted in writing to the School administration and clarify the records to be inspected and/or reviewed.
2. **Right to Amend Education Records.** Parent may request to have their student's educational records amended if they believe the information is inaccurate or misleading or otherwise in violation of the student's privacy rights. The request should be made in writing to the School Administration clearly identifying the part of the record the parent(s) want changed and specifying why it is inaccurate or misleading. If the School decides not to amend the record as requested, the parent(s) will be notified of their right to a hearing regarding the request for amendment. Additional information regarding the hearing procedure will be provided to the parent(s) when notified of the right to a hearing. After the hearing, if the School still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view regarding the contested information.
3. **Right to Consent to Disclosure.** Parent(s) or eligible students have the right to require their consent to disclosure of personally identifiable information contained in the student's education records by the prior written consent of the parent(s) or eligible student(s), except to the extent that FERPA authorizes disclosure without consent.

One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is a person employed by the school as an administrator, supervisor, teacher, or support staff member (including health or medical staff and law enforcement unit personnel) or a person serving on the school board. A school official also may include a volunteer or contractor outside of the school who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, medical consultant, or therapist; a parent or student volunteering to serve on an official committee, such as a disciplinary or grievance committee; or a parent, student, or other volunteer assisting another school official in performing his or her tasks.

Transfer of Rights

When a student reaches age 18, FERPA rights transfer from the parent or guardian to the student. At that point, the student is the eligible party to exercise all rights described in this section.

Third-Party Platforms and School Official Authorization

Primavera Online Academy works with authorized third-party platforms that may access student education records as part of delivering educational services. These platforms operate as “school officials” under FERPA, meaning they are permitted to access student data only to the extent necessary to provide services to the school. All authorized vendors are subject to Data Processing Agreements that restrict the use of student data to the educational purposes for which it was shared.

Primavera Online School may be required to disclose student information pursuant to lawful requests, such as subpoenas or court orders, or in compliance with applicable laws. Primavera Online School does not reveal information until it is determined that the information requested by law enforcement or private litigants meet applicable legal standards. Additionally, Primavera Online School may share student information when we believe it is necessary to comply with the law, to protect Primavera Online School interests or property, to prevent fraud or other illegal activity within Primavera Online School platforms or use of the Primavera Online School name, or to prevent imminent bodily harm. This may include sharing information with other companies, lawyers, agents, or government agencies.

4. **Right to File a Complaint.** A parent or eligible student has the right to file a complaint with the Family Educational Rights and Privacy Act Office in Washington D.C., if they believe that the district has violated the provision of FERPA. If a family or majority age student wishes to file a complaint alleging a FERPA violation, he or she should first contact the School Administration. If a reasonable solution is not made at the school level the complainant has the right to file a complaint with the U.S. Department of Education. The name and address of the office that enforces FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202

Annual Notice of Disclosure of Directory Information

A school may designate information in education records as “directory information” and may

disclose it without parent consent, unless the parent/guardian notifies the School of their decision to “opt-out.” The primary purpose of directory information is to allow the School to include this type of information from your child’s education records in certain school publications.

Examples include:

- The yearbook
- Other recognition lists
- Graduation programs; and
- Extracurricular activities

Directory information, which is information that is generally not considered harmful or an invasion of privacy if released, can also be disclosed to outside organizations without a parent's prior written consent. Outside organizations include, but are not limited to, companies that manufacture class rings or publish yearbooks. In addition, two federal laws require local educational agencies (LEAs) receiving assistance under the Elementary and Secondary Education Act of 1965, as amended (ESEA) to provide military recruiters, upon request, with the following information – names, addresses and telephone listings – unless parents have advised the LEA that they do not want their student’s information disclosed without their prior written consent.

Primavera Online School has designated the following information as directory information:

- Student’s name
- Participation in officially recognized activities/sports
- Electronic mail address
- Photograph
- Degrees, honors, and awards
- Grade level
- Dates of attendance

Notice of these rights is available, upon request, on audiotape, in Braille, and in languages other than English. You may contact the Arizona Department of Education at (602) 542-3111.

Pupil Privacy Rights Act (PPRA) – Student Survey Data Consent and Privacy Policies

Primavera Online School may request students or families to provide information through a survey in order to be able to serve our unique population appropriately. In any survey it sends out, Primavera Online School will include an explanation for completing it as well as the reason for the questions asked.

However, Primavera Online School must receive written, signed parental/guardian permission pursuant to A.R.S. §15-117 before collecting survey information that asks personal information about the student regarding any of the following:

1. Critical appraisals of another person with whom a pupil has a close relationship.
2. Gun or ammunition ownership.
3. Illegal, antisocial or self-incriminating behavior.
4. Income or other financial information.
5. Legally recognized privileged or analogous relationships, such as relationships with a lawyer, physician or member of the clergy.
6. Medical history or medical information.
7. Mental health history or mental health information.

8. Political affiliations, opinions or beliefs.
9. Pupil biometric information.
10. The quality of home interpersonal relationships.
11. Religious practices, affiliations or beliefs.
12. Self-sufficiency as it pertains to emergency, disaster and essential services interruption planning.
13. Sexual behavior or attitudes.
14. Voting history.

A parent/guardian has the right to revoke consent for their student to participate in any survey requesting information listed in 1-14 above, at any time. Primavera Online School cannot ask a student to complete any survey outlined above if a parent/guardian has not provided or has revoked consent for their student's participation in the survey. For students who are at least eighteen years of age, permission is only required from the student.

Permission to Administer Survey

All surveys requesting information listed in 1-14 above must be approved and authorized in writing by the Primavera Online School administration. This applies to all surveys whether written or digitally conducted on matters listed in 1-14 above regardless of the stated purpose of the survey and regardless of the quantity or percentage of questions that solicit the identified data.

Exceptions

For avoidance of doubt, this policy does not apply to:

1. Any survey conducted that contains questions soliciting information listed in items 1-14 above, if the survey does not require a student's name or any other personally identifiable information.
2. Any survey conducted or implemented by the Arizona criminal justice commission.
3. Any method of surveying a student that is conducted because a person has a reasonable belief that a minor is or has been a victim of abuse and which Primavera Online School has a duty to report pursuant to section A.R.S. §13-3620.

Survey Participation Not Required

Participation in any survey seeking information listed in 1-14 above is not required:

1. To be a student at Primavera.
2. To demonstrate competency requirements for any grade level, course or subject.
3. To qualify for placement into any grade level, course or subject.
4. To be promoted to the next grade.
5. To receive credit for any course or as part of a letter grade for any course.
6. To graduate from high school.
7. To obtain a high school equivalency diploma.

Primavera Online School will not impose any penalty on any student or the student's parent/guardian for not participating in any survey conducted on matters outlined in 1-14 above. Primavera Online School will neither impose a penalty nor provide a reward to a teacher, administrator, or other Primavera Online School employee based upon the student participation

rate in any survey seeking information in items 1-14 above. Responses to surveys seeking information identified in 1-14 listed above will not be included:

1. As part of a school academic performance indicator or as part of any other similar school rating system.
2. In the education learning and accountability system, or in any other similar system.
3. In the student accountability information system or in any other similar system.
4. In any school, administrator or teacher rating system.

Upon request, Primavera Online School will provide timely applicable information to the parent/guardian of a student regarding a survey seeking the information in items 1-14 listed above including:

1. The name of the survey.
2. The date or dates when the survey was or will be administered.
3. The method or methods of administering the survey.
4. The amount of time required to administer the survey.
5. The types of information collected by the survey.
6. The reasons for administering the survey.
7. How to File a Complaint

If a parent/guardian of a Primavera Online School student has a reasonable belief that Primavera Online School has violated this policy, he or she may file a complaint with the Arizona Attorney General, the county attorney for the county in which an alleged violation of this policy occurred, or:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202

Definitions for the purposes of this policy:

1. "Parent" has the same meaning prescribed in section (biological parent, foster parent or legal guardian); except that Parent does not mean this state if the pupil is a ward of the state.
2. "Survey" means:(a) when used as a noun, an instrument that investigates the attitudes, behaviors, beliefs, experiences, opinions or thoughts of a pupil or group of pupils. (b)when used as a verb, to use an instrument to investigate the attitudes, behaviors, beliefs, experiences, opinions or thoughts of a pupil or group of pupils.

Data Privacy and Student Rights

Primavera Online is committed to protecting the privacy of every student and family. This section explains your rights under two federal privacy laws — the Children's Online Privacy Protection Act (COPPA) and the Family Educational Rights and Privacy Act (FERPA) — and describes how student information is collected, used, and protected across our platforms.

For Families of Students Under Age 13 — COPPA Notice

The Children’s Online Privacy Protection Act (COPPA) applies to students under the age of 13. It governs how online services may collect, use, and share personal information from children, and gives parents meaningful control over that process.

Platforms We Use

As part of your student’s coursework and school operations, Primavera Online School authorizes the following third-party platforms, each of which may collect student data for educational purposes:

PowerSchool SIS, SchoolLinks, Copy Leaks, IXL, eIEPro, EpiCenter, Big Blue Button, Branching Minds, Amplify, Cloud Canvas, StrongMind Central, StrongMind Central Enrollment, PowerSchool Enrollment, StrongMind Intelligence (AI), Google Classroom, Zendesk, Parchment

What Information Is Collected

Information collected through these platforms may include student name, grade level, login credentials, course activity, submitted work, and usage data. This information is used solely to support your students’ educational experience.

Scope of School Authorization

Primavera Online School’s authorization for third-party data collection is limited to educational purposes only. This authorization does not extend to advertising, commercial profiling, behavioral targeting, or the use of student data to train artificial intelligence models for commercial purposes.

Parent Rights Under COPPA

Parents and guardians of students under age 13 have the right to:

- Review the personal information collected about their child through any authorized platform
- Request that inaccurate information be corrected
- Request deletion of their child’s personal information from a platform
- Withdraw consent for future data collection (note: withdrawal may limit your student’s ability to access certain platform features)

How to Submit a Request

To exercise any of the rights above, contact our designated COPPA Coordinator:

COPPA Coordinator: Jennifer Tschetter

Email: coppa@primaveratech.org

We will acknowledge all requests within five business days and respond fully within 30 days.

Additional Information

For full details on how the platforms used by Primavera handle student data, please review StrongMind’s COPPA Notice at: <https://www.strongmind.com/for-schools-privacy-policy/>

Technology Requirements

All Primavera Online School courses use interactive multimedia that requires students’ computers to have Java, and Flash Player installed, and “cookies” enabled. For specific

troubleshooting steps, please review system requirements for more helpful information at [Tech Support](#).

System Requirements

Internet & E-mail

- 5.0 Mbps minimum bandwidth DSL or Cable preferred (Dial-Up not supported)
- Personal E-mail address (free from [GMAIL](#), [YAHOO](#) or [OUTLOOK](#))

Hardware

- CPU: Intel® I3 or better recommended or AMD equivalent
- MEMORY: 8GB of RAM minimum (16 GB recommended) VIDEO: 1024×768 minimum resolution required
- STORAGE: 128GB minimum (256GB or more recommended)
- VIDEO: 1024×768 minimum resolution required
- DISPLAY: 13" Widescreen or greater recommended
- AUDIO: Built-in laptop speaker or a headset
- MICROPHONE: Built-in laptop microphone or a headset with a microphone (required for Foreign Language courses)
- PRINTER: Inkjet or laser printer (not required, but helpful)
- VR Headset (Not required but can be used in compatible courses)

Operating system

- Windows® 11, macOS® 14 & Chrome OS (Chromebooks)
- Some users have had success with Linux with Chrome and/or Firefox
- iPads, iOS/Android Tablets, and some Netbooks are not supported as they may not be able to use required plugins and/or have screens that are too small to adapt.

Software and plugin requirements

Use of Adobe Reader may be needed. Download available below:

- [ADOBE READER](#)

ADDITIONAL SOFTWARE SUGGESTIONS:

- Word-processing: [MICROSOFT® WORD 2003](#) or better
- Presentation: [MICROSOFT® POWERPOINT 2003](#) or better
- Spreadsheet: [MICROSOFT® EXCEL 2003](#) or better
- NOTE: the free [OPENOFFICE SUITE](#) includes equivalents for all of the above applications

Internet and Browser Options

- [CHROME](#)
- [FIREFOX](#)
- [EDGE](#)
- [SAFARI](#)

Antivirus + Antimalware

Keeping your computer clean of viruses and malicious software is essential to your computers health and performance. Primavera suggests that you have up to date and active protection on your computer. Below are links to some free programs that can assist you in keeping your computer clean. All of the software listed here has both paid and free versions, it is not necessary to purchase any of the software listed here.

PC and MacOS

- [Avast](#)
- [AVG](#)
- [Bitdefender](#)
- [Malwarebytes](#)

Opening Pop-Up Windows

Upon logging in, the Student Portal should open in a new window. If you are having trouble logging in please check our [HOW TO: DISABLE POP UP BLOCKER](#) for instructions on disabling pop up blockers.

*Some operating systems will minimize the new pop-up window to the task bar. Please be sure to check the task bar for any pop-up windows.

Opening PDF Files

1. In Adobe Reader or Acrobat, choose **Edit > Preferences**.
2. Select **Internet**.
3. Deselect **Display PDF in Browser** and then click **OK**.
4. Choose **Edit > Preferences > Internet** again
5. Now, select **Display PDF in Browser** and then click **OK**.

Check Firefox Settings

1. At the top of the **Firefox** window, click on the **Tools** menu and select **Options....**
2. Select the **Applications** panel.
3. Find **Adobe Acrobat Document** in the list and click on it to select it.
4. Click on the drop-down arrow in the **Action** column for the **Adobe Acrobat Document** entry and select **Use Adobe Acrobat** (in Firefox).

Remote Support

Remote support tools are for use when on the phone with a representative:

- [TeamViewer](#)
- [FastSupport](#)