



HUMAN PROGRAM

Student Handbook

2026-2027

An Online Learning Community for Grades 6-12

Developing the Whole Human: Think-Move-Connect-Thrive

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Welcome to Human Program

Welcome! You have just joined something different, and we are so glad you are here.

Human Program is not a typical school. There are no hallways, no bells, and no one telling you exactly when to sit down and start working. Instead, you have something better: the freedom to learn on your own schedule, the responsibility to manage your time, and a team of real people who are committed to helping you grow as a learner and as a person.

This handbook is your guide to everything you need to know about being a student at Human Program. It covers how things work here, what we expect of you, what you can expect from us, and where to go when you need help. Read through it, bookmark it, and come back to it any time you have questions throughout the year.

At Human Program, we believe that education is about more than grades and assignments. It is about developing your mind, your body, and your character. Every day, you will engage with rigorous academics, check in on your mental health, move your body, and connect with a squad of peers who are on this journey with you.

A Quick Note

You are not in this alone. Your Squad Leader is here for you, your tutors are here for you, and your fellow squad members are here for you. The most successful Human Program students are the ones who stay engaged, ask for help when they need it, and show up every day ready to put in the work.

Let's make this an incredible year.

— *The Human Program Leadership Team*

About Human Program

Our Vision

We envision a future where school fits the learner. Powered by technology and human connection, individualized paths help every student thrive

Our Mission

Whole-child education is accessible to every learner, empowering them to shape their own future.

Our Core Values

Human Program: Four Pillars of Daily Growth

At Human Program, we believe learning is about the whole child. Every day, students think through adaptive, mastery-based learning, move to strengthen body and mind, connect to peers and mentors to build emotional resilience, and thrive by exploring life skills and personal passions. By balancing knowledge, health, connection, and real-world readiness, we empower every learner to grow with curiosity, confidence, and purpose—prepared for school, life, and a connected world. **Think. Move. Connect. Thrive.**

What Makes Us Different

Human Program is a fully online, asynchronous school. That means there is no physical building, no set class periods, and no requirement to be online at a specific time of day. You work through your coursework at your own pace within structured deadlines, supported by your Squad Leader and Tutors who are here to help you succeed.

What truly sets Human Program apart is our commitment to developing the whole student. In addition to rigorous academics, you will log daily mental health check-ins and physical activity data as part of our wellness programming. A student who is physically active, mentally aware, and emotionally supported is better positioned to succeed academically and in life.

Who We Serve

Human Program serves students in grades 6 through 12. Our community includes students from a wide range of backgrounds, geographies, and life circumstances. Some students thrive in self-paced environments; others may be balancing athletics, the arts, family responsibilities, or health needs. Whatever brings you to Human Program, the expectation is the same: full engagement, personal responsibility, and a commitment to growth.

How Human Program Works

Individualized, Self-Paced Learning

You do not attend live classes at scheduled times. Instead, you access course materials, complete assignments, participate in discussion boards, and engage with your Squad on your own schedule within posted deadlines.

This model gives you real flexibility as you build the time management, self-discipline, and executive functioning skills you will need to succeed at school, at work or school, and in life. Flexibility does not mean optional. You are expected to log in daily, complete your work on time, and actively participate in your learning community.

The Squad Model

Every student is placed into a Squad, a small group of peers led by a Squad Leader. The Squad is the heart of your Human Program experience. Within your Squad, you participate in discussion boards, engage in collaborative activities, and build meaningful relationships with your peers and your Squad Leader.

Your Squad Leader Is Your Go-To Person

For any questions, concerns, or needs, reach out to your Squad Leader first. They know you individually and are the best people to help you with just about anything.

Daily Wellness Practices ____ (Student Initials)

Human Program is committed to developing healthy, well-rounded individuals. As part of your daily routine, you are expected to complete two wellness practices:

- **Mental health check-in:** A brief daily reflection to build self-awareness of your emotional and mental well-being. Your Squad Leader reviews this data to identify when you might need extra support.
- **Physical activity log:** Record your daily physical activity to reinforce the connection between physical health and academic performance. There is no required type of exercise; find what you enjoy and make movement a habit.

These wellness practices are not optional. They are integral to the Human Program model and factor into your expectations for participation and engagement.

Academic Support

Human Program provides multiple layers of support so you can access rigorous coursework:

- **Chat Tutors:** Available directly through the learning platform for real-time help when you are stuck on a concept or assignment.
- **Live Tutoring Sessions:** If you need more in-depth support, request a live tutoring session through your Squad Leader, who will coordinate scheduling.
- **Squad Leader Check-Ins:** Your Squad Leader monitors your progress weekly and will proactively reach out if you are falling behind or seem disengaged.
- **Tier 2 and 3 Interventions:** based on monitoring of your progress and mastery, additional support will be offered to catch up on goals and retention.

Human Program provides a comprehensive MTSS and Special Education system of monitoring, support and intervention. See our [MTSS](#) and [SPED](#) handbook for more information.

Key People in Your Human Program Experience

Knowing who does what helps you get help faster. Here is a quick breakdown of the people you will interact with:

Role	What They Do
Squad Leader	Your primary adult relationship at Human Program. They monitor your progress, facilitate discussion boards, communicate with your family, provide accountability check-ins, and serve as your advocate and mentor.
Tutors	Available through the platform's Chat Tutor feature for on-demand academic support. You can also request live tutoring sessions through your Squad Leader for more in-depth help.
Head of School	Oversees the entire program, including academics, student support, family engagement, and operations. The Head of School is the final point of escalation if your concern is not resolved by your Squad Leader.
Board of Directors	Provides strategic oversight, ensures fiscal responsibility, and holds the school accountable to its mission and to the families it serves. Board meetings are open to the public.

Student Expectations and Code of Conduct

Access to the [Human Program Discipline Policy](#)

Our Philosophy

Human Program is grounded in the belief that students thrive when expectations are clear, consistently applied, and rooted in respect. Our approach to student conduct emphasizes personal responsibility, restorative practices, and character development. We expect you to contribute to a safe, respectful, and productive learning environment for yourself and your peers.

What We Expect of You

- Treat all members of the community, including peers, Squad Leaders, Tutors, and staff, with respect and dignity.
- Engage honestly and authentically in all academic work and interactions.
- Participate actively in Squad discussion boards, assignments, and activities.
- Follow all school policies while interacting online.
- Respect others' privacy by not sharing personal information about peers.
- Report any inappropriate, threatening, or concerning behavior to your Squad Leader via email, including all relevant details and screenshots.

Prohibited Conduct

The following behaviors are prohibited in all Human Program spaces, including the learning platform, discussion boards, email, and any school-sponsored virtual events:

- Harassment, bullying, or cyberbullying of any kind.
- Threats, verbal abuse, or intimidation directed at students or staff.
- Discriminatory remarks or conduct based on race, color, national origin, sex, sexual orientation, gender identity, disability, religion, or any other protected characteristic.
- Cheating, plagiarism, or misuse of AI tools without permission.
- Sharing, distributing, or accessing inappropriate, offensive, or harmful content.
- Disrupting class activities, discussion boards, or school-sponsored events.
- Defiance or insubordination toward staff.
- Attempting to bypass system security or access unauthorized content on the platform.
- Sharing login credentials or impersonating another user.
- Any conduct that threatens the safety, well-being, or privacy of any member of the community.

Restorative Approach

When a student's behavior causes harm, we prioritize understanding the root cause, repairing the harm, and helping the student develop the skills to make better choices going forward. Restorative practices may include reflective conversations with your Squad Leader, written reflections, mediation with affected parties, and the development of a behavior plan.

Consequences for Policy Violations

Consequences are determined based on the type and severity of the behavior, the student's age and developmental level, whether the behavior was premeditated, the student's behavioral history, and willingness to accept responsibility and repair harm. Consequences may include:

- Verbal or written warning.
- Parent or guardian notification and conference.
- Reflective essay or letter of apology.
- Loss of participation privileges.
- Behavioral intervention plan or behavior contract.
- Mandatory intervention meetings and daily check-ins with your Squad Leader.
- Academic penalties for integrity violations.
- Temporary suspension from discussion boards or platform features.
- Referral to mental health or counseling support.
- Suspension or removal from the program.

Families are always notified and included in conversations about significant behavioral concerns.

____ (*Student Initials*)

Communication

How to Reach Your Squad Leader

Platform chat or Email is the primary way to communicate with your Squad Leader. When you send a message:

- Use a clear and relevant subject line.
- Address your Squad Leader respectfully
- Clearly state your question or concern.
- Use proper grammar, punctuation, and a professional tone.

Response Time Expectations

Your Squad Leader will respond to your emails within 24 hours during school days (Monday through Friday). You are also expected to respond to Squad Leader emails within 24 hours, excluding weekends.

No Response Within 24 Hours?

If you have not heard back from your Squad Leader within 24 hours on a school day, email the Head of School to request follow-up.

Communication Quick Reference

Situation	Who to Contact
Academic question or concern	Your Squad Leader (via email)
No reply within 24 hours (school days)	Email the Head of School
Technical platform issues	Contact technical support through the platform
Urgent safety concern	Contact the Head of School directly

Discussion Board Etiquette ____ (Student Initials)

Discussion boards are where you connect with your Squad. To keep conversations productive and respectful:

- Stay on topic and contribute meaningful responses.
- Read your peers' posts before responding; acknowledge and build on their ideas.
- Disagree with ideas, not with people.
- Avoid excessive capitalization (it reads as shouting).
- Use clear and complete sentences.
- Avoid sarcasm, offensive language, or discriminatory remarks.

Platforms and Tools

All school-related communication must happen through school-approved platforms. Do not use personal social media, personal texting, or other non-approved tools to communicate with staff about school matters. This protects your privacy and ensures that all communications are documented.

Academic Policies

Assignment Submission

All assignments must be submitted through the designated learning platform. Students are responsible for following assignment instructions carefully, meeting all deadlines, and ensuring their submissions are complete. Late submissions may result in academic consequences unless arrangements have been made in advance with the Squad Leader.

Engagement, Participation & Progress

These are the key areas of focus for you and your work! If you log in, stay engaged in your goals, interact with your squad peers, participate in discussions and respond to your Squad Leader, then you will not only be successful but may also be awarded cash and prize incentives. The incentives program is designed to encourage you to stay on task, focused and working towards mastery. More importantly, incentives are awarded for students demonstrating positive, respectful and beneficial interactions with learning, peers and school staff. Extra bonus for engaging in all 4 pillars consistently!

Grading

Human Program uses a standards-based approach to grading. Students are assessed on their mastery of key academic skills and knowledge as defined by course standards. Mastery, along with progress, engagement and attendance, indicates a student's success and promotion to the next grade level or content level. Transcripts will reflect a standards-based course credit equivalency. Grades reflect what students know and can do, not how they compare to peers. Specific grading scales and rubrics are communicated within each course.

Report Cards and Progress Monitoring

Families have real-time access to student progress and achievement through the platform dashboard in addition to receiving more formalized updates throughout the school year. Dashboard data, summary reports, updates and transcripts serve as bi-annual progress monitoring and reporting. Families are encouraged to check in regularly and to contact the Squad Leader with any questions about their student's academic standing.

Disengagement or Missed Work

Students who miss assignments due to an excused absence are granted one day per day of absence to complete missed work. Upon the student's return to active participation, the Squad Leader will work directly with the family to develop a plan to complete missed assignments and assessments. Extended absences require advance communication with the Squad Leader and must be submitted through the request process. If weekly progress goals are not met, students and families should expect communication from the Squad Leader and/or Head of School to re-engage the student in expected work.

Academic Integrity

Academic integrity is a foundational expectation at Human Program. All work must be your own unless collaboration is explicitly permitted. The following are considered violations:

- Submitting work completed by another person.
- Copying from any source without proper attribution.
- Using AI tools to generate work submitted as your own, unless explicitly authorized for that assignment.
- Sharing answers or work with other students unless collaboration is explicitly permitted.
- Fabricating data, sources, or citations.

First-Time Violations

A first-time academic integrity violation results in a conference with you, your family, and your Squad Leader, along with an opportunity to redo the assignment. Repeated violations may result in escalating consequences, up to and including removal from the program.

Retention and Promotion

Students earn promotion to the next grade level by demonstrating mastery of the critical standards for their current grade within expected timeframe. Human Program believes that promotion should reflect genuine readiness and that advancing a student before they have demonstrated proficiency compounds academic challenges over time. Students' learning plans include learning within grade-level content, combined with learning of gap skills, prerequisite content, and any retention loss areas. Students are supported in maintaining progress on gap areas as well as grade-level material. Struggling students will trigger additional support through the MTSS system.

____ (*Student Initials*)

Attendance and Participation

In an online environment, attendance looks different from that in a traditional school. At Human Program, attendance is measured by a combination of time logged on the platform, active participation in Squad discussion boards, lesson and assignment completion, and daily wellness logging.

Daily Expectations

- Log in to the learning platform daily.
- Check course announcements and messages daily.
- Complete assigned coursework within posted deadlines.
- Actively participate in the Squad discussion boards.
- Log mental health and physical activity data daily.

What Happens If You Go Inactive

Because Human Program is asynchronous, your absence is identified through inactivity, meaning a lack of platform login, assignment completion, or discussion board participation over a sustained period. Here is how the intervention process works:

Level	What Happens
Level I (2+ days)	Early Outreach: Squad Leader initiates outreach to the student and family to identify barriers and provide support. Squad Leader reaches out to you and your family via email to check in and offer support.
Level II (5+ days)	Intervention Meeting: Your Squad Leader schedules a mandatory virtual meeting with you and your family to develop a re-engagement plan, which may include daily check-ins.
Level III (10+ days)	Administrative Review: The Head of School conducts a review with your family to determine next steps, which may include a formal attendance plan, additional support, or a discussion about fit.
Level IV (20+ days)	Escalation: Chronic inactivity may result in referral to applicable truancy processes as required by state law, up to and including withdrawal from the program.

Planned Absences

Academic calendars and expected topic progress are based on full academic year, excluding weekends and 4 weeks/28 days of preplanned holiday/vacation time. As a school model rooted in families-first and flexibility, we support students in additional absences. Additional absences will be approved based on student progress, performance status, engagement and school administration review and approval. Families should notify the Squad Leader in advance

whenever a student will be unable to engage with coursework for an extended period due to travel, family obligations, health needs, or other reasons. Advance notice allows the Squad Leader to work with the student to plan and minimize disruption to learning.

Attendance Records

Human Program maintains attendance records based on platform activity and engagement data. These records are available to your family upon request and are used to comply with applicable state reporting requirements.

____ (*Student Initials*)

Technology Use and Digital Citizenship

Technology Requirements

Because Human Program is online, you must have access to:

- A reliable internet connection capable of supporting video calls and platform access.
- A maintained, functioning computer, laptop, or tablet with a current web browser.
- A working platform account for school communications.

If your family is experiencing difficulty accessing the necessary technology, please contact the Head of School to discuss available options and resources.

Acceptable Use

You must use the learning platform and all school-provided technology exclusively for educational purposes. The following are prohibited:

- Attempting to bypass system security, filters, or access unauthorized content.
- Using school platforms for non-educational purposes, including social media, gaming, or entertainment.
- Sharing login credentials with any other person.
- Downloading, distributing, or accessing inappropriate or harmful content.
- Using technology to harass, bully, or intimidate any member of the school community.

Digital Citizenship

Being a responsible digital citizen means understanding how to use technology safely, ethically, and respectfully. This includes protecting your personal information, respecting others' intellectual property, thinking critically about online content, and treating others with kindness and respect in all online interactions.

Artificial Intelligence (AI) Use

Human Program recognizes that AI is an evolving tool in education. Here is how we approach it:

- AI should be used as a tool to support your learning, never as a replacement for critical thinking.
- You must produce original work and properly credit sources, including AI tools, when their use is authorized.
- Your teachers will provide clear guidance for each assignment on whether and how AI tools may be used.

- Using AI to generate work that you submit as your own, without explicit permission, is an academic integrity violation.

When in Doubt, Ask

If you are unsure whether AI use is permitted for a given assignment, ask your Squad Leader before proceeding. It is always better to ask than to assume.

Technical Issues

If you experience a technical issue with the platform, report it promptly through the platform's technical support system. If the issue prevents you from completing work on time, notify your Squad Leader as soon as possible so accommodations can be arranged.

____ (*Student Initials*)

Support Services and Resources

Human Program is committed to supporting the whole student, including your academic, social, emotional, and physical well-being. Even though we are fully online, we connect you and your family with a range of supports and resources.

Academic Support

- **Chat Tutors:** Available through the learning platform for real-time academic help when you are stuck.
- **Live Tutoring:** Request live, one-on-one sessions through your Squad Leader.
- **Squad Leader Support:** Your Squad Leader monitors your progress, provides proactive outreach, and helps you develop plans to get back on track when needed.
- **Tier 2 and 3 Interventions:** based on monitoring of your progress and mastery, additional support will be offered to catch up on goals and retention.

Social-Emotional and Mental Health Support

Human Program takes your mental health seriously. Daily mental health check-ins are built into the program, and your Squad Leader reviews this data to identify when you might need extra support. If you are struggling emotionally or psychologically, tell your Squad Leader or ask your family to reach out on your behalf.

Human Program will work with your family to connect you with appropriate mental health resources, including referrals to community-based counseling services, crisis support lines, and other local or virtual services.

Crisis Resources

988 Suicide and Crisis Lifeline: Call or text 988

Crisis Text Line: Text HOME to 741741

Safe2Tell (Colorado): 1-877-542-7233 or www.safe2tell.org

If you believe someone is in immediate danger, call 911.

Students with Disabilities and Exceptionalities

Human Program serves all students, including those with Individualized Education Programs (IEPs) and Section 504 plans. We comply with the Individuals with Disabilities Education Act (IDEA), Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA). If you have a disability, your family should contact the Head of School to discuss how services and accommodations will be delivered in the online environment.

Multi-Language Learners

Human Program welcomes students from all linguistic backgrounds. If you are an English learner, you will receive appropriate support and accommodations as required by law. Families who need communication in a language other than English should notify the Head of School so that translation and interpretation services can be arranged. Human Program is available in over 100 languages.

Gifted and Talented Students

Human Program supports advanced learners through differentiated coursework, enrichment opportunities, and individualized pacing. If you believe you may benefit from gifted programming, speak with your Squad Leader about available options.

Students Experiencing Homelessness or Housing Instability

Human Program follows the McKinney-Vento Homeless Assistance Act and is committed to removing barriers to enrollment, attendance, and success for students experiencing homelessness or housing instability. If your family is in this situation, contact the Head of School for support, including assistance with enrollment, technology access, and connections to community resources.

Family Support Resources

If your family is experiencing hardship related to housing, food security, health care, employment, or other needs, reach out to your Squad Leader or the Head of School. Human Program will work to connect your family with community resources and support services.

Health, Wellness, and Safety

Our Wellness Philosophy

Human Program believes that physical health, mental well-being, and academic success are deeply interconnected. Daily mental health check-ins and physical activity logging are core components of the Human Program experience, not add-ons and not optional.

Physical Wellness

You are expected to engage in daily physical activity and log it through the platform. We do not prescribe a specific type of exercise. Whether you enjoy walking, running, cycling, swimming, yoga, team sports, or any other form of movement, the goal is to build a sustainable habit that supports both your physical and mental health.

Mental Health and Well-Being

The daily mental health check-in helps you build self-awareness and gives your Squad Leader data to identify when you might need extra support. If you are struggling, reach out to your Squad Leader or ask your family to do so on your behalf. No concern is too small.

Suicide Prevention

Suicide is a leading cause of death among young people, and Human Program takes this issue with the utmost seriousness. Our staff are trained in suicide prevention and are prepared to respond when a student expresses thoughts of self-harm. If you or someone you know is in crisis, please reach out for help immediately using the crisis resources listed in the Support Services section of this handbook.

Student Safety Protocols

Human Program maintains safety protocols for situations involving concerns about student well-being, including suicide risk, threats to self or others, and reports of abuse or neglect. Staff follow established procedures, which include notifying families, conducting appropriate screenings, connecting students with support services, and, when required by law, reporting to relevant authorities.

Child Abuse Reporting

State law requires school officials and employees to report known or suspected child abuse or neglect. Human Program staff are mandatory reporters and will comply fully with all applicable state laws. If you suspect a child is being abused or neglected, you can also contact Safe2Tell at 1-877-542-7233 or your local child protective services agency.

Anti-Discrimination and Privacy Policies

Anti-Discrimination Policy

Human Program does not discriminate in admission to, access to, treatment in, or employment in its services, programs, and activities on the basis of race (including hair texture, type, and protective hairstyles), color, national origin, sex, disability, age, ethnicity, sexual orientation, gender identity, gender expression, ancestry, religion, or any other characteristic protected by federal, state, or local law.

Every member of the Human Program community is expected to adhere to this policy. Discriminatory remarks, comments, or behaviors in any school-related setting, whether on the platform, in email, on discussion boards, or during virtual events, are prohibited and may result in disciplinary action.

Title IX

Title IX of the Education Amendments of 1972 prohibits discrimination based on sex in education programs that receive federal financial assistance. This includes protection against sexual harassment. Any person may report sex discrimination or sexual harassment to the Title IX Coordinator by email, phone, mail, or any other means. Reports may be made at any time, including outside of business hours. For questions or to file a report, contact the Title IX Coordinator at the email address provided in school communications, or contact the Head of School directly.

Student Data Privacy

Human Program takes your data privacy seriously. We comply with the Family Educational Rights and Privacy Act (FERPA), the Children's Online Privacy Protection Act (COPPA), the Children's Internet Protection Act (CIPA), the Protection of Pupil Rights Amendment (PPRA), and all applicable state student data privacy laws.

Key principles of our data privacy practices:

- Student education records are not shared without parent or guardian consent, except as permitted by law.
- All third-party vendors are required to have data protection agreements that prohibit data mining and targeted marketing and require industry-standard security practices.
- Student data collected through the platform is used exclusively for educational purposes.
- Families have the right to review student education records and request corrections.

Digital Media Release

Human Program may use screenshots of student work (with identifying information removed), student testimonials (with permission), or other media to promote the program. Your family will be asked to sign a digital media release at the time of enrollment. Participation is voluntary, and declining will have no impact on your enrollment or educational experience.

Grievance and Complaint Process

Human Program values open, honest communication and is committed to resolving concerns promptly and equitably. You and your family can express grievances without fear of retaliation.

Informal Grievances

As a first step, we encourage you or your family to address concerns directly with the person involved, typically your Squad Leader. Many concerns can be resolved quickly through a direct, respectful conversation. If you are not comfortable raising the issue directly, or if the concern involves your Squad Leader, contact the Head of School.

If a direct conversation does not lead to a satisfactory resolution, the Head of School will facilitate a resolution process, which may include mediation, goal-setting, and follow-up. The informal grievance process should not extend beyond 30 days. If a resolution is not reached within that timeframe, the formal grievance process may be initiated.

Formal Grievances

To initiate a formal grievance, your family should submit a signed and dated written grievance to the Head of School within 30 days of the event (or to the Board Chair if the grievance involves the Head of School). The written grievance should describe the concern in detail, including relevant dates, individuals involved, and any policies believed to have been violated.

1. The Head of School will acknowledge receipt of the grievance within five business days.
2. Within 15 business days, a resolution team will conduct an internal investigation, including interviews with relevant parties and a review of relevant documents and policies.
3. Within 15 business days of receipt, the resolution team will issue a written resolution plan.

If your family is not satisfied with the resolution, the matter may be brought to the Board of Directors by contacting the Board Chair through an official, written appeal within 10 days of the decision. The Board serves as the final forum for conflict resolution after all other steps have been followed.

Reporting Discrimination or Harassment

Any member of the Human Program community may report discrimination or harassment at any time by contacting the Head of School or the Title IX Coordinator. Reports may be made verbally or in writing. Human Program will investigate all reports promptly and take appropriate action. Retaliation against any person who reports discrimination or harassment is strictly prohibited.

Student Acknowledgment

By participating in Human Program, you agree to follow the policies and expectations outlined in this handbook. These guidelines exist to create a safe, respectful, and effective learning environment for all students.

Your Commitment

I have read this Student Handbook and understand the expectations, policies, and practices described in it.

I understand that Human Program is a fully online, asynchronous learning environment that requires my daily engagement.

I will log in daily, complete my coursework on time, and participate actively in my Squad.

I will complete daily mental health check-ins and log physical activity.

I will communicate respectfully and professionally in all online interactions.

I will follow all school policies, including the academic integrity policy and code of conduct.

I will reach out to my Squad Leader when I need help or have concerns.

I understand the consequences for violations of school policies as outlined in this handbook.

Student Printed Name

Date

Student Signature

Squad Name

Please sign this form within the first two weeks of enrollment.

Success in an online environment requires independence, responsibility, and communication.

We are here to support you. Stay engaged, stay respectful, and reach out when you need help.