

Student Handbook

1. Welcome and scope

This handbook explains the common academic, participation, conduct, support, accessibility, and student-service expectations for LearnStatistics courses delivered by UpThink. Read it together with your course syllabus and any applicable program-specific addendum or notice. If a course syllabus, program-specific addendum, or other published course policy states a more specific rule, that rule controls.

2. Learning model and course calendar

Unless your course page explicitly states otherwise, LearnStatistics courses are scheduled, cohort-based asynchronous courses. You may complete learning activities without attending fixed class meetings, but you must follow the published course start and end dates, module windows, graded deadlines, and any scheduled live or proctored event.

- Your course page and syllabus list the expected weekly effort, required materials, prerequisites, software, graded activities, and important dates.
- Course access is available for the period stated on your course page or syllabus and may end when the course closes.

3. Participation, deadlines, and inactivity

- Complete required activities and assessments within the windows shown in the syllabus and LMS.
- We may send a support check-in after 7 consecutive days of inactivity or one missed major milestone.
- Repeated missed milestones or 14 consecutive days of inactivity may be escalated to the Academic/Student Operations team so the appropriate support or next step can be determined.
- If administrative withdrawal is applicable, you will receive notice and the published withdrawal process will be followed before your enrollment status is changed.
- If illness, an emergency, disability, military obligation, or another significant circumstance affects your work, contact support as early as possible rather than waiting until the course ends.

4. Grading and assessment

Your course syllabus is the course-specific source of truth for grading weights, passing requirements, assessment attempts, resubmissions, deadlines, late-work rules, proctoring, and AI permissions. The separate Grading, Assessment, Late Work, Extensions & Grade Appeals Policy applies across LearnStatistics courses and is provided with each syllabus.

- Routine extensions of up to 3 calendar days may be approved when they do not compromise assessment integrity and protected model solutions have not been released. Longer or repeated exceptions require Academic Lead review.
- Work submitted after a deadline without an approved extension is handled according to the late-work rule in your course syllabus and may receive reduced or no credit.

- Once protected answer keys or model solutions have been released, resubmission is not normally permitted unless an equivalent new assessment can be used.

5. Academic integrity and responsible AI

You must submit work that accurately represents your own knowledge, reasoning, and permitted assistance. You must acknowledge the Academic Integrity & Responsible AI Use Policy at the beginning of each course. Each graded activity also states its AI-use status.

- Do not plagiarize, fabricate sources or data, impersonate another learner, use contract-cheating services, share nonpublic assessment content, or use prohibited tools or assistance.
- Unless a graded activity states otherwise, AI may be used only for limited support such as concept clarification, brainstorming, language or grammar improvement, or debugging guidance. The substantive ideas, reasoning, analysis, calculations, code, conclusions, and other work submitted for credit must remain your own. Follow any AI disclosure requirement shown with the activity.
- For secured or proctored examinations, if any, AI and other external assistance are prohibited unless the exam instructions expressly permit them.

6. Communication and support

Need	Primary contact	Target first response
Urgent payment or access issue	Email support@learnstatistics.org	Within 1 business day
Routine technical / administrative support	Email support@learnstatistics.org	Within 1 business day
Course/content/instructor question	Email tahelp@learnstatistics.org	Within 2 business days unless the syllabus states otherwise

These are target first-response times, not guaranteed resolution times. Widespread outages or unusual cases may require additional time; students will be kept informed when a material delay occurs.

7. Student conduct and respectful learning environment

- Treat instructors, TAs, staff, and other learners respectfully in all course channels.
- Do not harass, discriminate, threaten, stalk, intimidate, reveal another person's private information, disrupt learning, or retaliate against someone who raises a concern.
- Use discussion boards, messages, office hours, and support channels for legitimate educational purposes.
- Follow academic-integrity, privacy, copyright, security, and acceptable-use requirements.
- Keep your contact information current and monitor required administrative communications.

Responses to conduct concerns may include guidance, a warning, communication restrictions, temporary access restrictions, course dismissal, referral to an applicable partner institution, or referral to appropriate authorities, depending on severity and the applicable policy. Except for urgent safety or security action, you will normally receive notice of the concern and an opportunity to respond.

8. Non-discrimination and accessibility

LearnStatistics is committed to providing access without unlawful discrimination and to making its learning environment usable by learners with disabilities. New digital experiences aim to meet WCAG 2.2 Level AA where applicable. You may request reasonable accommodations through the published accessibility/support route. Disability-related information is handled confidentially, and only information reasonably necessary to assess the functional need should be requested.

Accommodation requests are acknowledged within 2 business days where practicable, with a target substantive response within 5 business days. Late requests will still be considered, although some accommodations cannot be applied retroactively.

9. Complaints, concerns, and appeals

1. Where appropriate, first raise routine course concerns with the instructor, TA, or support team.
2. If unresolved, submit a formal complaint through the published complaint/support route. We aim to acknowledge formal complaints within 3 business days.
3. We aim to provide a substantive response within 15 business days. If more time is needed, we will communicate a revised expected date.
4. Where the policy permits escalation, request review within 10 business days of the response. Grade and academic-integrity matters follow their specialized appeal routes.

10. Technology, third-party tools, and service interruptions

- Use a current supported browser and a reliable internet connection. Some courses require additional software, datasets, coding environments, webcam/microphone, or other equipment; these are disclosed on the course page and syllabus.
- Mandatory third-party tools may have their own terms and privacy notices. Any required fees or special technical requirements are disclosed before enrollment or first use.
- If a platform or proctoring failure prevents submission, report it promptly and preserve screenshots, timestamps, local files, and support-ticket details. Verified failures may justify an alternate submission, deadline extension, reopened attempt, retake, or another appropriate remedy.

11. Refunds, withdrawals, and course changes

If you purchased your course directly from LearnStatistics, please refer to the separate Enrollment, Payment, Refund, Withdrawal, Transfer & Course Changes Policy for the rules that apply to your enrollment, payments, refunds, withdrawals, transfers, and course changes. The key points are:

- If you cancel before the scheduled course start, you are eligible for a 100% refund of the amount paid to LearnStatistics for that course enrollment. During the first 7 calendar days after the scheduled start, a 100% refund is available only if you have not submitted or attempted graded work and have not substantially accessed or downloaded protected course content, as defined in the full policy.
- After the 7-day refund window, routine cash refunds are not available. Documented exceptional circumstances may be considered for a transfer or account credit under the full policy. Applicable law or a provider-caused failure may require a different remedy.
- Before the scheduled start, you may request one no-fee transfer to another available offering, subject to availability and applicable course requirements. Official withdrawal requires the designated withdrawal/support channel; informing an instructor or TA does not constitute an official withdrawal. If LearnStatistics cancels or materially reschedules your offering, you may choose a 100% refund or a no-cost transfer to an equivalent available offering.

12. Credentials, certificates, and academic records

- A LearnStatistics completion certificate confirms that you met the stated course-completion requirements. It is not a college transcript or a guarantee of college credit unless the applicable course information expressly states otherwise.
- Some courses may be eligible for an external credit recommendation, transcript, badge, or partner-specific credential process. Eligibility, identity, assessment, passing, record-request, correction, and revocation requirements follow the applicable course information and published program process.

13. Privacy and policy documents

Current versions of all LearnStatistics policies and any applicable program-specific addendum or notice are available through the student portal and website policy links. These include policies covering terms of use, privacy, enrollment and refunds, academic integrity and AI, grading, accessibility, complaints, and technical support.