



GALE PRESENTS: EXCEL ADULT HIGH SCHOOL

Student Auto-Email Plan



2024

**GETTING
STARTED**





APPLICATION APPROVAL EMAIL

Sent when a student is manually
moved to the **Pre-requisite** status.

Hi [student name],

You have successfully set up your Excel Adult High School account and [library name] has determined you are eligible to move forward. You may now begin the prerequisite Life Skills course.

This course is a short, entry-level course containing two modules (sections) and two quizzes. You will have two weeks to complete the course and you must earn a 70% or higher to be considered for the program. Once you have completed this course, your library will reach out to you with next steps.

Please watch the video below and use the link to access your student console. Use the username and password you created when you set up your account.



Login

Please click [here](#) to view it on the LearnStage.

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Hi [student name],

[library name]

At this time, has determined you are not currently eligible to enroll in Gale Presents: Excel Adult High School.

If you have any questions, please reach out to your library.

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APPLICATION CANCELED EMAIL

Sent when a student is manually moved to the **Canceled** status.

OFFICIALLY ENROLLED WELCOME EMAIL

Sent when a student is moved to the **Enrolled** status after their interview, once you've determined they are eligible for a scholarship.

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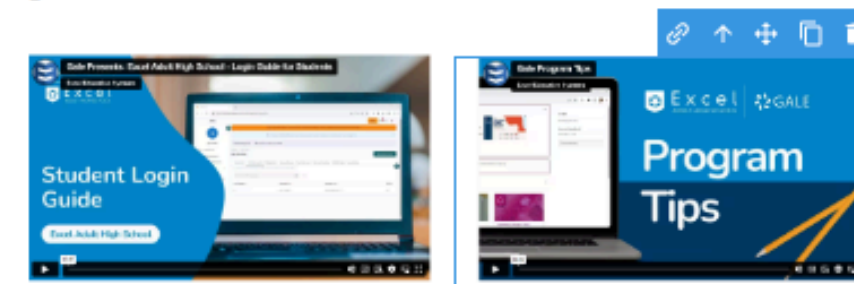
Welcome!

Let's get started.

Congratulations! You are officially enrolled in the Excel High School program, provided through [^]Here are a few things to know as you get started:

[library name]

1. Watch the videos below to learn how to get started and be successful in the program.



Your deadline is:

2. Your Transcript is Required

(if you are transferring in any credits)

To confirm that you have selected the correct courses, we must receive an official transcript from your previous school. Students who plan to complete all 21.5 credits with EHS in order to graduate do not need to send an official transcript. You are not required to submit a transcript if you don't have one.

[How to Submit an Official Transcript](#)

3. Get started by completing your orientation course.

This is a must! Students should go through this course. There are many important tips and policies that you need to know.

Begin Orientation

How to get support:

- Text or call us at (952) 465-3700
- Submit a support ticket through your student account
- Use the Live Chat feature on our website

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DEADLINE REMINDERS



PREREQUISITE DEADLINE EMAIL

Sent when a student is in the **Prerequisite** status and is three days away from their 14-day deadline.

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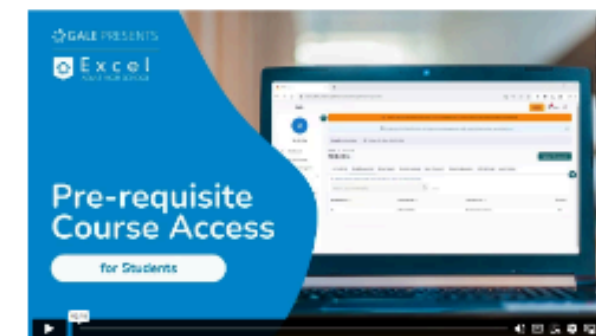
Dear [student name],

Date:

The deadline to complete your prerequisite Life Skills course is approaching. Your deadline is [date].

Please [log in](#) to complete the course. As a reminder, in order to pass the course, you must earn 70% or higher on each of the two quizzes in the course. You have 3 attempts for each quiz.

Please watch the video below to learn how to start the course.



Login

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PROBATIONARY PERIOD DEADLINE EMAIL

Sent when a student has been in the **Enrolled** status for 25 days.

(5 days before their 30-day deadline)

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Dear [student name],

Date:

You have 5 days remaining in your 30-day trial period.

If you have not been active, please log in to continue your coursework to avoid being dropped from the program.

If you have any questions, please reach out to your library.

Login

Click [here](#) to view it on the Learnstage application.

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GRADUATION DEADLINE EMAIL

Sent 30 days prior to a student's graduation deadline (2 years from their Enrollment Date).

Dear [student name],

Date:

This is a reminder that your graduation deadline is approaching. Your deadline to complete the Gale Presents: Excel Adult High School program is [date].

As a reminder, in order to graduate, you must have a total of 21.5 credits earned. This includes:

- 4 English credits
- 3 math credits
- 3 science credits
- 3.5 social studies credits
- 8 elective credits

Please reach out to your library with any questions regarding graduation.

You also must submit a government-issued ID prior to graduating. You can upload a photo of your ID to your Learn Stage account or email it to registrar@excelhighschool.com.

Please DO NOT REPLY to this email. This email box is not monitored.



Hi [student name],

Your graduation deadline for Excel Adult High School is quickly approaching. Please reach out to your library with any questions.

Enrollment Id	Date Of Expiration

Click [here](#) to view it on the Learnstage application.

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GRADUATION DEADLINE REMINDER EMAIL

Sent as a reminder email the night before a student's graduation deadline.

COURSE UPDATES



ENROLLMENT STATUS CHANGE EMAIL

Sent when a student's enrollment status has been changed.

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Hi [student name],

The status of the following enrollment has been changed.

Enrollment Id	Program Name	New Status

If action is required, you will receive a corresponding email with information and next steps.

Click [here](#) to view it on the Learnstage application.

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COURSE COMPLETION EMAIL

Sent when a student has passed a course and the *course status* is changed to **passed** in the system.

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Excel
ADULT HIGH SCHOOL



Hi [student name],

The course/s on your dashboard have been completed. Please watch your email for next steps.

Student Id	Enrollment Id	Program Name

Click [here](#) to view it on the Learnstage application.

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Hi [student name],

The status of the following course has been changed.

Enrollment Id	Course Code	Course Name	New Status

Click [here](#) to view it on the Learnstage application.

Please [contact](#) admin for more information.

Please DO NOT REPLY to this email. This email box is not monitored.

COURSE STATUS CHANGE EMAIL

Sent when a student's course
status has been changed.

WEEKLY PROGRESS EMAIL

Sent to all students every Sunday
night as a weekly progress report.

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Dear [student name],

Date:

Please see below for your weekly progress update.

Program Name:

Completion deadline:

Last date you logged in:

Here is your current progress in all your courses.

Course progress:

- Course Name:
- Course Status:
- Course Grade:

Click [here](#) to view it on the Learnstage application.

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FAILED COURSE ALERT EMAIL

Sent when a *course status* has been marked as **failed** in the system.

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One of your courses was marked as Failed.

Unfortunately, one of your courses has been marked as Failed. However, you may have an opportunity to pass the course. Here's how:

Step 1: Determine why your course was failed

Your course was marked as failed because you did not meet one of the requirements below.

To pass a course, students must:

1. Earn 60% or higher on each Writing Assignment
2. Earn 60% or higher on the Final Exam
3. Earn 60% or higher as their Overall Grade

Step 2: Resubmit relevant assignments

If you have attempts remaining on your assignments, you can revisit them to increase your score. See helpful guidance below:

Written Assignments:

- Review the feedback from your instructor on your written assignments and make necessary changes.
- Submit your papers for regrading. Remember, it might take 3-4 business days for grading. Teachers do not grade on weekends.
- Once you've received a passing score of 60%, email exams@excelhighschool.com to have them review your course.

Final Exams:

- Prepare for the final exam by revisiting course materials and reviewing the results of your first attempt.
- Once you've earned 60%, email exams@excelhighschool.com to have them review your course.

Out of attempts?

You have 3 attempts for Written Assignments and 2 attempts for Final Exams. If you have used all of your attempts without meeting the requirements to pass, please contact support staff to discuss retaking the course.

GRADUATION NOTIFICATIONS



ENROLLMENT STATUS GRAD EVALUATION EMAIL

Sent when an enrollment status is automatically changed to **Graduation Evaluation** to notify students that they have completed all the required coursework to graduate. At this point, the registrar department will do a final evaluation of the account before confirming that the student is a graduate.

This email reminds students to provide important information for the graduation process (Photo ID, up-to-date address, etc.) and informs them of what they can expect once they are officially marked as a graduate.

Dear [student name],

Date:

Congratulations on completing all coursework required to earn your high school diploma!

Your last class/es, taken through [library name], have been recorded and concluded. Your file has been sent to our registrar's office for final review. If they have questions or find errors, you will be notified. Please read the important information below.

Follow these steps to ensure we can successfully send your diploma to you.

- **Verify that We Have Your ID**
Before transcripts and diplomas are released, we must have a copy of a valid driver's license or passport (Government-Issued ID) on file. You can email a copy to graduation@excelhighschool.com
- **Verify Your Address on File**
Please confirm your address (with apartment or building number) on file. If you do not make appropriate changes before your package is shipped, you will owe a \$59 fee to cover the cost of resending the graduation packet. You can update your address by logging into your account or emailing changes to graduation@excelhighschool.com.

When will your diploma be sent?

First, our registrar department will complete their final review of your account to confirm you are a graduate. Once they confirm you are a graduate, they will prepare your diploma packet and mail it. You will receive an email notifying you when your diploma has been sent. It could take 2-3 weeks for this process to be completed.

Once shipped, Domestic packages shipped within the US are sent via USPS. Delivery is 2-4 business days. International shipments are sent via FedEx. Delivery times vary.

Ordering Your Official Transcript

If you are in need of official transcripts now or in the future, please click the link below. You can request your transcript to be sent to yourself, a college/university, or an employer. Please be mindful, that once you place your order, it could take up to 10 business days to process.

[Order a Transcript](#)

Questions?

If you have any questions or need further assistance regarding your graduation status or the ordering of transcripts, please submit a [Help Desk ticket](#) and designate it to the Registrar's Office.

Thank you!

Registrar Services



ENROLLMENT STATUS GRADUATED EMAIL

Sent when an enrollment status is changed to **Graduated** indicating that the student has officially graduated and their diploma package has been shipped.



Congratulations Graduate!

Dear [student name],

Date:

[library name]

Congratulations on graduating from Gale Presents: Excel High School, provided through [library name]. Your diploma package has shipped. Watch for the tracking information that will be sent to you by USPS. If your diploma is being sent using international shipping, then you will receive information from FedEx. Please note: Delivery times may vary.

As you reflect on your time with EHS and make future plans, please take a moment to review the information below:



Recieve a Scholarship to Washington Technical Institute

As a graduate of our high school, you are qualified for a scholarship at Washington Technical Institute!

[More Details](#)



College/Employment Form

Excel High School is Regionally Accredited by the Middle States Association of Colleges and School Commissions (MSA-CEES). MSA has asked all their accredited online schools to collect graduate college/employment data. Would you please take a moment and complete the form in the link below?

[College/Employment Form](#)



Your Feedback is Valuable

We would love to know how we are doing. Please take 30 seconds to complete this quick survey for the CEO. We ask graduates to complete this survey so we know how we can improve. Providing excellent service is very important to our school!

[Begin Survey](#)

OTHER REMINDERS



HOLD ENROLLMENT EMAIL

Sent anytime an enrollment hold is applied to an account.

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@{programLogo}}



The following enrollment has been put on hold.

Enrollment Id	Program Name	Current Status
	Library	Scheduling Hold

What does your hold status mean?

Billing Hold	A payment needs to be made on your account. Log in to make your payment.
Photo-ID Hold	A photo of your government-issued ID is required to complete a school process. Log in to upload your ID (Learn how)
Attendance Hold	You have not accessed your courses for 60 days. Please submit a Help Desk ticket to discuss resuming access to your courses. (Learn how)
Admin Hold	Your library account manager has placed your account on hold. Please contact the library to resolve the hold.
Graduation Hold	Your account is being reviewed for graduation. No action is required.
Scheduling Hold	Course/s are being loaded. No action is required.

Click [here](#) to view it on the Learnstage application.