



DEPARTMENT OF INDEPENDENT STUDY

March 1, 2011

Dear counselors,

As the end of the school year approaches, thousands of BYU Independent Study students are preparing for their high school graduations. From April to June, our office experiences a higher volume of calls, e-mails, and assignment submissions as students prepare to meet their deadlines. Due to the increased call volume, we invite students and counselors to e-mail us (indstudy@byu.edu) with questions concerning their courses. We anticipate that our e-mail response times will be much shorter than call wait times. We would also like to remind you of some important procedures and guidelines that will allow us to serve you better.

- All student work and exams should be received in our office three (3) weeks prior to all deadlines.
- All lessons must be submitted before we can send final exams. Once a final is sent, the student is no longer allowed to submit or resubmit assignments.
- We are unable to fax or email exams. Please ask students to make appropriate accommodations to allow enough time to complete their course before their deadline.
- If a student requests an exam online, please have the student verify that the request went through. The student can verify the request was received by logging into his/her account and selecting "Assignments and Exams." If the exam was successfully requested, "requested" will appear beside the final exam.
- Please have students save copies of all assignments. Instructor-graded assignments can be mailed, faxed, or e-mailed. Please allot two weeks for grading of instructor-graded assignments.
- Please remind your students to make sure your school's ACT code or High School Name is on file with us so you can receive final course grades and have access to student records. An official notification of the final course grade is automatically sent to you after a student completes his or her course only if the student has been associated with your High School Organization in our records.

We thank you for your willingness to adhere to these policies. Please inform your students of these policies and deadlines. This will help them to avoid unnecessary delays in achieving their goals. Included is a letter to be given to all students enrolled in Independent Study courses. We look forward to working with you in helping students reach their educational goals and serving everyone as efficiently as possible.

Sincerely,

BYU Independent Study