

Contact Information

For Parents

For parents or those interested in online learning options, visit [Apex Learning Virtual School](#), call (855) 550-2547, or [email](#).

Technical Support

For information about registration, enrollment, or resolving technical issues, [contact support](#) or call (800) 453-1454, option 2. You can also email support@apexlearning.com

Hours: Monday – Friday 5:00am – 7:00pm PT

Contacting Your Instructor

Students are welcomed by their instructors immediately upon enrollment. Teachers send welcome emails and post welcome announcements in which they share contact information, office hours, personal bios and tips for success. Apex Learning instructors support students working with Apex Learning digital curriculum by engaging in regular communication and synchronous and asynchronous interaction via a variety of technologies, such as phone, email, online text and video chat, discussion boards, recorded presentations and desktop sharing.

Hours of Availability for Instructors: Office hours vary for instructors. Immediately upon enrollment, a student's instructor will contact them and provide information about their specific set of office hours and how to most effectively reach them (phone, email, online text and video chat, and discussion boards). Apex Learning Virtual School instructors are required to provide a response and/or feedback to a student's inquiries within one school day. For additional assistance students can contact Apex Learning Support at (800) 453-1454 Mondays through Fridays from 5:00am – 7:00pm PT.

Administrative Staff Information

Tom Robinson

Director of Education, Apex Learning Virtual School
1215 Fourth Ave, Suite 1500, Seattle, WA 98161
Phone: (855) 550-2547

Course and Instructor Information

Certification status and physical location of all instructional personnel:

- English courses: Active (California)
- Math Courses: Active (Florida) and Active (Washington)
- Science
 - AP Biology, Biology, Environmental Science: Active (Florida)
 - AP Chemistry, Chemistry, Physics: Pending (Washington)
- Social Studies Courses: Active (Florida)
- AP Spanish Language & Culture: Active (Florida)

Hours and times of availability of instructional personnel: Instructors notify students of hours and times of availability once a student enrolls in a course. Instructors host regular office hours via GoToMeeting and host live mini-lessons to support remediation. Apex Learning instructors are also available through phone, email, online text and video chat, discussion boards, recorded presentations and desktop sharing. Apex Learning instructors are expected to provide feedback on assignments within

three school days of when the assignment was submitted and respond to all other student inquiries within one school day.

Average student-teacher ratios for each course: 30:1

Teacher load (number of students assigned to a teacher):

- Part-time teachers: 75 students
- Full-time teachers: 200 students

Student completion and successful completion rates* for 2015-16 school year

Course	Completion Rate	Successful Completion Rate*
English 9	85%	64%
English 10	81%	70%
English 11	78%	65%
English 12	85%	67%
AP English Language & Composition	89%	84%
AP English Literature & Composition	88%	87%
Algebra I	85%	63%
Geometry	91%	82%
Algebra II	88%	76%
AP Calculus AB	81%	72%
AP Statistics	86%	73%
AP Biology	78%	63%
AP Chemistry	83%	67%
Florida Biology	85%	70%
Chemistry Core	85%	63%
Physics Core	86%	58%
AP Microeconomics	89%	82%
AP U.S. Government & Politics	81%	83%
AP U.S. History	84%	79%
U.S. Government and Politics Core	87%	73%
World History Core	81%	57%
AP Spanish Language	84%	85%
AP Psychology	91%	90%

*Successful completion is defined as students who receive a 60% or higher for the course

Performance Accountability Information

Student and course performance accountability:

Course	Average Final Exam Score
English 9	76.9%
English 10	73.9%
English 11	71.4%
English 12	69%
AP English Language & Composition	69.2%
AP English Literature & Composition	68.5%
AP Calculus AB	77%
AP Statistics	73.6%
AP Biology	79.9%
AP Chemistry	79.8%
Chemistry Core	82.4%
Physics Core	86.4%
AP Microeconomics	77.7%
AP U.S. Government & Politics	68%
AP U.S. History	79.2%
U.S. Government and Politics Core	85%
World History Core	76.6%
AP Spanish Language	80.75%
AP Psychology	86.7%

Educator Performance Accountability:

Student learning and academic growth are at the forefront of our priorities. This requires that we have an effective teacher in every classroom and effective instructional leadership within the school. All Teachers are reviewed regularly on the following key objectives.

Objective 1. Performance/Professional Expectations

- grades student work in a timely manner
- provides detailed formative feedback on student work
- monitors student performance and suggests methods for improvement
- conducts office hours to provide instructional support to students
- attends faculty and team meetings
- stays current with educational trends
- maintains teacher certification

Objective 2. Professional Growth

- Teacher development of **two personal goals**. These goals may be linked to PD opportunities or connected to their departmental team.

Objective 3 - Professional Development

Through internal and external opportunities, ALVS teachers are encouraged to strengthen their skills as online teachers through participating in 3 Professional Development opportunities per year. Professional development may be from internally and or external opportunities.

Professional Development:

- enhances an educator's knowledge and skills in specific areas;
- emphasizes collegial and collaborative dialogue;
- encourages risk-taking, creativity, and experimentation

Objective 4 – Student-Centered Communication

- Communicates effectively (student-focused) with Students, Parents, Mentors, and Administration
- Monitors tone of communications to be clear and professional
- Presents subject-matter expertise and demonstrates best practices
- Utilizes different methods of communication to reach all types of learners (email, phone, Collaborate, Skype, Zoom, etc.)

Objective 5 – Student Success (Student passing)

- Examination of teacher's overall student averages for School Year.

Non-Sectarian and Anti-Discrimination Policies

Apex Learning Comprehensive Courses, enrollment policies, and employment practices and operations each reflect both the non-sectarian and anti-discrimination policies of the company.

Courses: Apex learning courses reflects the diverse and multicultural population of students who use it, including those of different religions. This includes:

- The diversity of the American people and the relationships among different groups.
- The roles of religion, race, class, ethnicity, and gender in the history of the United States.
- Diverse individual and collective expressions through literature, art, philosophy, music, theater, and film throughout U.S. history.
- Diversity in popular culture and the dimensions of cultural conflict within American society.

Course content is regularly reviewed and updated to ensure it is accurate and reflective of a changing world. Internal and industry standards for bias and sensitivity are employed in the course design process to ensure content is appropriate and accessible to students in all regions and of all religions.

Enrollment policies: When students enroll in Apex Learning courses, they must agree to the Apex Learning [Student Code of Conduct](#), which includes the following language regarding anti-discrimination and non-sectarian policies:

- You agree to abide by these guidelines:
 - Avoid sarcasm and slang. Swear words are unacceptable.
 - Never use derogatory comments, including those regarding race, age, gender, sexual orientation, religion, ability, political persuasion, body type, physical or mental health, or access issues.

- Never use insults, threats or attacks of any kind against another person.
- Focus your responses on the questions or issues being discussed, not on the individuals involved.
- Be constructive with your criticism, not hurtful.
- Review your messages before sending them. Remove easily misinterpreted language and proofread for typos.
- Respect other people's privacy and never reveal email addresses.

Employment Practices and Operations: *(Taken from the Apex Learning Employee Handbook)* Apex Learning is an equal opportunity employer. We believe every employee has the right to work in an environment that is free from all forms of unlawful discrimination. Consistent with applicable laws, Apex Learning makes all decisions involving any aspect of the employment relationship without regard to race, color, sex, creed, religion, age, marital status, national origin, citizenship, the presence of any sensory, mental, or physical disability, veteran status, sexual orientation, gender identity, gender expression, genetic information, or any other status or characteristic protected by local, state, or federal law. Discrimination and/or harassment based on any of those factors are inconsistent with our philosophy of doing business and will not be tolerated. This policy of non-discrimination applies to all aspects of recruiting and employment, including compensation, benefits, advancement, transfers, and reductions in force.

Statewide Assessment Program

In accordance with our agreement with the Florida State Department of Education, all Florida students enrolled in Apex Learning Comprehensive Courses are required to participate in Florida's Statewide Assessment Program, including the following courses with end-of-course exams:

- Algebra I
- Geometry
- Algebra II
- Florida Biology
- U.S. History since the Civil War

Apex Learning does not administer these exams, but will work with school partners to ensure sufficient information is provided to students and parents. Students should coordinate testing location and dates/times with schools and districts. For more information on the Florida Statewide Assessment Program, please see any of the links below:

[Florida Statewide Assessment Program 2016-17 Schedule](#)

[Florida Department of Education K-12 Student Assessment Information](#)

[Florida End-of-Course Assessment Information](#)

[Information for Florida Families](#)