

Frequently Asked Questions

Utah State Board of Education
Statewide Online Education Program

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What is the Statewide Online Education Program?

The Statewide Online Education Program (SOEP) allows students from Utah public, private, or home schools to take courses offered by online Providers approved by the Utah State Board of Education (USBE). Each student can enroll in up to 6.0 credits online per academic year. Exceptions may be allowed if the online courses better meet the academic goals of the student.

Please note that courses offered to students internally by school districts or charter schools through locally created programs are not covered under this program.

Who is eligible to participate?

Students in grades 6-12 from Utah public, private, or home schools are eligible to participate if their custodial parent or guardian is a Utah resident. This includes students with disabilities, multilingual students.

Foreign exchange students may enroll in the program while they are enrolled in a Utah public school or private school.

Students residing in temporary care will need to enroll through the school district where the center is located.

Students under 19 enrolled in Adult Education, and without enrollment in a public school, are not eligible for participation. However, students enrolled in Adult Education under 19 will qualify to enroll provided that their graduation cohort is still participating in schooling ([R277-702](#)), and they reenroll in a public school prior to their cohort graduation date – which we can think of as the date they would normally have graduated, if they had not exited to Adult Education.

How does a student register for a class?

Registration consists of two pieces:

1. Students must register in the Utah State Board of Education's (USBE's) Student Enrollment and Tracking System (SEATS).

Video: [How to Register for a SEATS Account](#)

PDF: [How to Register for a SEATS Account](#)

2. Students must also register directly with the online provider, using a form found on the provider's website. Once this form has been filed; any new registrations will be covered by the original registration form filed with the provider.

[ASU Prep Digital Powered by Juab School District](#)

[Canyons Virtual Academy](#)

[Davis Connect](#)

[Mountain Heights Academy](#)

[Utah Online School](#)

[Utah Virtual Academy](#)

SEATS: To register for a class, a student must first form a student account in [SEATS](#). Once you have established this access, you can log into [SEATS](#), and choose the desired courses.

Video: [How to Register for Classes](#)

PDF: [How to Register for Classes](#)

You will also be asked to choose your grade level, start date, and credit value.

Most important, notice that the "Session" is labeled with the titles of individual providers – you need to pay careful attention to ensure you are choosing courses at the school ("provider") you intend to choose.

If you make an error, you can select the “Applications” icon to edit applications.

Each time you submit an individual course registration request, you will receive an email confirmation containing links to all provider websites. (You may register for courses with more than one provider.)

Select the provider or providers’ websites consistent with the courses you have chosen and follow the prompts to set up an account and register with the provider.

Once enrollment is complete, you will access your courses on the website of your chosen provider. SEATS is used only to form a contract between your school and the provider, giving the provider “permission” to offer you courses.

Can students take classes during the summer?

Yes, students can take summer school courses. Keep in mind that summer credits count towards the next school year's credit hours, and they might affect the total number of credits your student can take in a year.

Note: If you are taking a **summer course**, ensure you use the “Manage Account” feature in your SEATS account to switch the school to the one you will be attending in the upcoming year, and record your grade consistent with the grade you will be in when you begin school in the fall.

How many online credits can a student take per year?

Students can take up to 6 credits per year through SOEP. If a student wants to exceed this limit or take more than 8 courses per year, (including in-person and online courses) the student may request an exception from the primary school of enrollment. If the primary school of enrollment denies the excess course requests, please contact edonline@schools.utah.gov to facilitate an outcome agreeable to school and student.

How many credits can my child take per year overall, counting both online credits and credits taken from an in-person school?

The number of courses considered to be full-time enrollment varies by school, but the average allowable number of credits per year is 8.

Students taking high school courses may exceed their school's definition of full-time enrollment with a plan for early graduation. A plan for early graduation is obtained through a counselor. This plan is non-binding but allows the student to accelerate the rate at which they are accumulating credits toward high school graduation.

Is there a cost for the courses?

The cost of SOEP courses is covered by per pupil funding distributed to K-12 public schools. Parents are not obligated to pay for courses out of their own pockets. If there are any fees (like those existing in physical classes, such as the cost of an art kit), then the online provider will tell you when they first contact the student. Fees are also required to be posted in course descriptions.

What do the credits count for?

Middle school courses do not count toward high school graduation. An early graduation plan cannot be used to take extra courses in middle school, for this reason.

Without reference to the grade in which the credit was earned (§53G-6-406), high schools are required to accept, for purposes of high school graduation, credit and grades earned from a SOEP provider. All SOEP providers are accredited by Cognia for 9-12th grade education. For this reason, state law requires that grades and

credit be accepted without alteration. If high school courses are taken before 9th grade,

Through recording of credits in a student's transcripts for grades 9-12 (R277-700-6((3)(a); R277-726-5(5); R277-726-5(6),) for purposes of high school graduation, an LEA (LOCAL EDUCATION AGENCY) shall recognize high school credits earned prior to grade 9 through participation in the Statewide Online Education Program.

Note: Courses taken prior to grade 9 may or may not be accepted by National College Athletics Association (NCAA) divisions for qualification for post-secondary scholarship awards.

What do I do if I cannot log in to my child's SEATS account?

On the SEATS webpage, <https://seats.schools.utah.gov/Account/Login>. On the lower right-hand side of the screen, a "forgot password" link is available. An email will be sent to the registered email. The email will have the username on it. Use the link in the email to reset the password.

If you do not receive a password reset email as expected, you may investigate whether you have entered the email that was used when your account was established. A parent may have used their own email to establish an account, for instance. If a student's school email was used to establish an account, this may block receipt of SEATS correspondence, also.

If, after investigating these factors, you still cannot access the account, please contact the State Online Education Program at edonline@schools.utah.gov. Please add the email address that you used to set up the account and the first 2 letters and last name of the student.

What are the differences between Providers? How do online course Providers operate?

Parents may use existing Provider contact information

<https://www.schools.utah.gov/edonline/currentproviders> to call and talk to Providers. Their staff can tell you about unique features of their programs.

Online Course Providers are school districts, charter schools or district or charter school programs created to serve Utah students online (R277-726-2(10)).

Providers are accredited for 6-12th grade education through Cognia, the accrediting commission recognized by the Utah State Board of Education for acceptance toward graduation requirements at Utah Public Schools.

Providers must provide services to students consistent with IDEA (Individuals with Disabilities Education Act), Section 504, and Title VI of the Civil Rights Act of 1964.

Note: Canyons Virtual Academy and Davis Connect are the only providers that allow continuous “drop in” enrollment throughout the school year. All other providers begin and end courses on regular quarter and semester schedules like physical schools to allow teachers and students to move together through coursework.

Can my child’s school tell me that I am not allowed to enroll my child in these classes?

Several levels of approval take place to ensure a student chooses a course consistent with graduation planning, and current registration at their primary school of enrollment. In general, if a student has space available in their schedule, a course is taken for original credit, and the course is consistent with a graduation plan (CCRP (College and Career Ready Plan)), the student has a legally protected right to enroll.

If a student needs to drop a course in their schedule at their Primary School of Enrollment to make room for an online course, then they must do so by the ordinary drop date published by that school for traditional courses. A student may consider dropping a course prior to filing an enrollment request; an approver may be confused by a duplicate enrollment and reject a request. An approver is also most likely to deny a request for a course which a student has already taken.

If the student wishes to add courses without dropping existing courses and does not have “free” space available in their schedule, the student will need a plan for Early Graduation in place to allow the student to add a SOEP course. Students can exceed full-time enrollment if they have this plan in place.

A student’s application must be approved within 9 business days by the student’s school counselor and a representative from the school district/charter school. If the applicant is not accepted or rejected within a legally allowed time for review of the application, the application is approved.

What if my school says that I need to enroll in classes at this school (my Primary School of Enrollment) or they will not allow me to participate in the Statewide Online Education Program?

There is no requirement for a student to take courses at a Primary School of Enrollment to “qualify” to enroll in SOEP courses. It is assumed that students will choose to take courses above the 24 credits allowed by SOEP (over four years) at a Primary School of Enrollment, however other options are available.

A student may take all 24 credits or more required for graduation online, and still qualify to receive a high school diploma from their Primary School of Enrollment. Even in this case, a Primary School of Enrollment remains in charge of certifying the student has met state-mandated graduation requirements.

A Primary School of Enrollment may require additional credits to issue a diploma specific to that school, irrespective of relative levels of participation in traditional courses versus Statewide Online Education courses.

What if my child's school has told me that my student needs to take classes from their online school and not through the Statewide Online Education Program?

For original credit coursework consistent with a graduation plan or middle school requirements, a student cannot be required to use an option the school makes available, rather than enrolling in SOEP courses.

For remedial (failed) and grade-replacement purposes, a counselor can recommend options the school may have available. A school is not obligated to allow students to repeat a course using SOEP.

My child's school says that we can only enroll in classes that are not offered at the school.

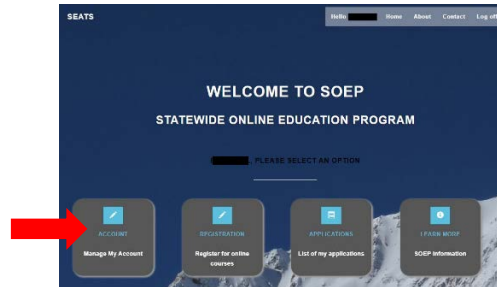
A student has a legal right to take any courses offered through this program if the student meets the prerequisites for the course and has not taken the course previously.

Can my school choose not to participate in the Statewide Online Education Program?

No. This program is an option for all 6-12th grade students. Schools may not discourage enrollment or give preference to one online provider over another, including online options offered by a school or district to its own students (§53F-4-503).

What do I need to do when my child switches schools?

Parents or students may log onto the SEATS (Student Enrollment and Tracking System) Website and choose the “Manage my Account” tile to modify their school information. The student or parent may contact USBE (edonline@schools.utah.gov) to request a change of enrollment.



Please choose Private School, Home School, the name of the Charter School, or the name of the Local School District, and School.

Choose or enter the name of the school.

Click save.

Note: Charter schools are public schools considered to be their own district, so you do not need to search for district first and charter school second. You will find

charter schools listed after traditional school districts – meaning further down on the list.

When should students register for classes?

SEATS enrollment for the next school year is open the first week of April. Schools are required to make enrollment options available at that time, so that families and schools can plan effectively for online enrollment. Students are advised to enroll in online courses during their school's ordinary registration period, and strongly encouraged to enroll in courses at least two weeks to one month before a quarter or semester is scheduled to begin.

There is a statutory waiting period between the date that an enrollment request is filed, and the date on which the online provider receives an email notice that the student can proceed with courses. Early enrollment ensures a student will not be locked out of a course because the class has advanced too far for the student to be successful.

A student's application must be approved by the student's school counselor and a representative from the school district/charter school. If the applicant is not accepted or rejected within that time, the application is statutorily approved.

If you are unsure why approval is delayed, ensure that (1) your

Providers start each semester approximately when regular schools do. Most providers will not accept new students after that point. Courses are "modularized," and mastery of one module is required for successful movement to a second module. Because students are, with most providers, integrated into ongoing courses with the school's own students, late starters would have to catch up quickly or omit modules the provider is responsible for instructing. Neither solution is acceptable unless a student has limited contact with a teacher and peers.

What if my child's school functions based on Trimesters?

Schools in this program are ordinary schools, and they start courses at the beginning of semesters and quarters (not trimesters). No SOEP provider functions based on trimesters, and their courses are not built on a trimester basis. Commercial curriculum also is not built on a trimester basis. I

My child needs an Advanced Placement (A.P.) class. When should I register? Who will administer the A.P. Test?

A.P. courses and a few other courses begin only in the fall, and so a student should register early enough to be enrolled and ready to go by early August.

A few A.P. courses are not full-year courses, but these are exceptions.

Students may register for an A.P. test through the College Board website. Neither a Provider LEA nor a Primary LEA is required to facilitate A.P. testing.

If your school does not offer a specific AP (Advanced Placement) Test, then please visit the [AP Website](#).

My child needs to take Driver Education. Where do we go for the driving instruction?

The written portion of the Driver Education course is administered online.

The road portion must be arranged at a Division of Motor Vehicles location or your local high school.

How are fee waivers handled?

A student whose family qualifies for a Fee Waiver may not have to pay fees or purchase materials that would ordinarily be free to the students at the online provider school.

If a student's Primary School of Enrollment determines that the student is fee waiver eligible, then that student will be fee waiver eligible with respect to fees charged by an online provider.

Providers may charge fees consistent with other secondary schools. A Provider must notify the primary school of enrollment of the purpose for fees, amounts of fees, and provide timely notice to parents of required fees and fee waiver opportunities. The Provider must post fees on their website.

Technology access is not provided by an online Provider. Fee-Waiver-Eligible students may request technology and internet access from a Primary School of Enrollment.

My child is active in sports and needs to maintain a certain Grade Point Average (GPA) to participate. Will the online courses count towards eligibility? Can a coach check on grades and attendance?

It is the responsibility of a Primary School of Enrollment to contact a Provider for monitoring eligibility for:

- school awards and honors,
- Utah High School Activities Association participation, and
- graduation requirements.

Providers are required to accommodate these requests.

A counselor can check grades and attendance for coaches needing the information or can have this sent to a coach.

If a school needs information for graduating seniors by a particular date, this should be communicated at the beginning of coursework.

Will my child be allowed to remain on the school campus for the periods during which they are registered for an online class?

Student requests to remain on campus during scheduled SOEP courses must be accommodated during the regular school day.

Can I withdraw my child from a class?

A student may withdraw up to 20 school days (about 4 weeks) after the course begins.

Students and parents are responsible for notifying Providers and Counselors immediately of any intended change in enrollment.

Who is the “Primary LEA of Enrollment” and who is the “Primary School of Enrollment”?

A Primary LEA of Enrollment is the school district or charter school which maintains a student’s records, for purposes of high school graduation.

A Primary School of Enrollment is the school within a Primary LEA of Enrollment that maintains the student’s cumulative file, enrollment information, transcript, and other records (R277-726-2-7). It is the student’s in person school.

My child is enrolled at a local high school for 3 classes and home schooled for the remaining classes. I would like to enroll my student in online courses. How does this happen?

When a student is released for home schooling but also chooses to participate in public school to a limited extent, this is called “dual enrollment.” When the dual enrollment student registers online, using the SEATS enrollment application, they must list their school as the public school they attend.