

UC Scout Policies

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Contacting UC Scout

Our team is available Monday through Friday from 7:30am-6:30pm (Pacific) and Saturdays from 7:30am - 4pm (Pacific), excluding holidays.

To reach us, please email ucscout@ucsc.edu or call 408-450-4962.

Program Information: Basic, Plus, and On Demand

Diversity, Equity, and Inclusion

UC Scout is dedicated to cultivating a learning environment that embraces diversity, equity, and inclusion. Our courses are designed to reflect these core values. We are devoted to creating a sense of belonging for every participant.

We acknowledge and celebrate the unique perspectives that each learner brings. By exploring the experiences of others, we not only achieve academic success but also foster empathy and compassion.

We consistently assess and enhance our courses to ensure accessibility and inclusivity for all learners, and we highly value your feedback as we strive to create an environment where everyone can thrive.

Technical Requirements

Teachers and students who use a UC Scout course are expected to have access to:

- A desktop or laptop computer (content can be accessed on a mobile device but it is not recommended for completing assignments or quizzes and cannot be used for the proctored midterm and final exams)
- Webcam with a minimum 640x480 pixel resolution
- Headphones or working speakers to enable audio
- Microphone connected to the computer (typically a webcam has a built-in microphone)
- Reliable high-speed Internet connection (minimum 768 Kbps download speed)

Students and guardians should ensure that all personal computers meet the necessary course technology requirements by reviewing the software and hardware standards below.

For best performance, the digital classroom platform [Canvas](#) should be accessed on the latest version of the Chrome or Firefox browser. Canvas will run on Windows, macOS, Linux, iOS, Android, or any other operating system equipped with a modern web browser.

For more information, visit the Canvas web page: [Browser and Computer Requirements](#)

Accessibility

The California Relay Service provides communication assistance by relaying messages between a person using a TTY (teletypewriter) and a person who does not use a TTY (a TTY is a communication device used by people who are deaf, hard-of-hearing, or have severe speech impairment). If you need to use the California Relay Service, call 800-735-2922.

For more information, see below for the accessibility statements of technologies used in UC Scout courses.

Canvas Learning Management System

- [Accessibility Statement & Accessibility Conformance Report \(VPAT\)](#)
- [Privacy Policy](#)

Kaltura Video Player

- [Accessibility](#)
- [Accessibility Conformance Report \(VPAT\)](#)
- [Privacy Policy](#)

Screen Readers and Browsers

Course content and features are tested with the following screen readers and browsers:

- JAWS (latest version for Chrome on Windows)
- NVDA (latest version for Chrome on Windows)
- VoiceOver (latest version for Chrome on Macintosh and iOS mobile)
- Talkback (latest version for Android mobile)

Course Policies: On Demand

Code of Conduct

At Scout from University of California (“UC Scout”), we adhere to the highest standards of academic integrity and student conduct. We expect all UC Scout students to demonstrate honesty and integrity in their academic pursuits.

As students of UC Scout, you are expected to uphold these values through respectful communication and conduct. We expect you to maintain an inclusive classroom climate to ensure the safety and well-being of all your classmates, teachers, and UC Scout staff.

Activities that disrupt teaching, learning, or administration, including but not limited to academic dishonesty (such as plagiarism and cheating), forgery, theft, disorderly conduct, verbal or physical abuse, or threats of violence, are strictly prohibited. Any action that jeopardizes the well-being of UC Scout students or staff, or the integrity of UC Scout property, will not be tolerated.

We believe in fostering an environment of trust and respect, where all community members can thrive academically and personally. By upholding these principles, we maintain the integrity of our institution and ensure a positive learning experience for everyone involved.

Communication Guidelines for Students

Students are encouraged to communicate with their teacher through the Canvas Inbox or through Messages, our digital classroom internal email tool. Students can also find their teacher's contact information and office hours linked on their course homepage.

Please announce or introduce yourself in communications with your teacher and UC Scout staff. Always include your full name and the related course title and section number to make it easier for the UC Scout team to support you.

Academic Integrity

Maintaining academic integrity is fundamental to fostering an educational environment built on trust and fairness. It is a cornerstone principle at UC Scout and within the wider University of California community.

Academic integrity infractions will result in a grade of zero (0) for the assignment without an opportunity for revision or the restoration of lost points or credit. The suspected academic integrity infraction investigation and escalation path is as follows:

Academic Integrity Infraction: Escalation Path

1. The teacher notifies the student in writing if there are concerns regarding the academic integrity of the work. Student and Teacher may come to a case resolution at this point.
2. The teacher informs/includes the student's parent/guardian and counselor of the concerns in question if no resolution was reached.
3. The teacher may decide to escalate the case to UC Scout administrators for further investigation and discussion with those involved.

4. The administrator may escalate the case to the Student Academic Review Committee (SARC), which includes UC Scout administrators and teachers *not* involved in the case and able to provide an additional and final impartial review.
5. UC Scout's Student Academic Review Committee will make a decision based on the evidence presented and will inform the instructor and the student via email of the decision. **If necessary, additional disciplinary action may be taken.**

Turnitin Similarity Review

Students agree that by taking a UC Scout course, papers may be subject to a textual similarity review through [Turnitin](#), a tool used for the detection of plagiarism.

All papers are stored as source documents in UC Scout's secure Turnitin Repository solely to detect plagiarism. You may submit your papers in such a way that no identifying information about you is included.

Student Accommodations

In keeping with the provisions and guidelines of the Americans with Disabilities Act, UC Scout makes every effort to make reasonable accommodations for students with existing 504s and Individualized Educational Plans (IEPs).

If you require accommodations, please contact ucscoutaccommodations@ucsc.edu with documentation or call 408-450-4962.

You can also submit an accommodation request directly to our [Accommodation Request Form](#).

Trial Period & Refund Policy

UC Scout reserves the right to approve or deny a refund request. Refunds are granted if you withdraw from your On Demand course within the latter of the listed time frames, which constitute a "trial period":

- Three (3) business days* from the official course start date as listed on the UC Scout website **OR**
- Three (3) business days* from the date the student enrolled in the course. This option exists only for students who enroll in a course *after* the official course start date.

* business days are defined as Monday through Friday, not including holidays

A \$40 administration processing fee will be deducted for all approved refunds. To submit a refund request, please complete the [Refund Request Form](#). Refunds are only granted if the requirements above have been met.

If the trial period and refund deadline for a course has passed, a petition for **policy exception** may be submitted through the Refund Request Form.

It must be supported by special circumstances such as a serious personal illness, injury, or hospitalization. Official documentation of special circumstances is required. Refunds will not be considered for short-term personal illnesses such as colds, flu, or non-hospitalized COVID-19. UC Scout reserves the right to approve or deny any such policy exception request.

Drop Policy

If you have completed work beyond the midterm exam, you are *not* eligible to drop the course and a grade will be reported on your transcript. Progressing past the midterm exam is considered a meaningful attempt even if a final grade is not issued.

If you have not submitted coursework beyond the midterm exam and would like to drop your course, please fill out the [Drop Request Form](#). A request to drop the course must be submitted before the term end date.

If you have not completed any coursework beyond the midterm and you do not complete the course, you will automatically not receive a final grade and it will not be recorded on your transcript. In summary, there's no record of you having taken the course. You will only receive a notification of having dropped the course if you proactively fill out the Drop Request Form.

A drop is not the same as a refund. Refunds are not issued for dropping a course outside of the trial period refund policy. For refunds, please review the Trial Period & Refund Policy found above.

Transfer Policy

If a student qualifies for a course attempt transfer, they will take the same course during the following UC Scout term starting from the beginning. Any work completed during the initial term will not be transferred.

A request for a transfer must be submitted to UC Scout before the term end date. No transfers requests will be granted outside of the policy. The fee associated with an approved transfer request depends on the amount of progress made in the course prior to the request being submitted for consideration:

Progress Point #1

If a student has not completed any work in the course beyond the Introductory Module (Contact Information, Course Expectations, etc), the student is eligible to transfer to the next term for a **\$40 transfer fee**.

Progress Point #2

If a student has completed coursework in the course through the midterm exam, the student can transfer to the next term for a **\$250 fee**.

Students who have completed coursework in the course beyond the midterm exam are *not* eligible for a transfer.

To submit a transfer request, please complete the [Transfer Request Form](#). A student will be transferred to restart the course before the start of the following term after the fee is received.

Extension Policy

If a student is close to finishing the course but will not be able to submit all coursework and complete the final exam by the term end date due to unforeseen special circumstances (see below), the student *may* be able to get an extension to alter the course end date by 3-weeks.

If approved, a student must submit any assignments labeled “Missing” in their online classroom during the 3-week extension period after the original course end date. All course material must be completed by the extended course end date if an extension is granted.

Refunds are not provided for courses not completed by the last day of a granted extension.

A request for a course end date extension may be submitted, but the student must meet **ALL of the following requirements**:

- The extension request must be supported by special circumstances such as an unpredictable and serious long-term personal illness, injury, or hospitalization.* Proper documentation of special circumstances is required. Any official documents supporting a student petition for an extension (e.g., doctor's note), must be dated within the current UC Scout term. Documents that predate the current term will not be reviewed or accepted.

** extensions will not be considered for short-term personal illnesses such as colds, flu, or non-hospitalized COVID-19*

- Students must have progressed through the course to the point of completing the midterm exam at least three weeks before the term end date so there will be adequate time for the student to complete the course during the extension period.

UC Scout reserves the right to approve or deny any extension request. You can expect to receive a response within one week of request submission.

To submit an extension request, complete the [Extension Request Form](#) before the term end date.

Course End Date and Extension Requests: Table Overview

Student Progress in Course	Options
Intro Module only (no progress in the course beyond this point)	<ul style="list-style-type: none"> → Transfer to the same course and restart in the following term for a \$40 transfer fee (see Transfer Policy above). <p>OR</p> <ul style="list-style-type: none"> → The student’s grade will automatically be dropped from the transcript.
Beyond Intro Module through midterm exam (no coursework progress beyond the midterm)	<ul style="list-style-type: none"> → Transfer to the same course and restart in the following term for a \$250 transfer fee (see Transfer Policy above). <p>OR</p> <ul style="list-style-type: none"> → The student’s grade will automatically be dropped from the transcript.
Student completed coursework after the midterm exam	<ul style="list-style-type: none"> → 3-week extension in course end date for approved requests. All requests are subject to review and must meet all requirements for consideration. → Numeric/non-letter final grade will be reported on the transcript. → No drops or transfers allowed.

Course Cancellations

UC Scout reserves the right to discontinue, postpone, and combine courses or programs.

A refund prompted by cancellation or discontinuation on the part of UC Scout will be made in full to your student account and can be used towards a future enrollment in a UC Scout On Demand course. Refunds to the original form of payment can be processed by request.

Transcript Request

On Demand students can request and deliver their transcript using the service [Parchment](#).

Transcripts are cumulative, meaning that the transcript will contain final posted grades for *all* courses taken with UC Scout. Common transcript recipients include colleges, high schools, academic counselors, students, and parents. Parchment’s transcript fees vary depending on shipping cost to the intended recipient.

To submit your transcript request:

1. Log into your UC Scout student account to ensure final course grade(s) are entered:
 - a. Log in to your [UC Scout account](#)
 - b. Select *Academics*
 - c. Select *Completed Sections*. This step is critical to avoid paying for a transcript that does not include your final grade(s).
2. After step 1 is completed, create a new or log into an existing Parchment account and follow the Parchment instructions:
 - a. Log into the [UC Scout Parchment storefront](#)
 - b. Place transcript order(s)
 - c. Select Delivery Destination
3. Once the order is placed, the transcript will be processed within 5-7 business days.

Click here to view the [Parchment Student FAQs](#) web page. Contact Parchment by phone at 1-888-662-0874.

Academic History

For students applying for admission to college, applicants should report and enter the courses and grades from all schools they have attended while in high school, including UC Scout.

A “drop” from a UC Scout course (see Drop Policy above) will not appear on your UC Scout transcript, so it does not need to be reported.

Course Technologies & Features

For more information, see below for the accessibility statements of technologies used in UC Scout’s On Demand courses.

Extempore (World Language Courses Only)

- [Accessibility FAQ and Troubleshooting](#)

Gizmos (STEM Courses with Labs)

- [System Requirements](#)

Honorlock (Midterm and Final Exam Proctoring)

- [Accessibility Statement](#)
- [Privacy Policy](#)
- [Equipment Requirements](#)

The following cannot be used during proctored exams:

- Microsoft Edge browser
- Headphones
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Smartphones
- Linux operating systems
- Windows 10 in S mode or Surface RT
- Virtual machines
- Inactive Version of Windows and Test Builds/Test Mode
- There is no screen reader support for Canvas if using the Chrome browser

Turnitin

- [Accessibility & VPAT Statements](#)
- [Privacy Policy](#)

Watermark Course Evaluation Surveys

- [Accessibility Statement](#)
- [Accessibility FAQ & VPAT Requests](#)
- [Privacy Policy](#)

Zoom Video Conferencing

- [Accessibility](#)
- [Accessibility Conformance Reports \(VPAP\): Zoom Desktop Client](#)
- [Accessibility Conformance Reports \(VPAP\): Zoom Mobile App](#)
- [Privacy Statement](#)