



Frequently Asked Questions

1. Can I work at my own pace?
 - a. Students have 20 weeks to complete each course. CHS suggests that students stay on track by completing one lesson per class per week. By doubling or tripling the amount of lessons you complete each week, you can finish a course in as little as 28 days. As long as you are focusing on one lesson per week, it is up to you to set the pace that works best for your schedule.
2. What if I don't finish my course in 20 weeks?
 - a. If you are still working on your course at the end of the 20 weeks, you can call the Academic Department at +1 904-276-1700 ext. 1229 and ask for an extension.
3. Can I transfer credits earned at CHS to another school?
 - a. Yes. CHS is a DEAC-accredited high school which means our courses and diplomas are accepted by high schools, colleges, and universities nationwide. We will provide an official transcript at your request to any educational institution. Please note, acceptance of CHS credits is ultimately up to the school's discretion.
4. Is CHS accredited?
 - a. Yes, CHS is nationally accredited by [DEAC \(Distance Education Accrediting Commission\)](#). CHS has been nationally accredited for nearly 40 years, making us the second oldest active nationally accredited distance education high school in the United States. We are also Regionally- Accredited with [Middle States Association](#).
5. Can I use my CHS diploma to enter a University or the workforce?
 - a. Yes, while CHS does not guarantee employment or acceptance into a college, our diploma is nationally accredited and our credits are accepted at most public and private universities. For those students interested in continuing their education at a 4-year institution, we highly suggest that you enroll in our [Academic Studies Diploma](#) program. For students interested in entering directly into the workforce, we suggest completing the [General Studies Diploma](#) program.
6. How long does it take to get my assignments graded?
 - a. Your instructors have 48 hours to grade your assignments.
7. How many courses can I take at one time?
 - a. Students enrolled in the Nepal Pilot Program will be enrolled in one course at a time.

citizenshighschool.com



1590 Island Lane, Suite 44,
Fleming Island, FL 32003



"We provide Nepali students who are looking to enroll in a university abroad the opportunity to earn both an American and Nepali diploma, giving them access to the top universities around the world."



8. I have a question, who should I contact?
 - a. Contact your instructor if...
 - i. You need help understanding the material in your course
 - ii. You have a question about grading
 - b. Contact the Academic Department if...
 - i. You need a course extension
 - ii. You are having trouble accessing your courses
 - c. Contact the Student Services Department if...
 - i. You would like to enroll in a new course
 - ii. You need a copy of your transcript or diploma
9. How do I enroll and what do I need to get started?
 - a. To enroll in classes, simply fill out the enrollment sheet provided to you by CHS and email it to studentservices@citizenshighschool.com
10. Why isn't CHS free to everyone like a public school?
 - a. CHS is a private school and funded through tuition paid by the students, unlike public schools that are funded by the state and federal taxes paid by residents.
11. How long will it take to complete the high school diploma?
 - a. Since our program is self-paced, it can take from 1 – 4 years to complete our high school diploma.
12. What is the total cost?
 - a. Each student enrolled in the program is offered a full scholarship, and do not have to pay any money to attend CHS for the duration of the pilot.
13. Can I see a sample of what a course would look like?
 - a. Yes, you can request our demo course through this link <https://citizenshighschool.com/academics/course-demo/>
14. How do I receive my diploma?
 - a. When you complete all the graduation requirements, we will officially confer your degree and mail your high school diploma packet.

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15. I have a high school diploma from my own country, do I need to re-enroll in 9th grade to obtain a U.S. diploma?

a. No, we accept international transcripts, though all transcripts from other countries must be translated by a third party and all records must be in English. Our Preferred third-party services are : World Education Services (<http://www.wes.org>) and Global Services Associates, Inc. (<http://www.globaleval.org/>). Please note third-party evaluations can take 7 to 10 business days to complete. Vendors will require you to submit transcripts along with other documents that vary based upon your country of education. Please submit completed evaluations to Student Services by mailing the official sealed documents to 1590 Fleming Island Lane, Suite 44, Fleming Island, Florida 32003.

16. What computer skills does CHS require?

a. Simple, everyday computer skills such as accessing the internet and the ability to use Microsoft Word are all you need.

17. What courses can I take at CHS?

a. There are 3 non-credit and 3 for-credit courses that will be offered to the students enrolled in the Pilot Program. Students will view their courses in English and Nepali simultaneously. This parallel format will help students navigate through our courses in their own language while allowing them to practice their English language skills as well. It is important to note, however, that all graded assessments must be completed in English per our accreditation guidelines. The 3 for-credit classes are: Life Skills, World History, and Earth Space Science. The 3 non-credit courses are: English as a Second Language, Computer Literacy, and Microsoft Applications. Each student will be enrolled in one course at a time.

18. What if I don't have a transcript from a previous school?

a. For those who do not have a transcript from a previous school, we offer an option to start from the 9th grade and go through the program at your own pace.

19. What is the difference between the Academic Diploma and the General Diploma?

a. The General Studies Diploma Program is 18 credits and is designed for students who want to enter the job market, the military or continue their education at a technical school or community college. The Academic program is 24 credits and that is designed for someone who wants to enter a four-year college or university after they graduate. This program has additional electives and 2 credits in Foreign Language. To view more information visit our Diploma Programs page here <https://www.citizenshighschool.com/programs/diploma-programs/>

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20. Can I complete my CHS classes on my cell phone?
- a. Yes, CHS is a fully online program and supports all Desktop, Tablets and Mobile Devices, we even provide a fully downloadable app to make your studies mobile friendly.
21. When will I be able to work on my classes?
- a. You will be given time to work on your courses using the computer lab at your school. You will also be able to access them anywhere that has wifi off of your mobile device.
22. Does anyone at CHS speak Nepali?
- a. Our team at CHS has access to translation technologies that will allow us to better communicate with you online.
23. Will I be able to take courses at CHS after the pilot program?
- a. Yes! You will be able to enroll in more courses at CHS after the pilot program if you are interested. For a list of our available courses, visit: <https://www.citizenshighschool.com/academics/course-catalog/>
24. Will anyone else be able to access my grades, transcripts, or personal information?
- a. In accordance with the Family Educational Rights and Privacy Act, or FERPA, CHS is not allowed to give out any of your information to anyone else, unless you fill out a form granting us the permission to do so. To access this form, please contact our Student Services Department at 904-276-1700 ext. 6500.
25. What is the difference between Canvas and Genius?
- a. CHS uses two different systems to manage our student information and curriculum. Our Student Information System (SIS) is Genius. CHS uses Genius to register students in courses, document grading and transcripts, create student schedules, and store student contact information. Our Learning Management System (LMS) is Canvas. CHS uses Canvas for all teaching and instruction. Canvas is where all of the lessons are stored and organized, assessments are given, and students and teachers interact using blogs, forums, and email.
26. My friends and family want to see what it's like to take a course at CHS, can they do that?
- a. Yes! We have an entire folder in our One Drive dedicated to them. It is titled "Community Members" and will allow them to view demo videos and have temporary login access to our systems.

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