

Book: Policy Manual

Section: 2000 Students

Title: Internet Reimbursement Policy

Code: 2056

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Student/Family Internet Service Provider Reimbursement Policy

Purpose

Consistent Internet access is a responsibility of each **Accel Schools** family and a necessity for success at **School Name**. Therefore, **Accel Schools** provides an internet reimbursement for each family as outlined below.

Requirements

- Families who qualify as determined by the Federal Free and Reduced Lunch Program.
- Families enrolled in Virtual and Hybrid modalities will be eligible for reimbursement associated with their child(ren)'s Internet access throughout their academic year. Families enrolled in Traditional modalities will be eligible for reimbursement associated with their child(ren)'s Internet access if schools close again for physical attendance for an extended period of time based on public health guidance and in coordination with Accel Schools SVP Operations and local public health officials.
- The School will reimburse a household up to a maximum of \$25 (limited to one household only) per month towards the costs associated with their child(ren)'s Internet access. This is a reimbursement based on one household address.

- Reimbursement payments will be processed and delivered on a semiannual basis (twice per year).
 - Period One: Families will be required to submit for reimbursement no later than January 15th, reimbursements will be processed in February for the months of August, September, October, November, and December.
 - Period Two: Families will be required to submit for reimbursement no later than July 15th, reimbursements will be processed in August for the months of January, February, March, April, May, and June.
- Families will be asked by **Accel Schools** to verify their mailing address in advance of the reimbursement payments being issued. A family's payment will not be issued until a family verifies their address.
- Families must be in good standing and in full compliance with the school. Examples of non-compliance include:
 - Non-verified home address
 - Below Satisfactory Academic Progress including:
 - Maintaining an Average Daily Attendance (ADA) rate which classifies at **truant**, excluding excused absence(s).
 - As applicable, non-participation in all State and Local testing requirements.
- Students must be actively enrolled during the reimbursement periods to be eligible for the reimbursement. The families of withdrawn students are not eligible for reimbursement during the months in which the student is not actively enrolled.
 - Exception – When a family does not re-enroll for the upcoming school year, but the student completed the current school year. (ex. The Period 2, August payment for January – June) In these circumstances, the family is still eligible.
- Reimbursement will be pro-rated to reflect enrollment and modality dates during partial months.
 - If eligible, meeting criteria, and actively enrolled for fifteen (15) or fewer calendar days during a month, the reimbursement amount will be processed at \$12.50 per month.
 - If eligible, meeting criteria, and actively enrolled for more than fifteen (15) calendar days during a month, the reimbursement amount will be processed at \$25.00 per month.
 - If ineligible, not meeting criteria, or not actively enrolled during a calendar month, no matter the academic days, the reimbursement will be declined for processing.

Processing

Please review all eligibility requirements and instructions carefully as incomplete or incorrect submissions may impact processing timelines.

- At the end of each reimbursement period, please complete and submit the following Student/Family Reimbursement Form.
 - **Period One:** For the months of August, September, October, November, and December.
 - **Reimbursement Submission Deadline: January 15th**
 - Processing and delivery timelines are approximately 45 days after submission deadline.
 - **Period Two:** For the months of January, February, March, April, May, and June.
 - **Reimbursement Submission Deadline: July 15th**
 - Processing and delivery timelines are approximately 45 days after submission deadline.
- Included in the submission, please attach one internet service bill (PDF) per month within reimbursement period. Bundled bills are permitted but must include a line item referencing “Internet” within the monthly bill.
 - All service bills must include your name, verified address, dates of ISP service and "internet" shown within services.
 - If a bill for a specific month is not included in the submission, the missing month will not be reimbursed.
- Please allow for 45 days from the end of the submission deadline for payment issuance and mailing.
- For questions or if in need of assistance, please contact reimbursement@accelschools.com.