

Guiding Principle:

Verizon Thinkfinity.org provides free online training to educators in states with which there is a partnership. This training is designed to assist states in developing sustainable training networks, comprised of Field Trainers and Certified Trainers, who can subsequently train others to integrate Thinkfinity resources into the curriculum to enhance student learning. Verizon Thinkfinity's goal is to fully credential every participant enrolled in Thinkfinity's free online courses, as a Field Trainer or Certified Trainer for their respective state.

The following policy will guide participants in understanding both their State Training Network and Thinkfinity's expectations for taking and successfully completing an online course.

Online Course Completion and Drop Policy:

Definitions and Procedures:

Thinkfinity will adhere to the following procedures as they relate to the handling of no-shows, drop requests, absentee drops, and incompletes:

- 1) **No-shows:** A participant who does not enter the course or contact the facilitator within the first seven days of a course start date is considered a "no-show."
 - a. Within the first seven days of the course, the online course facilitator will encourage participants to enter the course through a minimum of three e-mails:
 - i. Pre-course: welcome e-mail before the course officially begins
 - ii. Mid week: reminder e-mail to join course
 - iii. Day six e-mail: final warning that their account will be disabled unless they enter and complete coursework by midnight on the seventh day
 - b. Thinkfinity will drop anyone that has not joined or participated in the course on the eighth day after the course begins.
 - c. Training Administrators will receive an e-mail notification of no-show participants from their state

- 2) **Drop Requests:** A participant who contacts Thinkfinity.org or their online facilitator and asks to be dropped from an online course is considered a "drop request."
 - a. Thinkfinity will remove the participant from the course.
 - b. Training Administrators will receive an e-mail notification of drop requests from their state.

- 3) **Absentee Drops:** A participant who is absent from the course for the duration of a designated course module week (Wednesday through Tuesday) plus two additional consecutive days is considered an "absentee drop."
 - a. Within the nine days that the participant is absent, the online course facilitator will encourage participants to re-enter the course through a minimum of three e-mails:
 - i. Day six (Monday): first reminder to re-enter the course
 - ii. Day eight (Wednesday): second reminder to re-enter the course
 - iii. Day nine (Thursday): final warning that they will be dropped from the course unless they re-enter course and complete all missing work by midnight the following day
 - b. Thinkfinity will drop anyone that has been absent from the course for the duration of a designated course module week (Wednesday through Tuesday) plus two additional consecutive days.
 - c. Training Administrators will receive an e-mail notification of absentee drops from their state.

- 4) **Incompletes:** A participant who starts the course but does not finish all course requirements with a passing score is considered an "incomplete." This includes participants who do not complete all

coursework within the given timeframe for each module. If participants need additional time to complete module work they should communicate with the facilitator.

Ten days after the course has officially ended, attendees will be able to retrieve their course completion certificate from their myThinkfinity account.

Requests for Re-Enrollment:

An online course participant who has been a no-show, drop request, absentee drop, or incomplete in an online course may contact their State Training Administrator to request enrollment in a later section of the same course. However, any participant who has been a no-show, drop request, absentee drop, or incomplete in two sections of the same course will not be permitted to enroll in a third section of the same online course.

Participants who re-enroll into a later section of the same course will be required to start the course over from the beginning. Original coursework and grades will not transfer into the later section of the course.

Role of the Online Course Participant:

Thinkfinity expects online course participants to complete their assignments during the designated module weeks, be an active and contributing member of the course, and communicate with their online facilitators should they require more time to complete coursework or if they will be offline for any length of time.