



Foreign Language for Youth Language – FLY Family Agreement

By registering your student in a FLY Class, you consent to this FLY Family Agreement.

Thank you for choosing Foreign Language for Youth (FLY)! Our objective is to provide your student and their classmates with high quality language and cultural awareness education in a safe online environment. Please review these guidelines with your student before classes begin.

Technical Requirements:

1. Device (personal computer, laptop, tablet, or smartphone) with a **camera** and **speaker**
2. FLY uses **Canvas** for classwork and Microsoft **Teams** for live classes .
3. Please **contact the FLY office at 425-420-2854 immediately** for technical assistance. We are here for you!

Student Absences and Participation Requirements:

Before attending the live online class, FLY students should watch the instructional video and complete the lesson activity.

- Attending the live online classes ensures your student and their classmates have a quality learning experience. Students cannot make up missed live online classes; they may still watch videos and turn in work late.
- FLY scores students on their attendance and participation in the live classes, completing their worksheet and watching their instructional video. FLY may recommend students re-take the same 10 lessons if they do not score higher than 70% for that Block.

Behavior in a FLY Class: FLY respectfully asks all parents to consider the maturity level of their student prior to registration. FLY's unique academic program often contains students of mixed levels, grades and ages. Students are expected to have positive behavior in class and follow these classroom rules:

- ★ Try your best
- ★ Show respect for others
- ★ Raise hand and wait to be called on
- ★ Keep muted until teacher asks you to unmute
- ★ Keep camera on, and be mindful of background distractions

We strive to work with families to ensure the success of students in the FLY program. We appreciate family support, should FLY feel the need to contact parents according to [FLY's Action Plan](#) for any learning issues.

Photographs and Videos of Your Child: For the safety of our teachers, students and the FLY Program, FLY records all online lessons. FLY uses our videos for internal growth and teacher training. FLY will not share videos, pictures, names, addresses, or any other information with any



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outside source. If FLY has deemed a picture or video of a student could be used for marketing or social media purposes, FLY will ask for written permission from the family first.

By registering your student, you agree to allow FLY to take pictures and videos of your student while they are in their language class.

Presentation Days: We invite all families, friends and other guests to attend the class Presentation Day at the end of the session, where students will have a chance to show off what they have learned. You will be notified of these dates.

FLY's Satisfaction Guarantee: For all new FLY students, if you are not completely satisfied, let us know within 24 hours after your first scheduled class and we will be happy to refund you in full, less a \$20 registration fee.

Refund and Cancellation Policy: We recognize that school and family schedules change, and our goal is to help you navigate those changes as much as we can.

- FLY allows free transfers when we can accommodate it.
- FLY cancels low enrollment classes the day after Registration Close Date. *Please see important dates on the [FLY 2021-2022 Calendar here!](#) If FLY needs to cancel your student's class and your student is unable to join an alternate schedule, we will refund you in full.
- FLY will refund you in full if you request a cancellation **before the Registration Close Date**, regardless of whether you paid in full or in installments. After the Registration Close Date, any paid tuition becomes FLY Family Credit toward another FLY class.
- In the unlikely event of a teacher absence, FLY will arrange a substitute. If FLY is unable to provide a teacher during the scheduled class time, we will add another class to the end of the schedule to make up for the lost time.

Optional Paper Copies of Worksheets & Books: All class materials are provided in Canvas. If you opted to purchase duplicate paper copies, FLY will send them to you via USPS. FLY mails only the materials relating to the block your student is currently taking, and on the day after the Registration Close Date for that block. If you ordered materials for multiple blocks, you will receive a packet in the mail just before each block starts for your student. **FLY does not refund the cost of paper worksheets or books once delivered.** [Order online here](#)

Thank you! We hope your student enjoys their FLY language class!

FlightControl
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