



ON THE RISE

PARENT-STUDENT HANDBOOK

2026-2027



LEARN
with purpose



GROW
with confidence



RISE
together

Every day, we rise.

Table of Contents

Section 1: Welcome & Vision

Message from the Executive Director
Mission & Vision, & Tiger Motto
School Calendar

Section 2: Administration and Support

Leadership & Support Structure
Leadership Directory
Organizational Chart

Section 3: Academic Expectations

Curriculum Delivery & Weekly Academic Plans
Learning Coach Role & Responsibilities
Student Work Samples & Authentic Submissions
Academic Integrity & Originality of Work
Grading Scale & Grade Reporting
Grade Report Periods
Honor Roll Recognition
Promotion & Retention
Testing Expectations & Requirements
Middle & High School Pathways (Grades 6–12)
College, Career & Technical Education (CCTE)
Summer School & Learning Loss Programming
Tutoring (TN ALL Corps)
Physical Education (PE) Requirements
Grade Appeal Process

Section 4: Student Enrollment & Records

New Student Orientation & Requirements
Enrollment Age and Requirements
Required Enrollment Documents
Immunization Requirements
Enrollment Transition from Previous School
Enrollment Exclusivity
Change of Information Requirements
Enrollment Support & Questionnaire
Withdrawal or Removal from TN Virtual
Out-of-District Students

Section 5: Attendance Policy

Overview
Daily Instructional Time & Participation
Tardies & Class Period Attendance
Excused Absences & Special Circumstances
Non-Compliance & Participation Expectations
Driver's License Verification
Attendance Contacts

Section 6: Technology & School-Provided Equipment

- Device & Internet Access Requirements
- Loaner Equipment & ISP Reimbursement Policy
- Replacement Limits & Student Responsibility
- Acceptable Use of School Technology
- Webcam, Microphone & Virtual Classroom Behavior

Section 7: Student Conduct & Expectations

- Virtual School Code of Conduct
- Academic Integrity
- Prohibited Conduct
- Bullying, Harassment & Threats
- Behavior Expectations for In-Person Events
- Due Process & Discipline

Section 8: Health & Safety

- Immunization Requirements
- Medical Accommodations & Health Plans
- Medication Policy
- Emergency & Crisis Procedures
- Power Outages & Technology Interruptions

Section 9: Parent & Family Engagement

- Title I Family Engagement (TNVA K–5)
- Communication Expectations
- Required Parent Conferences
- Yearbook & Media Release
- Internet Safety & Device Use at Home

Section 10: Child Welfare & Interagency Collaboration

- DCS Referrals
- Educational Stability for Youth in Custody
- Agency Partnerships & Coordination

Section 11: Student Enrichment, Clubs & Outings

- Optional Enrichment Opportunities
- Virtual Clubs
- Field Trip Guidelines

Section 12: Student Rights & Parent/Learning Coach Responsibilities

- Digital Citizenship
- Learning Coach Boundaries
- Student Complaint Process
- Student Recognition & Incentives

Section 13: Policy & Prevention Education

- Tobacco/Vaping Policy
- Weapons & Zero Tolerance
- Suicide Prevention & Response

Section 14: Safe School Planning & Community Engagement

School Safety Drills (Virtual & In-Person)

Community Awareness & Partnerships

Crisis Communication Plans

Section 15: Legal Notices & Grievance Procedures

FERPA

Protection of Pupil Rights Amendment (PPRA)

Nondiscrimination & Title IX

ADA & Section 504

Complaint Process & Policy Links

Handbook Disclaimer

Appendices

Appendix A: Parent, Learning Coach, & Student Acknowledgement

Appendix B: OPTIONAL Yearbook & Media Release Opt-Out Form

Appendix C: Attendance Quick Guide

Appendix D: Point of Contact List

Section 1: Welcome & Vision

Message from the Executive Director

Welcome to the 2026–2027 School Year!

Welcome back to Tennessee Virtual Academy (TNVA)! We are excited to begin another incredible year of learning, growth, and achievement with our students and families.

The 2026–2027 school year marks the 16th year of Tennessee Virtual Academy, and we believe it will be our best year yet. At TNVA, we know that every student can thrive when structure, support, and community are woven into each day. Our commitment is to provide a learning environment where students in grades K–12 feel connected, challenged, and empowered to reach their full potential.

This year, our focus will be on **PAW**:

- **P – Possibilities**
- **A – Academic Excellence**
- **W – Working Together**

By embracing these three core principles, we will create the best opportunities for success for every student.

Thank you for choosing Tennessee Virtual Academy. We are honored to be part of your educational journey and look forward to celebrating your accomplishments throughout the year.

Together, we are **On the Rise**, and we can't wait to see all that we will achieve during the 2026–2027 school year!

Our Mission & Vision

Mission: At Tennessee Virtual, we empower students to grow their knowledge, lead with courage, and succeed with purpose.

Vision: We believe that every student can become a confident and capable leader, ready to thrive in school and life.

2026-2027 Tennessee Virtual Schools Calendar



July 27 (Monday) - First Day for Teachers

August 10 (Monday) - First Day of School for Students

September 7 (Monday) - Labor Day - Holiday for Students & Teachers

October 5-9 (Monday-Friday) - Fall Break for Students & Teachers

November 3 (Tuesday) - In-service Day - No Students

November 23-27 (Monday-Friday) - Thanksgiving Break for Students & Teachers

November 30-December 4 (Monday-Friday) - Fall EOC (9-11) State Testing

December 18 (Friday) - ½ Day for Students & Teachers - Strider Squad Events

December 21 (Monday) - January 1 (Friday) - Winter Break

January 4 (Monday) - Administrative Day - No Students

January 5 (Tuesday) - Students Return from Winter Break

January 18 (Monday) - Martin Luther King Day - Holiday for Students & Teachers

February 15 (Monday) - Presidents Day - Holiday for Students & Teachers

March 2-7 (Monday-Friday)- Read Across America Week

March 15-19 (Monday-Friday) - Spring Break

March 26 (Friday) - Good Friday - Holiday for Students & Teachers

April 7-9 (Wednesday-Friday) - Week 1: State Testing (TCAP & EOC Writing Portion)

April 19-23 (Monday-Friday) - Week 2: State Testing (TCAP 3-8 & EOC 9-11)

April 26-30 (Monday-Friday) - Week 3: State Testing (TCAP 3-8 & EOC 9-11)

May 26 (Wednesday) - Last ½ Day for Students

May 27 (Thursday) - Administrative Day - No Students

as of June 8, 2026

I will give my all for Tennessee Virtual today!

Section 2: TNVA Staff and Administration

TN Virtual's leadership and support structure provides clear grade-level academic leadership, specialized student support, and consistent operational support.

Leadership Directory

Tobi Kilgore — Executive Director

Amber Calvert — Director of Academics

Brooke Byrd — K-5 / High School Academic Leadership

Bobbi Brock-Cobb — K-2 Academic Administrator

Lynsey Metcalf — Grades 3-5 Academic Administrator

Jordan Sims — Middle School / CTE Academic Leadership

Haley Barker — SPED Academic Administrator

Paige Pirman — SPED Master Teacher

Casie Wilson — RTI Specialist / Student Support

Brandy Robinson — Impact Team

Anne Antuna — Operations Manager

Section 3: Academic Expectations

Curriculum Delivery & Weekly Academic Plans

TN Virtual's curriculum is aligned to Tennessee State Standards and delivered through live Engageli sessions and the CANVAS platform. Attendance at live sessions is required. Teachers provide weekly academic plans via CANVAS that include lessons, assignments, and pacing expectations. K-5 students receive simplified weekly checklists. Learning Coaches are expected to follow the assigned weekly plans.

Learning Coach Role & Responsibilities

Each student must have an actively involved Learning Coach who supervises learning daily. The Learning Coach ensures that the student:

- Attends all required live Engageli sessions and is on camera
- Completes daily lessons and assignments with academic integrity
- Participates in required testing, tutoring, and conferences
- Maintains communication with teachers and staff
- Follows the weekly academic plan provided by teachers

The Learning Coach may not attend or participate in:

- Private breakout rooms intended for student work
- Online assessments unless otherwise instructed
- Engageli sessions using the student's microphone unless prompted by the teacher

All adult-to-staff communication must take place through school-approved methods such as teacher email, scheduled meetings, or Learning Coach phone calls. Engageli sessions are reserved for student learning only.

Each student must have an engaged Learning Coach (age 18+) who supervises daily learning. The Learning Coach ensures the student completes assignments, attends Class Connects, and maintains communication with teachers. The Learning Coach must also keep student contact info current

Student Work Samples & Authentic Submissions

Teachers may request authentic student work, including handwritten assignments, portfolios, or recordings. Students must submit their original work. Learning Coaches must carefully follow instructions sent via email. Authenticity supports accurate assessment and instruction.

Academic Integrity & Originality of Work

All work submitted must be the student's own. TN Virtual prohibits plagiarism, use of AI to complete assignments, and assistance during assessments. Tiered consequences are assigned for violations. Students must use cameras and microphones during assessments as requested.

K-8th Grade Academic Integrity Consequence Tiers:

1st Offense:

- Teacher notifies the student, parent/guardian, and administration.
- Student receives a warning regarding the violation.
- Student may redo the assignment for full credit.
- Teacher will review academic integrity expectations and encourage the student to seek guidance regarding proper citation, plagiarism, and acceptable use of AI tools.

2nd Offense:

- Virtual meeting with the student, parent/guardian, teacher, and principal.
- Student may redo the assignment for a maximum score of 50%.
- Student is placed on Academic Probation.
- The meeting will include a review of academic integrity expectations, strategies to prevent future violations, and consequences for additional offenses.

3rd Offense:

- Grade of zero (0) on the assignment.
- Student is placed on a Student Improvement Plan (SIP).
- Meeting with the student and parent/guardian to discuss continued concerns regarding academic dishonesty.
- Any additional incidents will result in a zero (0) on the assignment and further administrative intervention.
- Student will be ineligible to return to TNVHS for the following school year upon completion of the current school year.

Parent/Guardian Notification: Parents/guardians will be notified of all documented plagiarism and academic dishonesty violations.

High School Academic Integrity Consequence Tiers

First Offense

- Meet with the school counselor to discuss academic integrity expectations.
- Meet with the teacher to review the violation and expectations for future assignments.
- Be permitted to resubmit the assignment for a maximum grade of 50%.

Second Offense

- Meet with the principal or designee.
- Receive a grade of zero (0) on the assignment.
- Be informed that additional violations may impact future enrollment eligibility.

Third Offense

- Receive a grade of zero (0) on the assignment.
- Be deemed ineligible to return to TNVHS for the following school year.
- Be referred to administration for review of enrollment status and future educational placement options.

Documentation

All academic integrity violations will be documented and maintained in the student's disciplinary record for the current school year. Repeated violations may be considered when evaluating student eligibility for continued enrollment.

Grading Scale & Grade Reporting

Kindergarten students are evaluated using ESGI. Grades 1–5 use Skyward for official reporting; assignments are due daily unless an absence has occurred in which case the student will receive 3 days to complete the missing work. Grades 6–10 use Skyward for report cards, and grades are posted in OLS or Canvas. Students in grades 6-12 have 5 days to complete assignments (from the original due date) unless they have an IEP or academic plan. The standard grading scale is:

A = 100–90%

B = 89–80%

C = 79–70%

D = 69–60%

F = 59% and below.

Grade Report Periods

Progress reports are issued at the midpoint of each quarter, and report cards at the end. All reports are posted in Skyward. Dates are listed in the TN Virtual Academic Calendar.

Honor Roll Recognition

Students earning a B average or higher each quarter will be recognized on the TN Virtual Honor Roll. Students receive a digital certificate and are honored during awards ceremonies.

Promotion & Retention

Retention decisions are made by Academic Administrators using Light's Retention Scale, attendance, and grades. Family communication begins in February. For 3rd graders, promotion law options include retesting, summer camp, tutoring, or parent appeal. 3rd grade retention decisions may not be finalized until summer based on each student's pathway to 4th grade. Exemptions include students that have previously been retained, EL students that have received less than 2 years of services, and students with disabilities that are served in reading and have a reading goal on their individualized education plan. See TN DOE retention website for details.

Testing Expectations & Attendance Requirements

Although instruction at TN Virtual is fully online, the State of Tennessee mandates that all public-school students participate in in-person state testing. These assessments are not optional. Students are required to attend *all* assigned days of testing. Most test windows require students to report up to five consecutive days. Failure to attend each scheduled day will result in 5 or more unexcused absences, which will lead to ineligibility for re-enrollment the following school year.

Families are responsible for providing transportation to and from their assigned test site. TN Virtual makes every effort to assign testing locations within 90 miles of the student's home address; however, in some cases, families may need to travel a greater distance based on regional availability.

The following are state-mandated testing that will be in-person:

- TCAPs for Grades 3–8
- EOCs for high school
- ELPA
- TCAP Alt/DLM Assessments

The following are additional assessments conducted virtually throughout the year: AimsWeb, iReady, or equivalent universal screener (fall, winter, spring).

Middle & High School Pathways (Grades 6–12)

Students in grades 6–8 are enrolled in a College, Career & Technical Education (CCTE) exploratory course. High school students select a specific career pathway. Currently, TN Virtual offers pathways in Business Management, Cybersecurity, Marketing Management, and Teaching as a Profession with plans to expand offerings as the school grows to serve students through 12th grade.

College, Career & Technical Education (CCTE)

TN follows Tennessee's 16 career clusters. TN Virtual expands career readiness through CCTE offerings and integrated planning.

More: <https://www.tn.gov/education/career-and-technical-education/career-clusters.html>

Summer School & Learning Loss Programming

TN Virtual participates in the TN Department of Education's summer programs:

Summer Learning Camp: Grades K–8 (as available)

Summer Bridge Camp: Rising 4th graders (required under law)

Attendance is a 4-week commitment

Daily attendance at 90% and in-person assessment completion are required

Tutoring (TN ALL Corps)

TN Virtual offers high dosage tutoring through TN ALL Corps:

Grades 3–5

Math and ELA focus

Required for some under 3rd grade promotion law

Attendance is tracked

Held virtually 2x per week

Physical Education (PE) Requirements

Physical Education is required in all grades:

K–5: Embedded in weekly assignments

6–8: 90 minutes a week

9–10: PE and Wellness courses must be completed for graduation

Grade Appeal Process

Families may appeal a final grade:

Must be submitted within 10 calendar days of report card

Reviewed by a committee: Academic Administrator, teacher, support staff

Decisions are final and communicated within 7 days

Section 4: Student Enrollment & Records

New Student Orientation & Requirements for Full Enrollment

All new TN Virtual students must complete orientation to secure enrollment. This includes:

1. Reviewing the Strong Start Smore (digital orientation overview)
2. Completing the Introduction to Online Learning course in the OLS
3. Attending the first two days of live Class Connect sessions

Students who do not complete these requirements by the end of the first week may be withdrawn.

Note: Student records from prior schools will only be requested after orientation requirements are met. Records requests are submitted weekly on Mondays

Enrollment Age & Requirements

- Students enrolling in kindergarten must be **five (5) years old on or before August 15, 2026**.
- Kindergarten is a **required grade level** in the state of Tennessee.
- Enrollment is available to all public-school-eligible students **residing in Tennessee** in Kindergarten

Required Enrollment Documents

All students must submit the following for enrollment to be processed:

- **Proof of Age:** Birth certificate; religious, hospital, or physician's certificate; family bible entry; adoption record; affidavit from parent; or previously verified school records
- **Guardianship Documentation:** If guardians are not listed on the birth certificate, legal documentation is required
- **One Proof of Tennessee Residency**
- **Current Immunization Record or TN Immunization Exception Form**
- **Occupational Survey Form**
- **Military Survey Form**
- **Enrollment Verification Form**
- **Health Screening Opt-In/Out Form**

If applicable, the following documents may be requested:

- IEP documentation
- 504 Plan
- Gifted & Talented eligibility documentation
- Psychological evaluations
- Previous year's state test scores
- Proof of internet access
- Expulsion/disciplinary documentation

Note: Federal immigration or citizenship documents are *not* required to enroll at TN Virtual.

Immunization Requirements

All kindergarten students must have documentation of the following vaccinations:

- Hepatitis B (HBV)
- Diphtheria-Tetanus-Pertussis (DTaP or D.T.)
- Poliomyelitis (IPV or OPV) – final dose on or after the 4th birthday
- Measles, Mumps, Rubella (MMR) – 2 doses of each
- Varicella – 2 doses or credible history of the disease
- Hepatitis A – 2 doses, spaced at least 6–18 months apart

All students entering 7th grade (including currently enrolled students) must have:

- Tetanus-Diphtheria-Pertussis booster (Tdap) – at least one dose
- Varicella – 2 doses or credible history of the disease

Exemptions:

- **Medical Exemption:** A physician or public health nurse must complete a TN certificate indicating exempted vaccines (no reason required).
- **Religious Exemption:** A signed statement by the parent/guardian is required, with exemption noted by the provider on the immunization certificate if a health screening is included.

Enrollment Exclusivity

TN Virtual is a full-time public-school program. Students may not be enrolled in any other full- or part-time public, private, or homeschool program while enrolled at TN Virtual. Violation of this policy may result in immediate withdrawal.

Change of Information Requirements

Families must notify their teacher and/or Academic administrator of changes to:

- Guardian contact information
- Legal custody or guardianship status
- Home address or residency

All address changes require updated proof of Tennessee residency. TN Virtual reserves the right to request documentation of residency at any time.

Enrollment Support & Questionnaire

Student enrollment is completed through the **K12 enrollment portal**, and families are supported through the process by the **K12 Enrollment Services Team**.

-  For enrollment status questions, contact **1-855-629-4773**.
Students must also complete a **required enrollment questionnaire** providing academic and personal background, in accordance with Union County School District policy.

Withdrawal or Removal from TN Virtual

A student may be removed or denied continued enrollment at TN Virtual for:

- Disciplinary issues
- Poor academic performance
- Excessive absenteeism or non-compliance with testing

Before removal due to academic concerns, the following must occur:

- Parent/guardian notification
- Implementation of an academic support plan

Withdrawal Process:

Parents must notify their student's assigned teacher prior to withdrawing.

Official withdrawal will occur only after:

- Records are requested from the new school, **or**
- Enrollment is verified by the new school district

Upon withdrawal, all **school-issued equipment and materials must be returned**. Families will receive pre-paid shipping labels or equal information on how to return materials and equipment at no cost for the family.

Out-of-District Students

Students residing outside Union County must meet the out-of-district enrollment policy. Enrollment approval is required annually.

Families must:

- Submit prior school records (academic, attendance, discipline)
- Be in good standing (no history of truancy or behavioral issues)
- Remain in compliance with TN Virtual's attendance, testing, and progress expectations

Approval is required annually. TN Virtual reserves the right to deny or revoke out-of-district enrollment based on non-compliance.

Section 5: Attendance Policy

Overview

Tennessee Virtual Schools is committed to ensuring every student has consistent, meaningful access to instruction each day. Attendance is more than a requirement—it's a reflection of student engagement and a foundation for academic success. As a public school, TN Virtual is required by law to monitor and report attendance in alignment with Tennessee's compulsory education laws. This includes participation in daily Class Connect sessions, completion of assigned coursework, and meeting minimum weekly instructional time.

The state of Tennessee requires all public-school students to attend:

- **A minimum of 180 instructional days**
- **An average of 6.5 hours of instruction per day**
- **At least 32.5 hours of instruction each week**
(Per TN Code § 49-6-3004)

At TN Virtual, attendance is tracked daily through both the CANVAS/OLS and Skyward. For a quick reference, see the **Attendance Quick Guide in Appendix C**.

Daily Instructional Time & Participation

All TN Virtual students are expected to:

- Log in on time each school day
- Attend all required **live Class Connect sessions**
- Complete assigned work as directed by their teachers

Live Class Connect sessions are essential for student attendance and success. These sessions are interactive, webcam-on experiences, led by certified teachers. Students must:

- Use a **computer** to access live sessions (tablets/phones are not recommended for daily use)
- Keep their camera on, with the student face/head in view.
- Remain actively engaged throughout the session
- Participation in these sessions is tracked and required for attendance to be counted.

K-8 Camera Etiquette and Tiered Consequences for Non-Compliance

- Keep their camera turned on for the duration of class.
- Remain visible within the camera frame so that the teacher can verify attendance and engagement.
- Participate appropriately in instructional activities as directed by the teacher.
- Notify the teacher immediately if technical difficulties prevent camera use.

Students who leave the camera view, disable their camera, obscure the camera, or otherwise prevent visual verification of attendance may be subject to disciplinary consequences.

Tier 1: First Documented Offense

- Verbal and written reminder from the teacher.
- Student is directed to immediately turn on their camera and return to view.
- Incident is documented by the teacher via notification of the student's learning coach/guardian.

Tier 2: Second Documented Offense

- Teacher documents the violation and notifies the student's learning coach/guardian.
- Student receives a formal warning regarding attendance implications.
- Incident is recorded in the student's discipline or intervention record.

Tier 3: Third Documented Offense

- Teacher documents the violation.
- Parent/guardian is notified.
- The student will be marked absent for the class session due to the inability to verify attendance and participation.
- Additional administrative review or intervention may occur if the behavior continues.

9-12 Camera Etiquette and Tiered Consequences for Non-Compliance

Students enrolled in TNVHS are expected to:

- Participate appropriately during instruction and discussions
- Keep cameras on for instructional or accountability purposes (unless documented accommodation exists)
- Respond to teacher communication promptly
- Demonstrate consistent academic effort and engagement

Failure to meet engagement expectations may result in progressive interventions and disciplinary consequences outlined below.

Tier 1: Teacher Intervention & Warning

Triggered By:

- Repeated failure to participate in class
- Camera consistently off without permission
- Minimal communication or responsiveness

Interventions:

- Teacher conference with student
- Parent/guardian notification
- Documentation of concerns
- Student placed on engagement monitoring for 2 weeks

Consequences:

- Warning issued
- Required check-ins during class

Tier 2: Counselor Support & Academic Concern Meeting

Triggered By:

- Continued lack of engagement after Tier 1 interventions
- Ongoing refusal to participate or communicate
- Failure to improve academic participation

Interventions:

- Formal meeting with:
 - Student
 - Parent/guardian
 - Teacher
 - School counselor
- Review of participation and engagement data
- Weekly counselor monitoring/check-ins

Consequences:

- Loss of flexible privileges during class
- Required academic support sessions
- Weekly meeting with counselor

Tier 3: Administrative Intervention

Triggered By:

- Failure to comply with the Tier 2 support plan
- Chronic refusal to participate or communicate
- Repeated classroom disruption or avoidance behaviors
- Refusal to have the camera on during all classes

Interventions:

- Administrative conference with:
 - o Student
 - o Parent/guardian
 - o Teacher
 - o Counselor
 - o Principal
- Review of student eligibility and academic standing
- Formal engagement contract signed by student and parent

Consequences:

- After-school detention
- Mandatory academic support sessions
- Restriction from extracurricular activities or school privileges
- Probationary enrollment status for the following school year

Tier 4: Eligibility Review

Triggered By:

- Continued lack of engagement despite interventions
- Repeated violation of engagement expectations

Possible Outcomes:

- Determination that the student may become ineligible for continued participation in the virtual program due to a lack of engagement in their academic success

Ongoing Non-Compliance

Repeated violations beyond the third documented offense may result in additional attendance reviews, administrative conferences, intervention plans, or disciplinary actions consistent with school and district policies.

Technical Difficulties

Students experiencing legitimate technology issues must promptly communicate with their teacher and make reasonable efforts to resolve the issue. Verified technical problems may be exempted from disciplinary consequences at the discretion of school administration.

Class Period Attendance

- Attendance staff take attendance every day based student presence and engagement. Students are required to be in class and on camera and engaged to be counted present.
- Students must attend and participate in no less than 195 minutes of live class daily.
- Attendance is closely monitored in Skyward and reviewed regularly by teachers and staff.
- Class recordings may not be used to earn attendance credit. Recordings are provided only as instructional tools to support learning when absent or to reinforce daily lessons, not as a substitute for live attendance.

Excused Absences & Special Circumstances

TN Virtual follows the Union County Schools calendar. However:

- Holidays not recognized by UCPS may be excused for religious observance with prior approval from the grade level administration
- Absences due to illness, family emergency, or other unavoidable reasons should be reported to the teacher immediately
- Make-up work is required for all absences, regardless of excuse
- TNVA does not follow or participate in weather delays, school cancellations, or any other extenuating circumstance changes to Union Co's school calendar. TNVA will communicate via email, LC Community, and social media if there is a change to the academic calendar due to extenuating circumstances.

Non-Compliance & Participation Expectations

Students are considered non-compliant if they:

- Refuse to attend required sessions
- Fail to submit assigned work
- Share logins or misuse school platforms
- Refuse to engage with teachers, staff, or administration.
- Refusal to have camera on

Truancy Tiers K-12

- **Tier 1: 5 Unexcused Absences** - Family receives a formal notification letter.
- **Tier 2: 7 Unexcused Absences** - Mandatory meeting is held to create an Attendance Improvement Plan.
- **Tier 3: 10 unexcused Absences** - Truancy Board Hearing held.
- **Truancy Petition** – Filed if there is continued non-compliance with Tier 2 Attendance Improvement Plan following Tier 3 meeting or parent failure to attend truancy meetings.

These behaviors violate the TN Virtual attendance policy and may result in:

- A **withdrawal meeting**
- An **IEP/504 team meeting**
- A **home visit**
- Or a **DCS referral** (per TCA § 37-1-402)

Driver's License Verification

Per Tennessee law, students **15 years and older** must maintain **satisfactory attendance** to be eligible for a driver's license. Excessive unexcused absences will be **reported to the state** and may result in a **denial or suspension** of driving privileges.

Attendance Specialist Contacts

K-2: Meredith Shelley – meshelley@tnva.org

3-5: Alexis Rogers – alrogers@tnva.org

6-8: Shayla Johnson – sjohnson@tnva.org

HS: Meredith Shelley – meshelley@tnva.org

Section 6: Technology & School-Provided Equipment

TN Virtual students must have access to a reliable device and consistent high-speed internet to participate in daily learning. All school-issued or personal devices must meet minimum technical requirements to support our learning platforms. Class Connect sessions require both audio and visual functionality. Students must log in using a computer (use of a tablet or smartphone should only be used intermittently as a backup option) to access full platform features, assessments, and tools.

Device & Internet Access Requirements

All students must have daily access to a functioning laptop or desktop computer and reliable internet. If a family does not have a device or internet access, they may request support by contacting their grade level administrator. Eligibility for loaned equipment and reimbursements is based on financial need and subject to approval.

Loaner Equipment & ISP Reimbursement Policy

Families who meet eligibility guidelines may receive a loaner computer and/or a reimbursement for a portion of their internet cost. The internet reimbursement rate is \$9.95/month. Approved families must submit a completed Internet Reimbursement Form and support documentation. All equipment is the property of TN Virtual and must be returned in good working condition if a student withdraws or is no longer eligible.

Replacement Limits & Student Responsibility

Students are limited to two device replacements per school year, regardless of cause. Families are responsible for maintaining equipment in good condition and may be charged for lost or damaged items.

Acceptable Use of School Technology

Students are expected to use technology responsibly and only for academic purposes. Inappropriate use of technology, including visiting non-educational sites, attempting to bypass school firewalls, or using devices for personal social media or gaming, is prohibited. Violations may result in loss of access or disciplinary action.

Webcam, Microphone & Virtual Classroom Behavior

Students are expected to have their webcams on and microphones functional during live Class Connect sessions unless otherwise approved by a grade level administration. Backgrounds should be school-appropriate, and students should dress and behave respectfully on camera. Learning Coaches or family members should avoid interrupting or engaging during class time. All communication outside of live class should be directed to the teacher via email or scheduled meetings. Students should be at a desk or table (not in bed) in a well-lit area.

Section 7: Student Conduct & Expectations

Conduct and Expectations

All TN Virtual students are expected to maintain high standards of conduct, both online and during in-person school-sponsored events. By enrolling in a virtual school, students and Learning Coaches agree to follow TN Virtual expectations and Union County Board of Education policies. All Union County Board policies may be found at: <https://tsba.net/union-county-board-of-education-policy-manual/>

Virtual School Code of Conduct

TN Virtual students must act responsibly and respectfully in all learning environments. This includes using school-appropriate language, completing assignments honestly, attending all required sessions, keeping webcams on, and following adult directions. Disruptive behavior, harassment, and intentional misuse of learning tools are prohibited.

Academic Integrity

All student work must reflect authentic effort. Students are not permitted to copy from the internet, use AI writing tools to complete work, plagiarize, or submit work completed by others. Assessment environments may require students to be on camera with both face and hands visible. Teachers will assign consequences for academic dishonesty using a tiered response system. Repeated violations may result in course failure or administrative review.

Prohibited Conduct

Students may not engage in conduct that threatens the safety, dignity, or rights of others. This includes but is not limited to bullying, threats, sexual or violent content, hate speech, unauthorized sharing of meeting links, and inappropriate use of chat features or microphones. Misuse of technology will be documented and addressed by school administration.

Bullying, Harassment & Threats

TN Virtual does not tolerate bullying, cyberbullying, harassment, or threats of harm. All reports are taken seriously and investigated in accordance with board policy. Students who witness or experience bullying should report it immediately to a trusted adult or grade level administration.

Behavior Expectations for In-Person Events

During in-person events such as field trips or state testing, students must follow school rules, behave respectfully, and be accompanied by an approved adult if required. Disruptive or unsafe conduct may result in removal from future events or other disciplinary action.

Due Process & Discipline

Discipline procedures follow Union County Board policy. Students have the right to due process, and families will be notified of any major infractions or proposed consequences. Consequences may include written warnings, behavior contracts, restricted technology access, and in severe cases, referral to the grade level administrator or DCS per Tennessee law.

Section 8: Health & Safety

Immunization Requirements

All students enrolled in TN Virtual must comply with the Tennessee Department of Health immunization requirements. Families must submit up-to-date Tennessee immunization records or appropriate exemption documentation. Enrollment may be delayed or denied for non-compliance.

Medical Accommodations & Health Plans

Students requiring medical accommodations (such as allergies, chronic illness, or other medical conditions) should notify their grade level administrator. A health care plan and/or 504 plan may be developed in coordination with the family, healthcare provider, and school nurse.

Medication Policy

TN Virtual does not administer daily medication as a virtual school. However, if a student requires emergency medication during in-person events, families must provide the necessary medication and forms in advance. This includes EpiPens, inhalers, or other emergency treatments. All medications must be in original containers and labeled.

Emergency & Crisis Procedures

In the event of an emergency during virtual instruction (such as weather warnings or technical failures), TN Virtual will communicate through email, Class Dojo, text alerts, and/or Skyward. For in-person testing or events, school staff will follow Union County's crisis and emergency plans. Evacuation and lockdown procedures are practiced during state testing events as required.

Power Outages & Technology Interruptions

Students who experience power outages or technology disruptions must notify their teacher or grade level administrator as soon as possible. Live class sessions may be excused with valid documentation, but assignments are still expected to be completed. Families are encouraged to have a backup plan (such as a public library or hotspot) for emergencies.

Section 9: Parent & Family Engagement

Title I Family Engagement (TNVA K–5)

Tennessee Virtual Academy (TNVA) is designated as a Title I school for the 2026-2027 school year. TNVA is committed to building strong family-school partnerships. Parents are invited to participate in annual Title I meetings and provide input on school improvement plans.

If you have any questions or want more information about this, please contact:

Ronnie L. Mincey, Ed. D.

Supervisor of Federal Programs

865-992-5466 ext. 2008

minceyr@ucps.org

Communication Expectations

Open, respectful, and ongoing communication is essential to student success. TN Virtual staff use Skyward, email, Class Dojo, phone calls, and newsletters to keep families informed. Families are expected to respond to school communication within 48 hours and ensure their contact information remains up to date.

All communication between staff, students, and families must remain courteous and professional. Name-calling, profanity, or disrespectful language will not be tolerated in any format.

Weekly updates are sent by classroom teachers, and *Tiger Print*, our family newsletter, is published monthly.

Required Parent Conferences

At least two parent-teacher conferences are required annually, one in fall and one in spring. Additional meetings may be scheduled by the teacher, grade level administrator, or Learning Coach. Participation in these conferences is a key expectation of our family-school partnership.

Yearbook & Media Release

TN Virtual produces a digital yearbook that includes student names, photos, and highlights from the year. By default, all enrolled students are included. To opt out, families must submit Appendix B to their child's homeroom teacher. Photos or student names may be used for school promotions unless an opt-out request is on file.

Internet Safety & Device Use at Home

Families are responsible for monitoring student device use and ensuring a safe digital learning environment at home. Students should only access school-approved platforms and content. TN Virtual recommends installing parental controls and having Learning Coaches nearby during instruction.

Section 10: Child Welfare & Interagency Collaboration

DCS Referrals

TN Virtual is a mandatory reporter of suspected child abuse and neglect. Any staff member who has reasonable cause to believe a child is being harmed or neglected is legally obligated to report that suspicion directly to the Department of Children's Services (DCS) via the DCS Abuse Hotline (877-237-0004). Staff are trained annually on reporting procedures and responsibilities.

Educational Stability for Youth in Custody

TN Virtual follows all federal and state laws to support the educational stability of students in foster care or state custody. In compliance with Every Student Succeeds Act (ESSA), TN Virtual works with child welfare agencies to ensure timely enrollment, school placement decisions in the best interest of the student, and immediate access to records and services.

Agency Partnerships & Coordination

TN Virtual shall seek to improve communication, coordination, and collaboration between schools and agencies serving children. We work in partnership with public and private organizations to strengthen families and provide wraparound supports. This includes data-sharing agreements, transition planning for students exiting state custody, and connecting families with community-based resources.

Section 11: Student Enrichment, Clubs & Outings

Optional Enrichment Opportunities

TN Virtual Schools provide optional enrichment experiences to enhance the learning journey of students across all grade levels. These activities are non-graded and designed to encourage student creativity, critical thinking, and community building.

Engagement Opportunities

Students are encouraged to participate in school-sponsored engagement opportunities. TN Virtual offers a variety of interest-based and leadership-focused engagement opportunities across all grades. Examples include student government, book group, art group, STEM groups, and more. Engagement opportunities meet regularly through scheduled live Class Connect sessions. Participation is optional but encouraged as a way to foster peer connection and school spirit in a virtual environment.

Outing Guidelines

TN Virtual may host in-person outings throughout the school year to build friendships and bring virtual peers together. All outings are optional and supervised by TN Virtual staff. Parents/guardians are responsible for providing transportation. Students must be accompanied by a responsible adult and may be required to wear a TN Virtual name badge or shirt at events. Proper behavior is always expected.

Section 12: Student Rights & Parent/Learning Coach Responsibilities

Digital Citizenship

All TN Virtual students are expected to be responsible digital citizens. This includes using technology ethically, respecting others online, and following guidelines for online communication and conduct. Students must adhere to school policies regarding appropriate use of technology platforms, digital resources, and communication tools.

Learning Coach Boundaries

Learning Coaches are essential partners in virtual education, but it is critical that their involvement respects the structure and integrity of the online classroom. To ensure a productive learning environment for all students, Learning Coaches are expected to follow these guidelines:

- Do not speak during live Class Connect sessions unless invited by the teacher.
- Refrain from using the student's microphone or chat features during instruction.
- Do not enter private breakout rooms unless explicitly invited by the teacher.
- Do not observe or interfere during assessments or testing sessions.

All adult communication with staff should take place outside of live instructional time, using teacher email or scheduled conferences.

While the Learning Coach plays a crucial support role, they are not a substitute teacher and should not participate in teacher-only meetings or student testing environments. Maintaining clear boundaries ensures academic integrity and student independence.

Learning Coaches who disrupt instruction, interfere with classroom routines, or use inappropriate, disrespectful, or derogatory language may be removed from the role. TN Virtual is committed to preserving a respectful, distraction-free virtual learning environment for all students.

Student and Parent Complaint Process

Students or parents who experience issues or concerns should first communicate with their teacher. If the issue is not resolved, they may escalate concerns to their grade level administration. TN Virtual is committed to resolving student concerns promptly, fairly, and respectfully.

Student Recognition & Incentives

TN Virtual celebrates student growth, leadership, and achievement through monthly Roar Awards, Honor Roll recognition, and grade level specific incentives. Students are also eligible for school-wide prizes and celebrations for academic progress, attendance, and character development. These recognitions are designed to promote a culture of excellence and belonging.

Section 13: Policy & Prevention Education

Tobacco & Vaping Policy

In compliance with state law and UCPS Board Policy, TN Virtual maintains a tobacco- and vape-free environment. The use or possession of any tobacco or vaping products is prohibited during school-related activities and while using school-provided technology or devices. Disciplinary action will be taken for any violations.

Weapons & Zero-Tolerance

TN Virtual follows Union County Public Schools' zero tolerance policies regarding weapons, drugs, and violent behavior. Any student who brings, possess, or has a visible weapon, illegal drugs, or makes credible threats of violence may be subject to immediate disciplinary action, up to and including referral to law enforcement and expulsion, in accordance with state law.

Suicide Prevention & Response

In accordance with the Jason Flatt Act, TN Virtual provides annual suicide prevention training to staff and incorporates suicide awareness into school safety protocols. Any threats or concerns related to student self-harm will be taken seriously and may involve immediate wellness checks, family outreach, and/or emergency services.

Section 14: Safe School Planning & Community Engagement

School Safety Drills (Virtual & In-Person)

TN Virtual may conduct safety drills to ensure students and staff are prepared for a range of emergencies. Drills include virtual classroom safety protocols, in-person testing location procedures, and communication plans in the event of threats, weather events, or emergencies. All drills are aligned with Union County Public Schools (UCPS) policy.

Community Awareness & Partnerships

We believe a strong school community is built through open communication and collaboration with families, community members, and local agencies. TN Virtual seeks to foster a culture of trust, safety, and shared responsibility through regular outreach and transparent reporting structures.

Crisis Communication Plans

In the event of a crisis or emergency, TN Virtual follows a chain-of-command communication plan. Grade level administration, staff, and families are kept informed through email, text alerts, and announcements via the school's official channels. TN Virtual also coordinates with UCPS officials and state agencies to implement safety protocols, offer mental health supports, and ensure continuity of learning.

Section 15: Legal Notices & Grievance Procedures

Family Educational Rights and Privacy Act (FERPA)

TN Virtual Schools, operating under Union County Public Schools (UCPS), comply with the **Family Educational Rights and Privacy Act (FERPA)**, a federal law that gives parents and eligible students rights regarding education records. These rights transfer to the student at age 18 or when they attend school beyond high school. (Is the first sentence redundant?)

FERPA rights include:

- Inspecting and reviewing education records
- Requesting corrections to inaccurate records
- Providing consent before disclosure of personally identifiable information (PII), with certain exceptions

Directory Information:

TN Virtual may release "directory information" without written consent unless families opt out using the official form (Appendix B). This includes details such as:

- Student's name, address, phone number, and email
- Photograph, date/place of birth, and major field of study
- Dates of attendance, grade level, and participation in school activities/sports
- Honors, awards, and degrees received
- Most recent school attended
- Student ID (only if login is required to access records)

Examples of directory information use:

- Yearbooks
- Honor roll lists
- Graduation programs
- Club/activity rosters

Directory information may also be shared with outside organizations (e.g., yearbook publishers, class ring companies) and military recruiters as required by law, unless families opt out in writing.

To opt out:

Submit the opt-out form found in **Appendix B**.

For full details, refer to the **UCPS Board Policy Manual** or visit: <https://studentprivacy.ed.gov/>

Protection of Pupil Rights Amendment (PPRA)

Under PPRA, parents have rights regarding surveys, instructional materials, and collection of information for marketing purposes. TN Virtual does not administer surveys that collect sensitive information without prior consent. Parents may review materials and opt out as permitted by law. See UCPS Board policy for more.

Nondiscrimination & Title IX

TN Virtual does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. Title IX prohibits sex-based discrimination, including sexual harassment. Formal complaints may be filed with the UCPS Title IX Coordinator or TN Virtual's Operations Leader. The Title IX grievance process is outlined in the UCPS policy manual.

ADA & Section 504

TN Virtual follows Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) to ensure equal access and accommodations for eligible students. Parents may request evaluations for 504 services. See the UCPS Board Policy Manual for detailed procedures and rights.

Complaint Process

Families with concerns or complaints should first reach out to the student's grade level administrator. If unresolved, concerns may be escalated to the Executive Director. TN Virtual follows the Union County Board of Education's formal grievance policy, which may include a written complaint, investigation, and resolution. See Board Policy for full process.

Student Transfer Due to Safety Concerns (ESSA § 8546)

In compliance with Section 8546 of Every Student Succeeds Act (ESSA), TN Virtual permits the transfer of students who have been victims of a violent offense as defined under state law. Parents should contact the grade level administrator to initiate a transfer request and will be guided through next steps with Union County Schools.

Handbook Disclaimer

The policies and procedures in this handbook are subject to change to ensure compliance with federal, state, or local regulations. Official policy is determined by the Union County Board of Education Policy Manual, which overrides this handbook in the event of a conflict. Updates will be communicated to families when applicable.

Appendix A:

Parent, Learning Coach, & Student Acknowledgement

By signing below, you acknowledge that you have read, understand, and agree to abide by the policies, expectations, and responsibilities outlined in the 2025–2026 TN Virtual Schools Parent & Student Handbook.

This includes, but is not limited to, the following agreements:

- **Enrollment:** I understand that TN Virtual is a full-time public-school program and that my student may not be enrolled in any other public, private, or homeschool program while enrolled.
- **Curriculum Supervision:** I accept the responsibility to supervise my student in using the online curriculum and to ensure that assignments are completed with integrity and submitted on time.
- **Attendance:** I understand that daily attendance in every class, including participation in live Class Connects and completion of asynchronous work, is required and tracked. I agree to follow TN Virtual's attendance policy, including communication expectations for absences and documentation.
- **Class Connects:** I acknowledge that students are required to attend live Class Connect sessions and be on camera with a working microphone unless otherwise approved. Excessive absences may result in truancy actions.
- **Technology:** I will ensure that my student has daily access to a working device and internet connection that meets the school's technological requirements. I understand that school-provided equipment must be returned in good condition upon withdrawal.
- **Communication:** I will maintain regular communication with my students' teachers and respond promptly to school messages, I understand that it is my responsibility to promptly notify my TN Virtual teacher of any changes to my phone number, address, email, or emergency contacts. If I move, I must provide updated proof of residency to confirm that I remain a resident of the state of Tennessee.
- **Testing & Compliance:** I agree to ensure my student participates in all required in-person and online assessments, including state-mandated testing and diagnostic screeners. I understand failure to attend may result in ineligibility for enrollment.
- **Parent Involvement:** I understand the importance of family engagement and agree to participate in scheduled parent-teacher conferences.
- **Academic Integrity:** I will support and model academic honesty. I understand that all student work must be original, and violations may result in disciplinary action.
- **Handbook Compliance:** I understand that failure to comply with TN Virtual Schools' expectations may result in ineligibility for enrollment.
- **Out of District Policy:** I understand that failure to comply with TN Virtual policies and procedures regarding attendance, state testing participation, and adequate academic progress will result in the rejection of my student's enrollment the following school year.

A DocuSign version of this form will be provided and must be completed electronically to finalize enrollment.

Appendix B: Optional Yearbook & Media Release Opt-Out Form

TN Virtual Schools (TNVA, TNVMS, TNVHS) includes photos and names of students in digital school yearbooks, newsletters, school websites, and virtual event presentations. If you do not wish for your student's name or photo to be used in any school-related media or publications, please complete this opt-out form and submit it to your student's homeroom teacher.

Student Information

Student Name: _____

Grade Level: _____

School (circle one): TNVA TNVMS TNVHS

Opt-Out Acknowledgement

By signing below, I am requesting that my child's name, photo, or any identifying information be excluded from all school-sponsored media, yearbooks, newsletters, and any other school publications for the 2026-2027 school year. I understand that this exclusion applies only to school-sponsored media and does not apply to other students' personal use, screenshots, or other non-school-controlled platforms.

Parent/Guardian Name (Printed): _____

Parent/Guardian Signature: _____

Date: _____

Please note: Completion of this form is **optional**. If you do not submit this form, your student will be included in the TN Virtual digital yearbook and any media as outlined in the handbook.

Appendix C: Attendance Reference Sheet

2026-2027 Attendance Policy for Tennessee Virtual Schools

TN Virtual Schools & Union County Schools

At TN Virtual and Union County Schools, student success is our top priority. Success begins with consistent engagement in live instruction and full participation in the school day. Strong attendance builds strong learners—and we are committed to helping families prioritize this essential part of academic growth.

Attendance Requirements

- Attend all scheduled live Class Connect sessions on time and prepared.
- Attendance is taken in every day. Recorded by 195 minutes or more of live class is present. Less than 195 minutes of live attendance, constitutes an absence.
- **At least 195 minutes of LIVE** class period must be attended to be **marked present**.
- Class recordings may not be used to earn attendance credit. Recordings are provided only as instructional tools to support learning when absent or to reinforce daily lessons, not as a substitute for live attendance.
- Attendance is tracked daily in Skyward and monitored by TN Virtual teachers and staff.

Excused Absences

To be excused, complete the Excused Absence form <https://forms.office.com/r/0Aw9BKsg5t> and applicable documentation must be provided **within 3 school days** of the absence. Excused absences include:

- **Doctor's note** – must include the date(s) the student is to be excused.
- **Parent Note** – Limited to **two per 9-week term** (quarter), with each note excusing only one day. Parent notes may not be used to excuse multiple class period absences across multiple days.
- **Death in the immediate family** – up to 3 days (extensions must be approved by the school principal).
- **Religious observances** – Communicate in advance when possible
- **Technology, Power, or Internet Disruptions** – Parent/guardian submit a K12 tech support ticket or proof of the outage (e.g., utility notice or screenshot of IT ticket). Families are expected to have a backup plan for issues lasting more than one day; a phone or tablet may be used as a temporary solution.
- **Principal-approved emergencies** – for circumstances beyond the student's or family's control.

Unexcused Absences

Absences that fall under the following categories will be marked unexcused:

- No note turned in within 3 school days.
- Parent notes exceeding the 2 days-per-9-weeks (quarter) limit.
- Family vacations during the school year.
- Any absences not listed under the “excused” category.

 **5 unexcused absences = Truant (per TN Law TCA 49-6-3007)**

Truancy Tiers – K-12

Tier 1: 5 Unexcused Absences - Family receives a formal notification letter.

- **Tier 2: 7 Unexcused Absences** - Mandatory meeting is held to create an Attendance Improvement Plan.
- **Tier 3: 10 Unexcused Absences** - Truancy Board Hearing held.
- **Truancy Petition** – Filed if there is continued non-compliance with Tier 2 Attendance Improvement Plan following Tier 3 meeting or parent failure to attend truancy meetings.

Family Tips for Managing Attendance

- Communicate with classroom teacher promptly
- Establish care with a **primary care provider (PCP)** for routine and urgent medical needs.
- Limit reliance on urgent care clinics to avoid documentation issues.
- Notify the school promptly for **surgeries or extended medical issues**.
- Remember: **Virtual students do not risk spreading illness**, so mild symptoms may not require an absence.
- Unsure if your child should attend? Contact your Primary Care Provider (PCP) for guidance.

Track Attendance Closely

Refer to the school calendar and Skyward daily. Turning in documentation promptly and monitoring live class participation helps avoid unexcused absences.

We're here to support your child's success—every single day matters!

Classroom teachers cannot change attendance records. Only Attendance Specialists are authorized to update an absence from unexcused to excused. For assistance, contact your Attendance Specialist by email or phone **865-992-9026**.

K-2 Students - Meredith Shelley meshelley@tnva.org

3-5 Students - Alexis Rogers alrogers@tnva.org

6-8 Students- Shayla Johnson sjohnson@tnva.org

HS Students- Meredith Shelley meshelley@tnva.org

Appendix D: Point of Contact List

Do you need help and have not started school yet?	
Problem	Point of Contact/Resolution:
How to Enroll	Call 855-629-4773
OLS Login/Access	The following link will give you instructions on how to set up the OLS or you can contact customer support at 866-512-2273 https://www.help.k12.com/s/article/How-to-Set-Up-Your-Learning-Coach-OLS-Account-from-the-OLS-Login-Button
How to submit enrollment documents	Documents can be submitted by following methods: Upload via the parent portal Email: tnvarecords@tnva.org Fax: 865-992-1211
Questions about the K12 Program	Call: 855-629-4733
Specific Application Status	Call: 855-629-4779
Setting up a student OLS account	The following link will give you instructions on how to set up the OLS, or you can contact customer support at 866-512-2273 Setting up Student OLS
Technical difficulties with the parent portal	Call 855-629-4773
Technical Difficulties with the parent training	Call 855-629-4779
Internet Connectivity	Internet Service Provider
Suggestions and Comments regarding curriculum/OLS	OLS Feedback in your Online School
PDF Links	Call Customer Support: 866-512-2273

Do you have questions about courses, academics, or attendance?	
Problem	Points of Contact/Resolution
Academic Intervention	Teacher
Attendance Submitted Incorrectly	Teacher or: K-2 Students: Meredith Shelley meshelley@tnva.org 3-5 Students: Alexis Rogers alrogers@tnva.org 6-8 Students: Shayla Johnson sjohnson@tnva.org HS Students: Meredith Shelley meshelley@tnva.org
Course Change/Addition	Teacher
Course Content-Comments and Minor Errors	OLS Feedback in your Online School
Curriculum and Lessons	Teacher
Grades and School Grading Dates	Teacher
Missing/Incorrect Course	Teacher
Navigation (How to)	Call Customer Support 866-512-2273
Error Messages	Call Customer Support 866-512-2273
Suggestions and Comments regarding curriculum/OLS	OLS Feedback in your Online School

Do you have questions about an upcoming school event?

Problem	Point of Contact/Resolution
State Testing	Call: 865-992-9026 or Email: testing@tnva.org
Other School Events	Anne Antuna: aantuna@k12.com
Health Screening	Administrative Office: 865-992-9026

Do you need help with materials?

Problem	Point of Contact/Resolution
Need return labels and missing/damaged materials	Fill out the form at http://webform.k12.com or contact customer care: 866-512-2273
Material Shipment Status	You can check your materials shipment status by going to “My Info” in the OLS. If you're not sure how to find “My info” in the OLS, go to https://www.help.k12.com/s/article/Track-Shipping-Status-Materials-Computer-Equipment

Do you have questions about a special program or service?

Problem	Point of Contact/Resolution
Gifted and Talented	Heather Dorey: hedorey@tnva.org
English Language Learner	Paige Pirmann: papirmann@tnva.org
504 Plan	Haley Barker: hbarker@tnva.org
Special Education Program Manager	Haley Barker: hbarker@tnva.org
McKinney-Vento Act/Foster Care Liaison	Kathleen Garrett: kgarrett@k12.com

Are you Looking for assistance with one of our systems or have a technical issue?

Navigation (How to)	Call Customer Support: 866-512-2273
Error Messages	Call Customer Support: 866-512-2273
Skyward	April Peacock: appeacock@tnva.org
Aims WEB	Teacher
Address Changes	Send valid proof of residency to: tnvarecords@tnva.org

Are you looking for assistance with records or documents?

Problem	Point of Contact/Resolution
Email, phone number, or address changes	Send updated information or a valid proof of residency to: tnvarecords@tnva.org
Requests for student records	Email: tnvarecords@tnva.org
Proof of Enrollment	Fax Requests to: 865-992-1211 or Email: tnvarecords@tnva.org
Transcripts	Email: tnvarecords@tnva.org

Do you need help with something else?

Problem	Point of Contact/Resolution
Title IX	Anne Antuna: aantuna@k12.com
Bullying	Teacher

FERPA	Anne Antuna: aantuna@k12.com
McKinney Vento Act/Foster Care Liaison	Kathleen Garrett: kgarrett@k12.com
Teacher or Classroom Concerns	K-2: Bobbi Brock-Cobb bobrock-cobb@tnva.org 3-5: Lynnsey Metcalf, lmecal@tnva.org 6-8: Jordan Sims jsims@tnva.org 9-12: Brooke Byrd bbyrd@tnva.org
Objectional School Materials	Teacher
Withdrawal	Teacher
School Counselors	K-2: Jeneve Blake jblake@tnva.org 3-5: Kathie Renyolds krenyolds@tnva.org 6-7: Baylee Maner bmaner@tnva.org 8: Angela Cutrell 9-12: Tiffany Gann timobleyley@tnva.org
All other concerns	Anne Antuna aantuna@k12.com