

Statewide Online Education Program

2026-27 Online Provider Manual Key Updates Training

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Statewide Online
Education Program

Introduction & Goals



Welcome!

Please turn camera on
(for virtual meetings)



Learning Intentions

Understand the processes and
procedures of the SOEP



Why this Matters

Clarify your role and workflows within
the program

This training highlights key updates to the Online Provider Manual and is not intended to be a comprehensive review of all changes.

Previously communicated changes will not be repeated.

SOEP Statute, Rule, and Policy

Reference Materials

- [Title 53F Chapter 4 Part 5](#)
- [R277-726: Statewide Online Education Program \(SOEP\)](#)
(Board approved June 2026; website publication is forthcoming)
- [SOEP Policy and Procedure Online Provider Manual](#)



Compliance & Impact

R277-726-6(2) (Board approved June 2026; website publication is forthcoming):

"An Online Provider shall adhere to all program policies and procedures established by the Superintendent."

UPDATE: Online Providers must adhere to SOEP program **policies and procedures outlined in the Online Provider Manual** per R277-726-6(2) (Board approved June 2026; website publication is forthcoming).

Each slide is derived from the Online Provider Manual, located in the [Online Provider Portal](#) under **Key Resources**. The title of each slide corresponds directly to the title of the related section in the Online Provider Manual.

Online Provider General Information

✓ Course Completion

Student completes course with passing grade; Online Provider transmits the course title, course code, grade, credit, and the **term** to the Primary LEA and the USBE.

UPDATE: "Term" was added to reporting requirements.

↑ Home-Based Students

Home-based means: A student who is homeschooled and not enrolled in an LEA, with a current homeschool acknowledgement issued prior to age 18 (Section 53G-6-204).

TERMINOLOGY UPDATE: Changed from "Homeschool" to "Home-based."

Online Provider General Information

UPDATE: Additional SEATS statuses have been designated as statuses that will adversely affect an Online Provider's completion rate.

Statuses that will adversely impact an Online Provider's Completion Rate

- *Administrative Withdrawal No credit earned after initial activity*
- *Administrative Withdrawal .25 earned*
- *Completed Course Grade too low for credit (F)*
- *Failed to Complete Course No credit earned (I, NG)*
- *Student Withdrawal After the 20 school day period no credit earned*
- *Student Withdrawal .25 earned*
- *.25 Earned Not Passing Remainder Grade too low to earn full credit*

Statuses that will not adversely impact an Online Provider's Completion Rate

- *Disciplinary Withdrawal No credit earned*
- *Disciplinary Withdrawal .25 earned*
- *Late Pass Course Extension*
- *Late Pass Course Reinstatement*
- *Loss of Eligibility After the 20 school day period no credit earned*
- *Loss of Eligibility Within the first 20 school days of course start date*
- *Loss of Eligibility .25 earned*
- *Not Confirmed Closed*
- *Student Withdrawal Within the first 20 school days of course start date*

Student Eligibility

Home-based Students

UPDATE: Under SOEP policy, home-based students remain eligible until age 19 or the graduating class finishes high school.



Initial Requirements

- Primary LEA must receive homeschool notification before the student reaches age 18
- Eligibility continues until age 19 or the graduating class finishes high school



Online Provider Requirements

- Online Providers must retain a copy of the Primary LEA's homeschool acknowledgment on file
- Online Providers can continue to serve these students unless they move to a different school district or enroll in a private or public school

Definitions and Functionality (1 of 2)

Added

- + Active Participation
- + Course Extension
- + Course Reinstatement

UPDATE: These terms have been added to the Online Provider Manual and defined.

Name Change

Pending Execution
to *Course Request Pending*

Enrollment Complete
to *Course Request Approved*

UPDATE: These status names have been changed in SEATS and the Online Provider Manual.

Definitions Updated

- *Confirmed*
- *Day of Census*
- *Not Confirmed Closed*
- *Learner Validated Measures*
- *Standard of Active Participation*
- *Transcripts*

UPDATE: These definitions have been updated in the Online Provider Manual.

Definitions and Functionality (2 of 2)



Active Participation

Is used during the 20 school-day withdrawal period. Active Participation is met when:

- A student has logged into the course one or more times
- Submitted one or more graded assignments, and
- Not requested to withdraw

UPDATE: Online Providers may not add their own additional requirements during the 20 school-day withdrawal period.



Standard of Active Participation

UPDATE: The Online Provider's internal Standard of Active Participation applies after the initial 20-day withdrawal period has expired.

Enrollment Process Overview (1 of 3)



1. Course Request Pending (LEA)

The CCA has been submitted and the Primary Approver has 3 business days to respond.



2. Course Request Pending (Online Provider)

The CCA has been submitted and the Online Provider has 3 business days to respond regardless of local registration status.

UPDATE: Policy change from “unless local registration is complete” to “regardless of local registration status.”



3. Course Request Approved

The CCA has been accepted, and a Notice of Enrollment has been issued. The Online Provider may release the course to the student.



4. Active Participation

To qualify for the initial funding distribution, a student must log in to the course at least once, submit one or more graded assignments, and not request to withdraw during the 20 school-day withdrawal period.

UPDATE: Active participation is used during the 20 school-day withdrawal period.

Enrollment Process Overview (2 of 3)

Day of Census: The day after the 20 school-day withdrawal period.

Online Provider Assessment Requirement

Within 5 school days following this date, the Online Provider must assess LMS activity to determine if the student met active participation. Based on the determination, the CCA status will be moved to one of the following:



Confirmed

Student met active participation during the 20-day withdrawal period.



Not Confirmed Closed

Student did not meet the definition of active participation.



Student Withdrawal

Student requested withdrawal within the first 20 school days.

There are no updates to this slide. It is included to provide a comprehensive overview of the enrollment process from start to finish.

Enrollment Process Overview (3 of 3)

Learner Validated Enrollment Measures:

Following confirmation, Online Providers must verify attendance and participation every ten school days using Learner Validated Enrollment Measures.

Measures Must Include:

- Logging into a course one or more times, and
- Submitting one or more graded assignments

UPDATE: Learner Validated Enrollment Measures include only the two measures listed above. All other measures have been omitted.

Standard of Active Participation (SAP)

A written policy describing the Learner Validated Enrollment Measures used to monitor program outcomes and financial compliance after confirmation. While these measures represent the minimum requirements, an Online Provider's SAP may include additional criteria used to monitor attendance and participation.

UPDATE: An Online Provider's SAP is used **after** the 20 school-day withdrawal period.

Primary LEA and School Responsibilities

If the course aligns with the student's college and career plan, the student has met prerequisites, and the course is open for enrollment, the **Primary LEA:**



No Preference

May not give preference to a specific Online Provider or in-district online program/school.



Rescind Approval

May rescind a prior approval if a CCA is inconsistent with graduation planning, or the number of SOEP course credits exceeds 6 per academic year

A Primary Approver or Counselor may contact the USBE within 72 business hours (9 business days) of USBE's issuance of a Notice of Enrollment, requesting that USBE rescind an earlier acceptance of the course request.



Rescind Rejection

May rescind a prior rejection at any time. The course may or may not, at the discretion of the Online Provider, be opened to the student.

UPDATE: It's at the discretion of the Online Provider to open the course to the student.

Must Verify Active Participation

Verification Period Requirements

During the 20 school-day withdrawal period, the Online Provider must verify that the student has met the following criteria:



Course Login

The student logged into the course one or more times.



Graded Work

The student submitted one or more graded assignments.



No Withdrawal

The student did not submit a written request to withdraw.

UPDATE: This is the **only** criteria used during the 20 school-day withdrawal period to determine if CCA is moved to *Confirmed*. The Online Provider's SAP is not used during this period, but after a CCA is confirmed.

Notification of Intent: *Administrative Withdrawal*

UPDATE: If a student is inactive for more than 10 consecutive school days, the Online Provider initiates the withdrawal process by changing the CCA status from **Confirmed** to **At Risk of Administrative Withdrawal After five school days**.



1. Notification

Changing a CCA status to *At Risk of Administrative Withdrawal After five school days*, automatically notifies the student, parent, and counselor of the intent to withdraw the student after five school days.



2. Student Action

To avoid withdrawal, the student must log in **AND** submit at least one graded assignment within five school days of the notice.



3. Formal Withdrawal

If the student does not complete both actions within five school days, the Online Provider must withdraw the student on the sixth school day by changing the CCA status to *Administrative Withdrawal*.

UPDATE: If an Online Provider changes a CCA to *Administrative Withdrawal* before the sixth school day, the CCA is considered closed and cannot be returned to a *Confirmed* status, even if a reinstatement request is later received.

Order of Operations (1 of 2)

The Online Provider must follow the SEATS Status Flowchart found in the [Online Provider Portal](#) to select a status appropriate for the student's situation.

UPDATE: The 2026-27 SEATS Status Flowchart has been updated.



1. Origination

CCAs must follow a one-way progression starting from origination to completion.



2. Confirmation

Statuses must pass through **Confirmed** to be eligible for payment.



3. Completion

The progression ends in a closeout status marking the formal completion of the CCA.

Order of Operations (2 of 2)

The Online Provider must review and respond to the CCA course request.

UPDATE: The Online Provider must accept or reject the CCA within 3 business days, regardless of local registration status and the Primary Approver's decision.



3-Day Review Period

Accept or reject the CCA within **3 business days**, regardless of local registration status and the Primary Approver's decision.



Local Registration Status

This requirement applies even if the student's local registration status is incomplete.

Absence - Excused



Approval Criteria (10+ Days)

The Online Provider must approve absences lasting more than 10 consecutive days if:

- Parent submits a written statement at least one school day before the scheduled absence
- The absence will not interfere with course completion



Medical Documentation Restriction

The Online Provider is **not permitted** to require medical documentation to justify absences related to mental or physical illness.

UPDATE: Absence - Excused was added to the Online Provider Manual and defined.

Enrollment Process Overview

Course Request Pending (Online Provider Responsibilities)

For Home-based students:



Birth certificate or acceptable alternative - Required



Home-based acknowledgement from an LEA - Required



Proof of Residence - Optional

If it is suspected that a custodial parent is not a Utah resident, the Online Provider should collect residency documentation consistent with LEA policy

UPDATE: Proof of Residency is optional for the Online Provider to collect; if it is suspected that a custodial parent is not a Utah resident.

Course Design



Standard Alignment

The Online Provider must verify that all courses are aligned with **Utah Core Standards**.



Course Design & Learner Validated Enrollment Measures

Courses must be designed to ensure that Learner Validated Enrollment Measures are met every ten school days throughout the course.

UPDATE: Course design must support the Learner Validate Enrollment Measures.

Program Administration

Employees, contractors, or volunteers anticipated to have unsupervised access to students must complete a background check through the Utah Bureau of Criminal Investigation (BCI). Additionally, educators must complete ethics training and hold a current Utah license with the appropriate areas of concentration and endorsements.



Administrative Staff

Online Providers must be overseen by a licensed administrator.

UPDATE: Online Providers must be overseen by a licensed administrator.



Assessment Staff

The Online Provider administers the same assessments required for Utah public schools if the students are not assessed in a Primary LEA or Primary School. They must serve and accommodate students with disabilities or unique needs in compliance with state and federal law.

Online Providers must retain a trained Assessment Administrator responsible for ensuring that all statewide assessment policies and procedures are adhered to and implemented.



Special Education Coordinator

The Online Provider must retain a licensed Special Education Coordinator. The person holding this role must have a current educator license with a special education area of concentration.

IEP Eligibility and Implementation and 504 Eligibility and Implementation



UPDATE: Sections updated in the Online Provider Manual

These sections regarding IEP and 504 Eligibility and Implementation has been updated. Please review the specific changes to ensure compliance.

SOEP Frequently Asked Questions



UPDATE: Section updated in the Online Provider Manual

This entire section had been updated. Please review the updated content carefully to ensure thorough understanding.

Contacts



Please contact the following with any questions



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