

Student Handbook

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Welcome to the Saylor Academy community!

This Student Handbook presents a brief introduction to Saylor Academy and guidelines for your studies with us. Our [Privacy Policy](#), [Terms of Use](#), and [Graduate Program Catalog](#) (for degree-seeking students) provide many more details. In all cases, those documents take precedence over this handbook.

About Saylor Academy

We are a 501(c)(3) non-profit organization with a talented [team](#) and academic consultants from around the world. Our community includes students from virtually every place on Earth.

Since 2008, we have worked to create high-quality, tuition-free, open online courses. Our courses are available at any time and on any schedule, and we use free-to-share and free-to-reuse materials whenever possible. Saylor Academy serves students seeking personal and professional development, college credit, and graduate degrees.

Study at Saylor Academy

About our Courses

Learning at Saylor Academy is:

- self-guided – we do not have faculty or teaching assistants to grade your work or to provide close guidance – your learning is in your hands.
- self-paced – there are no start and end dates to our courses. You can study completely on your own schedule.
- open – whenever possible, we use materials that are free to reuse and re-mix, including content in the public domain or licensed under Creative Commons.

Our courses are designed by experienced professors and practitioners who have matched the learning sequence to well-defined learning outcomes.

We have certificate courses, college credit recommended courses, and graduate degree programs.

Technical Requirements

Here are some technology requirements:

- Internet access – our courses are designed to be taken online. Offline access is possible for many of our materials, although this is largely up to the student to manage.
- Common browser plugins and utilities – In our materials, you will encounter different types of content, including Javascript, Flash, pdf, doc/docx, ppt, xls/xlsx, and so forth. Most modern web browsers and freely-available software can display this content.

Proctored exams (found in college credit recommended courses and graduate courses) have additional technical requirements. See exam descriptions for details.

Registration and Enrollment

You do not have to apply for admission to Saylor Academy. You can create an account and enroll yourself in courses by visiting our [Learn](#) and [Degrees](#) sites.

Course Materials

Our courses are collections of materials curated from the web – webpages, videos, documents, quizzes, and so forth. When necessary, we create our own resources.

Accessibility

Saylor Academy strives to provide courses and associated learning resources that are accessible to all learners.

For example, our selection of materials favors HTML and other formats that can readily be used by screen reading software. Our course software, called Moodle, incorporates established practices and standards for accessibility.

Because we are open to all visitors on the Web and rely on curated content, we do not always have the necessary rights to provide alternate versions of some materials (e.g. transcripts for videos for which the copyright holder reserves all rights).

Please contact our team with your questions, suggestions, and requests regarding accessibility.

Records and Information

As a registered user of the Saylor Academy site, you will be able to generate and have access to records of your learning activity.

Information available to logged in students when viewing a course include progress tracking, access to assessment and exam activities and grades, and course completion certificates. Further records are available in your user dashboard and account pages, including a list of your course completions.

Review our [privacy policy](#) and [terms of use](#) for more details on what information we gather and how we use it:

<https://www.saylor.org/privacy-policy>
<https://www.saylor.org/terms-of-use>

When you sign up for your Saylor Academy account or for our email list, we ask for additional information about you, much of which you are able to opt out of sharing. These details are valuable to us in providing the best services possible for our students – we use this information to set priorities and identify areas for improvement.

Students should have only one account with Saylor Academy. Creating multiple accounts to bypass waiting periods or other restrictions is not allowed (see “Academic Code of Conduct” below).

Student Rights and Responsibilities

We wholeheartedly invite you into our learning community. We ask only that you uphold our community standards and that you hold us to high standards in return. Your continued use of Saylor Academy represents a commitment on your part to do so.

As a Saylor Academy student, these are among your rights:

- Freedom to pursue your educational goals
- Access to fair, unbiased, and clear assessment
- Freedom of inquiry and expression, subject to community standards
- Expectation of good faith in dealings with Saylor Academy
- Fair and timely redress of issues

Non-Discrimination Policy

Saylor Academy is committed to equality of opportunity. Consistent with this principle and applicable laws, we do not engage in discrimination against any person on the basis of race, color, sex, religion, national origin, age, genetic information, sexual orientation including gender identity or gender expression, or veteran status, and will comply with all federal and state nondiscrimination, equal opportunity and affirmative action laws, orders, and regulations. This nondiscrimination policy applies to our educational programs and activities as well as employment terms and conditions.

Community Code of Conduct

Saylor Academy values freedom of expression and diversity of opinion as well as civility and respect for others. The Community Code of Conduct applies to all members of the Saylor Academy community, including students, faculty, and staff.

Saylor Academy does not tolerate any of the following behaviors:

- Offensive or threatening behavior
- Profanity
- Acts of harassment or embarrassment at the expense of others

Students agree not to use Saylor Academy websites or forums in the following manner:

- Post, use, or transmit content that they do not have the right to post, such as the intellectual property of others
- Post, use, or transmit unsolicited or unauthorized content, including advertising, promotional material and spam
- Post or transmit any personally identifiable information about persons under 13 years of age
- Post, use or transmit content that contains software viruses or other computer code, files or programs designed to interrupt, destroy or limit the functionality of Saylor Academy websites or forums
- Post or transmit content that is harmful, offensive, obscene, abusive, invasive of privacy, defamatory, hateful or otherwise discriminatory, or incites an illegal act
- Intimidate or harass another user
- Use or attempt to use another's account or personal information
- Use any means to bypass or ignore measures used to restrict access or use of Saylor Academy websites or forums
- Remove, circumvent, disable, damage or, otherwise interfere with any security-related features present on Saylor Academy websites or forums
- Attempt to gain unauthorized access to Saylor Academy websites or forums or other networks connected to Saylor Academy through hacking, password mining or, other means

Students who violate the Community Code of Conduct may be subject to disciplinary actions, which may include:

- Removal of materials posted to Saylor Academy websites and forums
- Issuing of warnings
- Suspension of student account
- Dismissal from degree program(s)
- Denial or revocation of certificates and credentials

This policy applies to all activity on Saylor Academy websites and forums and is applied in conjunction with [Saylor Academy's Privacy Policy](#) and [Terms of Use](#).

Academic Code of Conduct

We uphold high standards of academic integrity, including honest representation of your work. Falsifying documents, misrepresenting yourself or your work, or otherwise ignoring stated policies and instructions is not allowed.

You are permitted to use notes and course (or related) resources while taking assessments or regular certificate exams. You are still expected to complete exams individually, and a certificate of completion should represent the honest efforts of the person who has earned it

Proctored exams are usually closed-book: you may not use notes or other resources while taking the exam, except where specific resources, such as formula sheets or calculators, are indicated in an exam's instructions.

To protect the integrity of all our exams, students must not share or otherwise publish final exam questions and answers.

Work submitted as your own must be your own creation. Consequences for not following the academic code of conduct may include removal of materials posted to our site, issuing of warnings and/or suspension or deletion of an account, and denial or revocation of certificates and credentials.

A quick note on plagiarism: plagiarism is the use of others' work or ideas without proper credit. Because content is easily copied and shared on the web, plagiarism remains one of the most common, if often accidental, academic errors. Your chances to commit plagiarism at Saylor Academy are few, but do be mindful and follow the standards outlined above.

A note about exam retakes: generally, you may take non-proctored exams as many times as needed, and proctored final exams no more than three times. However, final exams have mandatory waiting periods between attempts. For non-proctored exams, the required wait is usually 7 days. For proctored exams, the required wait is usually 14 days.

This waiting period is meant to encourage you to reflect and study after an unsuccessful attempt. In this way, you reinforce what you have learned. By making multiple attempts in a row impossible, the waiting period also helps protect the integrity of the exam.

Do not create additional accounts to get around the waiting periods. If you believe you have a legitimate need to access an exam before the waiting period has ended, please contact us.

Student Grievances

If you suspect that there is an error in your grade calculation, please contact us. Sometimes our staff are able to make a rapid determination and sometimes we send the error reports to one of our consulting faculty members, which can take somewhat longer. In either event, if we find that we are in error, we will adjust your grade accordingly.

If you believe that a member of the community is not upholding our standards of conduct, please contact us.

Getting Help

Our help centers for certificate and degree students are the best places to look for quick answers to common questions.

- Certificate students (learn.saylor.org): <https://sayloracademy.zendesk.com>
- Graduate students (degrees.saylor.org): <https://saylordegrees.zendesk.com>

If your question is not answered in our Help Center, please contact us.

Staying Informed

Saylor Academy Blog

<https://www.saylor.org/blog>

Social Media

Engage with Saylor Academy on Facebook, X, and LinkedIn.

Contact Saylor Academy

The best way to get in touch with Saylor Academy staff is at www.saylor.org/contact or by sending an email to contact@saylor.org

Changes:

- 02/21/2025 – Fixed typos and grammar; added information relating to credit and degree programs; updated URLs and miscellaneous content
- 09/25/2024 – Expanded section Community Code of Conduct



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