Starfleet Academy

Staff Guidebook
February 2011

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Credits

Through the support and dedication of the following members, this document has been created to aid and support all Staff within STARFLEET Academy:

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And many others……

Welcome to STARFLEET Academy

Welcome to STARFLEET Academy, the academic/educational section of STARFLEET: The International Star Trek Fan Association, Inc. The Academy has been a symbol of excellence for several years, and one of the keys to this success is the hard work and dedication the Staff gives. This Guidebook has been designed with this in mind. As you go through the pages of this Guidebook, you will have a better understanding of exactly what Academy Staff do, what is expected of them, and what they agree to abide by and uphold to.

As Academy Staff, there are many guidelines that must be upheld. The Academy provides the best service possible to our students, the members of STARFLEET. This is one of the reasons why the Academy has been as successful as it has been over the years. Working for the Academy is not for just anyone…Staff must be dedicated, motivated, compassionate, and can think outside of the box. While working for the Academy is hard work, it is some of the most enjoyable and rewarding work you could ever do!

Currently, the Academy consists of twelve Institutes (Alien Studies, Arts, Cadet Studies, Fantasy Horror and Superheroes, Foreign Affairs, Intelligence & Espionage, Leadership Studies, Military Studies, Science & Technology, Science Fiction Studies, Special Operations, and Star Trek Studies). Within these Institutes, there are over 80 Colleges, and approximately 1600 various Courses readily available for the membership of STARFLEET. The constant growth in the Academy is primarily due to Staff wanting to continuously give more to their students.

For the exceptional Staff and Students, the Academy offers various Awards. From individual Colleges to the Academy as a whole, emphasis is placed on rewarding the work of others. This philosophy has not changed over the course of time, and the current Academy prides itself on its Staff and Services.

These are just highlights that await those wanting to become a part of the Academy. Through the next few pages, you will become familiar with the daily operations and activities of Academy Staff, and learn exactly what it takes to be a part of the Academy. If you are already part of the Academy, this serves as a guide to your roles and responsibilities as Academy Staff. If you are not already part of the Academy, if this guide sparks an interest in you, then by all means contact me. The door is always open.

Once again, welcome to STARFLEET Academy, the "Jewel in the Crown" of STARFLEET.

In Service,

Peg Pellerin

Admiral Peg Pellerin
Commandant, STARFLEET Academy
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The Mission of Academy

STARFLEET Academy exists to serve the best interests of all STARFLEET members through correspondence Institutes, Colleges, Schools, and Programs whose purposes include:

To provide a platform for education about STARFLEET International, it's organization and policies, as mandated by the STARFLEET Constitution.

To foster interest in all things Star Trek, and to create an outlet for creativity and expression based on the positive ideas presented in the various series, movies, and books.

To promote the concept that education is a lifelong endeavor and that learning can, indeed, be fun.

To encourage continuing education through a variety of avenues and promote understanding through knowledge.

To foster literacy and abolish ignorance.

These purposes also define the primary goals for the Academy Commandant, all Academy Administrative Officials, the Dean of each Academy Institute, and the Director of each Academy College, School, and Program.

STARFLEET Academy: A Few Rules

APPLICATIONS

Academy applications are available from the Coordinator, Support Services (CSS-SFA), from the Academy Commandant, or via the Academy Website. Any changes in Institute, College, School, Program, Dean, or Director information should be submitted to those people listed in Changes area below as soon as possible so applications can be updated.

CHANGES

Any changes that affect you (such as a change of address, name, rank, etc.) or your Institute, College, School, or Program (such as a name change, change in logo, new Assistant Dean/Director, etc.) need to be sent to the Dean of the Institute and the Academic Coordinator as soon as possible. The Coordinator will process the changes and advise the appropriate people of your changes.

CHEATING POLICY

If a member does not have Internet/Email access, his/her CO/XO or designated educational officer may obtain course materials (which include the exams) and any other information contained in STARFLEET Academy; HOWEVER, this does not allow anyone, not even the CO/XO, to give out answers to the student. It will be considered cheating if any person gives or receives answers or assistance beyond that which is allowed in policy #3.

Cheating is defined as:
a) an individual copying answers from another individual's exam and trying to pass it off as his/her own work;

b) an individual giving answers to another individual so he/she can pass it off as his/her own work; and/or

c) an individual receiving or giving answers for exams in a public setting such as a discussion list.

PROCEDURE:

If an Academy Director suspects that cheating has taken place, he/she will notify the Vice Commandant and the Commandant and present evidence of said cheating. Evidence may be chat logs, BBS posts, comparison of exam answers, or other evidence that answers have been shared. The Vice-Commandant and Commandant will then investigate the evidence, and if the charge of cheating can be substantiated, the Commandant shall notify the individual(s) involved, as well as their chapter CO, as to the charges and evidence using the same method that they had submitted their exam. Individuals suspected of cheating will be given the opportunity to explain their actions, that period being no longer than twenty-one (21) days from the date of notification if contacted via E-Mail or no longer than sixty (60) days from the date of notification if contacted by postal mail. If it is proven that cheating did indeed take place, the individuals as well as their CO, will be notified that a FAIL will be placed in the DB for those who were cheating. If the exam is OTS/OCC/FOS, then the RC will also be notified. If any individual accused of cheating wishes to appeal, he/she may do so starting with the next step in the chain of command: their Commanding Officer.

FIRST OFFENSE:
The student will be allowed to take an alternate exam for the particular exam he/she cheated on, upon request, and after a 90-day suspension from said exam. The student will receive only a grade of PASS after successful completion of the alternate exam.

SECOND OFFENSE:
If a 2nd offense of cheating occurs, the individual(s) involved will be suspended from taking academy classes for six months. The individual(s) involved will be permanently ineligible for Boothby awards in the future; however, any and all Boothby awards earned up to this point will remain on the student's permanent record.

THIRD OFFENSE:
If it is determined that a third incident of cheating occurs, there will be a review among the Director, Dean, Vice-Commandant, Commandant and the individual's CO to determine an appropriate penalty. If the exam involves the OTS, OCC, or FOS exams, the review will include the RC and possibly, as necessary, other members of the AB, as OTS, OCC and FOS are exams that may be required for some leadership positions in STARFLEET.

An individual who has already successfully taken and passed an Academy course and who is proven to have shared answers will not receive a failing grade on a course they have already successfully completed, however will still be subject to the same consequences and have the same opportunities for appeal in terms of suspensions and Boothby awards as the individual receiving answers and submitting them on an exam as his/her own."

Policy updated as approved by AB08-06 majority on 27 October 2008

Assistance given to others in the taking of the Academy Courses is limited to help in reading, translating, or data input (person taking the course must supply all answers)

COPYRIGHTS

All Academy documents, including courses, forms, cover letters, etc., are the property of STARFLEET: The International Star Trek Fan Association, Inc. To avoid any infringement problems, it is necessary to have a copyright statement on at least one major document sent to students. A copyright statement must also be listed on each manual and/or exam. The following copyright statement is the only one approved for use on Academy materials having any Star Trek references, information or graphics:

The following copyright statement is the only one approved for use on Academy materials which do not have any Star Trek references, information or graphics:

NOTE: the copyright year within the copyright statement must reflect the actual year the manual, exam or other materials were written.

COURSE DEVELOPMENT

All inquiries for new courses and colleges should be directed to the Course Development Committee Director, whose e-mail and postal addresses are listed in the contact area of this document.

The Course Development Committee (CDC) gives preliminary approval to proceed on a new College and gives final approval for completed Colleges and new exams. The CDC is composed of the Commandant, Vice-Commandant, and Coordinator of Academic Services.

This is the established procedure for the approval of new exams and colleges.

Adding a Course to an Existing College:

1. Director creates new course - doing a first check on the course themselves (content, disclaimer and copyright, coding, spelling, grammar, etc.).

2. Director has 2 to 3 other Directors beta test the course, one of whom must be a proofreader. (Ask the Academic Coordinator for a list of proofreaders.) – second check.

3. Dean gets course and reviews it - third check.

4. Course Development Committee has final review (checks for duplication, proper coding, proper disclaimers, and falls under proper College/Institute; more than content, grammar, spelling, etc.) and ensures that an electronic file of manual (if needed), exam, diploma, and key are submitted.

5. Course approved, sent for revision, or disapproved.

6. Course listing sent to webmaster for inclusion on College website

Creating a New College:

1. Member goes to Director, Course Development with an outline for proposed College, a sample exam and an answer key.

2. Director, Course Development notifies Course Development Committee of proposal. If the proposal merits a new College, CDC can "fit" College within the appropriate Institute. If the proposal should just be a course within an existing College, CDC can merge the course into the existing College with the member assisting the current Director with the course development.

3. Director has 2 to 3 other Directors beta test the course, with at least one being a

proofreader. Adults may beta test cadet courses – second check.

4. Dean gets course and reviews it - third check.

5. Course Development Committee has final review (checks for disclaimer and copyright, proper coding, duplication and falls under proper College/Institute; more than content, grammar, spelling, etc.) and ensures that an electronic file of diploma, manual (if needed), exam, and key are submitted.

6. Course approved, sent for revision, or disapproved.

7. College listing with blurbs and codes to webmaster for inclusion into SFA website.

DEADLINES

The time frame to complete Academy exams is 10 weeks from the date the exam is mailed, reflected by the mailing envelope's postmark or date sent via email. Directors have wide latitude as to how strictly to enforce this deadline. Points are sometimes deducted on late exams if no extension has been requested and granted. Outstanding exams are invalid after 6 months. A student must reapply with the stated tuition fee, if applicable, to complete the course.

Extensions…Colleges and Schools make provisions for students who, for compelling reasons, find they cannot complete exams on time. To get an extension, a student may request it in writing and include a Self-Addressed, Stamped Envelope (SASE) or via e-mail, citing the reason the extension is needed. Extensions (usually 2 weeks) are by Director's discretion. Up to two extensions may be granted per exam.

ELIGIBILITY

Any member of STARFLEET in good standing may take Academy courses. All members must include their SCC# when applying. A member may apply to the Academy before being assigned their SCC#; a Director can accept the application but must withhold grades until the number is received and verified on the SFI Database. If for some reason an SCC is not listed in the Database, please contact your Dean or the Academic Coordinator for assistance. If a College, School, or Program has secondary requirements for entrance (i.e. applying to Officer's Command College requires a diploma from Officer's Training School), this should be noted on the application, as well as the Academy Website. If a student's record states PENDING, it is assumed that Membership Processing is working on it. Prior to sending out the student's certificate, check to see if his/her membership is still pending. Depending on the length of time PENDING has been on file, you may want to contact Membership Processing to find out what the hold-up is. They may have forgotten to put it ACTIVE. If there is a problem, hold the certificate until the student's membership shows ACTIVE.

EXAM ANSWERS

All graded exams are the property of the Academy and its Colleges, Schools, and Programs. Directors may choose to inform the students of missed questions and answers, but Academy policy is not to return graded answer sheets. It is, however, Academy policy that all Directors are required to provide correct answers and their source if the student asks. This leaves Directors free to make confidential notes on exams as part of the grading process, and gives the student the opportunity to research the source cited. This also helps alleviate competition among students and prevents conflict when opinions differ on "correct" answers. If a student's answer differs from the Director's answer sheet, he/she may want to ask the student to cite the source where the answer was found. Various sources may exhibit different answers. Directors should keep scored exams for three (3) months after the score is sent to the student. Unless a dispute has been filed, they may be discarded after this time. *[See information on exam answers, "Recommendations" section.]*

If a student disputes an answer to your question, try to work it out between yourselves by providing source proofs. If the dispute cannot be settled, you should bring it to the Dean of the Institute or the Dean's immediate supervisor for additional input.

FEES

All Colleges are free if taken by email or through the FAC.

Individual College, School, and Program Directors create their own tuition policy, subject to approval by the Commandant. When deciding your tuition, remember to charge as little as possible, without losing money. Your tuition should cover all expenses, as well as any perks you give your students. Since STARFLEET is a not-for-profit organization, it cannot make a profit. Therefore, all extra monies go into scholarships or may be used for other STARFLEET expenses. If a student requires financial assistance, please have his or her Commanding Officer contact the Commandant.

GRADING SCALE

As a Director, you have the right to choose whether your College or School goes by a numerical scoring scale or a "Pass / Fail" scale for grades. If you follow a numerical scoring scale, below shows the official Academy grading scale:

100%	Graduated With Distinction
90 – 99%	Graduated With Honors
89 – 70%	Passed
0 – 69%	Failed

LOGOS

The Academy logo, shown on the manual cover, was established in 2007. A variety of Academy logos are available from the Coordinator, Support Services, the Chief, Electronic Services, the Arts & Graphics Department, or via the Academy Website for use on certificates and other materials. Alternate logos, such as an individual College, School, or Program logo, may also be used.

PAYMENT

Academy fees may be paid by check or money order (payable to STARFLEET), or by online vouchers. Even though voucher codes are no longer sold, Academy will accept codes that were sold in the past. Sending cash through the mail isn't recommended, but may be accepted. All tuition payments must be properly documented and submitted with your monthly report.

Incoming Payments…Academy income is deposited into the STARFLEET general bank account (ear-marked for STARFLEET Academy) on a regular basis. It is important to submit tuition payments each month to ensure proper credit is applied to the Academy. STARFLEET members sometimes close accounts, or fail to keep sufficient funds in their accounts, causing checks to be returned marked "non-sufficient funds". This results in the Academy being charged a processing fee for each returned item. Checks can become "stale" if not deposited in a timely manner. They may become non-negotiable if the check takes longer than 60 days to be deposited. Some banks will not process checks older than 90 days even if the account has sufficient funds.

Bad Checks…If a check is returned by STARFLEET's bank because of insufficient funds, a closed account, or any other reason, the applicant is liable for tuition fees plus any bank charges incurred. Directors will be notified of the return and should send any outstanding course packets to the Commandant rather than sending them to the student. Once the check is made "good", the Commandant will forward the packet to the student. The student, whose check has been returned by the bank, will be notified by the Commandant, will be advised of the situation, and will be given a chance to correct the problem. Until the check is made "good" and bank fees are paid, the applicant's STARFLEET membership will temporarily be placed on "Hold" and all Academy courses completed by the applicant will be considered "null and void". Due to the "Hold" status, the applicant cannot be counted in the STARFLEET crew compliment of his/her Chapter. The applicant's Commanding Officer and/or Regional Coordinator will be notified of the situation.

Postage…If courses are taken via mail, it may be required for an Academy applicant to include a Self-Addressed, Stamped Envelope (SASE) for a response when applying to a College, School, or Program. Some Colleges, Schools, and Programs also have other postage requirements. When postage is not included, the Director can best

decide when to send a response. *[See information on postage, "Recommendations" section.]*

PERSONAS

Students and Staff must use their legal names on Academy applications and exams. Students may, however, choose to use a pseudonym or nickname on their certificates.

PERSONNEL

For paperwork and processing, Directors should appoint an Assistant Director. Your assistant should be trained in all aspects of your position should you unexpectedly, or plan to, be away. There is only one Director-level access per College, but the Academic Coordinator can give temporary access to your assistant should the need arise.. Send information on your choice for an assistant to the Dean of the Institute, the Commandant and to the Academic Coordinator.

PROMOTIONS

Students…Academy Directors have no authority to recommend or grant promotions based on SFA performance. Authority to confer promotions rests solely with Chapters and the STARFLEET Executive Committee. If a student does an exceptional job while in attendance at the Academy, the Director may notify the student's Commanding Officer about the student's work. *[See information on commendations under "Awards Program" section.]*

Directors…The Academy Commandant may recommend a Director for a one-grade promotion after his or her first year of service. Thereafter, Directors may be recommended based on length of service, outstanding performance or initiating new products, innovative procedures, etc. The Director's Commanding Officer has final say on whether or not the Commandant's recommendation will be accepted (if Promotion is within the levels of ranks a Commanding Officer controls). The Executive Committee requires that time-in-grade be considered when making a promotion request, per the bylaws and promotion guidelines, for promotion above Captain.

RECORDS

Keep student's completed exams, along with any notes or other paperwork that affected grades, on file and available for reference (if needed) for a minimum of three (3) months.

REPLACEMENT

If a Director is not actively fulfilling his/her Academy duties, the Commandant has the authority to remove and replace this person as an Academy Director. This is usually done as a last resort; after all other avenues of help have been used. When a Director is replaced, he or she is required to take all materials pertaining to Institute, College, School or Program activity – including, but not limited to, graded exams, manuals, applications, diplomas, and graduate records – and send them to the Commandant or his/her designated receiver within two weeks of the announced removal.

REPORTS

Directors are required to send monthly status reports (MSRs) to their respective Institute Dean (with a copy to the Academic Coordinator) regarding applications, graduates, SCC numbers, income, expenses, and other information requested on the Directors' forms. Copies of the report forms are available from the Dean, the Academic Coordinator and the Commandant's office. Director's Reports are due no later than the 10th of each month and should cover activities in the preceding month. Note any comments, questions, concerns, good news, etc. Indicate Outstanding Student of the month in the comments.

Deans compile the Director's MSRs and submit an Institute MSR to the Academic Coordinator (with a copy of the Commandant). Dean's Reports are due no later than the 15th of each month and should include what is listed in the individual Director's Reports.

Reports may be sent via e-mail or postal mail, but must be received by the respective deadline. All Income Reports (including checks, voucher codes, etc.) and Expense Reports (including receipts) are to be sent directly to the Commandant.

Any Director who has three unexcused missed MSRs may be dismissed and a replacement Director assigned.

Director Expense Reports must include original sales receipts (required for reimbursement) and must be received by the Commandant within six months of the purchase. Keep a copy for your records.

RESIGNATION

When a Director decides to resign from Academy service, he or she should give the Commandant a minimum of two (2) months written notice, if at all possible, so the position can be advertised and there can be a smooth transition for students. All materials pertaining to College, School, or Program activity – including, but not limited to, graded exams, manuals, applications, diplomas, and graduate records – are the property of the Academy. Hard copies and/or disks with computer records should be

shipped to the Commandant or to the replacement Director within two (2) weeks of resignation.

SELF-ADDRESSED, STAMPED ENVELOPE (SASE)

Most correspondence is done via email but if correspondence is done via mail with Academy personnel, it may be required to include a self-addressed, stamped envelope (SASE) or stamps to cover cost. Some additional instructions may be requested by Academy personnel at time of mail correspondence.

STAFF QUALIFICATIONS

To be eligible to work at STARFLEET Academy, either as a Director or an Administrative Officer, certain qualifications must be met. All applicants must be in "good standing" with STARFLEET and be at least 18 years of age.

Academy Staff must have, at a minimum, already completed Officer's Training School (OTS) and Officer's Command College (OCC), and all exams within the College applied for. Completion of 75% of large college exams will be accepted (or willingness to complete them within 90 days of accepting an Academy position.) All applicants must have a good command of the English language and be able to relate, without prejudice, to all members of STARFLEET.

Applicants wishing to open a new College, School, or Program must submit to the Academic Coordinator a letter of intent regarding the College, School, or Program, an outline of proposed College and at least one original exam and answer key in the genre of the College, School, or Program for which he/she is applying. The above requirements, as well as the willingness to provide a quality service to our fellow STARFLEET members, will help ensure that we have a qualified Staff.

Directors must be able to administer their Colleges via email and be willing to administer them via postal mail if the student prefers. Overseas Directors may work with a Stateside assistant in order to accommodate students who need to use regular mail.

And a Few Recommendations

ACADEMY WEBSITE

The Academy Website is accessible to everyone with Internet capability. On the Site, students and Staff will find a myriad of information such as course descriptions, access to current documents such as applications and brochures, access to the Online Academy, and logos. If you notice any problems on the operation of this site, or if you have changes which need to be made, be sure to advise the Chief, Electronic Services.

ACADEMY STAFF LISTSERVE

All Staff members with Internet access are automatically subscribed to an online Listserve (A Yahoo Group) on which information can be rapidly distributed among the entire Staff, via e-mail. This area is closed to all but Academy Staff, to ensure that discussions concerning the Academy can be held in strict confidence. Items posted to this list must be considered private, and not for distribution. Although the Listserve can reach all Directors simultaneously, private e-mail is suggested for sensitive issues.

ACCESSIBILITY

Directors may offer adjusted exams for students if they identify that the student has a disability that makes it difficult for them to answer the questions. Various strategies include graphics-free PDF's to use in text readers, multiple-choice and true-false questions for those who have difficulty writing long answers, and letting disabled or dyslexic students know they can have a facilitator help them read and understand the questions and manuals, as long as the answer given is the student's own.

ADDRESSES

Not everyone has easy access to a computer or typewriter to do their correspondences or Academy coursework. Directors often have to decode difficult-to-read hand-written addresses in order to send exams or diplomas to students. One solution is to cut off the return address from the envelope that brought the application, then tape that address to the outgoing envelope. You might also consider mailing materials to a student by way of his or her Commanding Officer (addresses are listed in the STARFLEET Vessel Registry, available from Computer Operations.

AGE

The Institute of Cadet Studies is the only Academy unit with an age requirement. Other courses have no restrictions. Not everyone matures at the same pace, and it would be unfair to lock someone out of Academy coursework because of an arbitrary age

limitation. While it's often a good idea to consider a person's age when grading an exam, it is not a requirement.

CADET STUDIES

The Institute of Cadet Studies is restricted to STARFLEET members up to age 18. Provisions are made for students outside the upper age limit (18) who have learning disabilities or other mental challenges which would prohibit them from successfully completing STARFLEET Academy courses.

COMMUNICATING

Communication is important in an organization that spans the globe. Advertise your Institute, College, School, or Program in chapter and Regional newsletters or in the *Communique.* Include personal notes when you write to students. If you don't mind calls at home, put your phone number on course materials so students can call if they have questions. Include your e-mail address. No one exists in a vacuum. Talking or writing to students and keeping in touch with other Directors can add to the enjoyment of your work at the Academy.

CUSTOMER SERVICE

STARFLEET Academy exists for STARFLEET members, to add to the fun of playing in the Great Bird's galaxy. When dealing with members in your role as Director, give your students the same kind of attention you would want to receive when you take courses. Patience and creativity in servicing the needs of your "customers" can bring more students to your door.

EXAM ANSWERS

It isn't feasible to require students to type exam responses since not all students have that ability. On the other hand, you can't grade what you can't read. If you get unreadable answers your best bet is to contact the student, describe the problem tactfully, and ask the student to resubmit the answers either carefully printed or typed.

Students' Missed or Incorrect Answers…Each Director decides how best to answer requests about missed questions and incorrect answers. Some Directors inform the student of their mistakes when they send diplomas, some give details only to students who request it, and some don't provide information at all. Students might request to know which questions they missed and/or the correct answers. As you consider your response to these requests, remember that it's natural for students to want to learn from their mistakes.

FAILING STUDENTS

Hopefully, our courses are configured so a majority of our students pass; however, we do have some that fail. If a student fails an exam, you may impose a waiting period before the student can re-apply for the exam. The length of the waiting period has traditionally been three months; however; you may lengthen or shorten this time at your discretion. The student may repeat the exam as often as the individual Director will allow. When re-applying for an exam, you may require he student to pay additional tuition for the exam for exams taken by mail. **It is the policy of SFA not to record failing scores on a student's record.** Please keep in mind that some students might fail because they may have a "challenge" that does not allow them to be able to read, comprehend, or write the correct answers. **Be aware that the Boothby count is based on ALL entries into a student's record, including fails and incompletes.** So we need to keep in mind this bug in the system. *[See information on disabilities, "Accessibility" section.]*

FORM LETTERS

Using form letters in some standard situations can save time and effort for a Director; however, these are optional. For example:

- ➢ **Application Unreadable**. Send another; type or print carefully.
- ➢ **Exam Answers Unreadable.** Send another; type or print carefully.
- ➢ **No Payment Enclosed.** Holding exam/application for payment.
- ➢ **No SCC#**. Holding exam/application for SCC #.
- ➢ **Check Incorrect.** Made out to wrong person? Amount incorrect? Holding exam/application for correct payment.
- ➢ **Congratulations.** We cannot recommend promotion; however, we can suggest that you share a copy of your diploma with your Commanding Officer so your success is noted.

Of course…nothing is better than a personal message from a Director to a student. A personal message from you may take a few minutes longer than checking a box in a form letter, but it may make a big difference to our students.

FREE COURSES

Academy courses are free of charge if conducted via email or online. If the student needs exams, manuals and/or a diploma mailed, he may be asked to pay a small monetary tuition, SASE's and/or postage stamps. See the college pages for such requirements.

FULLY-AUTOMATED COURSE SYSTEM (FAC)

For those students who would rather take exams electronically, the Academy offers the Fully Automated Course system (FAC). This is a way for students to get their exams and diplomas immediately via the Internet.

The Courses that are available via the FAC will have an FAC link after their titles. Clicking the link will take the student to the FAC program, where instructions will lead the student through the examination, grading and certificate generation process. The Director will receive notification of grade, after which the director will enter the grade into the SFI database.

INTERNATIONAL STUDENTS

Please keep these tips in mind when working with foreign students:

Tuition for International students using the postal service shall be handled on a case-by-case basis. Partnership with another director in the student's home country can eliminate most, if not all, International postal fees. The director and partner can e-mail exams and diplomas between them, and the partner in the student's country can mail the documents to the student.

Money can be transferred in a number of ways, including money orders or PayPal.

ONLINE VOUCHERS

Online Voucher Codes are no longer sold. However, previously purchases codes may be used in lieu of tuition fees.

Redemption…A student will use one Code for each dollar charged. The Code is then voided. A database containing assigned Online Vouchers is maintained to ensure they're not misused or used more than once. When you receive an Online Voucher from a student, you must immediately contact the OVC, Carol Thompson, to inform her that the Code is being redeemed. The Codes will then be removed from the database. Failure to immediately redeem the Codes may result in the Code being used more than once.

PAPERWORK

Falling behind on paperwork is easy – and hard to recover from. Be sure to have an assistant director to help out if you have to be away or get behind in your paperwork. Set a routine and stick with it. This will help keep you from getting too backlogged.

POSTAGE

If a postage student forgets to send tuition or stamps, remind them of the requirement. Directors may choose to either request reimbursement from SFA or cover the postage themselves.

RANK

Some STARFLEET members are rightfully proud of the rank they earn for Chapter and/or other STARFLEET work; however problems can arise when this fictional rank is used on mail. Do not put ranks on envelopes, especially if you are dealing with military personnel. Addressing an Army Private by the STARFLEET rank of "Captain", could raise eyebrows, or even cause the Private more problems than he/she cares to deal with..

RESPONSE TIME

Please do your best to respond to students in as timely a manner as possible. **Up to one (1) week is reasonable via email,** three (3) weeks via mail. Much longer than that may cause the student to become "antsy". Of course, we all have times when it will take longer. If you suspect a lengthy delay, notify the Commandant, the Academic Coordinator, your Institute's Dean, and your student. When an exam is graded, make sure to enter in the grade results into the student's transcripts on the STARFLEET Database in a timely fashion. Instructions about using the Database begin on page 26.

STARFLEET Database, ACADEMY Tools

See Access Section in this manual pg. 26.

VACATION

Nobody is 100% efficient all the time. Once you're comfortable with your College or School's routine, pick a slow month, notify your Commandant, Academic Coordinator, Dean and Assistant and take some shore leave. If you burn out, you won't be helping anyone. Take a break when you need it. Be sure to make an announcement on the STARFLEET Lists. Let Command know if you need the College closed or are turning it over to your assistant while you're away. Be sure to list your expected return date.

Awards Programs

ACADEMY COMMENDATIONS

An Institute Dean, or a College, School, or Program Director may issue a special STARFLEET Academy Commendation to reward a graduate who has done superior work at any College, School, or Program. Students who score 95% - 100% on exams would be excellent candidates for the Commendation.

The staff of Academy awards these yearly recognition awards: Institute of the Year, College of the year, and Director of the year. Also awarded is Staff Person of the Year.

INSTITUTE/COLLEGE/SCHOOL/PROGRAM – BASED AWARDS

Individual Institute, College, School, and Program awards are strictly at the discretion of Deans and Directors who want to reward exceptional students for a variety of reasons. Awards may be in the form of a certificate, pin, bookmark, wallet card, or other item. Only your imagination and inclination can limit the possibilities. Before initiating an Institute-based, College-based, School-based, or Program-based Awards Program, be sure to submit your plan to the Commandant for endorsement.

SQUADRON AWARDS

In 1993, with the help of Denise Duggan (former Director of the College of History), the Academy established Honors Graduates Awards to recognize outstanding achievement. These awards have been renamed the Squadron, consisting of the "best of the best" which STARFLEET Academy has to offer. There are three levels to the Squadron Awards: Blue Squad (Cadet Colleges), Gold Squad (for family-wide work in a specific College), and Red Squad (non-Cadet Colleges).

Each year at the International Conference (IC), the top student from each College, School, and Program is awarded a Red or Blue Squadron Award (depending on which College). Gold Squad winners (if applicable) are also announced. Each Director is responsible for notifying the Commandant and STARFLEET Academy Awards Director of their Squadron choices. From these nominations, the top two (2) students are also awarded Red Squad Leader Awards, reflecting their leadership skills while in attendance of the Academy. Notification of Academy awards is reported to the Director's Commanding Officer and Regional Coordinator, and their names are printed in the *Communique.* The Squadron Year typically goes from January 1st through December 31st. Nominations are due to the STARFLEET Academy Awards Director by the deadline set by the Awards Director. You will be notified by the Chief, Academy Awards Program and/or Commandant when nominations will be due.

A Message for New Directors

You've joined a great corps of 'Fleet members, and you're probably going to spend some exciting weeks getting used to it all, especially if you've never before opened yourself to contact from the 'Fleet at large.

First, get ready! Whether you have a computer or a typewriter or a file cabinet and index cards, you'll need a system to keep track of all the students who'll be contacting you and the exams that'll start going out during the weeks ahead. Student names, SCC numbers, addresses, exam mailing dates, due dates, correspondences, and requests for deadline extensions – these are some of the things you'll need to keep track of. If you have a computer, that will handle things pretty smoothly once you set up a system and get it running. If you use a legal pad or index cards, that can also work well as long as you don't let things get away from you!

You'll need a routine, either daily or weekly or monthly, depending upon your number of students and real-life schedules. If you let the paperwork get away from you, you'll find that getting caught up is one of the hardest things to do!

Probably the best advice for Directors is twofold: *Be patient. Be human.*

Because the Academy is based on correspondence, we tell students to "be patient!" when they don't get exams in a couple of days, "be patient!" and Directors will get exams graded and diplomas mailed as soon as they can. As a Director you'll also need patience when students forget to send stamps, have return addresses that bounce or are unreadable, no SCC, no signature, etc.

Perhaps most important, be human and keep a sense of humor. STARFLEET Academy should be a learning experience, but it should also be fun for both the student and the Director. No rule is so set in stone that it can't be bent. No exam is so important that a student should be crushed by a grade. No student does so badly on an exam that there can't be something positive to say!

When in doubt, consider how you would feel if the situation were reversed. How would you want to be treated? How would you feel? Your answers to those two questions can be your best guide

A Message for Directors Designing New Colleges

As you prepare to create a new College or School to be added to the roster of STARFLEET Academy, you have many choices and decisions to make.

Should you create a manual that will be the resource for the answers to your exam? In a lot of ways, that will make it easiest on future students who won't have to spend hours searching through countless sources for the right answers. It also means a larger investment of your time in the creation process. And it also probably means your College might cost a postal student more in fees to cover your additional copying and postage expenses. It's something to consider. You don't want to price your College out of a student's reach.

Should you use only TV or movie Trek as the sources of your questions? What about the spectrum of printed sources or the Internet? Combining media sources creates a rich tapestry that can be infinitely more challenging for students. But keep in mind that you will also exclude some students who do not have access to the Trek novels, reference manuals or the Internet. While most people became fans because of the Trek movies and TV episodes, many never even read a Trek novel or Trek encyclopedia. So offer a variety of sources for the answers to your exams.

Should you have fill-in-the-blank questions or essays? Should you have only one course or a progressive series? And what should your diploma look like? How will you honor the best and brightest students? So many things to consider… Just don't forget that you have another source to turn to – your fellow Academy Directors. Don't hesitate to get in touch with one or two or several with your questions, to see how they solved problems or to ask their advice. This manual doesn't contain all the answers; it just gives you some help to begin!

Ultimately, the best course to follow in the creation of your College or School is to keep your future students in mind as you map out the course. Your view of the Trek universe is different and special. That's what has brought you to the Academy, to share your view with others. Express yourself and your excitement clearly and in a straightforward manner. You want to guide future students to success, not failure. That success, by word of mouth, will bring more students to your door – and that's what STARFLEET Academy is all about!

STARFLEET Academy Logos

Logo embroidered on Academy staff shirts & sweatshirts. See Carolyn Donner for availability. n8st@n8st.net

STARFLEET Academy Contact List

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and Request Courses tool at http://acad.sfi.org/courses/courserequest.php

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For the latest information about Academy Staff members, please visit the Academy website at: http://academy.sfi.org

Accessing STARFLEET Records

The STARFLEET Database and your ACADEMY Tools

Logging in to the official STARFLEET Database:
To access the database at Starfleet Headquarters, all you need to do is the following steps:

Log on to the Internet and visit http://database.sfi.org (NOTE: Save this address and add it to your Favorites folder in Internet Explorer or the Bookmarks folder in Netscape)

At http://database.sfi.org type in the following:

Your SFI User Name (ex: joe starfleet)
Your SFI Password (ex: sfa2007)
Then Press Submit/Enter (This will log you onto the SFI Database)

(NOTE: Your User Name and Password should have been submitted to you when you joined or renewed your membership with SFI, or it should have been given to you by your Chapter CO. If, for some reason you have not received this information and cannot access the database, contact the Helpdesk at helpdesk@sfi.org.

The official STARFLEET Database home screen:
The home screen will look like this:

Greetings Admiral Staylor,

Your membership will expire on

July 02, 2009

— ONLINE —

Victor Swindell
Marcy Grosswiller
David Nottage
Jill Rayburn
Gregory Staylor
John Halliday
Gary Hollifield
Sofyan Sahrom
Teresa Remaly
Scott Anderson

200803.30 : Notice from TRACOM to all Marines: A huge amount of backlogged awards have been entered into the DB. You are encouraged to view your member eligibility page and check for accuracy.

200804.14 : We are getting increased feedback that folks are starting to receive more mail from the DB. Including a high trend of feedback coming from folks getting pending expiration notices. The problem is yet to be considered "resolved", but it is improving.

For Questions, or Access Problems contact the SFI Member Services Helpdesk.
If your membership has expired, and you are trying to renew Click Here.

The STARFLEET Academy Database menu options:

From here, you click ACADEMY on the menu to expand the menu selections available for your level of access to the Academy area of the database.

You may see the some or all of the following sub-menu options, based on your level of access:

TEACHERS,
DEANS,
MEMBER ELIGIBILITY

The TEACHERS screen:
The teacher's section can only view the GRADUATES section and can only submit scores for the course that a teacher is currently teaching and cannot submit scores for any other course.
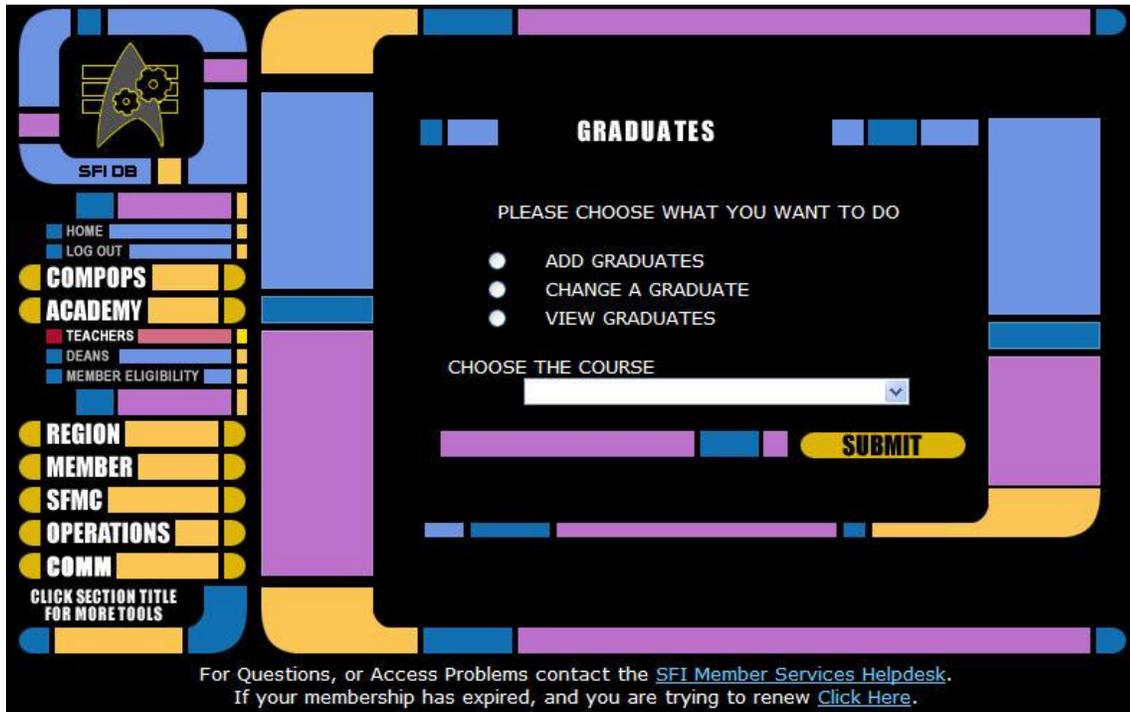
Using the GRADUATES section:
This section is where Directors and Deans can add student's scores, change a score, or review students who passed courses within a college in your Institute.

To ADD a student's score all you need to do is the following:
Select ADD GRADUATES
Then CHOOSE THE COURSE the student passed
Then press SUBMIT

After the SUBMIT button is pressed, the database will refresh itself and send you back to the top of the page. You will notice a new interface showing the COURSE you selected, and three TEXT BOXES saying (SCC#, DATE course was passed, & and GRADE student received.)

Enter in the following information for your student (NOTE: Date is auto set, so you don't have to enter in the date, unless the date the course was passed is different than what is listed.)
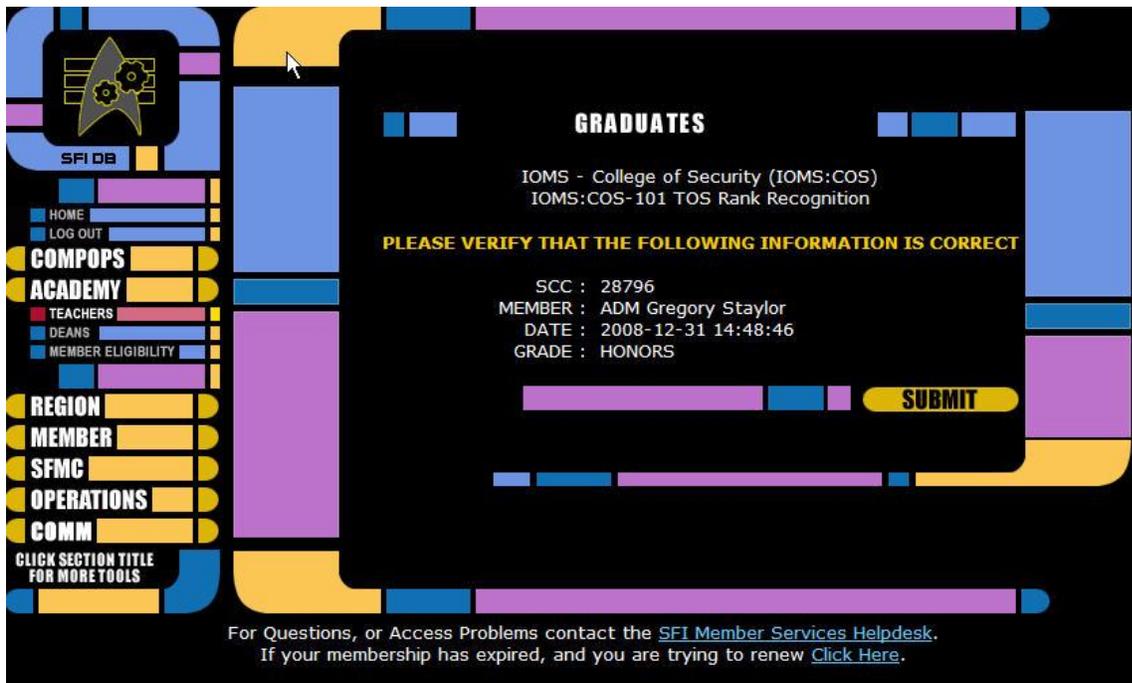
Press Submit and then you're done and the database will reset itself back to the top of the page. Once refreshed, the database will show you who was awarded the course, grade, date, etc.
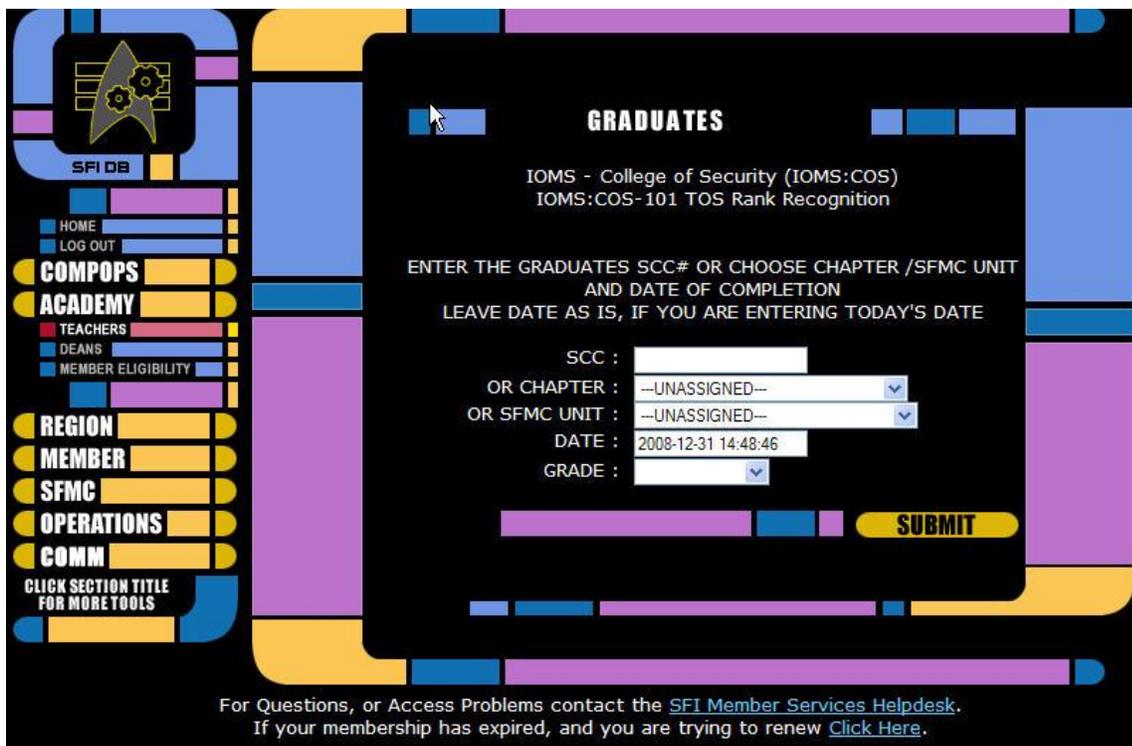
CAUTION: Deans and Directors…please do NOT put anything into the Chapter or Unit text boxes unless it is for the VRCP or the MURP, as the grade will not show up on the student's records.

To CHANGE a student's score all you need to do is the following:

Select CHANGE A GRADUATE
Then Select the course in which the student you want to change the grade is in.
The Database will refresh and return to the top of the page. Now a new interface listing all the students that have been entered for that school appears.

Select the student you want to change with your mouse and click on the person's name once, until it is highlighted. Once done, press SUBMIT and now the screen refreshes and you can change the students score or date. If you need to delete the student from your list, please email the Vice Commandant of Administration, SFA.

To View a listing of the student's that have passed a particular course, do the following:

Select VIEW GRADUATES
Then select the course you want and press SUBMIT. The page will refresh itself and take you back to the top of the page. Now you should see the new interface listing all the students who have passed that course.

Please review the GRADUATES Section, under DEAN, on how to enter, change or view scores for students.

IF YOU MAKE A MISTAKE and need to REMOVE a graduate, contact the Academic Coordinator with the course name, date, and person you need removed. Be sure and add the correct graduate any time before or after asking the AC for help..

MEMBER ELIGIBILITY – This section is where you can view all courses a student has completed. You can use a student's SCC# or you can use their First & Last Names to find their information. Then, once info you desire is found, click on the student you want to view and it will show you a listing of that students Academy transcripts.

DEAN – Access to this section is open only to the ACADEMY DB Admin, Command, & Deans. Here is where Deans have access to enter, review, or change scores for their students and create Director and Teacher access to instructors serving under an Institute.

In the Dean's Section, there are five options to choose from:

➢ **Graduates:** The main addition here is in the grade drop down menu. Deans have the ability to assign Creator and Beta-tester grades to newly approved courses.

- ➢ **Assignment**: Here is where you can view a listing of all the Teachers/Directors teaching at your Institute.

- ➢ **Course Maker:** Here Deans can add or change their course listings in the database. You can rename the Course, reassign it to another College, change the director/teacher and open or close the course.

- ➢ **School Maker**: This is where deans can change the name of their Colleges (called "schools" in this program). Do not change settings unless approved by the Academic Coordinator. When setting up a new School/College, put the SCC of the Dean in the SCC window. The Director's SCC will be added in the Course Maker option when you start adding courses to the new College.

Those are the basic tools of the ACADEMY Database that Deans, Directors and Teachers have at their disposal. If you have any questions, problems, or concerns about the ACADEMY Database, please contact your respective Dean. If the Dean is unable assist you with this, then contact the Academic Coordinator, Vice Commandant or Commandant. Their contact information can be found on the SFA website at: www.academy.sfi.org