



CATAWBA
ACHIEVEMENT
CENTER

Members' Handbook

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Catawba Indian Nation
Achievement Center



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Member Handbook

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Catawba Indian Nation

Achievement Center

MISSION STATEMENT

“Learning for the future.”

The purpose of the Catawba Achievement Center (CAC) is to assist the community with acquiring knowledge and resources on how to keep up with the fast paced, constantly changing world around us. The CAC provides a resource for personal improvement by teaching how to stay up to date and to better interact with the technologically advanced society that exists today, thereby improving, preparing, and learning for the future.



Catawba Indian Nation
Achievement Center

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PROCEDURES

Eligibility Requirements

To be eligible for membership with the Catawba Achievement Center, applicants must meet the following requirements:

1. **Be at least 18 years of age;** *(for individuals who are not yet 18, please reference the Policies Section regarding children in the Catawba Achievement Center)*
2. **Complete a Catawba Achievement Center Membership Application form and all other appropriate paperwork.**
3. **Pay all necessary fees.**
4. **Must be allowed to enter the Achievement Center and related facilities;** If for any reason you are not allowed on the Catawba Indian Nation Longhouse grounds or have been restricted from the Catawba Achievement Center due to issues of noncompliance or security, those restrictions and issues must be cleared before becoming eligible for a Catawba Achievement Center Membership.
5. **Pay all outstanding fees;** If *renewing* an Achievement Center membership, all outstanding fees must be paid before obtaining a membership renewal.



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Application Procedures

It is necessary for all who are interested in an Achievement Center Membership to complete a Catawba Achievement Center Application in order to be considered a Catawba Achievement Center Member. An entire application includes all of the required forms listed below:

- **Copies of ALL of the following documents:**
 - Handbook Acknowledgement (Appendix A)
 - Catawba Achievement Center Membership Application Form (Appendix B)
 - Catawba Achievement Center Confidentiality Form (Appendix C)
 - Catawba Achievement Center Grievance Procedure Agreement (Appendix D)
 - Catawba Achievement Center Photo Release Form (Appendix E)
 - Appropriate Fees **see page 11 for fee schedule*
 - Tribal Card or an approved letter confirming tribal status (this is only necessary if applying as a tribal member)

All of the aforementioned items are needed before the application is considered completed.

Application Deadlines

Anyone can sign up for a membership with the Catawba Achievement Center at any time, in accordance with the aforementioned eligibility requirements and procedures.

Complete Applications

After a Catawba Achievement Center Membership Application is completed and given to the Catawba Achievement Center Administrator or CIN Vocational Coordinator along with the appropriate fees, the applicant will be considered an “active” Achievement Center Member for the appropriate time period. After that time has expired, the Achievement Center Member will be considered “inactive”, unless the Achievement Center Member chooses to renew their membership. Once renewed, the Achievement Center Member will be considered “active” once again.



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Incomplete Applications

Incomplete applications are those that have not met all of the eligibility requirements. Any Catawba Achievement Center Application that is submitted without the appropriate fees will be considered null until the required fees are paid. If any necessary portion of the aforementioned application is left blank, the Achievement Center Administrator will meet with the appropriate member and assist them with completing the application.



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POLICIES

General Regulations

1. **Treat others as you would like to be treated.** Respectful behavior is required at all times in the Catawba Achievement Center.
2. **Treat the equipment and materials appropriately.** If any theft, damage, or other harm is intentionally caused by a Lab Member or Visitor to the equipment and materials of the Catawba Achievement Center, they will be asked to leave the Achievement Center and their membership will be terminated without a refund. If a Visitor is asked to leave for this reason, they will be denied Achievement Center Membership for at least one month.
3. **No children under the age of 16 years are allowed in the lab unless accompanied by a parent, guardian, or responsible adult. Any children under the age of 5 years are not allowed in the lab at any time.** Failure to comply with this regulation may result in dismissal from the lab for the rest of the day. If any incidents occur with respect to the child, the Catawba Achievement Center and the Catawba Indian Nation and their staff are not held liable. If due to the neglect of the parent, guardian, or responsible adult, the proper authorities, including Catawba Indian Nation Social Services will be notified.
4. **Pay all of the appropriate fees (such as printing, etcetera).** Any use of services that require payment that are taken advantage of by an Achievement Center Member and not paid for will be considered theft of services by the Catawba Achievement Center Administration. Therefore, appropriate actions will be taken and if necessary, the proper authorities will be notified and the individual's Achievement Center membership will be suspended and/or terminated. See page eleven for a complete list of fees.
5. **Use the lab appropriately.** Be aware of your own security, especially when using the internet. Do not give out personal information on the web, including your last name, credit card number, social security number, etc. Also, **any and all pornographic or explicit material viewed online in the Achievement Center will not be tolerated and will be grounds for immediate and permanent termination of your Achievement Center Membership per lab policy** (please see page 14 for more information). **No refunds will be given for termination due to policy violations.**



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Class Regulations

1. **Be respectful at all times.** Any disrespect, whether to the instructor or others, will result in dismissal from the class.
2. **Stay on topic.** Occasional distraction in a classroom setting is normal—let all efforts be made to stay on the topic at hand.

PLEASE NOTE: Class attendance is not enforced—be reminded that each week that is missed will leave any student behind the rest of the class with respect to course material. Please make every effort to attend class regularly.

Internet Policy

The searching, viewing, downloading, or entering of websites or chat rooms with any material deemed to be offensive, inappropriate, or pornographic in nature in any way is strictly prohibited in the Achievement Center Lab. Anyone found to be in violation of this policy will have their membership terminated immediately. It is the Achievement Center Administrator's responsibility as the Administrator of the Achievement Center Lab to determine what material and/or websites are considered offensive, inappropriate, or pornographic in nature.

The Achievement Center has filters in place to prevent the viewing of such material. If such content pops up in an ad unintentionally, please navigate away from the website and alert the Achievement Center Administrator, or associated staff immediately. Otherwise, a misunderstanding may occur and serious consequences may follow.

Also, if anyone is found to be using proxy servers or websites to search, view, download, or enter websites or chat rooms of an offensive, inappropriate, or pornographic nature, an immediate membership termination will follow. If anyone is found using proxies to bypass the Achievement Center's internet filters, then the appropriate consequence will follow.

The Achievement Center reserves the right to monitor any and all activity on all of its computers, including current activity and internet history.



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Lab Admission

The security of Achievement Center members, as well as Catawba Indian Nation Staff and equipment is of utmost importance. The following are guidelines that are extremely serious, and will be strictly enforced.

1. **When visiting the Catawba Achievement Center, all Achievement Center Members are required to sign in and out at the front desk in the upstairs lobby.**
2. **You must have an active Achievement Center access card to use the Achievement Center facilities.** If you do not have an access card, you must go to the front desk and request that they page the appropriate personnel to allow you entrance. Any Achievement Center Members caught loaning their Achievement Center access card to another individual will be immediately warned and possibly considered for suspension of their Achievement Center membership.
3. **If your membership expires, one week is allowed for membership renewal, after which, the Achievement Center Access card will be deactivated until the membership is renewed.**

Member Responsibilities and Agreements

By applying for and accepting a membership to the Catawba Achievement Center, the Applicant agrees to:

1. **Treat all equipment and materials with respect.**
Failure to do so will result in the appropriate consequence.
2. **Pay the appropriate fees and fines when necessary.**
Failure to do so may result in the suspension of Achievement Center Membership.
3. **Complete class material to the best of their ability and understanding.**
4. **Show honesty and punctuality.**
5. **Conform to the rules and regulations of the Catawba Achievement Center and therefore, the Catawba Indian Nation.**
6. **Consult the staff of the Catawba Achievement Center with any issues or grievances that may arise.**



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Administrative Responsibilities and Agreements

A successful learning environment requires two parties working together to learn and further themselves. As such, the Catawba Achievement Center Administrator agrees to:

- 1. Enforce all of the rules, regulations, and procedures of the Catawba Achievement Center.**
- 2. Adhere to the Catawba Achievement Center Member Handbook at all times. The Catawba Achievement Center Administrator and the Vocational Coordinator has the final authority in making these decisions.**
- 3. Maintain regular attendance in the classroom- show honesty and punctuality.**
- 4. Assist students with any needs they may have in a classroom situation, and Catawba Achievement Center Members in the lab, if available.**
- 5. Maintain a good, clean, up to date environment in which to work.**
- 7. Conform to the rules and regulations of the Catawba Achievement Center and therefore, the Catawba Indian Nation.**
- 6. Handle any issues or grievances appropriately.**
- 7. Perform his or her training and classroom responsibilities in an efficient manner.**
- 8. Present and maintain a positive image as a representative of the Catawba Achievement Center and the Catawba Indian Nation.**
- 9. Be understanding, patient, and cooperative.**



Catawba Indian Nation Achievement Center

Visitor Policy

Anyone is entitled to one free lab visit, per the Catawba Achievement Center Visitor's policy. When using your free visit, you will be asked to give your name and address for documentation before you are allowed to use the Catawba Achievement Center facilities. This information will be added into the Lab Member Database under the label of "Visitor". You will then be allowed to use the computer lab for the remainder of that same day. Any time after that, you will be asked to sign up for a Catawba Achievement Center Lab Membership. If you do not wish to sign up for a membership and are not a member of the Job Placement and Training Program with a temporary membership, you will be asked to leave the facilities until a Catawba Achievement Center Lab Membership is applied for and activated in your name. An activated membership denotes that all Membership fees have been paid for the individual in question.

Short-Term Lab Memberships:

In some instances, a full six month membership may not be practical for some individuals. If you do not believe that you would like to sign up for a full six month membership, please speak with the Catawba Achievement Center Administrator about purchasing a Short-Term Membership. If you will not be available to use the Catawba Achievement Center, or will not have need of our services for a full six months, this may be a better option for your needs. A Short-Term Membership is a Catawba Achievement Center Membership that has a duration of anywhere from one to three months. If you believe that you would like to remain a member for more than three months, we ask that you consider a full six month membership with the Catawba Achievement Center.

The fees for a Short-Term Membership are as follows:

	One-Month Membership	Two-Month Membership	Three-Month Membership
Seniors	\$1.00	\$1.75	\$2.50
Tribal Members	\$2.00	\$3.50	\$5.00
Non-Tribal Members	\$3.50	\$6.75	\$10.00

Referrals:

Referrals are acceptable from the following entities:

- The Catawba Indian Nation Vocational Program
- The Catawba Indian Nation Small Business Program
- The Catawba Indian Nation Department of Social Services
- Appropriate committees of the Catawba Indian Nation

A completed Catawba Achievement Center Referral Form is preferred before lab use.



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Lab Dismissal and Membership Suspension

If any of the guidelines set in this handbook are not abided by with regards to the Catawba Achievement Center, actions will be taken as follows:

1. A verbal warning will be given.
2. A second verbal warning will be given.
3. A written warning will be delivered to the individual in question. The incident will be recorded and kept on file.
4. The individual will be asked to leave the Achievement Center and not return for an entire day. The incident will be recorded and kept on file.
5. The individual will be asked to leave the Achievement Center and not return for an entire month. The incident will be recorded and kept on file and no refunds will be given.
6. The individual will be asked to leave the Achievement Center and not return for three months. The incident will be recorded and kept on file and no refunds will be given.
7. The individual's membership will be terminated for a length of time to be determined by the Catawba Indian Nation Staff, not less than six months and no refunds will be given.

NOTE: If necessary, proper authorities will be notified. If the situation requires, any of the above mentioned steps may be omitted at the discretion of the Administrator or CIN staff member in charge of the lab at any given time.



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PROGRAM INFORMATION

MEMBERSHIP PRICES

Memberships with the Catawba Achievement Center typically last for six months. Membership fees for the Achievement Center are as follows:

- **\$5 for Senior Members** (*a senior is classified as any individual age fifty and above*)
- **\$10 for Tribal Members or Tribal Household Members** (*must show proof of Tribal Membership*)
- **\$20 for Community Members** (*A Community Member is any non-tribal member not living on the Catawba Indian Nation Reservation and cannot be classified as a Tribal Household Member.*)

DOOR ACCESS CARDS AND POLICIES

Achievement Center Access Cards are \$6 each. If anyone willfully chooses to terminate their membership, they can return the Access Card for a partial refund of the original price. If your membership expires, there is a one week grace period before your Access Card is deactivated. *Membership must be renewed if continued lab use is desired. We will not grant access to the lab unless you wish to renew your membership.* If twelve months or more have passed since you have held an active membership with the Catawba Achievement Center, you are entitled to one free visit to the lab as a visitor. For more information, please reference our Visitors Policy, which can be found on page nine of this handbook.

Access Card Process:

First, the card must be printed. The cards are shipped to us completely blank- we print them with the Catawba Indian Nation logo so that they can be easily identified as pertaining to the Catawba Achievement Center. They then have to be logged and activated on our server in order to allow access to the Lab. This process can take up to two weeks, depending on the availability of all of the employees involved.

If you have not received your access card within two weeks after signing up for a membership, please contact Alex Osborn by phone at (803)366-4792 or by email at alex.osborn@catawbaindian.net.

Service Fees

- Printing: \$0.10
- Copying: \$0.10
- Faxing: \$1.75
- CD: \$1.00



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VOLUNTEER OPPORTUNITIES

We offer free lab memberships on a month to month basis to volunteers. To qualify, an individual must contribute a minimum of 2-4 hours per month. The available positions are as follows:

- **Teacher's Assistant:** This person will assist with preparation and teaching classes, as well as assisting students during instruction time.
- **Data Entry Specialist:** This volunteer will assist with filing and maintenance of lab membership.
- **Lab Monitor:** This person will sit and monitor the lab while the Achievement Center Coordinator is not present, as well as check lab members in and out.
- **Computer Skills Mentor:** This volunteer will assist other members with computer skills and practice.

Questions? Feel free to contact Alex Osborn by phone at (803)366-4792 or by email at alex.osborn@catawbaindian.net.

SERVICES PROVIDED

Courses:

Courses on a variety of topics are available at the Catawba Achievement Center. An up to date schedule can be provided upon request.

Mentoring Sessions:

Mentoring Sessions are a valuable resource, especially for those who want to become more comfortable with computers and technology in general. This is typically an hour long, one-on-one tutoring session with the Catawba Achievement Center Administrator that can help improve success and comfort with technology. If you would like to set up an appointment for a mentoring session, please contact Alex Osborn by phone at (803)366-4792, or by email at aosborn.cincac@gmail.com. Appointments are subject to availability.

Computer Problem Advising:

Along with one-on-one mentoring sessions, Achievement Center Members are entitled to assistance with issues concerning their personal computer when available. A member can bring in their personal laptop or desktop for review and troubleshooting assistance from the Catawba Achievement Center Administrator. If interested, please contact Alex Osborn by phone at (803)366-4792, or by email at aosborn.cincac@gmail.com. Appointments are subject to availability.

Senior Center Movie Day:

One day per month there will be time devoted in which the Catawba Achievement Center will host Seniors from the Catawba Senior Center for a movie viewing. During this time, the Lab will be accessible for use unless otherwise noted.



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Lab Hours:

Open Lab Time is available to all Achievement Center Members. Please be aware of any signs or notices that may direct a change in the Achievement Center's availability. If the Achievement Center has been reserved, or is temporarily closed, a sign will be posted including the most recent time when the Achievement Center will be available. Also, please be considerate of any classes that may be taking place at any time. During a class, members may use the computers, but only as available.

The Achievement Center hours for Open Lab Time are as follows:

Sunday: CLOSED

Monday: 8:00 AM- 5:00 PM

Tuesday: 8:00 AM- 5:00 PM

Wednesday: 8:00 AM- 5:00 PM

Thursday: 8:00 AM- 5:00 PM

Friday 8:00 AM- 5:00 PM

Saturday: CLOSED

Inclement Weather Policy:

In inclement weather situations, we follow the closings for the Catawba Indian Nation Longhouse. If it concerns a time outside of normal working hours, then the Achievement Center follows the closing decisions made by York Technical College with regards to our evening workshops and classes.

Supplies:

Limited supplies are available in the Catawba Achievement Center for Member use. Please treat all materials appropriately and return them to their proper places when finished.

Certificates and Course Completion

Certificates are awarded to students that complete any scheduled course at the Catawba Achievement Center. Ceremonies are generally held three times per year.



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FORMS AND ATTACHMENTS

All of the Appendices must be completed and returned to the Catawba Achievement Center if a membership is desired, except if these forms have already been turned in.

- Appendix A – Handbook Acknowledgement
- Appendix B – Achievement Center Membership Application
- Appendix C – Confidentiality Agreement
- Appendix D– Grievance Procedure Agreement
- Appendix E – Photo Release Form
- Appendix F – Policy Agreement



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APPENDIX A: Handbook Acknowledgement

This certifies that I, _____, have received the Catawba Achievement Center Member Handbook. With my signature, I understand that this a legal and binding agreement to abide by the guidelines of the program outlined in the handbook. By signing this, I understand that if I do not abide by these guidelines I will be suspended from membership with the Catawba Achievement Center.

Student Signature

Date

Catawba Achievement Center Administrator Signature

Date



Catawba Indian Nation
Achievement Center

APPENDIX B: Achievement Center Membership Application

Please complete the application on the following page.



Catawba Indian Nation

Achievement Center

				/ /	
Authorized Staff Name			Type of Contact		Date of Contact
Part 1: Basic Information					
First Name		Last Name		Middle Initial	Maiden or Suffix
Street Address			City	State	Zip
() -		() -		() -	
Home Phone		Cell Phone		Alternate Phone	
Email Address					
/ /		<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> YES or <input type="checkbox"/> NO	
Date of Birth (mm/dd/yyyy)		Age	Please check one	Tribal Member	Tribe
1. How did you hear about the Catawba Achievement Center?					
2. Are you interested in volunteering? <input type="checkbox"/> YES or <input type="checkbox"/> NO					
3. Are you signed up for the Catawba Indian Nation Yahoo Listserv? <input type="checkbox"/> YES or <input type="checkbox"/> NO					
4. Are you interested in receiving mentoring sessions specific to your technology needs? <input type="checkbox"/> YES or <input type="checkbox"/>					
Part 2: Background Questions					
What concerning technology interests you?					
Have you had experience with computers and/ or the Internet before? If so, how? What did it involve?					
Part 3: Class Registration					
1.				Start Date	End Date
Class Name					
2.				Start Date	End Date
Class Name					
3.				Start Date	End Date
Class Name					
4.				Start Date	End Date
Class Name					
5.				Start Date	End Date
Class Name					
6.				Start Date	End Date
Class Name					
<i>By signing this membership application, I understand and will be held accountable for obeying all the rules and regulations of the Catawba Achievement Center while in use of its facilities. I understand that should I not follow these policies, the appropriate action will be taken as outlined in the Catawba Achievement Center Member Handbook.</i>					
				/ /	
Applicant Signature				Date	
				/ /	
Staff Signature				Date	
				/ /	
Parent/ Guardian Signature (if under 18)				Date	



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Appendix C: Confidentiality Agreement

Policy:

It shall be the policy of the Catawba Achievement Center that all services provided to clients are kept confidential. Any release of information will follow very strict guidelines as detailed below.

Procedure:

1. All records will be kept in a locked file cabinet in a locked room with access limited to only those staff members authorized to remove records.
2. The Achievement Center Administrator will be responsible for the upkeep and security of the files.
3. All forms, progress notes, or any papers that may identify a client must be kept in the client's file.
4. All identifying information must be in the secured file before the staff member leaves the office.
5. Written consent must be obtained from the client before the information is released to any person or agency except in circumstances where the client is deemed to be a danger to self or others, by court order, or in cases of child or adult abuse.
6. Clients will sign and be given a copy of the confidentiality statement at the initial intake.

Signature: _____

Date: _____

Witness: _____

Date: _____



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APPENDIX D: Grievance Procedure Agreement

Policy:

It is the policy of the Catawba Achievement Center to have a standard grievance procedure and that all clients are made aware of at the initial intake.

Procedure:

1. If a client has a grievance, it should be brought to the attention of the Catawba Achievement Center Administrator as soon as possible.
2. The Catawba Achievement Center Administrator will contact the client and try to work out the problem on an informal level.
3. If the client's grievance cannot be settled by the Catawba Achievement Center Administrator, the Catawba Achievement Center Administrator will meet with the Vocational Coordinator and review the complaint.
4. If the client's grievance cannot be settled by the Vocational Coordinator, the Vocational Coordinator will meet with the Economic Development Director and review the complaint.
5. The Economic Development Director will then contact the client and discuss the grievance. The Economic Development Director will then have ten days to research the grievance and notify the client in writing with either a solution or to inform the client of the next step in the process.
6. If the client is dissatisfied with the decision of the Economic Development Director, the client has five working days to send a written complaint to the Executive Committee for their input.
7. Once the Executive Committee has received the complaint, it will investigate the complaint and reach a decision on the matter within thirty days.
8. The decision of the Executive Committee will be sent in writing to the client and the Economic Development Department.
9. The decision of the Executive Committee will be final.
10. A copy of all steps taken will become a part of the client's permanent record.
11. No further action will be taken after the Executive Committee has reached a decision.
12. The client will not be punished because of his/her having filed a complaint and if so desired by the client, services will continue.

Signature: _____

Date: _____

Witness: _____

Date: _____



Catawba Indian Nation Achievement Center

APPENDIX E: Photo Release Form

Permission to Use Photograph

Location: Catawba Achievement Center

I grant the Catawba Achievement Center, its representatives and employees the right to take photographs of me and my property in connection with the above-identified subject. I authorize the Catawba Indian Nation, its assigns and transferees to copyright, use and publish the same in print and/or electronically.

I agree that the Catawba Indian Nation may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

I have read and understand the above:

Signature _____

Printed name _____

Signature of parent or guardian _____
(if under age 18)



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APPENDIX F: Policy Agreement

ACHIEVEMENT CENTER USE AND POLICY AGREEMENT

I, _____, have reviewed the policies of the Catawba Achievement Center with the Achievement Center Administrator and I understand the rules and regulations thereof. With my signature, I understand that this is a legal and binding agreement to abide by the rules and regulations of the Achievement Center. I agree to treat all materials with respect and to use the resources of the Achievement Center appropriately. I acknowledge that should any changes be made to the rules and regulations, I will be notified and will still be held responsible for abiding by the policies of the Achievement Center. By signing this, I understand that not abiding by the regulations of the Achievement Center will result in the appropriate consequence as outlined in the Achievement Center Member Handbook, up to the suspension or termination of my membership.

I also have been made aware by the Achievement Center Administrator, _____, on the day of _____ that the searching, viewing, downloading, or entering of websites or chat rooms with any material deemed to be offensive, inappropriate, or pornographic in nature in any way is strictly prohibited in the Achievement Center Lab as outlined in the Achievement Center Member Handbook. Any persons found to be in violation of this policy will have their membership terminated immediately. It is the Achievement Center Administrator's responsibility as the Administrator of the Achievement Center Lab to determine what material and/or websites are considered offensive, inappropriate, or pornographic in nature.

Student Signature

Date

Catawba Achievement Center Administrator Signature

Date