

# statistics.com

THE INSTITUTE FOR STATISTICS EDUCATION

## STUDENT HANDBOOK

### MISSION STATEMENT

The Institute for Statistics Education at Statistics.com is a leading institute of online education in statistics, serving a world-wide community of learners. It provides undergraduate and graduate-level learning in basic statistics, advanced statistics, machine learning and business analytics. Its programs and courses are comprehensive, rigorous, affordable, available on a flexible schedule, and provide opportunities for interaction with distinguished experts on most subjects in statistics.

[Statistics.com](http://Statistics.com)

THE INSTITUTE FOR STATISTICS EDUCATION

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The Institute for Statistics Education is certified to operate by



State Council of  
Higher Education for Virginia

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## **ABOUT STATISTICS.COM**

### **INSTITUTION HISTORY**

Statistics.com offered its first online course in 2002, and now has a catalog of over 100 courses given annually, or more frequently. Statistics.com began as a sole proprietorship and is now a limited liability company, with ownership participation by key employees. In 2011 the company registered and adopted the name "The Institute for Statistics Education," and in 2012, applied for and received certification as a post-secondary school from The State Council for Higher Education in Virginia (SCHEV).

### **EDUCATIONAL PHILOSOPHY**

The educational mission of Statistics.com is to provide online education in a comprehensive set of statistical methods, offering students interaction with the top experts in their fields, hands on instruction with statistical software, courses that are intense but short enough to fit into the life of busy professionals, and personalized attention, feedback and assistance. Our complete emphasis is on instruction of our students; we are not involved in research or public service. The Institute does not discriminate in its admissions because of race, sex, color, creed, age, religion, or national origin n admitting students.

### **HEADQUARTERS AND FACILITIES**

Statistics.com, LLC is headquartered in Arlington, Virginia, USA. Instructors are located throughout the world. Teaching assistant services and online tutoring and consulting are provided by the [Center for E-Learning and Training](#) in Pune, India. A library of books on a comprehensive set of topics in statistics is maintained at headquarters and procedures are in place (including free domestic shipping) for 60-day lending to students. The learning platform is Moodle, provided through Remote Learner, Inc. on a service contract basis.

## **SCHOOL POLICIES AND PROCEDURES**

### **ENTRANCE REQUIREMENTS**

#### **Enrollment in Certificate Programs:**

All applicants must submit an online application accompanied by a photo and the application fee. Although it is not a strict requirement, most successful students will have completed at least a bachelor's degree. Familiarity with introductory statistics is also required before you can be matriculated into PASS programs; PASS candidates are generally granted free enrollment in the Institute's introductory statistics classes if they lack the needed background or desire to refresh previous study. After acceptance of the application (and successful completion of the intro stats courses if required), the student is fully matriculated into PASS, and receives notification of this status in an email from the president of The Institute.

#### **Registration for Individual Courses:**

A student may register for any course at The Institute for Statistics Education, without being enrolled in a certificate program. It is the student's responsibility to read over the full course syllabus to be sure that they meet any prerequisites, have access to any required software and can purchase any required

textbook prior to registering for the course. Registration confirmation for each course is emailed to the student. This confirmation contains pertinent details about that particular course, as well as the admonition to review the transfer and withdrawal policies.

### **CREDIT FOR PREVIOUS EDUCATION OR TRAINING**

PASS certificate applicants may submit up to three required courses taken at the Institute prior to enrolling, to count toward completion of their PASS certificate. Credit for these can be added to the student transcript, subject to Institute review and approval.

Applicants may also substitute equivalent education or training from other institutions for up to three required courses in a PASS certificate program. Proof of successful completion of the alternate education or training must be presented, along with the application. Upon approval of the alternatives, applicants will be asked to choose one additional elective to substitute for the courses from which they opt out.

### **GRADING SYSTEM**

At the beginning of each class, students will be asked to specify in what capacity they are taking the course:

- (1) Just learning, don't need any documentation
- (2) Need Record of Completion (provides CEU's - Continuing Education Unit credits)
- (3) PASS certificate student
- (4) PASS certificate student, non-graded (will not count towards PASS)
- (5) Seeking ACE credit recommendation

If a Record of Completion is sought (2), student homework will be marked solely to determine whether the threshold for gaining a record of completion is reached; no grade will be issued.

Student work is marked if the student is requesting college credit through the American Council on Education's (ACE) credit recommendation service. The Institute will forward only a PASS/FAIL score to ACE.

Student work is graded if he/she is enrolled in one of the Programs in Analytics and Statistical Studies (PASS). PASS candidates receive a transcript with both program courses and non-program courses listed; grades are provided in both cases.

Courses taken to satisfy PASS requirements must be graded to count towards completing PASS. In the event of unforeseen circumstances that might interfere with successful course completion, PASS students may elect non-graded status, or switch from a graded status to a non-graded status at any point prior to the due date for submitting the second Lesson's assignments. Marks will still be collected by the Institute, and transcripts will show either "Record of Completion" + the appropriate number of CEU's (if adequate marks are obtained), or "Audit" and 0 CEU's.

### **PROGRESS REPORTS**

**Certificate Program students:**

Students matriculated into PASS will receive an interim transcript annually. This document will list course titles, dates taken and letter grade achieved. A PASS candidate is welcome to request an interim copy of their transcript at any time, by written request to the Registrar.

**Non-certificate students:**

At the conclusion of each course, students who have earned marks of 50% or higher and complete the course evaluation are eligible to review, download and print out a personal "Record of Completion." This document confirms successful passing scores, lists the name of the course, name of the instructor, date course concluded and the requisite number of CEU's conferred.

**STANDARDS FOR SATISFACTORY PROGRESS****Provisional/Active Status**

Upon matriculation to a Program, PASS students are accorded the status of Provisional candidates. They become Active candidates upon the successful completion of one required Program course, and registration for a second Program course (required or elective). If a student fails to attain Active status within 6 months of their matriculation date, he or she is placed on probation.

**Academic Probation**

Students who fail to maintain the required average for their program, or who make less than a passing grade in more than one Program course, or who fail to enroll in a Program course in each succeeding 6 month period following matriculation, or who fail to complete their program within the specified time period, may be placed on Academic Probation. Students placed on Academic Probation must take and pass at least two Program courses within the next 6 months, or be subject to dismissal from their Certificate Program.

**Student Termination/Dismissal**

Statistics.com reserves the right to terminate a student's enrollment in the course or program for unsatisfactory progress, nonpayment of tuition, or failure to abide by established standards of course participation and conduct. Advice of termination is via a letter to the student, and may include a full or partial refund of prepaid tuition. No students terminated for the above reasons will be readmitted.

**Standards of Course Participation and Conduct**

Students are expected to participate in courses as follows:

1. Studying the course materials and completing homework assignments.
2. Posting questions on course discussion boards for the instructor about concepts or assignments that are not understood.
3. Posting queries on a timely basis to the course administrator or teaching assistant about administrative issues (access to software or course materials, problems with homework, etc.)

Students are expected to do their own work, except when collaborative projects or work are permitted, and to adhere to standards of academic honesty. Participation in course discussions and interaction with instructors and fellow students is expected to be courteous and respectful; critical, hostile or degrading comments are not permitted.

### **Attendance**

There are no physical or web attendance requirements at specific times, except for exams.

### **PROCTORING REQUIREMENTS**

Students wishing to receive a grade from The Institute for Statistics Education, or earn academic credit recommendation through The American Council for Education in certain courses must take a proctored final examination. In these courses, failure to make the proctor arrangements, or failure to attend an arranged exam, will result in no credit being awarded. The following information is designed to guide students through this process.

<http://www.Statistics.com/exam/>

### **RETAKING COURSES/EXAMS**

If a student fails to complete a course and wishes to retake it, the student is welcome to register and pay full tuition to take the course again the next time it is offered. If a student fails an examination, they may arrange a retake the exam for a fee.

### **GRADUATION REQUIREMENTS, LEAVES OF ABSENCE, AND REENTRANCE**

Students are expected to complete the requisite and elective courses in the PASS certificates within 3 years of the matriculation date. Any extensions or leaves of absence must be requested of the Registrar in writing prior to the 3-year deadline.

### **STUDENT RECORDS**

Student work in a course (actual assignments, exams, etc.) is maintained for a period of 3 years in the learning management system. For PASS candidates, records of courses taken and marks/grades received are maintained indefinitely in hard and electronic copy at The Institute for Statistics Education's main office. For other students, records of courses taken are maintained indefinitely in electronic form at our main office, and records of marks received are maintained for 3 years in the learning management system. Student confidentiality is scrupulously maintained; hard copy files are stored in locked files, electronic files are held on secure servers. No records or transcripts are released without written permission from the student. Any student may request a copy of their record via email request to the Registrar ([ourcourses@statistics.com](mailto:ourcourses@statistics.com)).

### **SCHOOL CALENDAR**

Courses operate throughout the year, with a 1-week break between Christmas and New Year. Course materials (including readings, videos, and assignments) are available for operating courses 24/7, 365 days a year. Administrative support (phone, email) is available Monday-Friday, excluding the following US Federal holidays: Memorial Day (last Monday in May), Fourth of July, Labor Day (first Monday in

September), Thanksgiving (fourth Thursday in November), and the week between Christmas (Dec. 25) and New Year (Jan. 1)).

### **ENROLLMENT DATES**

Applications are accepted and students are enrolled year round on a rolling basis.

### **SCHEDULE OF FEES**

Certificate application and enrollment fees, and course tuition fees, differ from program to program and course to course. Current fees are listed on certificate program descriptions and individual course syllabi at [www.statistics.com](http://www.statistics.com). Course withdrawal and transfer fees are listed at <http://www.statistics.com/how-to-register/withdrawal-transfer/>.

The Institute for Statistics Education offers several methods of tuition reduction:

- (1) For PASS students, and students at other institutions of higher education, tuition reductions of 10%-15% amounts are available. The exact amount is shown during the registration process prior to payment.
- (2) When a single participant registers online for 2 or more courses in a single transaction, a significant savings (\$150 as of July 2016) is automatically applied during the online registration process.
- (3) For most Institute courses, corporate or group rates may be arranged. Contact [ourcourses@statistics.com](mailto:ourcourses@statistics.com) to learn if a particular course qualifies.

### **TUITION DEPOSITS**

At student request, The Institute for Statistics Education may accept deposits to be applied to future tuition payments. These deposits may be used at any time for any course that starts within three years of the date of deposit. All deposits expire three years from the date of deposit and cannot be used for any course that begins after that 3-year anniversary.

### **FINANCIAL AID AND SCHOLARSHIPS**

Statistics.com does not offer financial aid or scholarship. It also does not participate in any federal financial aid programs. Most Institute students attend on a self-pay basis.

### **STUDENT SERVICES**

The Institute for Statistics Education provides academic counseling to students, both pre-admission and post-admission. This includes advice as to which program is appropriate, design of custom courses of study to meet particular needs, and counseling concerning prerequisites.

The Institute for Statistics Education has in place referral arrangements with recruiters who specialize in the statistics and analytics job market. This support is open only to PASS candidates who have successfully completed over 75% of their certificate.

### **CANCELLATION/REFUND POLICY**

Rejection: A student rejected by the school is entitled to a refund of all monies paid.



Five-Day Cancellation: A student who provides written notice of cancellation within five days of registration and initial payment AND prior to the course start date is entitled to a refund of all monies paid.

Other Cancellations: A student requesting cancellation more than five (5) days after registration and making initial payment, but prior to the first day of class is entitled to a refund of all monies paid, less a service fee of USD99.

Transfer Policy: It is possible to transfer a course registration to another course prior to the drop date by submitting the transfer request form and paying the USD99 fee. (If transfer is requested prior to the start of the course, the fee is USD25.)

<http://www.statistics.com/how-to-register/withdrawal-transfer/>

Withdrawal Procedures: A student choosing to withdraw from a course may do so by completing and submitting an "Application for WITHDRAWAL from a Statistics.com course" found at:

<http://www.Statistics.com/Withdrawal.pdf>

Tuition refunds will be determined as follows:

Amount of Course Completed	Refundable Tuition Due Student
0-25%	75%
25-50%	50%
50-75%	25%
>75% of course	0%

Timely refund payments: Refunds shall be paid within 30 days after the effective date of termination.

### **STUDENT GREIVANCE PROCEDURE**

Any student who has a grievance with the school or an instructor should first discuss the problem with the instructor or registrar. If a resolution is not reached, the student should make a written complaint and submit it to the school director, requesting a written response. If a satisfactory resolution of the problem is not obtained, the student may then contact:

State Council of Higher Education for Virginia (SCHEV)  
James Monroe Building, 9<sup>th</sup> Floor  
101 North 14<sup>th</sup> Street  
Richmond, VA 23219  
Phone: (804) 371-2285  
Fax: (804) 225 2604  
Email: [communications@schev.edu](mailto:communications@schev.edu)

No student shall be subject to unfair action or treatment as a result of the initiation of a complaint.

## **TRANSFERABILITY OF CREDITS TO ANOTHER INSTITUTION**

The Institute for Statistics Education does not guarantee that any college, university or institution will grant credit for any Institute course. Note: Decisions about whether an institution of higher education will accord academic credit for any course taken at any other institution of higher education, including The Institute for Statistics Education, are within the purview of the institute that is granting the credit.

For more information see our section on Academic Credit at:

<http://www.Statistics.com/academic-credit/>

## **RECORD OF COURSE COMPLETION, CEU's AND ACE CREDIT RECOMMENDATION**

Individual Course Completion Records: Upon request, Statistics.com will issue a "record of course completion" to those participating in and completing a course. Generally, this means participating by posting questions and obtaining marks of 50% or higher on the assignments. CEU's are granted in accord with the length of the course -- a 4-week course at 5 CEU's and a 3-week course at 3.75 CEU's (CEU's are defined in accordance with the citation of the Accrediting Council for Continuing Education and Training). Note: colleges may or may not accept CEU's; see our program for academic credit, above.

**How to obtain a record of completion at the conclusion of a course:** Requests for a Record of Completion are made as part of the course evaluation process, in the final section in each course. The course evaluation is presented in the last week of each course. When the teaching assistant has concluded all marking for the course, another module is presented which will allow eligible students to download, print and save the Record of Completion.

**Earning ACE credit:** Students successfully completing courses which have been approved by The American Council on Education may request ACE's credit recommendation service. For a list of eligible courses and more information see:

<http://www.statistics.com/academic-credit/>

## **PROGRAM EVALUATION**

The following procedures are followed to monitor Program quality and ensure continuous improvement.

1. Overall topical coverage for each Program is reviewed annually by the Advisory Council.
2. Faculty experts, or outside consultants, with particular expertise may be engaged to advise on how a program or set of related courses should be organized.
3. Prior to beginning a new course, the President of the Institute reviews the topical coverage, prerequisites, required course materials, and planned assignments with the instructor to ensure that the intended material is, in fact, covered in the course, the materials are at the appropriate level of rigor, and that both the plan of study and time requirements are clear and consistent with other Institute courses.
4. At the conclusion of each course:

- A standard student evaluation survey is conducted of all the students in the course.
- Teaching assistants provide a report to the instructor of areas (e.g. in assignments) that caused particular difficulty for students.
- The President and Registrar review student evaluations, teaching assistant reports, and student performance on assignments, and review with the instructor any indicated improvements.

## **STUDYING AT THE INSTITUTE FOR STATISTICS EDUCATION**

### **HOW COURSES WORK**

#### **Learning Style**

Institute courses have 3 main elements: (1) Weekly lessons with assigned readings (usually in a text, often supplemented by additional online materials), (2) Private online discussion board for all students and the instructor, and (3) Homework assignments with feedback. On the first day, the secure learning management system is opened to all registered students, and the course begins. Students participate during the week at times convenient to each, as there are no set times when they must be online. Students are expected to post their questions on the discussion board, and the instructor, along with other participants, will respond with answering posts. The discussion board is the heart of the course.

At the end of the week, the homework is due and the assignment is closed. The model answers are then displayed, and feedback is offered on individual students' homework. If a student is not able to complete an assignment before it closes, there is no need to tell the instructor, he/she simply continues to work on the assignment, and then compares his/her work to the model answers when they are revealed. Also at the end of the week, the next week's readings and homework are posted, and the process repeats itself.

On the last day of the course the instructor posts a concluding message. Students will continue to have access to the full course (lessons, materials, discussion boards and assignments) for at least two more weeks, to permit a full review. Note that in many courses, the instructor is, in fact, the author of the required text. Therefore, it is natural that many of our courses rely heavily on the required text and its exercises. Students are permitted to make and keep a copy of any course materials for their own personal future reference.

#### **Homework**

All courses provide homework exercises to help students grasp the concepts being presented. They are left open for a week, during which time students provide answers. Then the assignment is closed and model answers and/or feedback is given. The closed assignment, its model answers, and feedback remain available to all students until the course ends. There is no need to inform the instructor or course administrator if the student has not done an assignment by its due date.

Late Homework: If the assignment is not completed by the specified time, it cannot be "turned in" using our online system. But students should do the work anyway and save the document in which they record their answers. Students then compare their work to posted model answers. There is no need to tell the course administrator, the instructor or the teaching assistant that an assignment is not being turned in.

Homework Marks: All homework is marked, but these marks are relevant only for students who are registered in one of the Programs in Advanced Statistical Studies, working to earn a Record of Course completion or credit recommendation through ACE.

### **Time Requirement**

The Institute's courses typically require about 15 hours per week. This is an estimate that is based upon a comparison between material covered in a Statistics.com course, in a typical semester-length graduate course in statistics, and in a typical 3-day professional development course. The amount of time actually spent working in a Statistics.com course can vary widely, depending on each student's familiarity with the statistical underpinnings of the topic, their own comfort with the topic, and the depth to which they choose to study and explore the topic. Some course participants focus intently on the topic and are careful to complete all assignments and participate actively in discussion, others are content mainly to observe, picking and choosing the individual parts of the course to which their interest draws them.

### **Communications with Instructors**

Courses at The Institute for Statistics Education follow the "semi-asynchronous" model, with students attending from all over the world in 24 different time zones. For this reason, there are no specific times of day when students or instructors must be available for "class hours" or "office hours," rather, students, instructors and teaching assistants participate on a continuous basis, around the clock, throughout the period of the course. Students post questions via the course discussion board, so all students benefit, as opposed to private individual student/instructor dialog. Instructors will check the discussion board at least every other workday, and usually more frequently. For both instructors and students, one of the great attractions of this asynchronous format is that you need not attend the course at any particular time of day, but means that some time may elapse between a posting and a response. There is a "Need Help?" contact form in every course - you can easily reach either the teaching assistant with a question about your own work, or the course administrator for questions about course access, payment, etc. Emails sent to these links are seen only by the course administrator or TA.

Students may have personal or work data that they want to ask the instructor about. Sometimes this offers the opportunity to discuss the course topics in the context of real problems faced by students. At other times, it may involve complexities that are more of a digression and distraction to other students. If the student data are a suitable illustration or extension of one of the course topics, the instructor (at his or her discretion) may use them. When students supply their data, they must also furnish permission from the appropriate authority for the data to be publicly shared. If the data cannot be shared publicly, or if their problem requires a more involved analysis that goes beyond the scope of the course, a student also has the option of seeking a consulting arrangement. Some instructors will do this, others will not - contact Statistics.com for details.

### **System Requirements for The Institute for Statistics Education's Learning Management System**

Operating systems: Windows (XP, Vista or 7), Mac (Yosemite 10.10 and onwards).

Supported browsers: IExplorer, Firefox, Chrome, Safari

Internet connection: A broadband connection recommended for ease of work, but the connection requirements are well below those of most recreational internet uses.

For more information on how courses work, please access the following links:

[Tour a Course](#)

[Learning Style](#)

[Homework](#)

[Time Requirement](#)

[Communications with Instructors](#)

### **COURSE CATALOG (COURSE SYLLABI)**

The list of over 100 courses can be found by clicking on the “course catalog” heading on the navigation bar on our website. It can also be accessed at the following link:

<http://www.Statistics.com/course-catalog/>

### **CERTIFICATE PROGRAMS**

The Institute for Statistics Education at Statistics.com offers certificate programs covering topics in statistics, analytics, programming and data science. Information on certificate programs can be found by clicking on the “certificate programs” heading on the navigation bar of our website. It is also accessed by the following link:

<http://www.Statistics.com/certificate-programs/>

### **KEY STAFF AND FACULTY**

#### **Key staff/Administrators**

**Peter Bruce, Founder & President**, BA, Princeton; MA, , Harvard; MBA, University of Maryland

**Valerie Troiano, Registrar and Vice President, Operations**, BA, Northwestern University.

**Janet Dobbins, Director of Communications and Vice President**, Marketing, BA, University of Virginia

**Kuber Deokar, Instructional Operations Supervisor**, MS, Pune University.

#### **Part-time faculty**

The Institute for Statistics Education works with a worldwide group of statistical experts and recognized authorities who lead our courses. See <http://www.statistics.com/faculty> for a listing, including bios.