



ROSEDALE
A C A D E M Y

Managing Academic Services Quality: Service Level Agreement

As a valued Rosedale Academy partner, we are committed to providing your staff and students with the highest quality academic programs and services. Our Service Level Agreement ensures that our professional relationship operates with excellence and efficiency. We look forward to our continued collaboration.

For all questions regarding program administration or specific course information, Rosedale provides designated contacts:

ITEM	CONTACT
Academic Administration <ul style="list-style-type: none">Including course scheduling, student registration, course enrolment/withdrawal, report card, transcript, enrolment certificate, etc.	leslie.chan@rosedaleacademy.com
Program Operation <ul style="list-style-type: none">Including Rosedale Assigned Campus Teacher resources, general program management, financials, etc.	celia.feng@rosedaleacademy.com
Course Content and Grading Inquiries	Program Managers (PM) ENGLISH/BUSINESS: farah.merchant@rosedaleacademy.com ESL: lakshmi.priya@rosedaleacademy.com MATH/SCIENCE: asim.sayed@rosedaleacademy.com GWL/LANGUAGES: leslie.chan@rosedaleacademy.com
University Counselling and Primary Acceptance Administration	leslie.chan@rosedaleacademy.com

SERVICE LEVEL AGREEMENT

Definition of Key Terms in this Agreement:

- Business Day: Monday to Friday EST, excluding Canadian public holidays
- Christmas and New Year Close: Rosedale Toronto office is closed for two weeks during Christmas and New Year. The exact dates may vary from year to year. An early announcement will be distributed to Local Schools at the beginning of December each year.
- Response Time to Inquiries/on Grading/Report Cards: These response times have been calculated for class cohorts of 25 or fewer students. Class cohorts with greater than 25 students may take a longer response time.

PART 1: ACADEMIC ADMINISTRATION

ITEM	ACCOUNTABLE PARTY	TIMELINE
School Year Course Schedule Coordination	Local School & Rosedale Administrator	<ul style="list-style-type: none"> • No later than 30 calendar days <u>before</u> the start of a school year, Local School sends the school year schedule to Rosedale. • Rosedale reviews the schedule, and, if necessary, changes are made with Local School
Local School Campus Administrator & Campus Teacher Account and Course Enrolment	Local School Admin.	<ul style="list-style-type: none"> • <u>Before September 1</u> of the 1st school year, Local School provides the name and email of the program administrator, and a list of teachers and their subject areas. • Advise Rosedale of any changes immediately.
	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 5 business days <u>after</u> receiving complete and accurate info from Local School, Rosedale will <ul style="list-style-type: none"> ○ Enroll the administrator into all Rosedale courses in Moodle. ○ Enroll teachers into all relevant subject area.
New Student Registration	Local School Admin.	<ul style="list-style-type: none"> • No later than 10 business days <u>before</u> the student's first course start date, Local School submits the student registration including required documents: student photo ID, transcript of marks, and ESL Placement Test results.
	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 3 business days <u>after</u> receiving complete and accurate information from Local School, Rosedale will send each student an acceptance email.
Student Course Enrollment	Local School Admin.	<ul style="list-style-type: none"> • No later than 10 business days <u>before</u> course start date, Local School provides the complete and accurate information on the Course Enrolment Form
	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 3 business days <u>before</u> course start date, Rosedale enrolls the student(s) in the specific course(s).
Rosedale Course Teacher Introduction	Online Teacher	<ul style="list-style-type: none"> • No later than 3 business days <u>before</u> course start date, an introduction message is sent through Moodle to Local School Campus Teacher and students.
Response to Students/Local School Campus Teachers' Queries	Online Teacher	<ul style="list-style-type: none"> • No later than 36 hours <u>after</u> receiving inquiries, students/Local School Campus Teachers receive replies from Rosedale Online Teacher. (Response over the weekend in Canada may take longer time) • If a response is not received after 36 hours, refer the query to the course Program Manager.
Course Timeline/ Assignment Submissions	Campus Teacher	<ul style="list-style-type: none"> • No later than 7 business days <u>after</u> the course starts, Campus Teacher submits a planned schedule for assignment deadlines to Rosedale Online Course Teacher. • Advise the Online Teacher of any changes immediately. • Campus Teacher ensures the students have submitted their assignment by the deadline set in the timeline

		<ul style="list-style-type: none"> • Campus Teacher communicates to any student who has not submitted and has a legitimate reason for missing the assignment that they need to submit within 48 hours of the deadline, otherwise the Course Teacher will assign a zero.
Assignment Grading	Online Teacher	<ul style="list-style-type: none"> • No later than 3 business days <u>after</u> the assignment deadline, or longer if multiple assignments are submitted at the same time, students will receive scores and/or feedback.
Project Assignment Grading	Online Teacher	<ul style="list-style-type: none"> • No later than 5 business days <u>after</u> the submission deadline, or longer if multiple assignments are submitted at the same time, students will receive scores and/or feedback.
Unit Test Scheduling	Campus Teacher	<ul style="list-style-type: none"> • No later than 3 business days <u>before</u> the planned test date, Campus Teacher submits a test request email to the Rosedale Online Teacher.
Unit Test Grading	Online Teacher	<ul style="list-style-type: none"> • No later than 5 business days <u>after</u> the test submission.
Final Exam Scheduling	Campus Teacher	<ul style="list-style-type: none"> • No later than 5 business days <u>before</u> the planned exam date, Campus Teacher submits an exam request email to the Rosedale Online Teacher.
Final Exam/Project Grading	Online Teacher	<ul style="list-style-type: none"> • No later than 5 business days <u>after</u> the exam/project submission, students receive scores and/or feedback.
Learning Skills Checklist	Campus Teacher	<ul style="list-style-type: none"> • Submitted to the Online Teacher at the mid-term point and with the final exam for each student.
Mid-Term and Final Report Cards	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 10 business days <u>after</u> the mid-term or final point, Campus Administrators receive report cards.
Transcript	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 5 business days <u>after</u> receiving the formal request via email, Rosedale sends the transcript(s) upon approval. • *Fees apply for any additional copy more than 3
Enrollment Certificate	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 5 business days <u>after</u> receiving the formal request via email, Rosedale sends the Enrollment Certificate(s) upon approval. • *Fees apply for any additional copy more than 3
Course Withdrawal	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 3 business days <u>after</u> receiving Course Withdrawal Form, Rosedale withdraws the student(s) from specific course(s) in Moodle. • The mark will show on student transcript if course is withdrawn after midterm mark is issued.
Program Withdrawal	Rosedale Admin.	<ul style="list-style-type: none"> • No later than 3 business days <u>after</u> receiving Program Withdrawal Form, Rosedale disables students' records in Moodle and Maplewood.

ESCALATION PROCESS

For any potential issue that arise, if you can not resolve with the person on the contact list, please follow the following process:

1. for any academic related concern, please contact Program managers. If the concern can not be resolved with Program Manager, please contact Leslie Chan to bring the attention to Academic Operation Management
2. for any administration related concern, Please directly contact Leslie Chan, if the concern remains, please send email to principaloffice@rosedaleacademy.com



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