



2026-2027 Student & Family Handbook

Keeping the Promise, Educating the Whole Child

WELCOME TO PROMISE ACADEMY

Welcome to the 2026-2027 school year!

At Promise Academy, we believe every child deserves an exceptional education that prepares them academically, socially, emotionally, and ethically for success in school and in life. We are committed to creating a safe, structured, and joyful learning environment where every scholar is known, challenged, supported, and inspired to reach their fullest potential.

Our mission extends beyond academic achievement. We strive to develop students who demonstrate strong character, take responsibility for their actions, build meaningful relationships, and contribute positively to their communities. At Promise Academy, we believe that success is built through our shared commitment to SOAR:

Show Respect by honoring ourselves, others, and our learning environment.

Own Our Actions by taking responsibility, learning from mistakes, and making things right.

Aim for Excellence by giving our best effort every day and persevering through challenges.

Rise Together by supporting one another and strengthening our school community.

These values guide everything we do, from the classroom to the playground, from academic learning to social-emotional growth. Through SOAR, we are building scholars who are confident, compassionate, responsible, and prepared for success both in school and in life.

This handbook serves as a guide to the policies, procedures, expectations, and opportunities that support our school community. We encourage all families to review this handbook carefully and partner with us throughout the school year.

When schools and families work together, students thrive, communities grow stronger, and scholars SOAR.

We look forward to a year filled with learning, growth, celebration, and achievement.

With gratitude and excitement,

Samantha Buford

Executive Principal
Promise Academy



OUR MISSION

To educate, develop, and nurture the mind, body, and spirit of children so that they emerge as lifelong learners and world-ready leaders.

OUR VISION

To be THE model of excellence and innovation in education.

OUR CORE BELIEFS

At Promise Academy, we believe:

- Every child can learn and achieve at high levels.
- Strong relationships are the foundation of student success.
- Character development is as important as academic achievement.
- Students thrive in environments that are safe, structured, and supportive.
- Families are essential partners in education.
- Diversity strengthens our school community.
- Every student deserves equitable access to opportunities and resources.
- High expectations coupled with strong support produce exceptional outcomes.

OUR VALUES: SOAR

The Promise Academy community is guided by four core values known as SOAR.

S: Show Respect

We treat ourselves, others, and our environment with care and dignity.

Students who Show Respect:

- Use kind and appropriate language.
- Follow directions the first time.
- Respect school property and materials.
- Honor differences and value others.

O: Own Our Actions

We take responsibility for our choices and learn from our mistakes.

Students who Own Our Actions:

- Accept responsibility for behavior.
- Make repairs when harm occurs.
- Demonstrate honesty and integrity.
- Seek solutions rather than excuses.

A: Aim for Excellence

We give our best effort in all that we do.

Students who Aim for Excellence:

- Come prepared to learn.
- Persevere through challenges.
- Complete assignments with care.
- Set goals and work toward them.

R: Rise Together

We contribute positively to our school community.

Students who Rise Together:

- Encourage peers.
- Work collaboratively.
- Demonstrate empathy.
- Help create a welcoming school culture.

OUR APPROACH TO STUDENT DEVELOPMENT

Promise Academy believes that academic achievement and character development are inseparable.

We teach, model, and reinforce the social-emotional skills necessary for success in school and beyond. Students are provided opportunities to develop self-awareness, self-management, responsible decision-making, relationship skills, and social awareness through daily interactions, classroom instruction, restorative practices, and schoolwide culture initiatives.

Our goal is not simply to manage behavior. Our goal is to develop responsible, resilient, and compassionate young people.

SCHOOL LEADERSHIP TEAM

Executive Principal

Samantha Buford

Chief of Operations

Kristen McGlasson

Director of Instruction

Tamika Hunter

Director of Special Populations

Toremika Brown

Literacy Instructional Coach

Montinike Miller

K-1 Instructional Coach

Eboni Moore

SECTION 2: FAMILY-SCHOOL PARTNERSHIP

Promise Academy recognizes that families are a child's first and most important teachers.

Families can support student success by:

- Ensuring regular attendance.
- Supporting homework completion.
- Maintaining communication with school staff.
- Reinforcing school expectations at home.
- Participating in family engagement opportunities.
- Keeping emergency contact information current.

Together, we create the conditions necessary for every student to thrive.

FAMILY PARTNERSHIP, COMMUNICATION, AND CONCERNS

Our Commitment to Families

At Promise Academy, we believe students are most successful when schools and families work together as partners.

We are committed to:

- Providing a safe, welcoming, and supportive learning environment
- Maintaining open and respectful communication
- Keeping families informed about academic progress and school events
- Responding to concerns in a timely and professional manner
- Treating all families with dignity and respect
- Working collaboratively to support student success

We ask families to partner with us by maintaining communication, supporting attendance, reinforcing school expectations, and actively participating in their child's education.

Family Communication

Communication between home and school is essential to student success.

Promise Academy may communicate with families through:

- Email
- Phone calls
- Text messages
- School newsletters
- School website
- Social media platforms
- Family conferences
- Written notices

Families are responsible for ensuring that the school has current:

- Phone numbers
- Mailing addresses
- Email addresses
- Emergency contacts

Changes should be reported to the school office immediately.

Parent-Teacher Communication

Families are encouraged to communicate directly with teachers regarding:

- Academic concerns
- Classroom questions
- Homework
- Student behavior
- Social-emotional concerns

Teachers will make every effort to respond to family communication within two business days. If a concern cannot be resolved at the classroom level, school administration is available to assist.

Parent Conferences

Parent-teacher conferences provide opportunities to discuss:

- Academic progress
- Attendance
- Behavior
- Intervention plans
- Student goals

Families may request a conference at any time by contacting the teacher or school office. Additional conferences may be scheduled by school staff when needed.

Family Engagement Opportunities

Promise Academy encourages family involvement through:

- Family Nights
- Academic Events
- Student Celebrations
- Volunteer Opportunities
- Parent Workshops
- School Performances
- Community Events

Family engagement strengthens our school community and supports student achievement.

Family Rights

Parents and guardians have the right to:

- Be treated with respect and professionalism
- Receive timely information regarding their child's education
- Review their child's educational records in accordance with federal law
- Participate in meetings regarding their child
- Request conferences with school staff
- Receive information regarding academic progress
- Be informed of school policies and procedures
- Access language assistance services when available
- File concerns or complaints through established procedures

Family Responsibilities

Parents and guardians are expected to:

- Ensure regular school attendance
- Ensure students arrive on time
- Maintain updated contact information
- Support school expectations
- Review school communications
- Communicate concerns respectfully
- Partner with school staff to support student success
- Ensure students follow school policies

Respectful School Community

Promise Academy is committed to maintaining a safe and respectful environment for students, families, and staff.

All members of the school community are expected to interact respectfully.

The following behaviors may result in restricted access to school property or additional action when appropriate:

- Threatening behavior
- Harassment
- Intimidation
- Disruptive conduct
- Profanity directed toward staff or students
- Physical aggression
- Conduct that interferes with the safe operation of the school

Whenever possible, concerns will be addressed through communication and problem-solving.

Addressing Questions and Concerns

Promise Academy encourages concerns to be addressed at the lowest possible level.

Most concerns can be resolved quickly through direct communication.

Families are encouraged to follow the process outlined below.

Step 1: Teacher Contact

For classroom-related concerns, families should first contact the classroom teacher.

Examples include:

- Academic concerns
- Classroom behavior concerns
- Homework concerns
- Grading questions
- Peer conflicts

The teacher will review the concern and work toward a resolution.

Step 2: School Administrator

If the concern remains unresolved, families may contact an administrator.

Examples may include:

- Repeated academic concerns
- Schoolwide issues
- Discipline concerns
- Safety concerns

Administrators will review the concern and communicate next steps.

Step 3: Executive Principal Review

If concerns remain unresolved after working with school administration, families may submit concerns to:

Samantha Buford

Executive Principal

sbuford@promiseacademy.com

The Executive Principal will review the matter and provide a response.

Step 4: LEA-Level Concerns

If a parent believes the concern has not been resolved after completing the school's complaint process, the parent may submit a complaint to the Tennessee Public Charter School Commission in accordance with the Commission's Grievance and Complaint Procedures.

Parents are encouraged to include documentation showing that they have first attempted to resolve the concern through the school's complaint process.

Tennessee Public Charter School Commission

500 James Robertson Parkway, 8th Floor

Nashville, TN 37243

Phone: (615) 532-6245

Website: <https://www.tn.gov/tn-public-charter-school-commission>

The Commission generally reviews complaints after school-level procedures have been exhausted unless otherwise required by law.

Language Access and Translation Services

Promise Academy is committed to meaningful communication with all families.

Families who require translation or interpretation services should contact the school office.

Whenever practicable, important school information will be provided in a language families can understand.

Volunteer Opportunities

Promise Academy welcomes family and community volunteers.

To ensure student safety, volunteers may be required to:

- Sign in at the front office
- Present identification
- Follow school visitor procedures
- Complete any required screenings or paperwork

Volunteer opportunities will be shared throughout the school year. Together, families and educators create a strong school community where every scholar can thrive.

SECTION 3: SCHOOL OPERATIONS

School Information

Promise Academy Spring Hill

3796 Frayser Raleigh Road
Memphis, TN 38128

Grades Served:

Kindergarten through Fifth Grade

Executive Principal:

Samantha Buford
sbuford@promiseacademy.com

Chief of Operations:

Kristen McGlasson
kmcglasson@promiseacademy.com

Director of Instruction:

Tamika Hunter
thunter@promiseacademy.com

Director of Special Populations:

Toremika Brown
tbrown@promiseacademy.com

School Hours

At Promise Academy, every minute of instruction matters. To maximize learning time, families should ensure scholars arrive on time each day and remain in school for the entire instructional day.

Activity	Time
Building Opens	7:45 AM
Breakfast Begins	7:45 AM
Instruction Begins	8:00 AM
Dismissal Begins	3:00 PM M, T, TH, F. 2:00 on W.

Students should not arrive before 7:45 AM unless participating in a school-sponsored activity supervised by school personnel. The school cannot provide supervision before 7:45 AM.

Daily Schedule

Students participate in a balanced school day that includes:

- Morning Meeting
- English Language Arts
- Mathematics
- Science
- Social Studies
- Intervention and Enrichment
- Mind, Body, and Spirit (MBS) Classes
- Recess
- Breakfast and Lunch

Promise Academy utilizes high-quality instructional materials including:

- Benchmark Advance (ELA, Intervention, ELL, SPED)
- Eureka (Math)
- TouchMath (SPED)
- *STEMscopes (Science)
- * Studies Weekly (Social Studies)

Instruction is aligned to Tennessee Academic Standards and designed to support the academic growth of every scholar.

Arrival Procedures

A successful day begins with a strong start. Students may enter the building beginning at **7:45 AM.**

Upon arrival, students should:

- Enter through designated entrances
- Walk safely to their assigned area
- Follow directions from staff members
- Participate in breakfast and morning routines

Families should remain in designated drop-off areas and follow all traffic procedures established by the school. To ensure safety and efficiency, parents should not enter classrooms during morning arrival unless authorized by school staff.

Tardies

Instruction begins promptly at 8:00 AM. Students arriving after 8:00 AM are considered tardy.

Students arriving late must:

- Be accompanied by a parent or guardian
- Be signed in through the front office

Excessive tardiness may negatively impact academic achievement and may result in attendance interventions.

Breakfast and Lunch

Promise Academy provides breakfast and lunch opportunities for students each day.

Students are expected to demonstrate SOAR expectations during meal times by:

- Showing respect to peers and adults
- Using appropriate voice levels
- Following directions
- Cleaning their eating area
- Demonstrating good citizenship

Breakfast and lunch periods are important opportunities for students to build community and practice positive social skills.

Recess

Recess is an important part of the school day and provides students opportunities for physical activity, social interaction, and recreation.

During recess, students are expected to:

- Demonstrate good sportsmanship
- Include others
- Use respectful language
- Follow adult directions
- Maintain safe behavior

Students who repeatedly engage in unsafe behavior may be subject to additional supervision or alternative activities.

Dismissal Procedures

Dismissal begins promptly at 3:00 PM (M, T, Th, F). 2:00 PM Wednesday.

To ensure student safety:

- Students will only be released to authorized adults listed in school records.
- Families should arrive on time for pickup. The gate will open at 2:00 PM (M, T, Th, F) and at 1:00 PM on Wednesday.
- All dismissal procedures must be followed.

- Identification may be requested before a student is released.

Students will remain under staff supervision until dismissed through established procedures.

Changes in Transportation

Student safety requires consistency in dismissal procedures.

Families who need to make a transportation change should notify the school office by 12:00 PM otherwise students will be dismissed according to their original dismissal procedure.

The school may require written verification before transportation changes are approved.

The school reserves the right to deny last-minute transportation changes when student safety cannot be verified.

Authorized Student Release

Students will only be released to:

- Parents or legal guardians
- Emergency contacts listed in school records
- Individuals authorized in writing by the parent or guardian

School staff may request identification before releasing a student.

Students will not be released to unauthorized individuals.

Maintaining updated emergency contact information is the responsibility of the parent or guardian.

Early Checkout Procedures

Whenever possible, medical appointments and personal appointments should be scheduled outside of school hours.

If early dismissal is necessary:

- The parent or authorized adult must report to the school office.
- Identification may be required.
- Students will be called from class after authorization is verified.

Students will not be released directly from classrooms. Students will **NOT** be released after 2:00pm M, T, TH, F and after 1:00pm on Wednesday.

Repeated early dismissals may negatively impact academic performance and attendance.

Transportation

Transportation services may be provided in accordance with school procedures and available resources.

Students riding school transportation are expected to:

- Follow directions from the driver and staff
- Remain seated
- Use respectful language
- Keep hands, feet, and objects to themselves
- Demonstrate SOAR expectations

Transportation is considered an extension of the school day, and school expectations remain in effect.

Failure to follow transportation expectations may result in disciplinary consequences or loss of transportation privileges.

Visitors

To maintain a safe learning environment, all visitors must:

- Enter through the main office
- Present valid identification
- Sign in
- Wear a visitor badge while on campus

Visitors who do not follow school procedures may be denied access to the building.

For the safety of students and staff, classroom visits must be approved in advance.

Classroom Visits and Observations

Parents are welcome partners in their child's education. Families wishing to observe a classroom should schedule visits with school administration in advance.

Classroom visits should:

- Minimize disruption to instruction
- Follow school visitor procedures
- Respect the privacy of all students

The school may limit or reschedule observations when necessary to protect instructional time or student privacy.

School Closings and Emergency Notifications

In the event of severe weather, emergencies, utility outages, or other circumstances requiring closure, families will be notified through:

- Phone calls
- Text messages
- Email
- School website
- Social media platforms

Families should ensure all contact information remains current.

Emergency Preparedness

The safety of students and staff is a top priority.

Promise Academy conducts regular safety drills throughout the school year, including:

- Fire Drills
- Tornado Drills
- Lockdown Drills
- Evacuation Drills

In addition to required safety drills, students will participate in annual fire safety education as required by Tennessee law

Students are expected to follow staff directions during all drills and emergency situations.

School safety procedures are reviewed regularly to ensure preparedness and compliance with state and federal requirements.

Lost and Found

Items found on campus will be placed in the school's Lost and Found area.

Families are encouraged to label student belongings whenever possible.

Unclaimed items may be donated or discarded at designated times throughout the school year.

Personal Property

Students should avoid bringing valuable items (INCLUDING CELL PHONES) to school unless required for educational purposes.

Promise Academy is not responsible for lost, stolen, or damaged personal property.

Students are responsible for maintaining and safeguarding their belongings while on campus.

Cell Phone Policy

Students are not permitted to have or use cell phones during the school day. Cell phones must remain at home or be powered off and stored in a backpack at all times.

If a student is found in possession of or using a cell phone during the school day, the following consequences will apply:

- **First Offense:** The cell phone will be confiscated by the Dean of Students and returned to the student at the end of the school day.
- **Second Offense:** The cell phone will be confiscated and released only to a parent or guardian.
- **Third Offense:** The cell phone will be confiscated and held until a mandatory conference is held with the parent or guardian and the Dean of Students.
- **Fourth and Subsequent Offenses:** The student will receive an out of school suspension. Additional disciplinary action may be taken at the school's discretion.

SECTION 4: ENROLLMENT, ATTENDANCE, AND STUDENT RECORDS

Enrollment at Promise Academy

Promise Academy Spring Hill is a public charter school authorized by the Tennessee Public Charter School Commission and is open to all eligible students in accordance with Tennessee law.

Enrollment is conducted without discrimination based on race, color, national origin, ethnicity, religion, sex, disability, or any other protected status.

If applications exceed available seats, enrollment will be determined through a public lottery process in accordance with Tennessee law and school enrollment policies.

Required Enrollment Documents

Families may be asked to provide the following documents during enrollment:

- Birth certificate or proof of age
- Immunization records
- Proof of residency
- Parent or guardian identification
- Custody documentation (if applicable)
- Previous school records (if applicable)

The school may request additional documentation as required by state law.

McKinney-Vento Rights

Students experiencing homelessness have the right to immediate enrollment, continued school stability, transportation assistance when required by law, and equal access to educational opportunities. Educational Rights notices are available in multiple languages upon request. Families experiencing housing instability should contact the school's McKinney-Vento Liaison immediately for assistance.

Foster Care Rights

Students in foster care will be immediately enrolled, with Department of Children's Services (DCS) approval when applicable, and provided educational stability and services consistent with federal and state law.

Promise Academy will collaborate with child welfare agencies and families to support educational continuity and student success.

English Learner Services

Promise Academy provides appropriate language support services for students identified as English Learners.

Students who qualify for language support services will receive instruction and accommodations designed to support English language development and academic success.

Student Records

Promise Academy maintains educational records for all students in accordance with federal and state law.

Educational records may include:

- Enrollment information
- Academic records
- Attendance records
- Health records
- Discipline records
- Assessment results
- Special education records

Student records are confidential and protected by law.

Student records will be transferred to another Tennessee public school or authorized educational institution in accordance with applicable state timelines and Commission procedures.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) provides parents and eligible students with certain rights regarding educational records.

These rights include:

The Right to Inspect and Review Records

Parents have the right to inspect and review their child's educational records.
Requests should be submitted to school administration.
The school will respond within the timelines required by law.

The Right to Request Amendment of Records

Parents may request correction of educational records they believe are inaccurate, misleading, or in violation of student privacy rights.

Requests must be submitted in writing and should clearly identify the information being challenged.

The Right to Consent to Disclosure

Personally identifiable information from educational records will not be disclosed without parental consent except as permitted by law.

Examples of authorized disclosures may include:

- School officials with legitimate educational interests
- Other schools where a student seeks enrollment
- Government agencies authorized by law
- Health or safety emergencies

The Right to File a Complaint

Parents may file a complaint regarding alleged FERPA violations with:

Student Privacy Policy Office
U.S. Department of Education
400 Maryland Avenue SW
Washington, DC 20202

Directory Information Notice

Promise Academy may designate certain student information as directory information.

Directory information may include:

- Student name
- Grade level
- Participation in school activities
- Awards and honors
- Photographs
- Enrollment status

Directory information may be released unless a parent submits a written request to opt out. Parents wishing to prohibit the release of directory information should notify the school in writing within thirty (30) days of enrollment or the start of the school year.

Attendance Matters

Regular attendance is one of the strongest predictors of academic success.

Students who attend school consistently are more likely to:

- Meet academic goals
- Build positive relationships
- Develop strong learning habits
- Experience long-term success

Families play an important role in supporting regular attendance.

Compulsory Attendance

Tennessee law requires school-age children to attend school regularly unless exempted by law.

Parents and guardians are responsible for ensuring their child attends school consistently and arrives on time.

Excused Absences

Examples of excused absences may include:

- Personal illness
- Medical appointments
- Death in the immediate family
- Religious observances
- Court appearances
- School-approved activities
- Other circumstances approved by administration

Documentation is required. The school reserves the right to determine whether an absence meets excused absence criteria.

Unexcused Absences

Any absence that does not meet excused absence requirements may be considered unexcused.

Examples may include:

- Family vacations not approved by the school
- Oversleeping
- Transportation issues without documentation

- Missing school without parent notification

Attendance Interventions

Promise Academy believes attendance concerns are best addressed through partnership and support.

When attendance concerns arise, interventions may include:

- Parent communication
- Attendance conferences
- Attendance improvement plans
- Referrals to support services
- Student support team meetings

Attendance interventions are designed to identify barriers to attendance and provide support before legal intervention becomes necessary. The school will document attendance interventions and work collaboratively with families to improve attendance. Continued unexcused absences will be addressed in accordance with Tennessee law and Tennessee Public Charter School Commission procedures.

Truancy Procedures

In accordance with Tennessee law and Tennessee Public Charter School Commission requirements:

Parents are responsible for ensuring their child attends school regularly.

Students who accumulate five (5) or more unexcused absences may be subject to progressive truancy interventions.

Continued excessive unexcused absences may result in additional interventions as permitted by law, including referrals to appropriate agencies or juvenile court.

The school will work collaboratively with families whenever possible to improve attendance outcomes.

Tardies

Prompt arrival helps students begin the day successfully.

Students arriving after 8:00 AM are considered tardy.

Repeated tardiness may result in:

- Parent communication

- Attendance conferences
- Attendance improvement planning

Families are encouraged to establish consistent morning routines to support on-time arrival.

Early Dismissals

Students are expected to remain in school for the entire instructional day.

Frequent early dismissals may negatively affect academic progress and attendance.

Whenever possible, appointments should be scheduled outside school hours.

Withdrawal and Transfer Procedures

Parents who intend to withdraw their child should notify the school office as soon as possible.

The school will assist with records transfers in accordance with applicable laws and procedures.

Outstanding school property should be returned prior to withdrawal whenever possible.

Student Information Updates

Families are responsible for notifying the school immediately if any of the following information changes:

- Home address
- Phone number
- Email address
- Emergency contacts
- Custody arrangements
- Medical information

Maintaining accurate information helps ensure student safety and effective communication.

SECTION 5: ACADEMICS, CURRICULUM, AND STUDENT SUPPORT

Academic Excellence at Promise Academy

At Promise Academy Spring Hill, we believe every scholar can achieve at high levels when provided with excellent instruction, meaningful support, and high expectations.

Our academic program is designed to ensure that all students develop the knowledge, skills, habits, and confidence needed to succeed in school and beyond.

Instruction is aligned to the Tennessee Academic Standards and is delivered through high-quality curriculum, engaging learning experiences, and targeted support systems.

Our Curriculum

Promise Academy utilizes research-based instructional materials aligned to Tennessee Academic Standards.

English Language Arts: Benchmark Advance

Students engage in reading, writing, speaking, listening, vocabulary development, and knowledge-building through grade-level texts and rigorous instruction.

Mathematics:

Eureka Math

Students develop deep conceptual understanding, procedural fluency, and mathematical problem-solving skills through hands-on learning and meaningful application.

TouchMath (SPED)

Students build confidence and understanding by using visual, tactile, and auditory strategies to make abstract math concepts more concrete. It is designed to support learners who benefit from explicit, hands-on instruction, including students with dyscalculia and other math learning challenges.

Science: STEMscopes

Students investigate scientific concepts through inquiry, exploration, hands-on experiences, and real-world applications.

Social Studies Studies Weekly

Promise Academy utilizes Tennessee Standards-aligned resources designed to build historical thinking, civic understanding, geography skills, and cultural awareness.

Mind, Body, and Spirit (MBS)

Students participate in enrichment opportunities that support creativity, physical wellness, and personal growth.

Programs may include: Physical Education, Art, Music, and Social-Emotional Learning

Instructional Philosophy

At Promise Academy, we believe that excellent teaching changes lives.

Our classrooms are designed to be:

- Safe
- Structured
- Inclusive
- Engaging
- Student-centered

Teachers utilize a variety of instructional strategies to ensure all scholars can access grade-level learning and demonstrate growth.

Assessment and Student Progress

Assessments help teachers understand student strengths, identify learning needs, and plan effective instruction.

Students may participate in:

- Classroom Assessments
- Unit Assessments
- Benchmark Assessments
- Universal Screeners
- Progress Monitoring Assessments
- Tennessee State Assessments
- English Learner Assessments

Assessment results are used to guide instruction and support student growth.

Grading Practices

The purpose of grading is to communicate student progress toward mastery of academic standards.

Grades are intended to provide meaningful feedback regarding student achievement and growth.

Grading Scale

Grade	Percentage
A	90-100
B	80-89
C	70-79
D	60-69
F	Below 60

Teachers will communicate grading expectations at the beginning of the school year.

Progress Reports and Report Cards

Families receive regular updates regarding student performance.

Students receive:

- Progress Reports
- Report Cards
- Assessment Results
- Teacher Feedback

Families are encouraged to review student progress regularly and communicate with teachers regarding concerns.

Parent Conferences

Parent-teacher conferences provide opportunities to discuss:

- Academic progress
- Attendance
- Behavior
- Interventions
- Student goals

Families may request conferences throughout the school year. The school may also schedule conferences when additional support is needed.

Homework

Homework may be assigned to reinforce learning and build independent responsibility. Homework expectations may vary by grade level and teacher.

Families are encouraged to support students by:

- Providing a quiet workspace
- Establishing routines
- Encouraging reading at home
- Monitoring assignment completion

Homework should support learning without creating unnecessary stress.

Academic Integrity

Promise Academy values honesty, responsibility, and integrity. Students are expected to complete their own work and demonstrate honesty in all academic activities.

Examples of academic dishonesty include:

- Cheating
- Copying another student's work
- Plagiarism
- Unauthorized assistance
- Submitting work completed by another person
- Misuse of technology or artificial intelligence

Academic dishonesty may result in academic and disciplinary consequences.

Multi-Tiered System of Supports (MTSS)

Promise Academy utilizes a Multi-Tiered System of Supports (MTSS) to provide academic and behavioral interventions for students who need additional support. MTSS helps ensure that students receive the right support at the right time.

Support may include:

- Small-group instruction
- Academic intervention
- Progress monitoring
- Behavioral support
- Family collaboration

- Individualized intervention plans

The purpose of MTSS is to help students achieve success while remaining engaged in grade-level learning.

Intervention Services

Students who need additional support may participate in intervention programs during designated intervention blocks throughout the school day.

Interventions may focus on:

- Reading
- Mathematics
- Language Development
- Social-Emotional Skills

Student progress is monitored regularly to determine the effectiveness of interventions.

English Learner Services

Students identified as English Learners receive language development services designed to support both English acquisition and academic achievement.

Services may include:

- Small-group instruction
- Language supports
- Classroom accommodations
- Assessment accommodations
- Progress monitoring

Parents of students identified as English Learners will receive written notification regarding eligibility, services, placement, and their rights. Parents have the right to accept or decline direct English language services in accordance with applicable law. Families will receive information regarding English Learner services and student progress.

Exceptional Education Services

Promise Academy provides special education services in accordance with:

- Individuals with Disabilities Education Act (IDEA)
- Section 504 of the Rehabilitation Act
- Americans with Disabilities Act (ADA)
- Tennessee State Board of Education Rules

Child Find

Promise Academy actively identifies, locates, and evaluates students who may have disabilities and may need special education services.

Families who suspect their child may have a disability may request an evaluation at any time by contacting school administration.

Families who have concerns regarding their child's academic, behavioral, developmental, or communication skills are encouraged to contact school administration.

Special Education Referrals

Referrals for evaluation may be initiated by:

- Parents or guardians
- Teachers
- Administrators
- Other qualified personnel

All referrals are reviewed according to established procedures and applicable law.

Individualized Education Programs (IEPs)

Students who qualify for special education services receive support through an Individualized Education Program (IEP). The IEP team develops goals and determines appropriate services, accommodations, and supports.

Parents are important members of the IEP team and are encouraged to participate fully in the process.

Transition planning and additional IEP requirements will be provided in accordance with applicable federal and state law.

Section 504 Services

Students who have a disability that substantially limits one or more major life activities may qualify for accommodations under Section 504.

Examples of accommodations may include:

- Extended time
- Preferential seating

- Health accommodations
- Behavioral supports

Families who believe their child may need accommodations should contact school administration.

State Assessments

Students participate in all assessments required by the Tennessee Department of Education.

These assessments may include:

- Tennessee Comprehensive Assessment Program (TCAP)
- Tennessee English Language Proficiency Assessment (TELPA)
- Universal Screeners
- Benchmark Assessments
- Other State-Required Assessments

Assessment participation is important because results help measure student growth, guide instruction, and support school improvement efforts.

National Assessment of Educational Progress (NAEP)

Students may be selected to participate in the National Assessment of Educational Progress (NAEP).

Parents will receive notice if their child is selected.

Parents may request that their child be excused from participation.

Students are not required to answer individual questions if they choose not to do so.

Promotion and Retention

Promotion decisions are based on multiple measures of student performance.

Factors that may be considered include:

- Academic achievement
- Classroom performance
- Attendance
- Assessment results
- Intervention participation
- Teacher recommendations

The school will communicate with families whenever concerns arise regarding student promotion.

Academic Remediation

Students who require additional academic support may receive:

- Tutoring
- Intervention services
- Academic support plans
- Extended learning opportunities
- Targeted instructional support

The goal of remediation is to help students build the skills necessary for future academic success.

Promise Academy is committed to ensuring every scholar receives the support necessary to grow, achieve, and thrive.

SECTION 6: STUDENT CULTURE, BEHAVIOR SUPPORT, AND THE HEART FRAMEWORK

The Promise Academy Way

At Promise Academy, we believe every scholar deserves a learning environment that is safe, structured, joyful, and supportive.

We believe that behavior is a skill that can be taught, practiced, and strengthened. Just as students learn academic skills, they also learn social, emotional, and behavioral skills through guidance, reflection, practice, and support.

Our approach to student behavior is rooted in relationships, accountability, restoration, and growth.

We focus on helping students:

- Build self-awareness
- Develop self-management skills
- Take responsibility for their actions
- Strengthen relationships
- Repair harm when mistakes occur
- Return successfully to learning

Our goal is not simply to correct behavior. Our goal is to help students become responsible, respectful, and resilient young people.

SOAR Expectations

The Promise Academy community is united by four core expectations known as SOAR. These expectations guide behavior in classrooms, hallways, the cafeteria, recess, school events, and all school-sponsored activities.

S: SHOW RESPECT

We treat ourselves, others, and our environment with care and dignity.

Students who Show Respect:

- Use kind words
- Listen when others are speaking
- Follow directions
- Respect school property
- Keep hands, feet, and objects to themselves
- Value differences and perspectives

Examples:

In the Classroom:

- Active listening
- Respectful participation
- Appropriate voice levels

In the Hallway:

- Walking safely
- Keeping hallways quiet
- Following adult directions

In the Cafeteria:

- Using table manners
- Cleaning up after ourselves
- Respecting others' space

O: OWN OUR ACTIONS

We take responsibility for our choices and learn from our mistakes.

Students who Own Our Actions:

- Tell the truth
- Accept responsibility
- Learn from feedback
- Repair harm when mistakes occur
- Make positive choices
- Practice self-control

Examples:

- Apologizing when appropriate
- Correcting mistakes
- Seeking solutions
- Demonstrating honesty

A: AIM FOR EXCELLENCE

We strive to do our best every day.

Students who Aim for Excellence:

- Come prepared to learn
- Participate actively
- Complete assignments
- Persevere through challenges
- Set goals
- Take pride in their work

Examples:

- Trying difficult tasks
- Revising work
- Asking questions
- Maintaining focus

R: RISE TOGETHER

We strengthen our community by supporting one another.

Students who Rise Together:

- Encourage classmates
- Include others
- Demonstrate empathy
- Work collaboratively
- Celebrate success
- Help create a positive school culture

Examples:

- Helping a classmate
- Showing kindness
- Working as a team
- Resolving conflicts respectfully

Positive Recognition and Celebrations

Promise Academy believes positive behaviors should be recognized and celebrated.

Students may be recognized through:

- SOAR Celebrations
- Classroom Recognition
- Positive Phone Calls Home
- Attendance Awards
- Academic Awards
- Leadership Opportunities
- Student Spotlights
- Special Events and Celebrations

Recognition systems may vary by grade level and classroom.

Student Support and Accountability

When behavior concerns arise, school staff work to understand the root cause of the behavior and provide appropriate support.

Responses are designed to be educational, restorative, and developmentally appropriate.

Behavioral responses may include:

- Reteaching expectations
- Reflection
- Restorative conversations
- Problem-solving conferences
- Parent communication
- Goal setting
- Behavior contracts
- Social-emotional supports
- HEART Room intervention

Behavior Response Framework

Level 1: Teacher-Managed Behaviors

These behaviors are typically addressed within the classroom.

Examples may include:

- Off-task behavior
- Excessive talking
- Minor disruptions
- Failure to follow directions
- Classroom disrespect
- Inappropriate use of materials

Possible responses:

- Redirection
- Proximity
- Reteaching

- Reflection
- Parent communication
- Classroom consequences

Level 2: Administrative Support Behaviors

These behaviors may require support beyond the classroom.

Examples may include:

- Repeated classroom disruptions
- Ongoing defiance
- Inappropriate language
- Repeated disrespect
- Minor bullying concerns
- Repeated behavior referrals

Possible responses:

- Administrative conference
- Parent conference
- Restorative conference
- Behavior support plan
- HEART Room placement
- Loss of privileges

Level 3: Serious Safety Behaviors

These behaviors involve significant safety concerns or violations of law or school policy.

Examples may include:

- Fighting
- Physical aggression
- Threats
- Bullying
- Harassment
- Vandalism
- Theft
- Possession of prohibited items
- Serious disruption of school operations

Responses may include:

- Administrative investigation

- Parent conference
- Behavior intervention plan
- Suspension
- Safety planning
- Referral to outside agencies when required

The HEART Room

The HEART Room is a student support space designed to help scholars regulate emotions, reflect on choices, repair relationships, and successfully return to learning. HEART represents our commitment to:

H – Healing

Students learn healthy ways to manage emotions and cope with challenges.

E – Empathy

Students learn to understand the feelings and perspectives of others.

A – Accountability

Students take responsibility for their actions and choices.

R – Restoration

Students work to repair harm and rebuild relationships.

T – Transformation

Students develop new skills and strategies for future success.

HEART Room Purpose

The HEART Room is not intended to be a punishment.

It is a structured support system that helps students:

- Regulate emotions
- Reflect on behavior
- Practice coping strategies
- Engage in restorative conversations
- Develop social-emotional skills
- Return to class ready to learn

Students may participate in:

- Reflection activities

- Restorative circles
- Conflict resolution
- SEL lessons
- Goal setting
- Problem-solving conferences

Bullying, Harassment, and Intimidation

Promise Academy is committed to maintaining a school environment free from bullying, harassment, intimidation, and discrimination.

Bullying is prohibited in all forms.

Bullying may include:

- Physical aggression
- Verbal harassment
- Social exclusion
- Threats
- Cyberbullying
- Intimidation

Students, families, and staff are encouraged to report concerns immediately.

All reports will be investigated promptly and appropriately.

Retaliation against individuals who report concerns is strictly prohibited.

Cyberbullying

Cyberbullying involves the use of technology to harm, threaten, embarrass, or intimidate another individual.

Examples include:

- Social media harassment
- Text message harassment
- Online threats
- Sharing embarrassing content
- Impersonation

Cyberbullying that impacts the school environment may result in school disciplinary action.

Harassment and Discrimination

Promise Academy prohibits harassment or discrimination based on:

- Race
- Color
- National origin
- Sex
- Disability
- Religion
- Age
- Any other protected status

Reports of harassment or discrimination should be made immediately to school administration.

Title IX

Promise Academy prohibits sex discrimination and sexual harassment in all educational programs and activities.

The school complies with Title IX of the Education Amendments of 1972.

Questions regarding Title IX may be directed to the school's designated Title IX Coordinator.

Title IX Coordinator: Samantha Buford sbuford@promiseacademy.com

Reports may be made by students, families, staff members, or community members. All reports will be reviewed and investigated in accordance with applicable laws and school procedures.

Student Due Process Rights

Students have the right to fair treatment when disciplinary action is considered.

Prior to significant disciplinary consequences, students will generally be provided:

- Notice of the concern
- An opportunity to respond
- An explanation of the decision

Additional due process protections apply in cases involving suspension, expulsion, and students receiving special education services.

Restorative Practices

Promise Academy believes mistakes provide opportunities for learning and growth.

Whenever appropriate, restorative practices may be used to:

- Repair harm
- Strengthen relationships
- Build accountability
- Promote healing
- Support positive behavior change

Through restorative practices, students learn that accountability includes both taking responsibility and making things right.

SECTION 7: STUDENT CONDUCT, DISCIPLINE PROCEDURES, AND SCHOOL SAFETY

Student Conduct Expectations

Every scholar contributes to the culture and success of our school community.

Students are expected to:

- Follow SOAR expectations
- Respect the rights of others
- Follow directions from school staff
- Maintain a safe learning environment
- Demonstrate honesty and integrity
- Use appropriate language and behavior
- Respect school property
- Arrive ready to learn each day

Student conduct expectations apply:

- On school property
- During school-sponsored activities
- During transportation provided by the school
- During virtual learning activities
- In situations that substantially impact the school environment

Progressive Discipline

Promise Academy believes that discipline should be fair, consistent, educational, and developmentally appropriate.

Whenever possible, disciplinary responses will:

- Teach appropriate behavior
- Support student growth
- Preserve dignity
- Promote accountability
- Maintain safety

School administrators will consider:

- Student age
- Severity of behavior

- Frequency of behavior
- Intent
- Safety concerns
- Previous interventions
- Individual student needs

Behaviors That May Result in Disciplinary Action

Examples include:

- Disruption of learning
- Insubordination
- Inappropriate language
- Bullying
- Harassment
- Academic dishonesty
- Fighting
- Vandalism
- Theft
- Threats
- Technology misuse
- Possession of prohibited items
- Violations of school safety procedures

This list is not exhaustive. The school reserves the right to address behaviors that interfere with the safety, well-being, or orderly operation of the school.

Suspension

Suspension is the temporary removal of a student from their regular educational setting due to behavior that significantly disrupts learning or threatens safety.

Suspension may be used when:

- Other interventions have not been successful
- Serious misconduct occurs
- Student or staff safety is at risk

Families will be notified promptly when suspension is being considered.

Students assigned suspension may be required to complete academic work during the suspension period.

Due Process for Suspension

Before suspension is imposed, students and parents/guardians will generally receive:

- Notice of the alleged behavior
- An opportunity to explain their actions
- An explanation of the disciplinary decision

Parents or guardians will be informed of the suspension and any requirements for reentry.

Reentry Meetings

Following a suspension, the school may require a reentry meeting involving:

- Student
- Parent or guardian
- School administrator

The purpose of the meeting is to:

- Review expectations
- Develop a plan for success
- Restore relationships
- Support a successful return to learning

Students with Disabilities

Students receiving special education services or accommodations retain all rights afforded under federal and state law.

Disciplinary decisions involving students with disabilities shall be made in accordance with:

- Individuals with Disabilities Education Act (IDEA)
- Section 504 of the Rehabilitation Act
- Americans with Disabilities Act (ADA)

Manifestation determination procedures will be conducted when required.

Search and Seizure

To maintain a safe learning environment, school officials may conduct reasonable searches when there is reasonable suspicion that a student has violated school rules or the law.

Searches may include:

- Backpacks
- Desks
- Lockers
- Personal belongings
- School-issued devices

Students should not expect privacy in school-owned property or technology. Items that violate school policy or law may be confiscated. Law enforcement may be contacted when required.

Prohibited Items

Students may not possess items that interfere with safety, learning, or school operations.

Examples include:

- Weapons
- Illegal substances
- Alcohol
- Tobacco products
- Vapes or electronic cigarettes
- Drug paraphernalia
- Cell phones/Tablets
- Fireworks
- Laser pointers
- Dangerous objects
- Stolen property

School administration reserves the right to determine whether an item presents a safety concern.

Tobacco, Nicotine, and Vaping Products

Promise Academy is a tobacco-free campus.

Students may not possess, use, distribute, or be under the influence of:

- Tobacco products
- Nicotine products
- Electronic cigarettes
- Vaping devices
- Vape cartridges
- Related paraphernalia

Violations may result in disciplinary action and intervention services.

Alcohol and Drugs

Students may not possess, use, distribute, sell, or be under the influence of:

- Alcohol
- Illegal drugs
- Controlled substances
- Drug paraphernalia

- Misused prescription medication

Violations may result in:

- Suspension
- Referral to appropriate authorities
- Safety planning
- Additional disciplinary consequences

Weapons

Students may not possess, use, or threaten to use weapons on school property, at school-sponsored events, or during school transportation.

Examples include:

- Firearms
- Knives
- Explosive devices
- BB guns
- Pellet guns
- Look-alike weapons
- Other dangerous instruments

Possession of a weapon may result in immediate disciplinary action and referral to law enforcement.

Threats and Acts of Violence

Threatening behavior toward students, staff, or visitors is prohibited.

This includes:

- Verbal threats
- Written threats
- Electronic threats
- Physical intimidation
- Threatening gestures

All threats will be taken seriously and investigated promptly. Safety assessments may be conducted when necessary.

Fighting and Physical Aggression

Students are expected to resolve conflicts peacefully and without physical violence.

Physical aggression may include:

- Fighting
- Hitting

- Kicking
- Pushing
- Throwing objects
- Encouraging others to fight

Disciplinary responses will depend on the severity of the incident and any safety concerns.

Gang Activity

Gang-related behavior is prohibited.

Examples include:

- Gang recruitment
- Gang symbols
- Gang threats
- Gang-related clothing or materials
- Gang-related violence

Violations may result in disciplinary action and law enforcement involvement when appropriate.

False Reports and False Alarms

Students may not knowingly make false reports regarding:

- Threats
- Weapons
- Emergencies
- Safety concerns
- Criminal activity

Students may not activate emergency equipment without authorization. Such actions create safety risks and may result in serious disciplinary consequences.

Reporting Safety Concerns

Students are encouraged to report safety concerns immediately.

Concerns may be reported to:

- Teachers
- Counselors
- School administrators
- Trusted adults

Reports may involve:

- Bullying

- Threats
- Harassment
- Self-harm concerns
- Weapons
- Drug activity
- Safety hazards

Students will not be disciplined for making a good-faith report of a safety concern.

Zero Tolerance Offenses

Tennessee law requires schools to address certain serious offenses with significant disciplinary consequences.

Examples may include:

- Bringing a firearm to school
- Aggravated assault against school personnel
- Possession of illegal drugs with intent to distribute
- Other offenses identified by Tennessee law

Students involved in zero-tolerance offenses may be subject to suspension, expulsion, alternative placement, or other actions required by law.

All disciplinary actions will be implemented in accordance with applicable state and federal laws.

Safe and Supportive Schools

Promise Academy is committed to maintaining a school environment where every scholar feels:

- Safe
- Valued
- Respected
- Supported
- Challenged

Student safety is a shared responsibility among students, families, staff members, and the broader school community.

Together, we create a learning environment where all scholars can thrive.

Parent Complaint and Grievance Procedure

Promise Academy values strong partnerships with families and believes that open, respectful communication is essential to student success. We are committed to addressing parent concerns promptly, fairly, and professionally. Whenever possible, concerns should be resolved at the lowest level through direct communication.

Step 1: Contact the Staff Member

If a concern involves a classroom, assignment, behavior, communication, or another issue involving a specific staff member, parents should first contact that staff member directly to discuss the concern and work toward a resolution. Most concerns can be resolved through open and respectful conversation.

Step 2: Contact the Appropriate School Leader

If the concern is not resolved after speaking with the staff member, or if the concern involves a broader school issue, parents should contact the appropriate school administrator. Depending on the nature of the concern, this may include the Director of Instruction or Special Populations, Dean of Students, Chief of Operations, or another designated administrator. The administrator will review the concern, gather relevant information, and communicate next steps.

Step 3: Contact the Executive Principal

If the concern remains unresolved after working with the appropriate administrator, parents may submit their concern in writing to the Executive Principal. The Executive Principal will review the information, meet with the appropriate parties if necessary, and provide a written or verbal response within a reasonable timeframe.

Step 4: Tennessee Public Charter School Commission Review (TPCSC)

If a parent believes the concern has not been satisfactorily resolved after following the school-level process, they may request a review by the TPCSC in accordance with network policies.

Expectations for Communication

Promise Academy expects all communication between families and staff to remain respectful and solution oriented. Threatening, abusive, harassing, or disruptive behavior toward staff, students, or other families will not be tolerated and may result in restricted access to campus or additional action consistent with school policy.

Anonymous complaints will be reviewed when sufficient information is provided; however, the school's ability to investigate and respond may be limited.

The school will make every reasonable effort to acknowledge parent concerns within two business days and to resolve concerns as promptly as possible. Some matters may require additional time depending on the complexity of the situation.

Please note that personnel matters involving school employees are confidential. While the school will investigate all appropriate concerns, specific disciplinary actions or employment decisions regarding staff cannot be shared with parents.

SECTION 8: STUDENT HEALTH, WELLNESS, AND MEDICAL SERVICES

Our Commitment to Student Health

The health, safety, and well-being of our scholars are essential to their academic success.

Promise Academy partners with families to ensure that students are healthy, safe, and ready to learn each day.

Families are responsible for providing accurate and updated health information and notifying the school of any changes to their child's medical condition.

Emergency Contact Information

Every student must have current emergency contact information on file.

Parents or guardians must provide:

- Primary phone numbers
- Emergency contacts
- Authorized pickup individuals
- Medical information
- Custody information, when applicable

Families are responsible for notifying the school immediately if any information changes during the school year.

Accurate information is critical during emergencies.

Student Illness

Students who become ill during the school day may be evaluated by designated school personnel.

Parents or guardians may be contacted if a student:

- Has a fever
- Is vomiting
- Has diarrhea
- Appears unable to participate in school activities
- Requires medical attention

Students should remain at home if they are experiencing symptoms of illness that may affect their ability to participate in school or pose a risk to others.

Returning to School After Illness

Students may return to school when they are:

- Fever-free for at least 24 hours without fever-reducing medication
- Free from vomiting or diarrhea for at least 24 hours
- Cleared by a healthcare provider when required

The school reserves the right to request medical documentation before a student returns to school.

Medication Administration

Whenever possible, medications should be administered at home.

When medication must be administered during the school day, the following requirements apply:

- Parent authorization must be provided.
- Appropriate medical documentation may be required.
- Prescription medication must be in its original labeled container.
- Medication must be delivered by a parent or guardian unless otherwise authorized.

Students should not transport medication to and from school unless specifically approved by school administration.

The school reserves the right to refuse administration of medication that does not meet established requirements.

Chronic Health Conditions

Families should notify the school if a student has a medical condition that may require accommodations or emergency care.

Examples include:

- Asthma
- Diabetes
- Seizure disorders
- Severe allergies
- Heart conditions
- Other chronic medical conditions

The school may request medical documentation and develop an individualized health plan when appropriate.

Allergies and Anaphylaxis

Student safety is our highest priority. Families must notify the school of any severe allergies.

Parents may be required to provide:

- Medical documentation
- Emergency medications
- Physician instructions

School personnel may respond to allergic reactions according to emergency procedures and applicable law.

Medical Emergencies

In the event of a medical emergency, school personnel may:

- Contact emergency medical services (911)
- Administer emergency first aid
- Contact parents or emergency contacts

If parents cannot be reached, school officials may take actions reasonably necessary to protect the student's health and safety.

Parents are responsible for any medical costs incurred.

Immunization Requirements

Students must meet all Tennessee Department of Health immunization requirements unless exempt under applicable law.

Documentation of required immunizations must be submitted prior to enrollment.

Students who do not meet immunization requirements may be excluded from attendance as required by law.

Medical and religious exemptions will be honored in accordance with Tennessee law.

Communicable Diseases

Promise Academy follows guidance from:

- Tennessee Department of Health
- Shelby County Health Department
- Centers for Disease Control and Prevention (CDC)

Students with communicable illnesses may be excluded from school when necessary to protect the health and safety of others.

Examples may include:

- Influenza
- COVID-19
- Chickenpox
- Strep throat
- Conjunctivitis (Pink Eye)
- Other contagious illnesses

The school may require medical clearance before a student returns to school.

Influenza Information Notice

Tennessee law requires schools to provide information regarding influenza. Influenza (flu) is a contagious respiratory illness caused by influenza viruses.

Symptoms may include:

- Fever
- Cough
- Sore throat
- Runny nose
- Body aches

- Fatigue
- Headache

Families are encouraged to consult with their healthcare provider regarding annual influenza vaccination.

Additional information may be found through:

Centers for Disease Control and Prevention
www.cdc.gov/flu

Tennessee Department of Health
www.tn.gov/health

Meningococcal Disease Information Notice

Tennessee law requires schools to provide information regarding meningococcal disease.

Meningococcal disease is a serious bacterial illness that can cause meningitis and bloodstream infections.

Symptoms may include:

- Fever
- Severe headache
- Stiff neck
- Nausea
- Vomiting
- Sensitivity to light
- Confusion

Vaccination can significantly reduce the risk of infection.

Parents are encouraged to discuss meningococcal vaccination with their child's healthcare provider.

Additional information is available through:

Centers for Disease Control and Prevention
www.cdc.gov

Tennessee Department of Health
www.tn.gov/health

Head Lice

Parents will be notified if head lice are identified.

The school will follow current Tennessee Department of Health recommendations regarding treatment and return-to-school procedures.

Families are encouraged to routinely check students for signs of head lice and seek treatment when necessary.

Student Wellness

Promise Academy believes healthy students learn best.

The school promotes wellness through:

- Physical activity
- Recess
- Health education
- Nutritious meals
- Social-emotional learning
- Mental health supports

Students are encouraged to develop healthy habits that support lifelong well-being.

Mental Health and Social-Emotional Support

Promise Academy recognizes that students may experience emotional, social, behavioral, or mental health challenges.

Support services may include:

- School counseling
- Social-emotional learning instruction
- Behavioral support services
- Community referrals
- Student support team meetings

Families are encouraged to contact school staff if they have concerns regarding their child's emotional well-being.

School Nutrition Program

Promise Academy participates in applicable federal and state child nutrition programs.

Breakfast and lunch opportunities are available for students each school day.

Families will receive information regarding:

- Meal eligibility
- Menus
- Nutrition services
- Dietary accommodations

Questions regarding meal services should be directed to school administration.

Student Safety and Well-Being

Promise Academy is committed to creating an environment where every scholar feels:

- Safe
- Healthy
- Supported
- Connected
- Ready to learn

By working together, families and school staff help ensure that students have the support they need to thrive academically, socially, emotionally, and physically.

SECTION 9: TECHNOLOGY, DIGITAL CITIZENSHIP, AND ACCEPTABLE USE

Technology at Promise Academy

Technology is an important tool that supports teaching, learning, communication, creativity, and problem-solving.

Promise Academy provides access to technology resources to enhance student learning and prepare scholars for success in an increasingly digital world.

Students are expected to use all technology resources responsibly, respectfully, and safely. Use of school technology is a privilege, not a right.

School-Issued Devices

Students may be assigned school-owned technology devices for educational purposes.

Examples may include:

- Chromebooks
- Laptops
- Tablets
- Educational software platforms
- Online learning resources

Students are expected to care for all school-issued equipment and return it in good condition.

Families may be responsible for costs associated with intentional damage, vandalism, or loss due to negligence.

Acceptable Use Expectations

Students are expected to use technology in ways that support learning and align with school expectations.

Acceptable uses include:

- Completing assignments
- Conducting research
- Participating in educational activities
- Communicating appropriately with teachers
- Accessing approved instructional resources
- Creating educational projects

Students should use technology in ways that demonstrate the SOAR values.

Prohibited Uses

Students may not use school technology to:

- Access inappropriate content
- Harass or bully others
- Share passwords
- Use another person's account
- Download unauthorized software
- Attempt to bypass security settings
- Access non-educational websites without permission
- Record or photograph others without permission
- Engage in illegal activities
- Damage technology equipment
- Disrupt school technology systems
- Violate copyright laws
- Cheat or engage in academic dishonesty

Internet Safety

Promise Academy utilizes internet filtering and monitoring systems designed to promote student safety. However, no filtering system can guarantee complete protection.

Students are expected to:

- Use the internet responsibly
- Report inappropriate content immediately
- Protect personal information
- Follow all digital safety guidelines

Families are encouraged to discuss safe internet use at home.

Digital Citizenship

Being a good digital citizen means using technology responsibly, respectfully, and safely.

Students are expected to:

- Treat others respectfully online
- Use appropriate language
- Respect privacy
- Protect personal information
- Think critically about online content
- Demonstrate honesty and integrity
- Report concerning online behavior

Digital citizenship skills are essential for success both inside and outside of school.

Cyberbullying

Cyberbullying is strictly prohibited.

Cyberbullying may include:

- Harassing messages
- Threats
- Spreading rumors online
- Posting embarrassing content
- Creating fake accounts
- Sharing private information
- Excluding others through digital platforms

Cyberbullying that impacts the school environment may result in disciplinary action.

Students who experience cyberbullying should report concerns immediately.

Artificial Intelligence (AI)

Promise Academy recognizes that artificial intelligence tools are becoming increasingly common in education and the workplace.

When used appropriately, AI can support learning, creativity, and problem-solving.

Students may only use AI tools when permitted by their teacher or school staff.

Students may not:

- Submit AI-generated work as their own
- Use AI to complete assignments when prohibited
- Use AI during tests or assessments unless specifically authorized

- Use AI to engage in academic dishonesty
- Use AI to create harmful, inappropriate, or misleading content

Teachers may establish additional classroom expectations regarding AI use.

The purpose of AI tools should always be to support learning, not replace learning.

Academic Integrity and Technology

Students are expected to demonstrate honesty in all academic work.

Technology should never be used to:

- Cheat
- Plagiarize
- Copy another student's work
- Access unauthorized answers
- Misrepresent original work

Violations may result in academic and disciplinary consequences.

Passwords and Accounts

Students are responsible for maintaining the security of school-issued accounts.

Students should:

- Keep passwords private
- Log out of devices when appropriate
- Report unauthorized account access
- Use only school-approved accounts

Students may not share passwords with other students.

Email and Communication Tools

School-provided communication platforms should be used only for educational purposes.

Students are expected to:

- Communicate respectfully
- Follow school expectations
- Use appropriate language
- Report inappropriate messages

All school communication tools are subject to monitoring.

Monitoring and Privacy

Students should not expect privacy when using school-owned devices, networks, or accounts.

Promise Academy reserves the right to:

- Monitor technology use
- Review files and communications
- Investigate misuse
- Restrict access when necessary

Monitoring is conducted to support student safety, protect school resources, and maintain compliance with applicable laws.

Device Care Expectations

Students are responsible for taking care of school-issued technology.

Students should:

- Carry devices safely
- Keep food and drinks away from devices
- Charge devices as directed
- Store devices appropriately
- Report damage immediately

Intentional misuse or damage may result in disciplinary action and financial responsibility.

Lost, Stolen, or Damaged Devices

Lost, stolen, or damaged devices should be reported immediately.

The school will investigate circumstances surrounding the incident and determine appropriate next steps.

Families may be responsible for replacement costs when loss or damage results from negligence or intentional misuse.

Social Media

Students should use social media responsibly and respectfully.

Social media activity that substantially disrupts the school environment may be addressed through school disciplinary procedures.

Examples include:

- Cyberbullying
- Threats
- Harassment
- Impersonation
- Sharing inappropriate content

Students should remember that online actions often have real-world consequences.

Family Partnership in Digital Safety

Families play an important role in helping students develop healthy technology habits.

Parents and guardians are encouraged to:

- Monitor technology use at home
- Establish screen time expectations
- Discuss online safety
- Encourage responsible digital citizenship
- Maintain open communication regarding online experiences

Together, schools and families can help students become safe, responsible, and productive digital citizens.

Technology Agreement

By using school technology resources, students and families agree to:

- Follow all school technology expectations
- Use technology responsibly
- Protect school-issued equipment
- Demonstrate digital citizenship
- Support safe and appropriate technology use

Failure to comply with technology expectations may result in loss of technology privileges, disciplinary action, or other consequences consistent with school policy.

SECTION 10: FAMILY RIGHTS, CIVIL RIGHTS, AND REQUIRED ANNUAL NOTICES

Nondiscrimination Statement

Promise Academy Spring Hill is committed to providing an educational environment free from discrimination, harassment, intimidation, and retaliation.

Promise Academy does not discriminate on the basis of:

- Race
- Color
- National origin
- Ethnicity
- Sex
- Pregnancy
- Disability
- Age
- Religion
- Veteran status
- Genetic information
- Any other status protected by law

This nondiscrimination policy applies to all educational programs, activities, admissions, employment practices, and school-sponsored events.

Title VI Notice

Promise Academy complies with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

Individuals who believe they have experienced discrimination may report concerns to school administration.

Title IX Notice

Promise Academy does not discriminate on the basis of sex in any educational program or activity.

The school complies with Title IX of the Education Amendments of 1972.

Title IX protects individuals from:

- Sex discrimination
- Sexual harassment
- Sexual violence
- Gender-based harassment
- Retaliation

Questions or concerns regarding Title IX may be directed to the school's designated Title IX Coordinator.

Title IX Coordinator

Samantha Buford

sbuford@promiseacademy.com

901-324-4456

Address:

3796 Frayser Raleigh Road
Memphis, TN 38128

Reports may be made in person, by phone, by email, or in writing.

All reports will be reviewed and investigated promptly.

Section 504 and Americans with Disabilities Act (ADA)

Promise Academy complies with:

- Section 504 of the Rehabilitation Act
- Americans with Disabilities Act (ADA)

Qualified students with disabilities may be eligible for accommodations and supports designed to provide equal access to educational opportunities.

Families who believe their child may need accommodations should contact school administration.

Section 504 Coordinator

Name: Therolyn Gathings- School Counselor

Email: tgathings@promiseacademy.com

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) provides parents and eligible students with certain rights regarding educational records.

These rights include:

- The right to inspect and review educational records
- The right to request correction of inaccurate records
- The right to consent to certain disclosures
- The right to file a complaint regarding FERPA violations

Questions regarding student records may be directed to school administration.

Complaints may be filed with:

Student Privacy Policy Office
U.S. Department of Education
400 Maryland Avenue SW
Washington, DC 20202

Protection of Pupil Rights Amendment (PPRA)

PPRA provides parents with rights regarding certain surveys, analyses, evaluations, and information collection activities.

Parents have the right to:

- Review surveys administered to students
- Review instructional materials
- Inspect information collection instruments
- Receive notice regarding protected surveys and activities

Protected information includes:

- Political beliefs
- Mental health information
- Sexual behavior or attitudes
- Illegal or self-incriminating behavior
- Religious beliefs
- Income information

Requests for review should be submitted to school administration.

Parent Right-to-Know Teacher Qualifications

In accordance with the Every Student Succeeds Act (ESSA), parents have the right to request information regarding the professional qualifications of their child's teachers and paraprofessionals.

Parents may request information regarding:

- State licensure status
- Certification areas
- Degrees earned
- Qualifications of paraprofessionals

Requests should be submitted to school administration.

Parents will also be notified if their child is taught for four or more consecutive weeks by a teacher who does not meet applicable state certification requirements.

Translation and Interpretation Services

Promise Academy is committed to meaningful communication with all families.

Translation and interpretation services are available whenever practicable.

Families who need language assistance should contact the school office.

Important school information will be provided in a language families can understand whenever possible.

McKinney-Vento Rights

Students experiencing homelessness have rights and protections under the McKinney-Vento Homeless Assistance Act.

Eligible students may receive:

- Immediate enrollment
- Transportation assistance
- School stability protections
- Access to educational services

Families experiencing housing instability should contact the school's McKinney-Vento liaison.

Foster Care Rights

Students in foster care have rights designed to promote educational stability and success.

Promise Academy will work collaboratively with child welfare agencies and caregivers to support students in foster care.

Services may include:

- School stability support
- Records transfer assistance
- Enrollment support
- Academic assistance

English Learner Rights

Students identified as English Learners have the right to appropriate language instruction services.

Families have the right to:

- Receive information regarding language services
- Participate in educational planning
- Receive information in a language they understand whenever practicable

- Review student progress

Child Find Notice

Promise Academy actively seeks to identify, locate, and evaluate children who may have disabilities and need special education services.

Families who have concerns regarding their child's development, learning, communication, or behavior should contact school administration.

School Bus Safety Complaint Procedures

Families who have concerns regarding student transportation safety are encouraged to report concerns immediately.

Complaints may involve:

- Unsafe driving
- Student safety concerns
- Vehicle safety concerns
- Transportation policy violations

Complaints may be submitted to:

- School administration
- Transportation personnel
- Appropriate state agencies

All concerns will be reviewed and addressed promptly.

Asbestos Hazard Emergency Response Act (AHERA) Notice

In accordance with the Asbestos Hazard Emergency Response Act (AHERA), Promise Academy maintains asbestos management plans for school facilities as required by law.

Management plans are available for public review upon request during normal business hours.

Questions regarding asbestos management should be directed to school administration.

Pest Management Notice

Promise Academy may utilize pest management measures necessary to maintain a safe and healthy learning environment.

Families may request information regarding pest management practices utilized by the school.

Tobacco-Free School Notice

Promise Academy is a tobacco-free campus.

The use of tobacco products, vaping devices, electronic cigarettes, or nicotine products is prohibited on school property and at school-sponsored events.

This prohibition applies to students, employees, families, and visitors.

Child Abuse Reporting Notice

Tennessee law requires school personnel to report suspected child abuse or neglect.

Reports are made to appropriate authorities in accordance with state law.

School personnel are required by law to comply with mandatory reporting obligations.

Student Privacy and Data Security

Promise Academy takes reasonable measures to protect student information and maintain confidentiality.

Student information is collected, maintained, and shared only as permitted by law.

Families may contact school administration with questions regarding student data privacy.

Tennessee Public Charter School Commission

Promise Academy Spring Hill is authorized by the Tennessee Public Charter School Commission.

Commission Contact Information

Tennessee Public Charter School Commission

500 James Robertson Parkway, 8th Floor

Nashville, Tennessee 37243

Phone: (615) 532-6245

Website:

www.tn.gov/public-charter-school-commission

Important Note Regarding Commission Addendum

The Tennessee Public Charter School Commission requires schools to include the official Commission Student Handbook Addendum and associated grievance guidance materials.

The complete Commission Addendum shall be included as an appendix to this handbook and supersedes any conflicting language where required by law or Commission policy.

Appendices should include:

Appendix A:

Tennessee Public Charter School Commission Student Handbook Addendum

Appendix B:

Commission Grievance Resolution Guidance Chart

Appendix C:

Commission Survey and Evaluation Rights Notice

Appendix D:

Annual Notification Acknowledgement Form

Annual Notice Acknowledgement

By signing the Parent & Student Handbook Acknowledgement Form, families acknowledge receipt of all required annual notices contained within this handbook.

These notices include:

- FERPA

- PPRA
- Title IX
- Section 504
- McKinney-Vento
- Foster Care Rights
- English Learner Rights
- Teacher Qualifications Notice
- School Bus Safety Complaint Procedures
- AHERA Notice
- Tobacco-Free School Notice
- Child Abuse Reporting Notice
- Tennessee Public Charter School Commission Information

Promise Academy is committed to partnering with families and ensuring that all students have access to a safe, equitable, and high-quality educational experience.

SECTION 12: FAMILY COMPACT, ACKNOWLEDGEMENTS, AND ANNUAL FORMS

Promise Academy School-Family Compact

At Promise Academy Spring Hill, we believe that student success is the shared responsibility of the school, families, and students.

By working together, we create the conditions necessary for every scholar to learn, grow, and thrive.

The School's Commitment

Promise Academy Spring Hill commits to:

- Provide high-quality instruction every day.
- Maintain a safe, supportive, and inclusive learning environment.
- Hold high expectations for all scholars.
- Communicate regularly with families.
- Provide academic and behavioral support.
- Treat students and families with dignity and respect.
- Promote the social, emotional, and academic growth of every child.
- Partner with families to support student success.

The Family's Commitment

Families agree to:

- Ensure regular attendance and punctuality.

- Support learning at home.
- Read school communications.
- Attend conferences and meetings.
- Reinforce school expectations.
- Maintain current contact information.
- Communicate concerns respectfully.
- Encourage positive attitudes toward learning.
- Partner with school staff to support their child.

The Student's Commitment

Promise Academy scholars agree to:

- Demonstrate SOAR expectations.
- Come to school ready to learn.
- Complete assignments and classwork.
- Respect others and school property.
- Take responsibility for their actions.
- Ask for help when needed.
- Work toward personal and academic goals.
- Contribute positively to the school community.

Media Release Permission

Throughout the school year, Promise Academy may photograph, video record, or showcase student participation in school activities.

These materials may be used for:

- School publications
- School website
- Social media platforms
- News releases
- Promotional materials

Student names will not be published with photographs without appropriate permission.

Please indicate your preference below:

- ☐ YES, I grant permission for my child's image or work to be used.
- ☐ NO, I do not grant permission.

Technology Use Agreement

By signing below, students and families agree to:

- Use school technology responsibly.

- Follow digital citizenship expectations.
- Protect passwords and accounts.
- Care for school-issued devices.
- Use technology for educational purposes.
- Follow all acceptable use policies.

Failure to comply with technology expectations may result in loss of privileges or disciplinary action.

Annual Notification Receipt

By signing below, families acknowledge receipt of the following annual notices:

- FERPA Notice
- PPRA Notice
- Title IX Notice
- Section 504 Notice
- McKinney-Vento Rights
- Foster Care Rights
- English Learner Rights
- Teacher Qualification Notice
- Student Records Notice
- Bus Safety Complaint Procedures
- Influenza Information
- Meningococcal Information
- Tobacco-Free School Notice
- Child Abuse Reporting Notice
- Nondiscrimination Notice
- Technology Use Policy
- Student Conduct Policies
- Tennessee Public Charter School Commission information

Parent and Student Handbook Acknowledgement

I acknowledge that I have received access to and reviewed the Promise Academy Spring Hill Parent and Student Handbook for the 2026-2027 school year.

I understand that:

- It is my responsibility to become familiar with school expectations.
- School policies may be revised when necessary.
- The handbook is intended to provide guidance regarding school operations, expectations, and procedures.
- Questions regarding the handbook may be directed to school administration.

Parent/Guardian Information

Parent/Guardian #1 Name: _____

Parent/Guardian #1 Signature: _____

Date: _____

Student Information

Student Name: _____

Grade: _____

Student Signature (Grades 3-5): _____

Date: _____

Emergency Contact Verification

I verify that all emergency contact information provided to the school is accurate and current.

Parent/Guardian Signature: _____

Date: _____

Transportation Verification

My child's regular dismissal method is:

- ☐ Parent Pickup
- ☐ Bus Transportation
- ☐ Daycare Transportation
- ☐ Walker (if approved)
- ☐ Other: _____

Parent/Guardian Signature: _____

Uniform Acknowledgement

I understand the Promise Academy uniform expectations and agree to support my child in meeting these expectations.

Parent/Guardian Signature: _____

Commitment to Partnership

At Promise Academy Spring Hill, we believe that strong partnerships between home and school create the greatest opportunities for student success.

Together, we commit to:

- Supporting one another.
- Maintaining open communication.
- Holding high expectations.
- Celebrating growth.
- Helping every scholar thrive.

KEEPING THE PROMISE

At Promise Academy Spring Hill, we educate the whole child by developing the mind, body, and spirit of every scholar. Through strong relationships, high expectations, rigorous instruction, and meaningful support, we prepare students to excel in school and in life.

Together, we SOAR.

Show Respect.

Own Our Actions.

Aim for Excellence.

Rise Together.