Foreword:

This abridged manual IS FOR DISTRIBUTION TO THE Fleet, so that members understand the Standard Operating Procedures in taking Academy courses.

The complete Manual, that covers Students, Directors, and Deans is available when you enroll in the Starfleet Academy Orientation College.

The complete manual was developed from many years of operational practices, those written and those developed out of necessity to approach a variety of situations, some internal to Academy and to meet the needs of our students, the membership of STARFLEET.

This manual is intended to familiarize the membership of STARFLEET of the operational practices of Academy at all levels, to facilitate communication among all participants, and to facilitate the efficient administration of exams for our students and faculty.

This manual is still in development and will expand to cover Command and Support operations. The content of this manual may change, as operations evolve to meet the needs of the membership of STARFLEET and for the good of Academy.
Credits:
This manual was assembled from STARFLEET Academy documents, websites, and Standard Operating Procedures (SOPs) used by STARFLEET Academy.

This manual was assembled by: Admiral Glendon Diebold and Admiral Carol Thompson, with contributions by the SAOC Development Team in 2014 and updated by Command in 2019.

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BASIC STUDENT REQUIREMENTS

1) You must be a current member of STARFLEET, the International Star Trek Fan Association, Inc. to participate in STARFLEET Academy. Instructions on how to join or renew your membership is provided at www.sfi.org.

2) Courses listed under the Institute of Cadet Studies are designed for Cadet members 17 years old or younger, or for adults with disabilities that prevent them from taking adult-level courses. For the purposes of taking Cadet Academy courses, a Cadet “ages-out” on his/her 18th birthday.

3) Cadets may take Adult level courses, as long as the course does not have a rating of Mature or Adult, with parental permission.

TUITION

STARFLEET Academy courses can be taken by email or through the Fully-Automated Course Program (FAC) free of charge.

If a student needs to take an exam, or receive a printed diploma by postal mail, this can be indicated in the letter or email sent to the Director. The student is responsible for costs of postage, printing, and handling of materials sent to him/her. The tuition fees stated on the College pages reflect only these costs to the Director and no one receives any profit from the stated tuition.

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. Due to the HOLD status, the applicant cannot be counted in the STARFLEET crew compliment of his/her Chapter or participate in Academy. The applicant’s Commanding Officer and/or Regional Coordinator will be notified of the situation.

ACADEMY POLICIES & PROCEDURES

1. Academy courses are for members in good standing of STARFLEET, the International Star Trek Fan Association, Inc. only. Non-members and members not in good standing are prohibited from taking these courses.
2. Although participation in Academy is a basic member right, sharing and/or receiving answers (cheating), or using Academy materials for non-STARCRAFT purposes, such as in another organization’s academy, could cause this right to be revoked by due process.

3. If a member does not have Internet/Email access, his/her Commanding Officer/Executive Officer (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 #4.

**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.

d) An individual copying answers from exam answer keys.

**DUE PROCESS PROCEDURE:**

If an Academy Director suspects that cheating has taken place, he/she will notify the Vice-Commandant and the Commandant of the Academy, and present evidence of said cheating. Evidence may include 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 the student had submitted his/her 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 email, 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 individual(s), as well as their CO, will be notified that a grade of FAIL will be placed in the Database (DB) for those who were cheating.

If the exam is OTS/OCC/FOS, then the Regional Coordinator (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 (6) 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 also 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, he/she 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 item 2 & 3 updated as approved by AB08-06 majority vote on 27 October 2008

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

5. 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. Outstanding exams are invalid after three months. A student must reapply, with the stated tuition fee (if applicable), to complete the course.


Extensions

Directors can make provisions for students who, for compelling reasons, find they cannot complete exams on time. To get an extension, a student may submit a request via email or in writing (including a Self-Addressed, stamped Envelope (SASE)), citing the reason the extension is needed. Extensions (usually 2 weeks) are at the Director’s discretion. Up to two (2) extensions may be granted per exam.

ACADEMY NIGHTS

Your chapter may hold Academy Nights, in which your crew gets together to view an episode, or share Manuals (or other references) in order to take exams. Note: Although this section is titled “Academy Nights”, and the topic is generally referred to as such, there is no specific policy standard dictating duration, frequency nor time of day for conducting any such chapter activity.

There are a number of procedures that need to be followed:

1) Ask permission of the Director(s) to administer the exams in an Academy Night. He or she might be able to provide more than one version of the exams.
2) There should be someone in charge (acting as Proctor) to administer the exams, collect them, and send the finished exams to the Director(s). As an alternative, you may have each participating crew member send his/her own finished exams to the Director(s). The Proctor should be someone who is not taking the same exams at the Academy Night.

3) All test takers should write their own answers on the exams or answer sheets, without discussing the questions or the answers. Care must be taken that answers are not shared among the students.

Chapter 2 – How to Take a Course

CHOOSING YOUR COURSE
There are two documents where you may “shop” for courses that might interest you.

The Course Catalogue PDF is a printed document containing all the open courses in Academy at the time of printing. The PDF is updated approximately once a month, or sooner, if there has been substantial change in either the content or the Faculty. You may find a copy of this document here: http://academy.sfi.org/sfa-course-catalogue/.

This document will allow you or your shipmates who cannot access the Internet to select courses by applying directly to each Director for up to five (5) exams. Because of the size of Academy, there is no printed application form. You may send a request to the Director with a list of what you are interested in taking. Be aware that, as in past years, postal mail should be given 2 – 4 weeks to get to its destination. It may take that long for the exams to get back to you, as well.

This document is also a method for you to keep track of your Academy credits by marking the boxes [ ] in front of each Course.

The Online Catalogue is located at http://sfi.org/academy/course/index.php. Colleges are grouped under Institutes of similar topics. When you click on a College name, you will be taken to that College’s page, where the courses and the Director’s contact information are listed.

APPLYING FOR COURSES

There are four ways of applying for courses

- By direct email
- By postal mail
- By downloading the exam and manual (if applicable) from the Course page
- By taking the courses entirely online through the Fully-Automated Course Program (FAC).

A) DIRECT EMAIL

You can log in and click on any College to browse the list of available courses and to locate the email icon under the picture of the Director. (upper left)

You would email the Director, and include:
1) Your name as it appears in the Database
2) Your SCC number
3) Your age
4) The date of application
5) A list of what course(s) (up to 5) you want to take from that College
6) Whether you need Large Print materials
7) Whether you need to conduct the course via postal mail, in which case, also include your full mailing address.

TIP: Create a master document that has all the information you need to send to the Director and save it on your desktop. You can then copy and paste that info into the email to the Director. You will only have to add the list of courses you want to take and the date of application.

Each Director handles his/her own email traffic, so you will need one email per Director. There is no central clearing house for directly emailed applications.

International students may have difficulties emailing directors in the USA, especially if their email addresses end in .au, .nz or .uk. Some of the USA’s servers outright reject such addresses. If you find yourself in this situation, it is recommended that you obtain a free Gmail account to use for Academy business.

B) POSTAL MAIL

Applying by postal mail is for members without access to the Internet. The member will need to borrow a hard-copy of the Course Catalogue PDF from another member who can download and print it from the Academy or SFI page. The Catalogue is over 60 pages long, so it is no small task.

A check made out to STARFLEET ACADEMY for whatever tuition is posted on the College page to cover the cost of materials and two First Class postage stamps should be included in the envelope you send to the Director, along with a list of courses you want to take from that College.

The student is responsible for tuition, materials, and handling costs. No one makes a profit from the tuition, and it is, therefore, quite low, just covering Director expenses.

If you are unable to afford the tuition, let the Director know. “There are always possibilities”.

Members who need to use a public or work computer, but cannot use the printer for personal documents, can request a printed diploma, and state that they need to conduct the Course by postal mail. Be sure to put in your complete mailing address. You will still need to send the tuition and two First Class stamps to cover the materials and postage.

C) DIRECT DOWNLOAD

Most Courses will have PDF or Word files named Exam and/or Manual posted to their pages. The IT team is in the process of uploading these files, so a few Colleges may not yet have files posted.

The Student may download these files to avoid the wait of emailing the Director. However, it is requested that the student inform the Director by email that he/she downloaded one or more
exams from the College.

No more than 5 exams (or more if there is a related set of exams) should be downloaded per College.

**Fully Automated Courses** may or may not have downloadable files, at the discretion of the Director. However, Directors are encouraged to provide downloadable PDFs for members who cannot use the FAC program.

**D) FULLY- AUTOMATED COURSE PROGRAM (FAC)**

To access the FAC:

1) Navigate to the course you are interested in.

2) If there is an FAC quiz, you will see an icon with a checkmark in a rectangle. Click on that to begin taking the quiz.

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**THE AUTOMATED COURSE PROGRAM**

The Academy has created courses for a wide variety of topics, and these courses are subject to change as student interest changes and information gets updated. Students may access these courses through various methods, from email (electronic mail), regular letter mail or with the Fully-Automated Course Program, although not all of the available courses on the Academy website have the FAC format.

To minimize the repetition of information, this manual will not go into detail about which courses are offered for the FAC or how to access the specific courses. For more information on the topic, please refer to the menu at the top of [http://academy.sfi.org/](http://academy.sfi.org/) and select INFORMATION PDFS from the list of publications on the red page.

Select the file “How to take a course”. The file “FAC Listing” lists the available courses on the FAC.

**GENERAL FAC POINTERS**

The FAC is not connected to the STARFLEET databases in any way. Your grade will be entered on your record by hand, by the Director of the College.
If the grade isn’t recorded a week after you (and the Director) receive your result by email, email the Director with a copy of your FAC results. Very occasionally, the Director does not get a copy.

Should the FAC site be down or doesn’t work for you for any reason, apply for the exam by directly emailing the Director, or downloading the PDF file, if posted.

**DIRECTOR TIMEFRAMES**

Directors are volunteers with lives and jobs outside of Academy. Therefore, it is requested that a student allows the Director the following timeframes before sending a follow-up inquiry.

- Receipt of Exam: one (1) week if by email, 3 – 4 weeks if by post. Exams may be downloaded from the Course page, avoiding the wait to receive it.
- Grading, posting, and Diploma received: two (2) weeks by email, four (4) weeks by post.
- Note that the two (2) week timeline for grading, certificate generation and posting of grades listed here apply ONLY to emailed or downloaded exams. For FAC exams, the timeline is set at only one (1) week, due to the reduced handling involved.
- Also note that postal mail or email may be delayed in situations beyond Academy’s control.

**FAILURE TO RECEIVE MATERIALS - INQUIRIES**

There is a real possibility that the Internet may fail to send your application to the Director, or send your exam or diploma to you. Another possibility is that your ISP blocked the Director’s email address or placed the Director’s email in your spam folder. So please do not wait months to notify the Director, the Dean, or the Academic Coordinator of your missing materials.

All inquiries need to have the following information, so the Director and those up the chain of command can find your application or exam:

1) Your NAME
2) Your SCC
3) COURSE TITLE
4) The relevant date(s) you APPLIED or SENT YOUR ANSWERS
5) Dates of previous inquires to the Director

The proper timeframe to inquire about missing exams or diplomas is:

1. Contact the College Director. If no response by 14 days (email) or 21 days (postal mail) then
2. Contact the Assistant Director. If no response in 7 days, then
3. Contact the Dean of the Institute the course is in. If no response by 7 days (email) or 14 days (postal mail) then
4. Contact the Academic Coordinator at academics@sfi.org.

This procedure will allow each person in the chain of command to figure out where communications between you and the Director have broken down, and to make certain your exam is processed.

Students without Internet access may ask their CO or other command crewmember to inquire for them,
as it is much faster to get a hold of someone by email than by postal mail.

**STUDENT TIMEFRAMES AND ANSWER FORMAT**

Completed exams should be returned in a standard format: Word, rtf, or txt file. Text files may be inserted into the body of the reply email, if you cannot attach files to your email. Other formats cannot be opened and marked by most Directors, as not all of them keep up with the latest technology or have alternate programs.

Completed exams should be returned to the Director no later than ten (10) weeks. If you need an extension, contact the Director. Some Directors do not adhere to the 10-week rule, but if they do, this will be noted on the exams.

ALL EXAMS EXPIRE AFTER THREE (3) MONTHS, because they might be updated, revised, reformatted, or retired in that timeframe.

**GRADING SCALE**

Exams are graded on a percentage system. Each point on an exam will be assigned a percentage based on a total of 100 percent. The percentage scale is converted to one of three grades (Distinction, Honors, Pass) that will be recorded on your record. The grading scale is below.

100% - Distinction
90% - 99% - Honors
70% - 89% - Pass

If you score below 70%, you will be given the opportunity to retake the test to correct the answers you missed. You will be notified by the Director as to which answers you missed. If you have to retake the test, you will not be able to earn a grade of “Distinction.”

You may NOT retake a test to get a better grade if you have already passed the test. This also applies to the FAC. Your first passing grade (Distinction, Honors, Pass) is the grade that will be posted on your record, with the exception described in **UNSATISFACTORY GRADES AND RETAKES**.

**UNSATISFACTORY GRADES AND RETAKES**

If you should not achieve a passing grade (less than 70%) on the exam, the Director will contact you about retaking the exam. You will not receive a grade until you achieve at least 70% on the course. The FAC exams are programmed with a waiting period of one (1) day to retake the exam after the first failure, and a week after subsequent failures. You will not be able to earn a Distinction upon retaking the exam, however, since you will be told which questions you missed. In some cases, an alternate exam may be provided.

Fail grades are typically not recorded in the Database *(only in the event of confirmed cheating)*, mainly because the addition of ANY grade affects the Boothby count (See **BOOTHBY AWARDS**, in Chapter 3). Fails cannot be used to raise the Boothby count. Also, it is the policy of Academy not to embarrass a student by posting a Fail to the student’s record.
CHALLENGING ANSWERS

Once you receive your grade you may request to know the answer to a specific question, or which questions you missed. You may request the source used by the director, if it is not posted at the top of the exam.

If you believe the grade is incorrect, and you disagree with the answers of the Director, you may submit a challenge to the specific question(s).

Please include your NAME, COURSE TITLE, and SCC so the Director and those up the chain of command can find your exam.

This challenge is first presented to the Director and should include the source for the answer that was marked as incorrect. If the answer is derived from a provided manual, specify where you got the answer in that manual.

Outside sources used for a challenge must be stated in the challenge. Remember that scientific knowledge in some colleges may become outdated. Therefore, please give your source so that the exam may be updated.

If you feel the Director has not agreed with your challenge and/or believes your source to be outdated/wrong, you may submit the challenge to the Dean of the Institute for review. If you still believe you were improperly graded after a Dean’s review, you may take the challenge to the Academic Coordinator. The Academic Coordinator will review the challenge, and has the final ruling on the challenge.

CHAPTER LIBRARIES

Chapters are strongly discouraged from keeping a library of Academy exams, because exams become obsolete for a number of reasons. There are no keys for obsolete exams, and so grading those exams is difficult, if not impossible.

1) An exam may be rewritten or reformatted and questions swapped out.

2) There may have been a director change and the return address on the exams will be wrong. A Director who leaves Academy and/or STARFLEET might not be able to forward outdated exams to the new Director.

3) The exam may have been retired due to loss of answer sources, copyright violations, or lack of student interest in the particular exam.

4) The exam may be older than three (3) months, and, therefore, expired.
Chapter 3 – Student Awards

The Chief of Recognition Services issues the certificates for the various awards earned by the students and staff of STARFLEET Academy.

BOOTHBY AWARDS

Named after the ever-lovable caretaker of the SFA Grounds, and close confidant of many famous Starfleet Captains, George Edwards Boothby, Boothby Awards are given to STARFLEET members in good standing. They are awarded on the basis of how many courses a member has passed at both the STARFLEET Academy and the STARFLEET Marine Corps Academy throughout their tenure with STARFLEET.

The Boothby Awards are administered automatically by the Academy’s Chief of Recognition Services.

Boothby Awards are given approximately weekly, based on the total number of courses passed, in 50-credit increments, and listed in the member’s Academy Award record.

Should you reach a 50-credit milestone and have not received a Boothby certificate by email within two (2) weeks, email the Chief of Recognition Services.

RECOGNITION AWARDS

The Commandant of the Academy may create forms of recognition for both Staff and Students that are outside of the usual Boothby Awards and Annual awards, such as the Squad and Staff awards. Those created for students are described below.

The Outstanding Student of the Month Award is given monthly to the student who was chosen the most by the directors as an Outstanding Student. Students tend to take college exams within several colleges; therefore, they have numerous opportunities to be selected by the directors as an Outstanding Student.

Note: A college must contain a minimum of 5 courses to nominate a Student of the Month. An Outstanding Student is one who has, within the month, completed college exams with Honors and/or Distinctions more than other students within said college. Generally, your Outstanding Student will be the one who has the most number of Distinctions. However, you need to consider a student’s whole body of work. For example: Student A took 1 course and received Distinction, student B took 10 courses and received all Honors. In this case, student B should get Outstanding student, even though student A had more Distinctions. Also, you can have an Outstanding Student even if you only had one student that month, as long as they received at least one grade of Honors or Distinction.

It is the Director’s responsibility to submit the Outstanding Student’s name on their MSR. It is the Dean’s responsibility to check their Director’s MSRs to ensure that, if there is an eligible candidate, that the name has been submitted. If not, they need to modify the MSR and re-submit it.

The Academic Coordinator will provide the Chief of Recognition Services with the list of Outstanding Students from all the colleges. The Chief of Recognition Services will select the winner, enter their award in the DB, and send them a certificate.
If you have a question about determining a winner in your college, please contact the Chief of Recognition Services.

The Chief of Recognition keeps track of these special students when the directors send in their reports, and at the end of the month tabulates who has been considered the Outstanding Student the most times during said month, and a special certificate is sent to that student.

**The Cadet Star Award** is considered very special in that it is awarded to a Cadet (under the age of 18) for completing all exams in a College within the Institute of Cadet Studies with Honors and/or Distinctions. If a cadet so wishes, he/she may attempt to take some of the college exams that are more geared toward the adults. If they complete all the exams in one of these colleges with Honors and or Distinctions (they are allowed no more than one Pass) they will also have the opportunity to earn this special award.

The award is given out by the Chief of Recognition as a special certificate and a pin that the Cadet can wear on his/her costume, uniform, or whatever way he/she would like to display, to show how well they are doing at the academy.

There is no set time that this award is given out. As soon as the Cadet completes all exams of a college with said requirements, the Director will notify the Chief of Recognition and the award will be sent out. This Award is listed in the respective student's ACADEMY AWARDS record.

**SQUADRON AWARDS**

The following Squadron Awards recognize academic achievement. The best students are selected from each College (excluding OTC and OCC), covering the previous calendar year. This cutoff date allows Directors to get all their nominations up the chain of command, and allows time to produce the many certificates needed, in time for the International Conference. The Chief of Recognition Services will announce the cut off dates and when nominations need to be entered. To be eligible for a Squadron Award, the member must have earned a grade of DISTINCTION or HONORS. In the event of a tie, total courses taken will be used to determine the winner.

All Squadron Awards will be listed in the respective student's record under ACADEMY AWARDS after they are announced at the International Conference (IC).

**RED SQUAD**

In 1993, with the help of Denise Dugan (former Director of the College of History), the Academy established the Honors Graduates Awards to recognize outstanding achievement within a 12-month period covering the previous calendar year. OTS and OCC are exempted from Squad awards, as there is only one exam in each College.

These awards have been renamed “Red Squad” or “Red Squadron”, and consist of the “Best” students who have taken adult-level STARFLEET Academy courses during the previous calendar year.

Each year at IC, the top Adult student from each College is awarded a Red Squad Award. Only non-Cadet Colleges issue Red Squad Awards. Each Director nominates the top student from his or her
respective College.

All College nominees are tallied, and the student with the most nominees becomes Red Squad Leader, with the second-place nominee receiving Assistant Red Squad Leader, and the remaining nominees becoming Red Squad Members.

**BLUE SQUAD**

Blue Squad Awards are given to the “Best” Cadet students under the age of 18, who have attended STARFLEET Academy. The procedure is the same as for Red Squad, except that only Cadets are eligible for this award across Academy.

**GOLD SQUAD**

Gold Squad Awards are given for family involvement at the College level. The family that achieves the “best of the best” status, as a family, within a respective College, shall receive a Gold Squad Award for that College.

Unlike the procedure for Red and Blue Squads, the Gold Squad Leaders and Assistant Leaders will be determined by a combination of number of nominations and the **average number of courses each family member took**. This is to provide a balance due to the various sizes of families. All remaining families will receive Gold Squad Member awards. In addition to Director nominations for Gold Squad, the Awards Director and Academic Coordinator shall check the DB for other family members not nominated, so that all family members are counted.

At least two family members must participate in order to be eligible for this award. Family members may be Adults, Cadets, or both.

*A family in which the Adults take the adult version of a particular College and the Cadets take the cadet version of the same College will be eligible for the Gold Squad Award.*

All Directors should nominate candidates for the Red Squad, the Blue Squad, and the Gold Squad awards if eligible students have taken courses in his/her College. For example, if a cadet takes an adult level course, and that cadet’s parent takes a course in the same college, then it is possible for the Director to be able to nominate the cadet for Blue Squad, the parent for Red Squad and both of them for Gold Squad (provided they both perform well).

**LEADERSHIP AWARDS**

The top students among the Red Squadron, Blue Squadron, and Gold Squadron members are chosen as Leaders of their respective Squadron, which reflects their leadership skills while in attendance at the Academy.

Assistant Red, Blue, and Gold Squadron Leaders are chosen from the students who came in second in their respective category.

Winners receive certificates at IC (usually held in July or August), if they are present, or by mail or email as soon as possible after IC.

**END OF MANUAL**