



WELLSPRING

Global Academy

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2025-26 Student and Family Handbook

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Welcome to Wellspring Global Academy! We are excited to partner with you in your educational journey. Our mission is to provide high-quality, flexible, and engaging online education that empowers students to achieve academic excellence and personal growth. This handbook outlines important policies, procedures, and expectations to ensure a successful experience for all students and families.

Wellspring Global Academy

Handbook Accessibility, Purpose and Organization

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The purpose of this student handbook is to give students and their parents an understanding of the general rules and guidelines for attending and receiving an education at Wellspring Global Academy.

Wellspring Global Academy has the right to amend the school handbook, as new regulations come available and at the discretion of the school. If Wellspring Global Academy makes changes to the Student and Family Handbook during a school year, the administration of campus will communicate those changes in ways that are designed to inform parents and students of the new or revised information.

A current copy of the handbook will be maintained on the Wellspring Global Academy website.

When the handbook uses the term “parents,” it means the parents, the legal guardian, or the person who has accepted responsibility for the student, at least in regard to school matters. Both parents and students should become familiar with the Wellspring Global Academy *Student Code of Conduct*, which is a document intended to promote school safety and an atmosphere for learning; located, here:

[Student Code of Conduct](#)

That section can be found within this handbook. This school handbook does not define all types and aspects of student behavior; however, the Wellspring Global Academy leadership team has the responsibility to set forth policies, rules and regulations to help all students conduct themselves in a proper manner as good citizens of the school community.

Student and Family Handbook

Our Focus

Innovative Network of Knowledge seeks to change education forever through innovation and technology. We offer a well of knowledge, a spring of possibilities and a place where your family becomes part of ours.

Key Benefits

Educational Concierge	Project-Based Learning	Career-Connected Learning
<p>Every family has access to their dedicated Educational Concierge to assist with enrollment, course planning and ongoing academic guidance, ensuring students find their unique path to success.</p>	<p>We embrace a Project-Based Learning (PBL) model, where students engage in real-world, hands-on projects that foster critical thinking, creativity, and problem-solving. Rather than just memorizing facts, students apply their knowledge to meaningful challenges, collaborate with peers, and develop essential 21st-century skills. This approach not only deepens academic understanding but also enhances student engagement and prepares learners for future success.</p>	<p>Wellspring Global Academy prepares students for life beyond graduation through career exploration and discovery of each students' personal aptitudes, industry connections, and real-world learning. Our curriculum supports diverse pathways—college, technical training, or the workforce—ensuring students gain the skills and experiences needed for future success.</p>

Underscoring ALL of the above benefits is a commitment from Wellspring Global Academy to develop the whole child. We want to build the capacity of both our students and staff by taking time every week to support the growth and wellness in these 5 areas: Family, Body, Mind, School Work, and Community. Your child has dreams. Our school wants to help them achieve each one.

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1. Introduction

Welcome to Wellspring Global Academy, where education is a journey shared by your family, our staff and a vibrant learning community. Our private virtual school is designed to provide K-12 students with a rich, supportive learning environment that feels as connected as it is flexible. With personalized guidance, ongoing academic support and resources tailored to your child's unique goals, Wellspring Global Academy is a place where your family becomes part of ours.

2. Mission, Vision, and Core Beliefs

2.1 Mission Statement

A well of knowledge, a spring of possibilities and a place where your family becomes part of ours.

2.2 Vision Statement

To be the leader in personalized, globally innovative accessible education that empowers students and educators to achieve their fullest potential.

Guiding Principles

Doing What Right Looks Like – We make every decision centered on what is best for our students.

Excellence in Learning – We embrace high standards, continuous growth, and innovation in education.

Empowered Community – We believe in collaborative partnerships with students, families, and educators to support success.

Respect & Accountability – We foster a culture of trust, personal responsibility, and mutual respect in all we do.

2.3 Core Beliefs

Every Child is Capable of Amazing Things: We believe that when students are inspired, challenged, and encouraged, they cultivate a love for learning that drives them to grow and reach their full potential.

Innovation Changes Everything: We believe that when students are given the freedom to think creatively, take risks, and solve problems, they become innovators who shape the future.

Education is a Partnership: We believe that education is a partnership between the student, the school, and the family where communication and collaboration are the keys to student success.

Students Can Change the World: We believe in equipping students with the tools and values needed to make a positive impact in their local communities.

The Future Starts Here: We believe that learning extends beyond borders. By fostering curiosity and a growth mindset, we empower students to challenge the status quo, embrace new ideas, and drive meaningful change in the world around them.

3. Academic Policies

3.1 Student-to-Teacher Ratios and Class Sizes

At Wellspring Global Academy, we are committed to providing a personalized, student-centered learning experience. In determining student-to-teacher ratios and class sizes, we carefully consider the course objectives, individual student needs, and the level of instructional support required. This intentional approach ensures that each student receives the attention, guidance, and resources necessary to thrive academically and personally.

Our flexible learning model allows for smaller group instruction, one-on-one support, and collaborative project-based learning opportunities. By maintaining optimal class sizes, we create an environment where students can engage meaningfully with their teachers and peers, receive timely feedback, and access the personalized learning pathways that support their success.

At Wellspring Global Academy, curriculum is written to follow the Texas Essential Knowledge and Skills (TEKs) with a focus on project-based learning to the highest rigor of Bloom's Taxonomy (Analysis, Synthesis, and Evaluation).

3.2 Curriculum and Course Offerings

Wellspring Global Academy offers a comprehensive curriculum designed to foster academic growth and development. Our courses align with national standards and are taught by highly qualified, certified instructors. Course offerings include core subjects (English, Mathematics, Science, Social Studies), electives, and Advanced Placement (AP) courses.

3.3 Attendance and Engagement

Attendance is critical to student success. As an online institution, students are required to engage regularly in their courses, attend live sessions, and complete all assignments by the stated deadlines. Students will adhere to our [Bell Schedule](#).

- **Attendance:** Students must log in to their courses regularly, participate in live lessons, and complete all coursework on time. Unexcused absences or inactivity may result in academic penalties. Please review our school [Calendar](#) for reference. Our students will attend 180 days of school in four 9 week quarters. Our calendar will provide information over school holidays, teacher work days, and end of grading periods.
- **Engagement:** Active participation in discussions, group work, and assignments is essential. Students must consistently engage with the material and communicate with instructors if they need support.

3.4 Grading and Assessments

Grades are determined based on assignments, projects, quizzes, exams, and participation. Midterm and final exams will be administered as appropriate. The grading scale is as follows:

A (90-100%)	Excellent
B (80-89%)	Good
C (70-79%)	Satisfactory
D (60-69%)	Below Average
F (59% and below)	Failing

3.5 Academic Integrity

Wellspring Global Academy upholds the highest standards of academic integrity. Cheating, plagiarism, and/or any other form of dishonesty will not be tolerated. Any violation of academic integrity will result in disciplinary action, which may include:

- A zero grade for the assignment or test
- A failing grade for the course
- Suspension or expulsion (in extreme cases)

Students are expected to familiarize themselves with academic integrity guidelines and adhere to them in all aspects of their work.

READ and ACKNOWLEDGE the ACADEMIC INTEGRITY PLEDGE

- "I pledge to maintain a high level of respect and integrity as a student representing Wellspring Global Academy. I agree to complete all schoolwork honestly, do my own work, and follow the academic integrity policies of Wellspring Global Academy. I will not lie, cheat, plagiarize or be complicit with those who do."

Progress Monitoring and Report Cards

Report cards will be issued at the end of each grading period. These will include detailed information about the student's performance in each course, including grades and teacher feedback.

- **Progress Reports:** Parents and students will have access to real-time grades and course progress through the student portal. Regular check-ins with teachers and the student's Educational Concierge are encouraged to monitor academic growth and identify any areas of concern.
- **Credit Hours:** To ensure the integrity of our academic programs, each course at Wellspring Global Academy is designed to meet the required number of instructional hours necessary for graduation.
- **Transcripts:** In coming transcripts in letter grade format will be converted to the following:

Letter Grade	Numerical Grade Equivalent
A+	100
A	96
A-	92
B+	89
B	86
B-	82
C+	79
C	76
C-	72

3.6 Graduation Requirements

To earn a diploma from Wellspring Global Academy, students must meet the following requirements:

- Completion of a minimum of 22 credits, 26 credits for an endorsement such as (STEM, Business and Industry, etc.) and to achieve the distinguished level of graduation.
- Successful completion of required assessments
- Maintenance of a minimum GPA of 2.0 or higher.
- Participation in the senior capstone project (if applicable).
- Completion of all required academic coursework as outlined by the institution.
- Compliance with academic integrity and engagement policies.
- The institution ensures that students graduating from the institution complete at least 25% of the courses required for graduation at Wellspring Global Academy.

For further details regarding specific course requirements and pathways to graduation, please refer to the Academic Policies section of this handbook.

Graduation Requirements	# of Credits for Foundation	# of Credits for Endorsement and Distinguished Graduation Level
English/Language Arts	4	4
Social Studies	3	4
Math	3	4
Science	3	4
World Language Other than English	2	2

Fine Art	1	1
Health & Physical Education	1	1
Speech		0.5
Electives	5	5.5
TOTAL	22 Credits	26 Credits

NOTE: A student will be awarded LOTE credit for lower level LOTE courses if a student has already earned credit for a higher level course. *Ex: If a student completed Spanish III, we will award credit for Spanish I and II.*

4. Student Code of Conduct

All students must demonstrate respect, responsibility, and ethical behavior in their online interactions. Cyberbullying, harassment, and inappropriate language will not be tolerated.

4.1 Student Behavior Expectations and Responsibilities

To ensure a successful learning environment, Wellspring Global Academy maintains a standard of respect, accountability, and integrity. A thriving academic community requires clear rules, consistent enforcement, and a commitment from students, staff, and families to uphold these expectations. Students are expected to recognize that their rights do not supersede those of others and that adherence to school policies fosters a positive educational experience for all.

Student responsibilities for achieving a positive learning environment at school and during school-sponsored activities include:

- Attending all virtual classes daily and on time.
- Being prepared for each class with appropriate materials and assignments.
- Dressing appropriately to ensure a respectful and distraction-free learning environment.
- Demonstrating respect for peers, teachers, and staff in all communications.

- Conducting oneself in a responsible and ethical manner.
- Seeking changes in school policies and regulations through appropriate channels.
- Obeying all school rules and guidelines.

4.2 Disruptions of School Operations

Disruptions of school operations are not tolerated and may result in disciplinary action. In the context of Wellspring Global Academy's virtual and in-person activities, disruptions include but are not limited to:

- Interfering with the operation of virtual classrooms by engaging in inappropriate behavior, sharing disruptive content, or using unauthorized technology.
- Using force, threats, or intimidation to disrupt or prevent participation in any school activity.
- Disrupting online discussions, meetings, or school-sponsored events with loud, offensive, or inappropriate behavior.
- Interfering with the movement of individuals at designated school testing or event locations.
- Using unauthorized access to disrupt school platforms, learning management systems, or communication channels.
- Encouraging or participating in cyberbullying, harassment, or any form of online misconduct.
- Entering online classrooms or school-sponsored virtual events without proper authorization and disrupting activities with inappropriate language or behavior.

4.3 Cyberbullying and Harassment: Any reported incidents will be investigated, and appropriate disciplinary actions will be taken in accordance with the school's code of conduct.

4.4 Consequences for Policy Violations

Students found in violation of these expectations may face consequences, including warnings, loss of privileges, suspension, or other disciplinary actions as deemed appropriate by Wellspring Global Academy administration.

By enrolling in Wellspring Global Academy, students and families agree to uphold these standards, ensuring a respectful and effective learning environment for all members of the community.

5. Parent/Guardian Responsibilities

At Wellspring Global Academy, we believe that student success is a collaborative effort between the school, students, and their families. As an online private school, parental

involvement is essential in providing a supportive and structured learning environment. The following guidelines outline the key responsibilities of parents and guardians to ensure a positive and effective educational experience.

5.1 Provide a Structured Learning Environment

- Ensure your child has a quiet, organized, and distraction-free space for learning.
- Maintain reliable internet access and the necessary technology for coursework.
- Encourage daily routines that support time management and academic focus.

5.2 Monitor Academic Progress

- Regularly check student progress through the school's learning management system (LMS).
- Ensure assignments and assessments are completed on time.
- Encourage active participation in live sessions, discussions, and extracurricular activities.
- Support academic integrity by ensuring students complete their own work.

5.3 Foster Engagement and Communication

- Maintain open communication with teachers, academic advisors, and school staff.
- Encourage your child to seek help when needed and advocate for their learning needs.
- Attend scheduled parent-teacher conferences, orientations, and informational webinars.
- Stay informed about school policies, events, and deadlines.

5.4 Encouraging Student Independence:

Support Emotional and Social Well-Being

- Encourage a healthy balance between academics, extracurricular activities, and personal well-being.
- Promote a positive mindset and resilience when facing academic challenges.
- Monitor your child's online interactions and ensure respectful and responsible behavior.
- Address any social or emotional concerns with school counselors or support staff.

Ensure Attendance and Accountability

- Ensure students log in daily and engage with their coursework and live sessions.
- Report any planned absences and work with instructors to arrange for make-up assignments.
- Reinforce the importance of meeting deadlines and staying on track academically.

Understand School Policies and Procedures

- Review and adhere to Wellspring Global Academy's Student and Family Handbook.
- Uphold academic honesty and integrity policies.
- Address concerns or disputes through appropriate school channels.

Facilitate Independent Learning Skills

- Encourage students to take ownership of their learning and develop self-discipline.
- Support goal-setting and time management strategies.
- Provide guidance but allow students to develop problem-solving and critical-thinking skills.

By working together, we can create an enriching and successful online learning experience for every student at Wellspring Global Academy. Thank you for your commitment to your child's education and growth!

6. Technology and Online Learning Expectations

Technology is an essential part of the learning experience. To ensure a productive and secure online learning environment, students and families must adhere to the following technology expectations.

6.1 Required Technology and Internet Access

- Students must have access to a reliable computer or tablet that meets the school's [technical requirements](#).
- A stable, high-speed internet connection is necessary for accessing coursework, virtual classrooms, and online resources.
- Families are responsible for maintaining the functionality of their devices and internet access.

6.2 Learning Management System (LMS) and Digital Tools

- Students must familiarize themselves with the school's LMS and digital tools used for assignments, communication, and collaboration.
- Parents and guardians should support students in navigating online learning platforms as needed.
- Any technical issues should be reported to the school's technical support team promptly.

6.3 Digital Citizenship and Online Conduct

- Students must engage in respectful and responsible online communication.
- Cyberbullying, harassment, or inappropriate behavior in any form is strictly prohibited.
- Students should use their school-provided email and platforms only for academic purposes.

Academic Integrity and Technology Use

- All work submitted must be the student's own, and plagiarism or misuse of AI tools is not permitted.
- Students must not share login credentials or allow others to access their accounts.
- Parents and guardians should encourage ethical technology use and monitor student activity when necessary.
- The student agrees to use school technology and online learning tools responsibly, respectfully, and only for educational purposes, and to follow all Wellspring Global Academy guidelines for safe and appropriate online behavior.

Cybersecurity and Privacy

- Students and families must protect personal information and be cautious about sharing sensitive data online.
- Use of secure passwords and adherence to school cybersecurity policies is required.
- Any suspicious emails, messages, or online threats should be reported to the school's administration.

6.4 Screen Time and Digital Wellness

- Students should take regular breaks to reduce screen fatigue and maintain a healthy balance between online and offline activities.

- Parents should encourage physical activity and time away from screens to support overall well-being.
- The school may provide guidance on managing screen time effectively.

Technical Support and Troubleshooting

- The school offers technical support for students and families experiencing difficulties with the LMS or digital tools.
 - Families should review troubleshooting resources provided by the school before reaching out for assistance.
 - If a student is unable to access coursework due to technical issues, parents should notify the school as soon as possible.
-

7. Student Support Services

At Wellspring Global Academy, we believe that effective communication is key to student success. Open and timely communication between students, families, and staff ensures a supportive and enriching learning experience.

7.1 Expectations for Communication

For Families and Students:

- **Check Email and Course Announcements Regularly** – Important updates, assignments, and school communications will be shared via email and the Learning Management System(LMS).
- **Respond in a Timely Manner** – Students and parents should respond to teacher or staff inquiries within 24-48 business hours to ensure smooth communication.
- **Use Professional and Respectful Language** – All communications should be courteous and appropriate.
- **Notify Staff of Concerns Promptly** – If a student encounters academic, technical, or personal challenges affecting their learning, families should reach out as soon as possible for support to their Educational Concierge, teacher or administrator.

For Staff:

- **Be Accessible and Responsive** – Instructors and support staff will respond to emails and messages within 24 business hours, excluding weekends and holidays.

- **Provide Clear and Consistent Communication** – Regular updates, feedback, and announcements will be provided to keep students and families informed.
- **Offer Multiple Communication Channels** – Instructors and staff are available through email, messaging within the learning platform, and scheduled office hours for direct support.
- **Foster a Supportive Environment** – Staff will proactively reach out to students who may need additional assistance and provide guidance to ensure academic success.

7.2 Family Support Resources

- **Tech Support** – Assistance with accessing the online platform, troubleshooting login issues, and navigating courses.
- **Academic Advising** – Guidance on course selection, academic progress, and goal-setting.
- **Educational Concierges** – Available to help students develop time management, study skills, and motivation strategies.
- **Counseling Services** – Resources for emotional and social well-being, including access to school counselors.

By working together, we can create a positive and engaging learning experience for every student at Wellspring Global Academy. Effective communication strengthens our school community and enhances student achievement.

7.3 Special Education and Accommodations

Wellspring Global Academy is committed to supporting students with special needs. Students who require accommodations for learning disabilities or other conditions must submit the necessary documentation to the school administration. We will work with families to create an individualized plan to ensure the student's success.

7.4 Extracurricular Activities and Enrichment

Students have access to a variety of virtual clubs, leadership programs, and enrichment opportunities to enhance their educational experience.

8. Tuition, Fees, and Financial Policies

At **Wellspring Global Academy**, we are committed to making high-quality online private education more accessible and flexible for families. Our [tuition model](#) offers a convenient and straightforward approach, allowing students to enroll with ease while simplifying the payment process. Every student will be eligible for a scholarship and can work one on one with their admissions specialist to determine which scholarship will be applied.

8.1 [Refund Policy](#)

9. Student Safety, Well-being and Crisis Management Policy

At Wellspring Global Academy, we are committed to fostering a safe, supportive, and nurturing online learning environment. Recognizing the unique challenges of virtual education, we have developed this comprehensive Student Safety, Well-Being, and Crisis Management Policy to ensure the holistic well-being of our students.

9.1 Digital Safety Measures

- **Secure Platforms:** Utilize encrypted and secure platforms for all academic and extracurricular activities to protect student data and privacy.
- **Monitoring Tools:** Implement advanced monitoring systems, such as Gaggle, to detect and address concerning behaviors, including self-harm, bullying, or threats.
- **Parental Controls:** Provide resources and guidance to parents on setting up appropriate controls to ensure a safe home learning environment.

9.2 Mental Health and Well-Being

- **Access to Counseling:** Offer virtual counseling services to support students' mental and emotional health.
- **Wellness Programs:** Integrate regular wellness activities, such as mindfulness sessions and stress management workshops, into the curriculum.
- **Training for Staff:** Equip educators with the skills to recognize signs of distress and refer students to appropriate support services.

9.3 Crisis Management and Prevention Policy

At Wellspring Global Academy, student safety and well-being are our highest priorities. We recognize that crises can take many forms, including emotional distress, mental health challenges, cyber threats, and emergency situations affecting students or

families. As a virtual school, we are committed to a proactive, responsive, and supportive approach to crisis prevention and management.

Crisis Prevention and Early Intervention

1. Student Well-Being & Mental Health Support

- All students have access to counseling resources and well-being check-ins.
- Teachers and staff are trained to recognize signs of emotional distress, bullying, or crisis and escalate concerns appropriately.
- Families are encouraged to communicate concerns regarding their child's well-being with the school's Student Support Team.

2. Digital Safety & Cybersecurity

- Students must adhere to Wellspring Global Academy's Acceptable Use Policy to ensure a safe and respectful digital environment.
- Cyberbullying, threats, or harmful online behavior will be addressed immediately with appropriate interventions, including counseling, disciplinary actions, or law enforcement notification if necessary.
- A [24/7 anonymous reporting system](#) is available for students and parents to report concerns about safety, bullying, or self-harm.

Security Protocols

1. **Access Control:** All students, staff, and stakeholders must use secure login credentials to access learning platforms. Two-factor authentication is required for administrative access.
2. **Monitoring:** Learning sessions will be monitored by instructors and administrators to ensure appropriate behavior and a safe environment.
3. **Cybersecurity Measures:** Anti-virus software, firewalls, and encryption will be implemented to protect data from breaches.
4. **Incident Reporting:** Suspicious activity must be reported immediately to the IT department and school administration.

B. Crisis Response Protocols

1. **Cyberbullying and Harassment:** Any reported incidents will be investigated, and appropriate disciplinary actions will be taken in accordance with the school's code of conduct.
2. **Threats and Emergencies:** In the event of a threat to student or staff safety, the school will notify relevant authorities and provide necessary support to affected individuals.

3. **Mental Health and Well-being:** Counseling resources and emergency intervention plans will be in place for students experiencing crises.

C. Communication Protocols

1. **Emergency Alerts:** In the event of a security breach or urgent safety concern, alerts will be sent via email, SMS, and the school's internal notification system.
2. **Stakeholder Updates:** Regular safety briefings and newsletters will be provided to keep stakeholders informed.
3. **Incident Reporting System:** A [dedicated portal for reporting](#) safety concerns will be accessible to all users.

Data Protection and Backup Protocols

1. **Data Encryption:** All sensitive information, including student records, will be encrypted and stored securely.
2. **Regular Backups:** Data will be backed up daily to a secure cloud storage system.
3. **Access Restrictions:** Only authorized personnel will have access to confidential information.
4. **Data Breach Response:** In the event of a data breach, affected parties will be notified immediately, and corrective actions will be implemented.
5. **Data Storage:** Data will be stored for the required allotted time frame (7years).

Connectivity Issue Protocols

1. **Technical Support:** A dedicated IT support team will be available to assist students and staff with connectivity issues.
2. **LMS and Live Lesson Connection support:** Each student will be assigned a dedicated educational concierge who is readily available to assist with LMS and live lesson connection issues.
3. **Alternative Access Plans:** If a student is unable to connect to a session, recorded lessons and alternative assignments will be made available.
4. **Escalation Procedures:** If connectivity issues persist, school administration will assess and implement additional support strategies.

Training and Compliance

1. **Staff Training:** All employees will complete annual training on cybersecurity, emergency response, and data protection.
2. **Student and Parent Education:** Resources and training sessions will be provided to educate students and parents on safe online practices.
3. **Compliance Audits:** Periodic audits will be conducted to ensure adherence to safety policies.

Behavioral Expectations

- Students must conduct themselves with integrity, honesty, and respect in all online interactions.
- Cyberbullying, harassment, or inappropriate language will not be tolerated.
- Academic dishonesty, including plagiarism and cheating, is strictly prohibited.
- Students must adhere to digital citizenship guidelines and maintain respectful communication with peers and staff.

Disciplinary Actions

Violations of the student code of conduct may result in the following consequences, based on the severity and frequency of the infraction:

1. **Warning:** A formal notice regarding the violation and a reminder of expected behavior.
2. **Parent/Guardian Notification:** Communication with the student's parent/guardian regarding the issue.
3. **Behavioral Agreement:** A written agreement outlining corrective actions and future expectations.
4. **Temporary Suspension:** Restriction from online classes and school activities for a designated period.
5. **Expulsion:** Permanent removal from Wellspring Global Academy for severe or repeated violations.

Appeals Process

Students and parents/guardians have the right to appeal disciplinary actions. Appeals must be submitted in writing to school administration within five business days of the disciplinary decision.

9.4 Crisis Identification & Reporting

A. Recognizing a Crisis

A crisis may include, but is not limited to:

- Emotional or psychological distress (e.g., signs of depression, anxiety, self-harm, or suicidal thoughts).
- Safety concerns such as cyber threats, online harassment, or inappropriate interactions.
- Family emergencies impacting student learning (e.g., loss of a caregiver, displacement, or natural disasters).
- External threats, including data breaches, hacking incidents, or online predators.

B. Reporting a Crisis

- Students, families, and staff can report concerns via:
 - [Confidential School Support Form](#) (accessible through the website).
 - Directly contacting the Student Support Team or school counselors.
 - Emailing the Crisis Response Team at [info@wellspringglobalacademy.org].
 - Using the Anonymous Safety Reporting Tool.
- If a situation involves immediate danger (such as threats of self-harm or harm to others), families are encouraged to call 911 and notify the school as soon as possible.

Crisis Response Procedures

A. School's Response to Reported Crises

1. Initial Assessment: The Crisis Response Team (School counselors, Chief of Schools, and Principal) will review the report, determine the severity, and take immediate steps to address the issue.
2. Student and Family Outreach: School counselors and Principal will contact the student and family to assess the situation and offer support.
3. Intervention & Resources: Based on the nature of the crisis, support may include:
 - Counseling referrals to professional mental health services.
 - Academic adjustments for students facing personal hardships.
 - Cybersecurity measures if digital safety is compromised.
 - Law enforcement or child protective services notification, if necessary.
4. Follow-Up & Ongoing Support: The school will conduct regular check-ins to ensure the student's well-being and provide continued resources.

B. Emergency Situations

If a crisis escalates into an emergency where a student is in imminent danger, Wellspring Global Academy will:

- Contact local emergency services in the student's area.
- Notify parents/guardians immediately.
- Provide post-crisis support, including mental health resources and academic accommodations.

Family & Community Involvement

- **Parental Guidance:** Families play a key role in crisis prevention. We encourage parents to stay engaged, monitor their child's emotional and digital well-being, and reach out for support when needed.
 - **Community Partnerships:** We collaborate with mental health professionals, cybersecurity experts, and crisis prevention organizations to ensure students have access to the best resources available.
 - **Crisis Awareness Education:** Students and families will receive regular training and workshops on crisis prevention topics, including mental health, digital safety, and emergency preparedness.
-

Commitment to a Safe and Supportive Learning Environment

At Wellspring Global Academy, we are dedicated to fostering a culture of care, trust, and safety. By working together—students, families, and staff—we can create a resilient, supportive, and thriving online school community.

If you or someone you know is experiencing a crisis, please reach out immediately to a trusted adult, school counselor, or emergency services. You are not alone, and we are here to support you.

Community Engagement

- **Educational Workshops:** Host sessions for students and parents on topics such as digital citizenship, cyberbullying prevention, and mental health awareness.

- **Feedback Loops:** Regularly solicit input from the school community to refine and enhance safety policies.

Continuous Improvement

- **Policy Reviews:** Conduct annual assessments of safety protocols to adapt to emerging challenges and incorporate feedback.
 - **Professional Development:** Ensure staff receive ongoing training in the latest safety practices and technologies.
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10. Discipline Policy

At Wellspring Global Academy, we are committed to maintaining a safe, respectful, and engaging online learning environment. Our discipline policy is designed to uphold our school's core values, ensure academic integrity, and promote positive student behavior. This policy outlines expectations for student conduct, disciplinary procedures, and the rights and responsibilities of students, families, and staff.

Student Code of Conduct

All students at Wellspring Global Academy are expected to adhere to the following standards of behavior:

A. Respectful Communication & Behavior

- Treat teachers, staff, and fellow students with **respect** and **kindness** in all interactions.
- Use **appropriate language** in online discussions, emails, chat rooms, and virtual meetings.
- **Harassment, bullying, discrimination, or threatening behavior** of any kind will not be tolerated.

B. Academic Integrity

- Submit **original work**; plagiarism and cheating are strictly prohibited.
- Avoid using unauthorized resources during assignments, quizzes, and exams.
- Respect intellectual property rights when using or sharing online content.

C. Digital Citizenship & Online Safety

- Follow **internet safety guidelines** and school policies for responsible technology use.
- Do not share **personal information** (such as addresses, phone numbers, passwords, or private messages) online.
- Cyberbullying, hacking, or unauthorized access to school systems is prohibited.

D. Attendance & Engagement

- Attend scheduled **live sessions, discussions, and assessments** as required.
- Actively participate in **class activities** and maintain regular communication with teachers.
- Notify the school in case of planned absences or technical difficulties affecting participation.

10.1 Types of Misconduct & Consequences

A. Minor Infractions (*Handled by Teachers & Support Staff*)

Examples:

- Disruptive behavior in virtual classes.
- Failure to submit assignments on time.
- Inappropriate or disrespectful language.

Possible Consequences:

- Verbal or written warning.
- Temporary removal from a live session.
- Parent/guardian notification.

B. Major Infractions (*Referred to Administration*)

Examples:

- Repeated violations of classroom rules.
- Plagiarism, cheating, or academic dishonesty.
- Disrespect toward teachers or classmates.

Possible Consequences:

- Parent-teacher-student conference.
- Loss of participation in certain school activities.
- Temporary suspension from the online learning platform.

C. Severe Infractions (*Immediate Administrative Action Required*)

Examples:

- Cyberbullying, harassment, or threats.
- Hacking, unauthorized system access, or data breaches.
- Any behavior that endangers the safety of students or staff.

Possible Consequences:

- Suspension or expulsion from the school.
- Law enforcement involvement if necessary.
- Permanent removal from the online learning environment.

10.2 Discipline Procedures

Step 1: Documentation & Warning

- Teachers or staff will document infractions and provide a **verbal or written warning** for minor offenses.
- Students will be given an opportunity to correct their behavior.

Step 2: Parent/Guardian Involvement

- If the behavior persists, parents/guardians will be **notified and involved** in a discussion with school staff.
- An **action plan** may be created to help the student improve their behavior.

Step 3: Administrative Review & Consequences

- For major or severe infractions, school administrators will conduct a **formal review** of the incident.
- Consequences will be determined based on the severity of the violation and any prior offenses.

Step 4: Appeals Process

- Students and parents have the right to **appeal disciplinary decisions** by submitting a written request to the school administration.
- Appeals will be reviewed, and a final decision will be made within **five business days**. All final decisions are final.

Restorative Practices & Support

At Wellspring Global Academy, we believe in **restorative discipline**, which focuses on helping students learn from their mistakes. Our approach includes:

- **Behavioral coaching and counseling** for students who need additional support.
- **Conflict resolution strategies** to address disputes between students.
- **Reflection assignments** that encourage students to take responsibility for their actions.

10.3 Parental Responsibilities

We encourage parents to support their child's success by:

- Monitoring their child's **online behavior and screen time**.
- Encouraging **positive communication** with teachers and peers.
- Reinforcing **academic integrity and digital responsibility**.

Commitment to a Positive Learning Environment

By enrolling in Wellspring Global Academy, students and families agree to uphold this discipline policy. Our goal is to create a respectful, engaging, and safe online school community where every student has the opportunity to learn and grow.

11. Complaint Resolution and Appeals Process

- Students and families may submit grievances through the designated support channels.
- Academic and disciplinary appeals must follow the outlined procedures in this handbook.

11.1 Steps for Filing a Complaint – Wellspring Global Academy

If a student, parent, or guardian has a concern or complaint regarding any aspect of the virtual school experience, we encourage you to follow the steps below to ensure the matter is addressed respectfully and efficiently.

Step 1: Attempt Informal Resolution

- **Who to Contact:** Start by discussing the issue directly with the person involved (e.g., teacher, staff member).

- How: Use email, a private message on the school platform, or request a virtual meeting.
- Goal: Many concerns can be resolved quickly through open, respectful communication.

Step 2: Contact the Appropriate Staff Member

If the issue is not resolved informally:

- Academic Issues: Contact the teacher first. If unresolved, escalate to the educational concierge or principal.
- Behavioral/Disciplinary Concerns: Contact the school counselor or principal.
- Technical or Platform Issues: Contact technical support or the school's IT department.
- General Complaints: Contact the school administrator or principal.

Step 3: Submit a Formal Complaint (If Needed)

If prior steps do not resolve the issue, a formal complaint may be submitted.

- How to Submit:
 - Use the official Complaint Form ([Formal Complaint Form](#))
 - Submit via email to the school administrator or upload it to the designated form.
- What to Include:
 - Your full name and contact information
 - Name(s) of any individuals involved
 - A clear description of the issue
 - Dates, times, and relevant documentation (if applicable)
 - Actions already taken to resolve the issue

Step 4: Administrative Review

- The school administrator or appointed designee will:
 - Review the complaint within 5–10 business days
 - Investigate the matter, which may include interviewing involved parties
 - Communicate a written response or resolution to the complainant

Step 5: Appeal (Optional)

If you are not satisfied with the outcome of the review:

- Submit a written appeal to the Chief of School within 5 business days of the decision.
- The appeal should explain why the decision is being contested and include any supporting evidence.
- A final written decision will be provided within 10 business days.

Important Notes

- All complaints will be handled with confidentiality and professionalism.
- Retaliation against anyone filing a complaint is strictly prohibited.
- Emergency concerns or threats should be reported immediately to school leadership or emergency services.

Appeals Process

Students and parents/guardians have the right to appeal disciplinary actions. Appeals must be submitted in writing to school administration within five business days of the disciplinary decision.

12. Contact Information

For general inquiries, technical support, or academic assistance, please contact:

- **Main Office:** info@wellspringglobalacademy.org
- **Academic Support:** info@wellspringglobalacademy.org
- **Technical Support:** Contact your Educational Concierge or email us at info@wellspringglobalacademy.org

Thank you for being a part of Wellspring Global Academy! We look forward to supporting your educational journey and helping you achieve your goals.

12.1 Communication with Instructors

Clear and open communication is essential for student success. Students are encouraged to regularly check their email and course announcements for updates. Instructors are available for one-on-one communication through email, messaging, and scheduled office hours. Students and parents should reach out promptly if there are questions or concerns regarding assignments, grades, or general course information.

12.2 Withdrawals and Transfers

If a student needs to withdraw from Wellspring Global Academy, they must inform the administration in writing. All outstanding coursework must be completed before withdrawal. Students transferring to another institution must ensure that their credits are transferable and meet the requirements of the receiving institution.

12.3 FERPA and Student Privacy

FERPA

Wellspring Global Academy is committed to protecting the privacy of our students and their families. In accordance with the Family Educational Rights and Privacy Act (FERPA), we do not share personally identifiable information from student education records without written consent from a parent or eligible student, except as permitted by law. We take this responsibility seriously and uphold confidentiality in all educational matters.

Online Privacy Practices

As an online K–12 private school, we prioritize digital safety and data security across all aspects of the student experience. The following practices help ensure a safe and protected virtual learning environment:

Secure Technology Use

- All student information is stored within secure, FERPA-compliant systems.
- Staff are trained to handle student data responsibly and with confidentiality.

Video & Audio in Virtual Classrooms

- Live class sessions will be recorded to support student learning or for school documentation.
- Recordings are stored securely and are only accessible to authorized students, staff, or parents.
No session recordings will be shared publicly without explicit, written parent or guardian consent.

Third-Party Educational Tools

- We use a variety of vetted, educational digital tools that meet student data privacy and FERPA standards.
- No student data is shared with third parties for marketing or non-educational purposes.

Parental Access & Communication

- Parents and guardians have access to their student's records and academic progress through secure parent portals.
- Login credentials should be kept private and not shared with anyone outside of the immediate family.

Protecting Student Information at Home

We encourage families to:


- Supervise virtual learning and digital activities.
- Use only school-provided or approved platforms.
- Reinforce online safety, such as never sharing personal details in chat or video without approval.

13. Questions or Concerns

Wellspring Global Academy staff recognizes that life at school does not always run smoothly. As problems arise, school personnel and parents must collaborate to solve them. Our staff also realizes that parents and students do not always know what to do

or where to seek out answers and often give up and become frustrated when problems remain unsolved. Please follow these procedures for general information or for assistance in resolving a problem:

If you need assistance with a language interpreter, please contact Nicole Cates, nc7695@wellspringglobalacademy.org OR call 832-591-1955 to request an interpreter (please state you are with Wellspring Global Academy).

 *If you have questions or concerns about student privacy or data protection, please contact your Educational Concierge or the school administration team.*
