Education – Anyplace, Anytime

Student & Family Handbook

2026–2027 School Year

A 100% online, Cognia-accredited K–12 private school in Texas

Operated by Jupiter Education Services LLC · Frisco, Texas

Contents

Contents 2
How to Read This Handbook 4
Who this handbook covers 4
About Red Comet 4
Accreditation and diploma authority 4
Our educational model 4
Our teachers 4
Enrollment and the TEFA Program 4
How to enroll 4
What TEFA is 5
Family autonomy under TEFA 5
Family responsibilities 5
Tuition, Fees, and Financial Terms 5
Equal pricing 5
Refunds and withdrawals 5
Devices and materials 5
Students with Disabilities: Required Notice and What Red Comet Provides 6
State-required Special Education Notice 6
What Red Comet does not provide 6
What the Head of Teachers does: 6
What the Head of Teachers will NOT do: 6
Nondiscrimination and Accessibility 7
Academic Policies 7
Courses and electives 7
Course Enrollment 7
Enrolling in Red Comet After the Start of the School Year 8
Grading, progress reports, and transcripts 8
Norm-referenced assessment 8
Grade Placement and Instructional Levels 8
Enrolled Grade and Instructional Level 8
How Placement Decisions Are Made 9
If a Family Declines Diagnostic Testing 9
How Cross-Grade Instruction Works 9
Reviewing and Adjusting Placement 9
Assessments 10
Documentation 10
The Diploma and Your Graduation Plan 10
Academic integrity 10
Makeup and late work 10
Attendance and Engagement 11
Course Engagement: Outreach, Hold, and Administrative Withdrawal 11
What counts as engagement 11
The steps 11
When several courses are affected 12
Documentation and funding 12
Student Conduct and Acceptable Use 12
Consequences and withdrawal for cause 12
Student Records, Privacy, and Data 12
Confidentiality of records & Data Sharing 12
Obtaining records from a prior school 12

Verification of Enrollment (VOE) 12
Health and Safety 13
Protecting students: mandatory reporting 13
Online safety 13
Immunizations 13
Emergencies and continuity 13
Communication and Technology 14
How we communicate 14
Technology requirements 14
Concerns, Complaints, and Grievances 14

How to Read This Handbook

This handbook describes the policies, expectations, and family responsibilities of Red Comet, a private school operated by Jupiter Education Services LLC and headquartered in Frisco, Texas. It applies to every enrolled student and to the parent or legal guardian who enrolls them.

When a parent, guardian, or student selects Red Comet on the Odyssey platform for full-time enrollment, they are directing the student's TEFA funds to Red Comet and choosing Red Comet as the student's full-time school. As the student's full-time school of record, Red Comet maintains the transcript and, for high-school students, grants the diploma for those who have fulfilled all graduation requirements.

Red Comet is a private school — not a public school district or open-enrollment charter school. Many requirements that apply to Texas public schools (federal special-education entitlements, STAAR/EOC assessment, and the state Foundation High School graduation program) do not apply to a private school in the same way. Red Comet follows its own student conduct process. This handbook has been written specifically for a private school and reflects the rules that govern us.

Who this handbook covers

This handbook applies to students in Texas who enroll full-time at Red Comet as their school of record through the TEFA program.

This handbook does not cover students enrolled in any other Red Comet program.

About Red Comet

Red Comet has delivered online education since 1999 and has served more than 32,000 students. Our curriculum is used by 760+ schools nationally. We are a non-sectarian, 100% American-owned private school offering fully online K–12 instruction.

Accreditation and diploma authority

Red Comet is accredited by Cognia, an accreditor recognized by the Texas Private School Accreditation Commission (TEPSAC). Our accreditation is the basis on which we award credit, issue transcripts, and confer our own high-school diploma to students who complete our graduation requirements.

Our educational model

All instruction is delivered online through our learning management system (LMS). Coursework is primarily asynchronous: students complete lessons and assignments on a flexible schedule within published pacing and deadlines. Interaction with teachers occurs through the platform, email, and occasional scheduled online calls. There are no physical campuses and no in-person attendance requirement. Students are held accountable for their online participation in the courses for attendance.

Our teachers

Red Comet's teachers hold current and valid teaching certifications in the United States. Many are highly qualified in their individual subjects and have several years of in-class and online teaching experience.

Enrollment and the TEFA Program

How to enroll

Texas registrations are completed through the official Red Comet website, redcomet.org/texas. Registration questions are handled by the Texas support team.

What TEFA is

The Texas Education Freedom Accounts (TEFA) program, created by Senate Bill 2 (89th Legislature) and administered by the Texas Comptroller of Public Accounts, allows eligible Texas families to use state-funded education savings accounts to pay approved education expenses, including private-school tuition. The program is operated through Odyssey, the Comptroller's certified educational assistance organization (CEAO), and its marketplace. TEFA launched in the 2026–2027 school year. Private-school tuition is an approved expense under the program.

If your family participates in TEFA, tuition is paid to Red Comet from your child's account through the Odyssey marketplace. To be enrolled as a TEFA participant, you must have selected Red Comet in Odyssey and accepted the tuition; only registrations for students who have accepted tuition are processed.

Family autonomy under TEFA

Participation in TEFA is a choice you make as a parent or guardian. Choosing Red Comet does not make you an agent of the state, and Red Comet's status as a participating private school does not place the school's curriculum, character, admissions, or educational methods under state control beyond the program's stated requirements.

Family responsibilities

As the enrolling parent or guardian, you agree to:

- Ensure your child logs in every day and keeps up with the course milestones published on the platform.
- Maintain current contact information and monitor school communications sent through the platform and email.
- Provide records requested at enrollment and during the school year, including records from a prior school, and any documents required for program eligibility.
- Meet your obligations to Odyssey and the Comptroller as a TEFA participant, including funding, application, and eligibility requirements.
- Supervise and support your child's learning environment at home, consistent with an online school model.

Tuition, Fees, and Financial Terms

The binding financial terms of enrollment are set out on the Odyssey platform. This section explains the program rules that frame those terms.

Equal pricing

Red Comet applies the same tuition schedule to all families. Tuition is determined by the enrollment pathway selected, and any applicable discounts, including sibling discounts, are offered on identical terms to TEFA-participating families. As required by Texas Education Code §29.365, we do not charge a student participating in the TEFA more than the published amount for the service.

Refunds and withdrawals

Refunds and withdrawals are governed by TEFA regulations.

Devices and materials

Any device or digital materials Red Comet provides are included as part of tuition and the enrolled program of instruction. They are not a gift, bonus, prize, or conditional inducement to enroll.

Students with Disabilities: Required Notice and What Red Comet Provides

Red Comet welcomes students with a range of learning needs. It is important that families understand, before enrolling, what a private school does and does not provide, so you can make an informed choice.

State-required Special Education Notice

The following notice is provided as required by Texas Education Code §29.367. Red Comet delivers this notice to every participating family of a child with a disability at enrollment.

Private School Notice

A private school is not subject to federal and state laws regarding the provision of educational services to a child with a disability in the same manner as a school district or open-enrollment charter school.

Information regarding rights to which a child with a disability is entitled under federal and state law if the child attends a school district or open-enrollment charter school can be found at Individuals with Disabilities Education Act (IDEA) | U.S. Department of Education, including rights provided under the Individuals with Disabilities Education Act (20 U.S.C. Section 1400 et seq.); and rights provided under Subchapter A of the Texas Education Code.

To learn more about your rights under special education law, please see the Texas Legal Framework for Child-Centered Special Education Practices, Disability Rights Texas's IDEA Manual, and the Notice of Procedural Safeguards from SPEDTEX.

What Red Comet does not provide

Red Comet does not provide special-education services, does not implement IEPs, and does not operate a Section 504 process; these are public-school functions that do not apply to a private school. If a family chooses to share an IEP or Section 504 plan, we keep it with the student's records — to help identify which of the learning supports available in our online program may fit the student. Sharing a plan does not mean Red Comet implements it.

It is the family's responsibility to ensure that the IEP/504 documents are updated every year through their local school district.

What the Head of Teachers does:

- Serves as Red Comet's point of contact for questions about learning supports.
- When a family shares an IEP or 504 plan, keeps it with the student's records.
- Talks with the family to understand the student's learning needs.
- Matches those needs to instructional supports already built into the online program for any student.
- Enables the supports that fit and records them neutrally as “supports available within the online program.”

What the Head of Teachers will NOT do:

- Act as an ARD or Section 504 committee, or “determine” accommodations as a legal entitlement.
- Implement, monitor, or carry out an IEP or 504 plan, or promise every accommodation listed in one.
- Provide special education, related services, or a free appropriate public education (FAPE).
- Diagnose a disability, run evaluations, or make clinical/medical judgments.
- Hold the title “504 Coordinator” or represent that Red Comet runs a 504 process.

Providing a platform support does not mean Red Comet is implementing the IEP or 504 plan, and Red Comet does not represent that it can provide every accommodation listed in a student's plan. *Red Comet provides*

supports that do not lower the passing standard or the content a course requires, because that would change the credit the diploma certifies.

Since Red Comet is a self-paced online program, much of the flexibility that a traditional school would arrange as formal accommodation is simply how Red Comet works for every student. Course content is available 24/7, and students may study whenever they choose. Students may learn from any location that is convenient for them, as long as they have a reliable broadband connection. Lessons can be completed in short chunks and blocks at the student's own pace, and excluding assessments, a student may revisit a lesson as many times as they wish.

Nondiscrimination and Accessibility

Red Comet is a non-sectarian private school and admits students without regard to race, color, or national origin. Red Comet's Non-Sectarian and Anti-Discrimination Policies describe our commitment across course content, enrollment, and employment. As a place of public accommodation under Title III of the Americans with Disabilities Act, Red Comet does not discriminate on the basis of disability and works to make its online platform and services reasonably accessible. A family who needs help accessing this handbook or the platform may contact the school through its official support channel.

Academic Policies

Courses and electives

Students are placed in a set of default courses with the option to choose electives. Families have fourteen calendar days from the start of enrollment to change electives. An elective changed within this add/drop window is removed cleanly and does not appear on the transcript as a withdrawal or affect the student's record.

Course Enrollment

Red Comet courses are self-paced, and each course is open to the student for a set access period measured from the course start date: 120 calendar days for semester courses and 240 calendar days for full-year courses.

No course remains open past the last day of the school year. Every course closes on the last day of school, even if a student's access period would otherwise extend beyond it. If a student's access period ends before the last day of school and the student needs more time to finish, the student may request an extension, and Red Comet will extend access through the last day of school.

When a course closes, whether at the end of its access period or on the last day of school, any work that is not submitted will be assigned a zero score, and the student's final score is based on the work completed by that date. Unsubmitted work receives a zero, unless the student has an approved extension or makeup arrangement (see “Makeup and late work”). For high school courses, a final score below the passing threshold is recorded on the transcript as “Completed (no credit)” and does not earn credit toward the diploma.

Late Submissions and Due Dates

Assignments not submitted by the posted due date will initially be assigned a score of zero. This zero serves only as an indicator that the due date has passed; it is not a penalty. Students retain the ability to complete and submit the assignment after the due date. Upon submission, the assignment will be graded according to the standard grading criteria, no points will be deducted for late submission, and the earned score will replace the zero in the gradebook.

Enrolling in Red Comet After the Start of the School Year

Students who enroll after the school year has begun start each of their courses from the beginning as of their enrollment date; they are not dropped into the middle of a course. For students in grades 9–12, courses completed at a previous school are reviewed through Red Comet's credit evaluation process and do not automatically substitute for, or exempt a student from, Red Comet courses (see the companion document, **Red Comet High School Graduation Requirements**). As with all students, a mid-year student must complete each course by the last day of the Red Comet school year, when every course closes (see “Course Enrollment”).

Grading, progress reports, and transcripts

Teachers grade submitted assignments within three to five business days. Interim progress reports and progress reports are issued to both the parent and the student on the dates published in the school's reporting calendar each year. Transcripts are issued at the end of the school year, and final transcripts within fifteen to thirty business days of the school's end date. A transcript may also be requested when a student transfers or withdraws mid-year. A course is passed with a score of at least 60%; the grade scale and grade point average are set out in the Graduation Requirements.

Norm-referenced assessment

As a condition of the TEFA program, participating students in grades 3–12 must take a nationally norm-referenced assessment each year. The assessment measures a student's academic growth against national norms; it helps families and teachers understand progress and informs instruction, and it is not itself a Red Comet graduation requirement.

Red Comet uses TEFA approved, nationally norm-referenced assessment to meet this requirement.

Under the TEFA program rules, the parent, not the school, is responsible for providing the student's assessment results to Odyssey. Red Comet makes each participating student's results available to the family for this purpose. Families should complete this each year to remain in good standing with the program.

Red Comet is a private school and does not administer the state STAAR or end-of-course (EOC) assessments; those tests are not a graduation requirement at Red Comet.

Grade Placement and Instructional Levels

Red Comet aims to place each student at a level where they can learn well. For most students, that means instruction at the grade level typically associated with their age. Some students, however, benefit from instruction in one or more subjects above or below their enrolled grade. This section explains how placement decisions are made, how instruction at a different level works, and how placements are reviewed. Placement at Red Comet is based on academic readiness and applies to every student; it is not a special-education or Section 504 process (see “Students with Disabilities”).

Enrolled Grade and Instructional Level

A student's enrolled grade is the grade in which the student is officially registered. It governs school records, program reporting, and assessment requirements. A student's instructional level is the level at which the student works in a subject within Red Comet's self-paced program. Once enrolled, the student progresses through the material at their own pace. Instructional levels for some or all subjects may differ from the enrolled grade, and may differ from subject to subject, based on the student's demonstrated academic readiness. For example, a student enrolled in grade 4 may begin language arts at the grade 2 level while working in math at the grade 4 level. The student may progress from a lower grade instruction level to their enrolled grade level within the same school year based on their performance.

A student's enrolled grade generally advances by one grade each school year. For high-school students, progress toward the diploma is measured by credits earned under the Graduation Requirements, not by enrolled grade alone.

How Placement Decisions Are Made

Placement decisions are made by Red Comet after considering three sources of information together:

- **Family input**, including the family's description of the student's academic history, strengths, and needs.
- **Educational records** the family shares, such as report cards, transcripts, and prior assessment results. If the family provides an IEP, Section 504 plan, or evaluation report from a prior school, these will also become part of the student's educational records.
- **Placement diagnostic**, an adaptive assessment Red Comet uses to estimate the student's working level in different subjects. The same IXL Diagnostic that serves as the annual TEFA assessment for participating students in grades 3–12 (see “Norm-referenced assessment”) also informs a student's placement.

When these sources point in the same direction, placement follows the indicated level. When they differ, we talk with the family (or the student, if 18 or older) before finalizing placement, taking into account testing conditions and any context the family shares.

If a Family Declines Diagnostic Testing

The placement diagnostic is a standard part of enrollment, and we encourage every family to complete it. If a family declines it, placement is made using the other available information, and instruction defaults to the student's enrolled grade level unless educational records clearly support a different level. Where a student's documented needs make the standard diagnostic inappropriate, existing evaluation data may be used in its place.

Please note: The placement diagnostic is separate from the annual TEFA assessment. The annual TEFA assessment is a State of Texas program requirement for participating students in grades 3–12 and is not optional (see “Norm-referenced assessment”).

How Cross-Grade Instruction Works

When a student receives instruction at a level different from their enrolled grade:

- The enrolled grade stays the same for registration, reporting, and assessment purposes.
- Report cards and records reflect the courses completed, identified by their level, while the student's grade classification reflects the enrolled grade.
- Courses below the grade 9 level do not earn high-school credit. Because the diploma is earned through high-school credits (see the Graduation Requirements), receiving core instruction below grade level may extend the time needed to complete a diploma or affect diploma eligibility. For a student enrolled in grade 8, we discuss credit and graduation-pathway implications with the family no later than the spring of grade 8. For a student entering in grade 9 or above, this discussion happens at the end of the first semester of enrollment. The student's individual graduation plan, developed by Red Comet, governs how credits are earned.

Reviewing and Adjusting Placement

Placement is not a one-time decision. Instructional levels are reviewed on the following schedule:

- **Within the first 30 days.** For every newly enrolled student, we review diagnostic results and early coursework within the first 30 days of instruction to confirm the placement is a good fit, and we reach out if an adjustment appears warranted.
- **Each year.** Instructional levels are reviewed at least annually using current performance data; a placement made in one year does not carry forward automatically.

- **During the year.** If performance data show the level is not the right fit, we may recommend an adjustment at any time, in consultation with the family (or the student, if 18 or older).

Assessments

Instruction below the enrolled grade does not exempt a student from required assessments, including the annual TEFA assessment for participating students in grades 3–12 (see “Norm-referenced assessment” for how results are handled). Because the assessment is adaptive, it measures each student's growth at their actual working level, regardless of instructional placement.

Documentation

For each placement that involves an instructional level different from the enrolled grade, Red Comet keeps in the student's file:

1. the family's request or acknowledgment
2. copies of any records the family shared (including any IEP or evaluation)
3. placement diagnostic results, and
4. a signed record of the academic placement decision made with the parent/guardian (or the student, if 18 or older), including scheduled review dates.

The Diploma and Your Graduation Plan

Red Comet confers its own Cognia-accredited high-school diploma. Starting from grade eight, students are assigned time with Red Comet's Graduation Specialist, who builds an individualized graduation plan mapping the student's courses to Red Comet's graduation requirements and keeping the student on track to earn the diploma. The plan is reviewed as the student progresses.

Red Comet offers two diploma pathways — the Standard Diploma and the Premium Career-Ready Diploma. The specific credit requirements, grade scale and GPA, grade-level classification, transfer-credit and credit-recovery rules, and graduation timing are published in the companion document, **Red Comet High School Graduation Requirements**, provided to high-school families.

A note for TEFA families: TEFA program funding ends when a student graduates from high school. Families considering early graduation should plan for this, because graduating early ends TEFA eligibility.

Academic integrity

Students are expected to submit their own work. Plagiarism, unauthorized collaboration, misuse of AI, and other academic dishonesty are treated seriously (Refer to “Academic Integrity, Artificial Intelligence, and Research Guidelines”). The integrity of student work is essential to the credit and transcripts Red Comet issues.

Makeup and late work

Because instruction is asynchronous, students are responsible for meeting published deadlines. Where a documented illness or emergency prevents timely completion, teachers will work with the family on a reasonable extension or makeup arrangement. Any such arrangement is made in advance and still operates within the course's access period and before the last day of school; work that remains unsubmitted when a course closes receives a zero, as described under “Course Enrollment.” Persistent non-completion is addressed under the engagement policy below.

Attendance and Engagement

Texas law requires children of compulsory school age to attend school. Enrolling full-time in an accredited private school such as Red Comet satisfies your child's compulsory attendance obligation. Red Comet is not a truancy-enforcement authority; our role is to define and monitor meaningful engagement online.

Because our model is asynchronous and online, engagement is measured by participation in coursework rather than seat time. Red Comet requires every student to log in to each of the enrolled courses every day of the school week to keep up with the course milestones published on the platform. Logging in to all enrolled courses every day is the expectation; the formal course engagement process described below, however, is triggered only after 7 days without a graded submission in a course. When a student falls behind on milestones or does not log in as expected, Red Comet's team reaches out to the student and family to re-engage the student. If non-engagement continues after outreach, Red Comet follows the course engagement procedure described below, which is applied one course at a time.

The TEFA program does not require Red Comet to verify attendance for funding; this engagement standard is Red Comet's own academic expectation.

Course Engagement: Outreach, Hold, and Administrative Withdrawal

Because engagement is how attendance works in an online school, Red Comet follows a clear, consistent process when a student has not started or continued work in a course. This process is applied one course at a time: a student who is engaged in some courses keeps those courses, even when another course is placed on hold or withdrawn. It is an engagement and enrollment process, not a disciplinary one.

What counts as engagement

Engagement means submitting a course activity that is graded and counts toward the final grade. Logging in or viewing content alone is not engagement. A course is considered non-engaged when no graded activity has been submitted within 7 days of the course start date, or within 7 days of the student's last submitted activity.

Key terms. An **administrative hold** is a temporary pause of access to one course; the student stays enrolled in the course, and no grade is recorded because of the hold. An **administrative withdrawal** is removal of the student from one course after the steps below are complete; it is an enrollment action, not a disciplinary action.

The steps

Day counts begin on the day a course shows non-engagement and run separately for each course:

1. **Flag (day 7).** Platform activity shows no engagement in the course, and staff mark the course as non-engaged.
2. **Outreach (days 7–10).** Red Comet contacts the parent or guardian by email, asks about barriers such as login problems, pacing, or schedule, and offers help.
3. **Written notice (day 14).** Red Comet sends a written notice naming the course, stating that no work has been recorded, and giving the date by which work must begin.
4. **Final notice (day 21).** Red Comet sends a final notice, copied to the student's assigned Red Comet contact, stating that access to the course will be paused in 7 days without a response.
5. **Administrative hold (day 28).** Access to the course is paused for up to 14 days. Access is restored when the parent or guardian responds and an engagement plan is agreed.
6. **Administrative withdrawal (about day 42).** If the parent or guardian has not responded after at least three documented email attempts, Red Comet withdraws the student from the course. The withdrawal notice explains the right to appeal and to reactivate.

7. **Reactivation.** If a student returns within the same school year after an administrative withdrawal, Red Comet allows the student to reactivate the course and continue working in it.

When several courses are affected

A student may be enrolled in several courses at once (for example, seven to ten), and each course is tracked and handled separately. A hold or withdrawal in one course does not affect the others, and notices name the specific course or courses affected so families know which ones need attention. If a student has no engaged courses and every course has reached administrative withdrawal, Red Comet reviews the student's overall TEFA enrollment status with the parent or guardian.

Documentation and funding

For every course in this process, Red Comet keeps a contact log recording the date, method, and outcome of each attempt, and keeps copies of all notices. The process is applied the same way to every TEFA student. Any refund or payment adjustment that results from a course withdrawal follows TEFA and Odyssey requirements, and Red Comet confirms the amount with the program before acting.

Student Conduct and Acceptable Use

Every student must read and agree to the Red Comet Student Code of Conduct and Acceptable Use Policy before beginning work in any course.

Red Comet expects respectful, honest, and lawful conduct in every online interaction, in the LMS, in messages and email, and on any live call. Cyberbullying and online harassment may also carry legal consequences under Texas law.

Consequences and withdrawal for cause

Depending on severity, conduct violations may result in a warning, loss of privilege, parent involvement, or for serious or repeated violations, review and possible ending of the student's enrollment. Red Comet reviews conduct concerns fairly: we investigate what happened, give the student and family an opportunity to respond, and base decisions on Red Comet's published policies before any enrollment action is taken. As a private school, Red Comet makes these decisions under school policy rather than the procedures that apply to public schools. For a TEFA student, any involuntary withdrawal is handled as per the rules set by TEFA.

Student Records, Privacy, and Data

Confidentiality of records & Data Sharing

Red Comet treats student records as confidential and handles student educational information consistent with applicable state and federal law and the requirements of the TEFA program. Red Comet's data practices are described in the company-wide **Red Comet Privacy Policy**.

Obtaining records from a prior school

Under Texas Education Code §29.369, on a parent's request the public school district or charter your child would otherwise attend must provide a copy of the child's records it holds to the parent or to the private school the child attends. We ask families to authorize and initiate this transfer at the time of withdrawal from the prior school, so records are in place at enrollment.

Verification of Enrollment (VOE)

Under Texas Transportation Code §521.204, a student under 18 who does not hold a high-school diploma or its equivalent must show enrollment and attendance to obtain or renew a Texas learner or provisional driver

license, by presenting a completed Verification of Enrollment and Attendance (VOE) form from the school the student attends.

As the student's school, Red Comet issues the state VOE form to eligible enrolled students. Because a VOE certifies both enrollment and attendance, Red Comet can issue one only when the student is currently enrolled and Red Comet has enough attendance history (measured through the student's coursework activity on the platform) to certify that the student meets the state's attendance standard for the applicable period. A student who has recently enrolled may need to complete additional coursework before Red Comet can certify attendance; Red Comet will notify the family when a VOE can be issued.

To request a VOE, email txsupport@redcomet.com. A VOE is signed by a Red Comet school official and, under state rules, is valid for 30 days from issuance (90 days if issued between June and August).

Health and Safety

Protecting students: mandatory reporting

The safety of children is paramount. Under Texas Family Code §261.101, any person who suspects that a child has been or may be abused or neglected must report it to the Texas Department of Family and Protective Services or law enforcement. This duty applies to Red Comet's teachers and staff and is not reduced because instruction is online. Staff who suspect abuse or neglect report as required by law.

Online safety

Communications between staff and students occur through official school channels and must remain appropriate and professional. Families should supervise younger students' use of the platform and internet, consistent with an online learning environment.

Immunizations

Under 25 TAC §97.61, a student must show acceptable proof of vaccination or a valid exemption prior to **entry, attendance, or transfer** into any public, private, or charter elementary or secondary school in Texas. At enrollment, Red Comet requires families to provide either documentation that the student has received the immunizations required by the Texas Department of State Health Services (DSHS) or a valid exemption. Texas recognizes two exemptions: a medical exemption signed by a physician, and an exemption for reasons of conscience (including religious belief) submitted on the official affidavit obtained from DSHS.

Acceptable documentation, a valid exemption, or provisional-enrollment eligibility must be on file before a student begins coursework. A student who has received at least one dose of each required vaccine and is on schedule for the remaining doses, or who is transferring from another Texas school and is awaiting records, may begin coursework on a provisional basis for up to 30 days under 25 TAC §97.66 while completing the documentation. If the requirement is not met by the end of the provisional period, Red Comet will place the student's enrollment on hold until it is.

Emergencies and continuity

If a platform outage or other disruption affects instruction, Red Comet communicates with families by email and through the platform and adjusts deadlines as needed. Families should keep current emergency contact information on file.

Communication and Technology

How we communicate

Red Comet communicates with families primarily through the LMS and email. Families are responsible for monitoring these channels and keeping contact information current. Official school business, including anything involving student records, goes through the school's official email.

Technology requirements

Students need a compatible computer or device, a reliable internet connection, and the ability to run the school's LMS and required applications. Current technical requirements are published at redcomet.org/technical-requirements. Where Red Comet provides a device as part of tuition, that device meets the minimum requirements; families using their own equipment are responsible for meeting the published requirements.

Concerns, Complaints, and Grievances

If you have any concerns, we want to hear it early. Where you raise it depends on the type of concern:

- Course or curriculum concerns go first to the student's teacher, whom students can message directly from the platform. If the teacher of record cannot resolve the concern, the teacher escalates internally to the Lead Teacher (who may escalate to the Head of Teachers) to help find a resolution.
- Platform, transcript, records, and account concerns go to txsupport@redcomet.com.
- General concerns can be raised with Red Comet administration or with the family's local Red Comet contact.