

# Responsibilities & Expectations

This outlines the Responsibilities of all parties involved in taking an online class from Webworks.

## Webworks Responsibilities

- Provide all courses from a Biblical worldview- In all courses the Bible is the final authority and biblical principles will be incorporated into every curriculum.
- Provide highly academic classes that will prepare students for competitive higher education- Parents should plan on students working several hours outside class time each week to complete the homework assigned. For most classes, 1 to 2 hours per day on the days they are not online.
- Provide godly tutors- Although we do not have a denominational affiliation, we ask that all of our staff must profess a saving knowledge of Jesus Christ. Each teacher is a qualified teacher and must complete the Webworks training session during the summer to further their teaching abilities.
- Provide communication to parents- In order to partner with your home school and further your goals, we send all official documents and instructions for the student to the parent's e-mail address. We work with students to help them to become self-governed individuals, but our primary communication is with the parents. Each family must have an updated, functioning e-mail account that accepts attachments. Parental authority is KEY to success in education. Webworks also has standards for timely assignment submission and academic performance for our classes, which are strictly enforced.
- Provide timely and effective critiques- Families can expect that the tutor will e-mail responses within two working days if a parent or student has a question. Critiques on exams, essays, reports, etc. may take 1-2 weeks after being received by the tutor. For large projects or during busy periods (exams, finals, etc) it may take longer. In all cases our staff will give the quickest and most effective feedback possible. When or if a teacher cannot respond to you quickly then an email will be sent to affected families explaining the situation.
- Provide a syllabus and other information for the student and parent to follow throughout the course- Since this is a directed independent-study course, each family will be e-mailed or presented in the first class all pertinent information to allow for a smooth class.
- Provide a 90-minute online class 36 times per year unless otherwise noted
- Provide and maintain software for the conferencing- We will try to identify and resolve any technical problems that affect a large portion of the families within a reasonable time (usually two weeks). Individual isolated problems will be the responsibility of the individual family, but we will try to assist as much as we can without interrupting our other clients or commitments. (See technical expectations)
- If we determine that Webworks has not met any of the above responsibilities then we will happily refund fees paid for the course. We will attempt to resolve any disagreement within a reasonable time – usually 2-3 weeks. The sooner you contact us about a problem the quicker we can resolve it.

## Family Responsibilities

- Agree with our behavioral expectations when in the class with regards to discussion and respect for the Bible as the final authority in every discussion or assignment- Assignments should reflect a biblical worldview even though you may not agree with our statement of faith. We do not have a denominational affiliation, but all classes are taught from a biblical worldview and we expect students to respect that position.
- Review curriculum, texts, and requirements for each class before enrolling- Teachers are available via email or phone for a short interview. Make sure the class you are enrolling in will meet your educational goals for your student.
- Diligently supervise your student's progress- Because we are dealing with homeschoolers, we assume that parents are at home, actively monitoring the student's progress. We assume that a parent is monitoring the online class when maturity demands such supervision. We assume that parents are aware of due dates and will see that the student performs and meets deadlines. The teacher will contact the parent if a problem arises, but we will generally assume that you are aware of the problem and trying to correct the situation. If a student shows consistent immaturity and does not appear to be serious about

the course then he may be asked to withdraw.

- Organize student's materials and follow syllabus and course pack- The student will be responsible to do the prescribed lesson in the syllabus for that week.
- Contact the teacher if you have questions or concerns- If you feel a teacher is not providing effective and timely critiques, first contact the teacher and then the director. If the student is struggling, contact the teacher. You may have to obtain assistance elsewhere to bring the student up to grade level.
- Maintain your PC, network, browser, and an e-mail account which can receive attachments- If any of these fail, then it is your responsibility to get outside help to remedy this problem as fast as possible.
- Accept any decision on our part to not refund monies for a course you drop after the withdrawal deadline. When you do not keep your commitment to us then we have a slot in the class that cannot be filled and the teacher loses that income that they planned on. Our policy is that we do not refund withdrawals after the deadline. (See first page, "Withdrawals")