






Learner Handbook
2021















Generation
USA

Table of Contents

Letter from the CEO **1**

Who We Are: Generation Values **2**

The Learner Handbook and Agreement **3**
- Your Program Introduction: The Learner Handbook 3
- Your Signed Documentation: The Learner Agreement 3

The Generation Learner Experience **4**
- Program Overview 4
- Instructional Delivery 5
- A Sample Day In The Life Of A Generation Learner 6
- Course Tools and Functionality Overview 6

Here to Help: Program Staff Roles **9**
- 4 Key Staff Roles during your Program 9
- Independent Support and Dispute Resolution: The Learner Ombuds 10

Staff Communication and Contacts **12**
- Staff Support Contact Information 12
- IT Support Contact Information 13

Tips for Success at Generation **15**

Learner Outcomes in Generation Programs **17**
- Graduation Celebration 17
- Certification Outcomes 17
- Placement Outcomes 18

Learner Resources and Support Services **20**
- Career Coaching Sessions: Office Hours 20
- Career Coaching Workshops 21
- **Career Coaching and Enrollment Management** **21**
- Generation's Resource Bank: The Hub 22

Alumni Services **24**
- GenConnect: Generation's Online Alumni Community 24
- Alumni Support 25
- Life As An Alum: Alumni Benefits and Services 25
- Data Responsiveness: You Are Paving The Way 26

Next Steps: Getting Started **28**

Appendix: Course Tools and Key Policies **29**

Letter from the CEO

Welcome new learners!

Congratulations on your acceptance to Generation USA. We know the application process is challenging, so we appreciate the time you put into taking the next step in your career journey. Be incredibly proud of this accomplishment.

I realize that many of you have done your research on our organization, but I want to share a bit more about our heart and soul.

Our process is incredibly competitive. That means, just by completing the application and enrolling in a program, you have been selected out of an incredibly competitive pool of candidates. The process is rigorous on purpose. We now know that you're ready to start a career journey.

Our programs are demanding. I promise you'll face obstacles. There will be times you think you can't do this. Keep in mind, there are 38,000+ graduates around the world who've finished a Generation program. If they can do it, so can you! You've been accepted because we believe you can. That said, you're not alone and we're here to support you. Ask for help when you need it. Your cohort is a community. Reach out to others and create connections. Our alums tell us that connections to their classmates are invaluable. Finding colleagues and supporters who understand your journey can provide a lifeline in the professional world.

Graduation is just the beginning. The next step -- whether you're moving on to an internship, a full-time job, or continuing your education -- is going to feel ambitious. Hold on to your successes throughout the program. Remind yourself of a challenge that you overcame. We believe in you and our alumni team is here to support you even after you graduate. At Generation, our graduates become lifelong learners, so embrace the discomfort of the unknown and remember your mindset will carry you through.

A wise Chinese philosopher said, "A journey of 1000 miles begins with a single step." You've probably heard this quote before, but I want you to pause for a minute and internalize this quote. You have taken step one already. Your journey has already begun.

Best of luck and congratulations. You've earned it.

Sean Segal
CEO, Generation USA

Who We Are: Generation Values

Generation transforms education to employment systems to prepare, place, and support people into life-changing careers that would otherwise be inaccessible. We have a methodology that we believe can serve hundreds of thousands—and eventually millions—of people who are unemployed, underemployed, or need to learn new skills. Our program creates real business value for employers and lasting career impact for participants.

Our Values

Go further, together.
We are better together. We collaborate with and help others, both inside and outside of Generation.

Solve problems that matter.
We work on activities that do the most to advance our mission, and rigorously measure our impact to guide where we spend our time and resources.

Better our best.
We will never be perfect, and we always have more to learn. As long as we use data, experience, and dialogue to grow and improve, we are moving in the right direction.

Empower & support.
We know that people do their best when treated with kindness and respect. We support and develop each other personally and professionally, allowing our unique talents and capabilities to flourish.

Here to serve.
We commit to enabling the learning and growth of our participants, and to providing great talent for our employer partners.

Be open & transparent.
We believe in honest sharing. We welcome diverse perspectives, opinions, and ideas.

The Learner Handbook and Agreement

Your Program Introduction: The Learner Handbook

All learners receive a copy of this Learner Handbook and review it during their orientation period. The Learner Handbook outlines Generation's program model, support structures, and expectations for learner success. It is designed to be the introductory guide to your journey as a Generation learner. It is a reference for you before, during, and after your program concludes.

The Learner Handbook is revised periodically and updated on the Generation website.[1]

If additional changes are necessary during the school year, corrections will be made and a note of revision will accompany the Handbook.

Your Signed Documentation: The Learner Agreement

All learners are asked to sign and return Generation's Learner Agreement during their orientation period. Policies that are outlined in the Handbook are transferred to the Learner Agreement document; it is this document that you will review, sign, and return to Generation staff.

Once you sign and return the Learner Agreement, you are all set to begin the program; you can keep a copy for your records if you would like.

The Learner Agreement document is revised periodically and may vary by program according to program-specific criteria.

You can find the Learner Agreement online (e.g. as an assignment in Canvas) with your online course materials.

[1] https://usa.generation.org/learner-handbook

The Generation Learner Experience

Program Overview

Congratulations on your acceptance to Generation USA!

A Generation program gives you the skills to grow – both professionally and personally.

Whether starting a new career or changing careers, our staff is thrilled to support you throughout this journey. During your course and after graduation, we will work together to lay a foundation for your future and provide services in three primary areas: Instructional Support, Career Development, and Alumni Services.



Refer to this handbook along the way. It will help orient you with training logistics, services, class policies, and program expectations.

We look forward to working with you!

Instructional Delivery

At Generation, we take pride in providing you with a high quality learning experience. Our training programs are particularly unique: while some programs focus mainly on technical skills, we place an emphasis on integrating the key **Behaviors, Skills and Mindsets** (BSMs) that lead to success on the job in your field of study. Our classes provide you with ample practice opportunities in the form of role plays, case studies, simulations, and labs so that you are learning beyond a textbook and online materials.

Every Generation program focuses on the same four **Mindsets**: Personal Responsibility, Persistence, Future Orientation, Growth Mindset. However, job-related **Behaviors** that lead to success can vary by program. Here are a just a few examples:

- *IT Help Desk Technician* - emphasis on customer focus, adaptability, teamwork, communication
- *Junior Web Developer* - emphasis on teamwork, adaptability, proactiveness, and communication
- *Digital Marketing Analyst* - emphasis on communication, time management, teamwork, and creativity

To learn more about the specific **Technical Skills** you will be developing throughout the program, check out your program's syllabus below:

- IT Support Specialist syllabus[2]
- Junior Web Developer syllabus[3]
- Digital Marketing Analyst syllabus[4]
- Digital Executive Assistant syllabus[5]
- Junior Full Stack Developer syllabus[6]
- Junior Cloud Practitioner syllabus[7]

[2] bit.ly/generationITSS (note: this link is case sensitive)
[3] bit.ly/generationJWD2 (note: this link is case sensitive)
[4] bit.ly/generationDMA (note: this link is case sensitive)
[5] TBD - available from your course instructor
[6] TBD - available from your course instructor
[7] bit.ly/JrCloud (note: this link is case sensitive)

A Sample Day In The Life Of A Generation Learner

Online classes will take place **Monday to Friday between 9 a.m. to 5 p.m.** with a combination of live webinar sessions and independent work time. **Your particular schedule will vary by program and by city.**

Please review the sample schedule below: *

9:00 to 10:00 a.m.	Learners log into Zoom; join classroom instruction.
10:00 a.m. to 12:00 p.m.	Learners follow links to course work in Canvas and work independently. (Please also use this time to grab your lunch/snack).
1:00 to 3:00 p.m.	Learners return to Zoom to attend class and discussion.
3:00pm to 4:45 p.m.	Learners return to Canvas and work independently. (Please also take a few minutes to stretch or get some fresh air.)
4:45pm to 5:00 p.m.	Daily closing, complete unfinished assignments and prepare for the next day.

**** Schedules are subject to change, and some classes may only meet on Zoom twice per day. Zoom session times also vary by your program time zone.*** *Please look for emails and/or messages from your instructor/teaching assistants for updates to the class schedule.*

Course Tools and Functionality Overview

During this course you will have access to different platforms to complete class sessions and independent work. Video conferencing, a Learning Management System, and Direct Messaging applications all serve as tools you will need to stay connected, complete work, and ask questions as you work through your course.

You can find technical support for getting started and using these tools on the Generation website: usa.generation.org/current-students/learner-technical-support/

Video conferencing
Online training sessions will take place through video conferencing software (e.g. Zoom). When logging in you will join the full group alongside your Instructor, Teaching Assistant and Career Coach. Video conferencing requires a reliable internet connection and should be accessed from a laptop or desktop with a webcam. Connecting by mobile phone is discouraged because many materials will be screen-shared during class.

Please click here to review instructions on **how to join a Zoom meeting**.[8] If your video conferencing application is not Zoom, please contact your instructor or TA for questions on how to access that application.

Please visit zoom.us/download to **download the latest version of Zoom** - you will need an updated version to participate in features such as breakout rooms.

Learning Management System
A Learning Management System (LMS) (e.g., Canvas) is where you will work independently when you are not attending a video-based class session. In the LMS, instructors will assign work with access to video, blogs, articles, external websites and applications, discussion forums, and other assignments.

You will receive an email in the inbox of the email address you used to apply to Generation that will guide you through your LMS account setup process (i.e. even if you change your email address after applying to Generation, your Canvas setup email will go to your original email address).

For additional assistance with Canvas, **click here to review how to log in** and navigate

[8] https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting

the platform.[9] If your LMS is not Canvas, please contact your instructor or TA for questions on how to access your account.

Direct messaging
Direct messaging platforms (e.g. Slack) are collaborative spaces that will be used to connect with learners and staff quickly through direct messaging and public sharing channels. Direct messaging can be used to share documents, updates, and/or information about the program.

Click here to **review how to log in and navigate through Slack**.[10] If your course does not have Slack access, please ask your instructor or TA how best to quickly communicate through Direct Messaging.

Please review this general list of direct messaging guidelines to ensure learners maintain a professional learning environment:

- If you have direct feedback about the course, message your instructor, TA, or Career Coach directly rather than posting in public channels
- Respect learners' ideas and/or feedback to documents or articles posted in shared spaces
- Use appropriate language when communicating with staff and other learners: no profanity or offensive messages
- Unless communicating through direct messaging, please only post in channels that you are invited to by staff. Keep in mind that Learners should have no expectation of privacy in anything they create, store, post, send or receive using Generation's channels, including in private direct messages to classmates or staff (for more on data privacy, see the Appendix)

A further note on communication etiquette
Please refer to the Appendix for etiquette and communication policies on all platforms. You will need to sign an acknowledgement that you understand the norms and expectations of communication in a Generation program in your Learner Agreement.

---

9 https://community.canvaslms.com/t5/Contingency-Planning/Getting-Started-with-Canvas-as-a-Learner/ba-p/258333

10 https://slack.com/resources/slack-101

Here to Help: Program Staff Roles

The Generation team is composed of individuals from around the country with a diversity of experiences, perspectives, and roles designed to support you as you move forward in your career:

- Our **marketing and communications** team helps get the word out about our programs
- Our **enrollment** team guides our application process
- Our **business development** team builds relationships with employers
- Our **development** team finds funding to keep programs free for participants
- Our **learner experience** team supports our learners during the program
- Our **alumni** team supports graduates long after programs are complete.

4 Key Staff Roles during your Program

While you are working towards graduation, there are four primary roles available to guide your learning journey. We encourage openness and transparency as you communicate directly with Generation staff in these roles, and our staff are ready and waiting to assist with any challenges you face as you start your career or make a transition. During your program, you have the chance to work directly with staff in each of these positions:

- **Instructor:** Will be a consistent presence during class and will support you in learning the essential technical, behavior, and mindset skills required for you to be successful in a career.
- **Teaching Assistant**: Available during classroom hours to support Instructors and assist with the delivery of lessons. They will be your primary contact if you will be late to class or absent from class. TA's are also the first point of contact for you to report any violations of class norms or behaviors.

        - **In case of emergencies**, the need to report issues with other learners, or concerns regarding your participation in class, please contact your assigned TA through Slack or e-mail.
        - Academic and class related issues should be directed to your TA.
        - Note that **any issues or decisions impacting or regarding your enrollment status, (withdrawal or dismissal)** with a Career Coach.
- **Career Coach:** The core responsibility of a Career Coach is to help our learners embrace their potential for growth and improvement, in addition to assisting our learners in identifying personal goals, transferable and leadership skills. This also includes, but not limited to:
    - helping learners seek new employment opportunities
    - providing feedback on resumes and/or cover letters
    - strategizing for a successful job interview.
    - providing general career tips through workshops and 1:1 sessions
- **Life Coach:** Responsible for maintaining the links, articles, and wellness information on The Hub, Generation's resource base for students and alumni (see more on "The Hub" in sections that follow).
    - The Life Coach is also available to meet with learners to discuss health, wellness, and life management skills.

Independent Support and Dispute Resolution: The Learner Ombuds

If you are unable to resolve an issue after you have already gone directly to program staff for assistance, Generation has a specific role designed to help you: **The Learner Ombuds,** ombuds@generation.org.

What is an Ombuds?
An Ombuds is an independent, neutral, informal, and confidential resource that helps learners resolve complaints, conflicts, and other related issues with Generation USA. The Ombuds will listen to your concern, help you obtain necessary information, and offer impartial guidance on how you may raise or resolve your issue. The Ombuds also helps identify systemic problems with Generation USA without disclosing your confidential communications with the Ombuds.

What does the Ombuds do?

The Ombuds supports “visitors” (using this term instead of “learner”, “staff”, or “student” in order to ensure neutrality) in the following ways:

- Provides confidential, neutral, independent, and informal assistance
- Listens to concerns and provides guidance, information, and individual coaching
- Serves as a resource by providing information, helping locate the appropriate person who can assist with an issue, clarifying processes, and seeking options for resolution
- Helps identify a range of resolution options, including formal and informal channels
- Facilitates communication through a variety of techniques, including shuttle diplomacy (working between two parties who may not interact with one another to resolve an issue)

What does the Ombuds not do?

- Act as a place to receive notice of formal complaints against Generation USA
- Act as an advocate for any individual or cause
- Breach confidentiality by revealing anything that could disclose the identity of a visitor
- Maintain permanent records of confidential communications
- Conduct formal or in-depth investigations
- Make management decisions for the Generation USA leadership team
- Create, change or set aside established policies
- Replace existing formal channels of communication or reporting
- Offer legal advice
- Determine guilt/innocence, right/wrong, etc.

Examples of issues the Learner Ombuds may or may not handle include:

Example issues handled by Ombuds	Issues not handled by Ombuds
• I'm having an issue with another student, and I don't feel comfortable addressing that with instructional staff, Teaching Assistants, or Career Coaches • I have tried getting support from program staff, but nobody helps me	• My laptop broke • My wifi is spotty • I need transportation assistance • I need assistance with housing • This program isn't giving me enough practice on technical content

Staff Communication and Contacts

Need Assistance? We are here to help, from coursework questions to IT issues that you may experience as you learn online. Please reference this guide to find the right staff member to assist you.

Staff Support Contact Information

Topic Area	Contact Information
Coursework, attendance, and classroom questions • Questions on class instruction or assignments • Questions on participation or attendance • Receive the latest class updates and schedules • Assistance with course tools (uploading assignments, video login information, etc.) • Provide general feedback on class instruction • Challenges with learners or staff	Contact a **Teaching Assistant** from your cohort *(contact information provided during orientation)*
Career planning and job search support • General career tips and guidance • Preparation of resumes or cover letters • Preparation for job interviews in a group or 1:1 setting • Questions about job or internship opportunities in your area • Provide general feedback on the career placement and support services provided by Generation	Contact the **Career Coach** for your cohort *(contact information provided during orientation)*
Continuing education planning and support • Questions about continuing education for additional credentials, community college	Contact Generation's **Continuing Education Advisor,** joanee.buffaloe@generation.org

enrollment, or other degree options • Questions about financing further educational opportunities	
Barriers to employment or personal issues • Questions about child care, transportation, food security, or other challenges • General questions about mental and physical wellness	**Visit The Hub,** bit.ly/thehubgeneration[11] or connect with a **Generation Life Coach** at bit.ly/genlifecoach[12]
Requesting accommodations for medical conditions / disabilities • Questions about accommodations for a medical condition (visual impairment, hearing impairment, timing for tests, etc.) • Learner is responsible for informing Generation USA of their disability, requesting accommodation, and providing documentation as required	Please **fill out an accommodation request** form, bit.ly/genaccommodation
General alumni questions and support • Questions on alumni benefits and resources, guidance on connecting with other Generation grads	Contact **Generation's alumni staff** at usalumni@generation.org
Support or escalation when you feel you're not behind heard • Contact for dispute resolution or an issue you do not feel comfortable sharing with direct program staff	Contact **Generation's Learner Ombudsman**, Jose Rodriguez**,** at ombuds@generation.org

IT Support Contact Information

IT Tool or Topic	Contact Information
IT-related questions and support for core learning tools • Video conferencing (e.g. **Zoom**) • Direct messaging (e.g. **Slack**)	Contact **Generation's IT support** group with a Technical Support Request by visiting the Generation website:

[11] https://genconnect.generation.org/hub/generation-org/resources-v2/the-hub
[12] https://genconnect.generation.org/hub/generation-org/resources-v2/post/the-life-coach

• Log-in's to Generation's learning platforms (e.g. **Canvas**)	usa.generation.org/learner-tech-support
IT-related questions for job prep tools Generation learners have access to three platforms to assist in job search, applications and support. • **GenConnect** • **Handshake** • **Jobscan**	Contact genconnect@generation.org for job prep and job search tools
IT-related questions and support for employer networking: NETworkIT Generation learners have access to a platform that allows learners to book meetings directly with employer volunteers to discuss career planning and life on the job.	Contact NETworkIT@generation.org for questions about the NETworkIT platform

Tips for Success at Generation

At Generation, we strive to ***Better Our Best –*** it's one of our core values. We have highly skilled staff members who teach, motivate, and coach you through your learning process. Upon finishing this program, you will be joining over 40,000 graduates globally.

To be successful, you need to be fully committed and focused. Some days may be more challenging than others, but our team is willing to help and support.

Learning may be a little different from a traditional classroom environment and we want to make this transition as easy as possible. Your Instructor, Teaching Assistant, and Career Coach can help provide you with the knowledge you need, but **reading the two articles below is good preparation** for learning in an online environment:

- ❏ Read "Tips to get the most out of Generation's Virtual Experience"[13]
- ❏ Read "Video conferencing etiquette"[14]

Please review additional tips and requirements to help prepare you for a successful online learning experience:

- The majority of your online learning should take place on a computer desktop or laptop -- not your mobile device.
- Keep a journal to take notes during class.
- Treat an online course like an in-person course. Stay focused and ask questions for clarity.
- Take note of your learning objectives and goals.
- Actively participate in online classroom discussion and during career workshop sessions.
- Create a schedule and manage your time.
- Limit distractions (such as cell phones, social media, and personal email) during class meeting times in order to stay focused

---

[13] https://usa.generation.org/stories/tips-to-get-the-most-out-of-generations-virtual-classroom-experience/

[14] https://usa.generation.org/stories/video-conferencing-etiquette/

- If you’re falling behind, reach out to your Teaching Assistant to talk about how you can make a plan to catch up. Don’t be afraid to ask for help!
- Leverage your network. Connect with other learners in the class to discuss assignments or instructional topics

Learner Outcomes in Generation Programs

Graduation Celebration

If you've met the attendance and coursework completion requirements set out by your Instructor (see Appendix for more detail), then congratulations, you're a Generation graduate! A **30-60 minute Virtual Graduation ceremony** will be conducted to celebrate your achievement. This ceremony signifies your transition from Generation Learner to Generation Graduate.

Graduation is hosted by staff and attended by learners. Guests at the ceremony may include additional Generation staff, business/community partners, guest speakers, and family and friends of learners in your cohort.

A **sample graduation ceremony** includes the following elements:

- Welcome and Introductions - Staff
- Words of Inspiration - Class Speaker
- Reading of Graduate Names - Staff
- Final Remarks - Program Staff

Certification Outcomes

Generation offers all learners the opportunity to work towards an industry-recognized credential during the program. These credentials can help you stand out in your job application process, but they don't come easy for everyone: it will take a lot of hard work and preparation to earn a credential.

Generation staff will work with your Instructor to develop a process for certification preparation, scheduling, registration, and reporting on results. Your first attempt at the credential exam(s) offered by your program is offered at no cost to you - Generation covers that cost directly.

Reach out to your Instructor for detailed information on the following elements of the credentialing process:

- The **type of credential** offered by your program
- **Study guides** or other resources necessary to prepare
- Course policies on performance or **practice test** that indicate readiness to take a credentialing exam
- Details on **registration and scheduling** the exam
- Details on how the exam is proctored
- Details on **reporting your exam results back to your instructor and the Generation team** - these details help with employer connections and can support your job search efforts. They also help Generation understand the effectiveness of course materials.

Placement Outcomes

Generation Training Accelerator programs partner with educational institutions and help guide learners to multiple outcomes, including apprenticeships, micro-internships, internships, continuing education, and full-time employment. **The exact outcomes available for learners vary by city, program, and cohort.**

When you join a Generation program, our staff works with you to identify the next best steps for you after graduating. That could mean seeking full-time employment, an internship, micro-internship, apprenticeship, or a continuing education opportunity. No matter which path you're on, we help by exploring these options with you, working on your resume and interview techniques, and connecting you with the Generation employer partners that are active in your local area.

You may have the opportunity to pursue the exact outcome of your choice, but given the different experience and technical requirements required by different outcomes, no one particular placement option can be fully guaranteed.

Our **4 placement outcomes** include the following:

Micro-Internships or Internships
Internships allow learners to **gain experience prior to searching for full-time employment.** **Micro-Internships** are short-term, paid, professional assignments that are similar to those given to new hires or interns. Having experience puts learners at a greater advantage when job searching. Generation helps prepare and place learners into internships through employer partners and micro-internship providers. Candidates for internships may have less than 2 years of work experience, and internships typically last around 12 weeks, often

paying entry level wages around $15/hr. Candidates for micro-internships may have 0-1 years of work experience, and assignments last 1-2 weeks, often unpaid.

Continuing education
Many times, completing a Generation program is just the start of a learner's education. Through partnerships with community colleges, we are able to offer learners a continuing education pathway so they can **continue taking classes towards a degree or set of stackable credentials.** When learners are in this track, Generation helps determine a continuing education plan and assists with enrollment into a degree program with an educational partner. In the first few weeks of the cohort, Generation's continuing education staff reach out to gauge learner interest in further studies. Continuing education options are open to all Generation learners, and Generation staff help participants think about financial resources, admissions processes, and pathways for continuing education.

Full-time employment
Learners who are seeking full-time employment work towards gaining meaningful full-time employment. In this track, Generation prepares learners to **search and interview for full-time positions.** Learners seeking full-time employment typically have at least 2 years of work experience. Wages can vary widely across employers, industries, and regions.

Apprenticeships
Apprenticeships are an industry-driven, high-quality career pathway. Employers offer apprentices a **full-time paid job for a temporary period** while they develop their talents and learn about the profession. Generation will help connect learners with employers and apprenticeship opportunities. Those who complete an apprenticeship are offered full-time employment at the employer's discretion. Competitive candidates for apprenticeships typically have a high degree of professionalism and 5+ years of work experience, and apprenticeships typically last 6 months or longer. Pay varies depending on the type of program and employers involved.

Learner Resources and Support Services

Generation is committed to providing the tools you need to be successful to achieve your professional and personal goals. Please review this section to learn how to connect with Career Coaches and additional Generation staff who can help you build a holistic plan for navigating your learning journey.

Career Coaching Sessions: Office Hours

Career Coaches are available during office hours to address concerns or questions you may have. Though these additional coaching sessions are not required like classroom instruction or webinars, Career Coaches are in place to provide additional assistance as needed. As a Generation learner, it is up to you to schedule an appointment with your Career Coach.

Topics for Office Hours with Career Coaches
Coaching sessions (known as 1:1 sessions) can give you the opportunity to discuss your career goals and aspirations. These sessions typically focus on career readiness and typically include topics such as resume tips, writing cover letters, preparing for interviews, and planning career pathways.

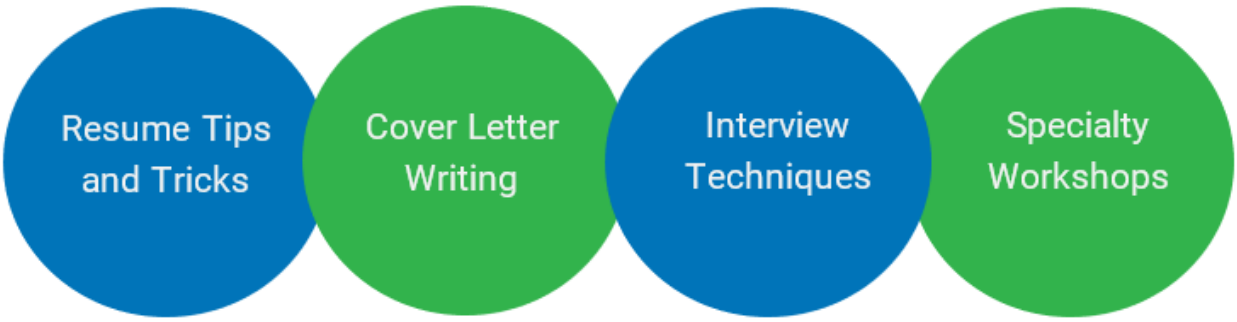
Scheduling an individual or group coaching session
Using an online scheduling tool, learners can select a time slot to directly meet with a Career Coach (the exact link for doing so will be provided by your Career Coach). As a Generation learner, you will have the opportunity to schedule meetings with your Coach individually (15 mins or 30 mins) or in group sessions (45 mins or 1hr):

- **Individual sessions** are scheduled for individualized career support, such as mock interview practice, or to discuss career pathways.
- **Group sessions** are scheduled for common questions or groups who require similar career support. If you are playing the lead role scheduling a group session

with your classmates, please make sure all participants are available to attend.
- **Office hours will be held 2-3 days a week.** Reach out to your Career Coach for detail on the specific office hours plan and available hours during your cohort

Career Coaching Workshops

We've thought of everything you may need to help you in your new career path, and we're here to answer any questions that you have. Career workshops give you the opportunity to enhance or develop your skills to prepare you for the transition into the career pathway of best fit for your experience and goals. Generation Career Coaches have designed career-focused workshops in three primary areas: resume writing, cover letter writing, and interview techniques. When available, time will also be held for speciality workshops with guest speakers, such as employer partners, to give presentations on industry-relevant topics. These workshops are meant to build on lessons learned in your curriculum and bring in additional expertise to the classroom.



Career Coaching and Enrollment Management

Generation Career Coaches are here to support you and play a pivotal role in helping you navigate the demands of successfully completing a Generation program.

If you feel the need to withdraw from the program, please contact your Career Coach to set up a 1:1 meeting. During this session, your Coach will help determine if support can be provided to help you finish, and if not, whether you may be interested in re-enrolling in a Generation program in the future.

Please note that if you miss Week Zero Orientation, are absent three or more days in Week 1, or begin to consistently miss class sessions during the program, your Career

Coach will reach out check in on your status.

Generation's Resource Bank: The Hub

As a valued member of the Generation community, you have access to "The Hub", a virtual platform built to connect you to resources designed to help you achieve your personal and professional goals. The Hub contains a curated list of articles, videos, and other links that address some of the most common challenges that Generation learners may face as they launch new careers.

Where to find The Hub
The Hub is hosted on Generation's online community platform, GenConnect, which can be found at genconnect.generation.org. Once in GenConnect, click on "Resources", and then "The Hub" in order to see available content and guidance. You can also get to The Hub directly with this link: bit.ly/thehubgeneration.

How to request support and connect with The Hub staff directly
Generation staff work behind the scenes to keep The Hub up to date. If you have any questions about what is available online, or have questions about topics that might be missing, please reach out. Email thehub@generation.org.

Types of support
As you navigate through the Generation Resource Hub, you will find a curated list of materials. Resources offered include but are not limited to: wellness and lifestyle tips, mental health support, financial literacy, and more.

- **Physical Health and Wellness:** videos and content on how to limit stress, positive affirmations, time management, and additional healthy lifestyle management information.
- **Mental Wellness:** links to national and region-specific providers.
- **Financial Literacy:** access to financial literacy workshops and material.

Ongoing access to The Hub

During your orientation, you will sign up for GenConnect and can access The Hub at any time once your account is approved. Generation staff will curate material to provide you with up-to-date information and opportunities for support in your local area. Both

current learners and graduates have access to the Hub, so even after you finish your program you'll have a way to stay connected to updates, tips, and opportunities in the Generation community.

Alumni Services

Congratulations on your acceptance to Generation! **You join a community of more than 40,000 alumni around the world.** We value our community and our support does not end at graduation. Upon successful completion of your training, we are here to welcome you into the alumni community. We provide continuing training, resources, alumni network engagement, career advancement pathways and professional development, all accessible via GenConnect, Generation's online alumni platform.

To start a conversation, you can reach any member of our team below by emailing usalumni@generation.org.

Name	Role	Come See Me For...
Bianca Larry	Alumni Data + Systems Manager	• Questions about data collection • Questions about surveys you receive
Burgundie Fulton	Program Design Manager	• Questions about different career pathways and programs • Activities on the learner calendar • Requests for career content on GenConnect
Joanee Buffaloe	Continuing Education Advisor	• Questions about admissions to colleges and universities • Financial resources advising
Brandi Ayers	Alumni Career Advancement	• Career education, training, and advising • Employment connections • Handshake • Employer events

GenConnect: Generation's Online Alumni Community

GenConnect provides you with career empowerment tools and training, networking opportunities with employers, recruiters, and fellow alumni – created just for Generation

learners and alumni. The platform hosts professional development resources and self-guided career resources to ensure your success.

You can access GenConnect here.[15]

Top 3 Things to Do in GenConnect

1. Create Your Alumni Profile
2. Build Your Resume
3. Familiarize yourself with the site (explore resources, join a group that matches your interests, etc.)

Alumni Support

During your training, you will be in the great hands of your Instructors, Teaching Assistants, and Career Coaches. Your Alumni services team will be aware of your journey, and will fully take over the support process once you graduate from the program.

- **The Alumni services team will conduct monthly touchpoints with you throughout your training.** Each touchpoint will offer guidance and action items that will familiarize you with our incredible alumni offerings and ensure that you are prepared to access alumni services immediately following graduation. Our goal is to ensure that you are prepared to access services immediately following graduation to begin your career or continuing education.
- **If you indicate interest in continuing education, a continuing education advisor will reach out to you** about educational opportunities (e.g. enrolling in community college or pursuing other alternatives to further your education).
- **To support your career journey, the Alumni services team includes Career Advisors here to serve you after graduation.** Career Advisors provide support in career guidance once you've completed the program, focusing on topics such as navigating career pathways, growing within a company, or effectively searching for new jobs.

Life As An Alum: Alumni Benefits and Services

Alumni services break down into three primary categories: social support, career advancement, and continuing education. Graduating from a Generation program means

[15] https://genconnect.generation.org/

that you are a Generation alumnus for life, and you have access to a variety of tools and support as you navigate career and education choices. The table below outlines the support you have access to after graduation, with some of Generation's more intensive services offered during the first year after you finish the program.

Alumni Support Area	Service or Resource
Social Support	• Health + wellness resources built for independent learning in The Hub, which is hosted on GenConnect • Local wrap-around service leads to supportive services in your region
Career Advancement	• Job tool(s) for assistance with resume needs (.e.g. access to Jobscan)** • General career coaching** • Career education through webinars on topics such as career advancement • Job board access for Generation alumni, employer partners, and curated postings (e.g. access to Handshake)
Continuing Education	• Preparation for successful matriculation through the community college admissions processes • Advice on financial resources available for continuing education through webinars and independent resources • Guidance on education pathway partnerships with Generation's community college partners

***Support or resource offered for up to 1-year post graduation*

Data Responsiveness: You Are Paving The Way

As a member of the Generation alumni community, you have an incredible opportunity to "pay it forward." We are a community and we count on everyone to do their part -- including you.

How do you get to leave a legacy at Generation? Simple. Respond to our surveys and data collection efforts after you have left the program. The data we collect from you allows us to continue Generation training, improve services, increase income for families, help people launch new careers, gain new skills, and earn new opportunities.

This is a shared responsibility that our many past alumni have accepted. Please do your part and follow in their footsteps.

The data you share with us show us what we are doing well and where we need to improve. **One of our core values is *here to serve* and we can only improve if we know how you are doing and what is important to you**. When we hear from you about what's working and what's not, we can effectively respond to trends and make changes to our services.

Please refer to your Learner Agreement for more information on Generation's data privacy policy and practices.

What data do we collect? It's simple!
We will reach out to you via e-mail or text at 30, 90, 180, and 360 days after graduation (or your internship end date) to ask you a few simple questions, such as:

1. How many job applications have you completed and how many job interviews have you had?
2. Have you gained employment?
3. Are you sustaining your employment?
4. Are you full-time or part-time?
5. What is your salary?
6. Have you been promoted and/or have your wages increased?

Please note that depending on your career path, we may reach out to you a few additional times to understand how your employment or education pathway is developing. The more feedback we receive, the better we can tailor our services for future learners and graduates.

Next Steps: Getting Started

You made it! We are so glad you took the first step toward a new career by joining the Generation family, and we cannot wait to start working with you directly.

The information you have reviewed in this Handbook is important to ensure a smooth transition to your training. If you have any questions, feel free to connect with your Instructor, Teaching Assistant, or Career Coach.

Your next steps to get ready for Day 1 of your training include the following:

1. **Review and sign the Learner Agreement** - this document includes all of the policies outlined in the appendix below. You will sign the Agreement acknowledging you understand Generation's core policies, and make your own personal choices around policies such as media release authorization.
    - You can **find the Learner Agreement as an assignment in your learning platform (e.g. Canvas)**.
    - On the Learner Agreement, you have two options for signature:
        i. Print, sign, scan, and upload a pdf copy into Canvas.
        ii. Use a free e-signature tool to sign a digital .pdf, then upload that document into Canvas
2. **Review the Week 0 Orientation schedule** - your schedule for Week 0 orientation will be sent to you via email by a Generation staff member.
3. **We'll see you at Orientation!**

Appendix: Course Tools and Key Policies

1. Generation's Software Platforms and Course Resources

Generation invests in a significant number of software tools and course resources to support your learning process, job search preparation, and networking capability. Many of these platforms, such as Zoom and Slack, are widely used in professional settings in order to facilitate remote collaboration and communication. Other platforms, such as GenConnect, Handshake, and NETworkIT serve as social networks for connecting you with Generation graduates, staff, and employer partners.

Data Sharing Notice and Account Management Tips

Please note that in order to set up your accounts with 3rd party software providers, Generation may need to share your name and email so that you can receive account setup instructions.

While each platform serves a specific, vital purpose, we recognize that managing log-in's across several platforms can be challenging. The following hints and tips may help:

1. **Your account may be set up using the email you provided in your application to Generation.** This means that even if you have changed your email since you applied to the program, your account may be linked to an email address that you no longer use. In particular, **Canvas and Slack accounts are created using your application email.**
2. Write down your username and password for each tool in a safe and secure place. While each platform will have password management steps, it's helpful to have a list of your own to reference.

Platform user roles and details

Your Instructor, Teaching Assistant, or Career Coach can help you navigate the suite of tools you will have available as you complete your coursework and plan for a career or continuing education pathway after graduation. The table below outlines key platforms,

primary users, and the purpose each platform serves.

Table A1.1: Generation Software Platforms

Platform	Primary User(s)	Purpose and Data Details
Course tools for learning		
Canvas	Learners, Instructors, TAs	**Learning Management System** ● Learning Management System (LMS) where all lessons and assessments are stored. ● Generation shares name and email with Canvas for account setup ● More on Canvas support here.[16]
Zoom	Learners, instructors, TAs, Career and Life coach; all Generation staff	**Video-conferencing app** ● Video conferencing app to facilitate synchronous sessions led by teaching and support staff ● More on Zoom support here.
Slack	Learners, instructors, and TAs, Career and Life coach; all Generation staff	**Group collaboration platform** ● Slack is a channel-based messaging platform widely used in workplaces in a variety of fields ● Slack is a hub for real-time Q and A between learners, TA's, and instructors in the virtual environment ● Generation shares name and email with Slack for account setup ● More on Slack support here.
Networking, placement, and alumni support tools		
GenConnect *(hosted by PeopleGrove)*	Learners, instructors, TAs, Generation Alumni staff, Career Coaches, Career Advisors, Life Coaches	**Alumni social networking, career guidance, and learner support platform** ● Primary platform for alumni engagement - allows learners to create a profile and connect with other learners, Generation staff, instructors, and Generation alumni. ● Hosts learner support resources that learners can access to find local services such as housing, childcare, or transportation. ● Hosts learner pathways that learners can join

[16] http://usa.generation.org/learner-tech-support

		in order to learn more about career tracks, interviewing, and/or networking. ● Hosts The Hub, Generation's online platform for overall wellness and social support resources ● Generation shares name and email for account setup
Jobscan	Learners, Alumni staff, Career Advisors	**Job resource development tool** ● Job tool development (resume) ● Linkedin profile optimization ● Curated job recommendations based on resume ● Generation shares name and email for account setup
Handshake	Learners, Alumni staff, Business Development team, Employers	**All-inclusive job board** ● Provides virtual hiring fairs ● Allows learners make direct connections to employers (reach out directly either way) ● Generation shares name and email for account setup
NETworkIT *(hosted by Turazo)*	Learners, Business Development team, Employers	**Employer-student connection platform** ● Allows learners to identify and set live one-on-one time with industry professionals. The sessions are framed as informal coaching sessions to create maximum flexibility and value on both sides. ● Gives learners the ability to network with professionals and have conversations about career trajectory or even get help with resume or interview questions. ● Generation shares name and email for account setup

Table A1.2: Additional Software Platforms and Certification Providers by Program

Platform	Type	Purpose
IT Support Specialist		
Wiley	Textbook	● Wiley publishes a CompTIA study guide, and

		learners have the option to select a digital or hard copy ○ Students who select an e-book option share their name and email directly with Wiley ○ Generation shares name and mailing address with Wiley to distribute textbooks for those selecting hard copy
TestOut	Test prep and technical content	● TestOut provides technical content and study resources ● Generation imports student names and emails into the TestOut platform for account setup
Coursera	Technical content	● Generation learners are enrolled in Google's IT Support Certification course ● Generation shares student names and emails with Coursera for account setup
Jr. Cloud Practitioner Only		
A Cloud Guru	Technical content	● Learners complete lessons directly in A Cloud Guru as part of building technical skills ● Generation shares name and email for account setup
Jr. Cloud Practitioner and Jr. Web De		
CodeAcade-my	Technical Content	● Learners complete lessons directly in CodeAcademy as part of building technical skills ● Generation shares name and email for account setup
Digital Marketing Analyst		
Facebook, Business Education team	Facebook Certified Digital Marketing Associate Exam	● Learners take the FB Certified Digital Marketing Associate exam in order to receive a 3rd party certification ● Generation shares student names and emails with the Business Education Unit at Facebook in order to receive a small group proctoring experience for Generation learners

I understand that in order to set up accounts for digital course tools and placement resources, Generation may have to share my name and email with the providers of those digital course tools and placement resources.

2. Learner Code of Conduct

As part of your participation in the Generation program, you promise to:

BE PROFESSIONAL

- Attend video-based sessions and all required program virtual meetings; **I understand that if I miss class or other events, I can be dismissed from the program subject to the behavior and attendance policy.**
- Sign in to video-based instructional sessions on time; **I understand that if I arrive late or leave early too many times, in violation of the behavior and attendance policy, I can be dismissed from the program.**
- Act professionally toward all of my fellow learners, Instructors, staff members, and anyone else I may encounter while part of the program; **behaviors or language deemed as unprofessional and in violation of stated harassment policies can result in immediate dismissal from the program.**
- Complete and submit all assignments and projects on time.

- Dress appropriately for online class sessions - as a general guideline, **wear clothing that you would wear to in-person classes,** and keep in mind that program staff or employer partners may drop in to join Zoom sessions.

BE ADAPTIVE

- Challenge myself and my classmates to think about how our actions and coursework fit into our individual long-term goals.
- Be flexible and willing to try new things throughout Generation's training.

BE COMPASSIONATE

- Be respectful and supportive of fellow learners, program instructors, and program partners.
- Work hard to display and maintain a positive attitude, even when the work becomes challenging.

BE AN HONEST AND COMMUNICATIVE TEAM PLAYER

- Provide and be open to receiving positive and constructive feedback.
- Be open to opportunities to give back to Generation by mentoring other Generation participants after I graduate, volunteering at Generation events, or helping in some other way.
- Ask for help when I need it.

In return, Generation promises to:

TEACH AND MODEL PROFESSIONALISM

- Teach relevant and useful skills central to becoming prepared for a variety of career pathways.
- Assist graduates with interviews for roles for full-time employment, internships, or apprenticeships, or assist with referrals to post-secondary educational options. (Note: these options vary by program and location)
- Be clear and upfront about the program's structure and requirements.

BE ADAPTIVE

- Evolve and improve based on feedback and learnings from fellow learners, Generation staff members, and coalition partners.

BE COMPASSIONATE

- Treat you with respect and kindness.
- Consider your "whole self," including families and commitments outside of the program.

BE HONEST AND COMMUNICATIVE TEAM PLAYERS

- Connect learners to a professional Career Coach to provide support throughout the program
- Provide constructive feedback to help you improve and grow

I certify that by joining Generation, I will adhere to the guidelines described outlined in this Learner Code of Conduct.

3. VIOLATION OF PROGRAM POLICIES

Learners enrolled in Generation programs will adhere to the policies and procedures listed below to ensure learners and program staff work together effectively. Please reference these guidelines to ensure a respectful and fun learning environment.

Violation of any policy may be subject to discipline, including dismissal from a Generation program. Please reach out to your Instructor or Teaching Assistant (TA) if you have any questions or concerns about program policies. If the instructor or TA cannot resolve your questions or issues, reach out to your Generation Career Coach. Finally, if your Career Coach cannot resolve your questions or issues, reach out to your Generation Learner Ombuds directly at ombuds@generation.org for assistance. (Please see pages 10-11 of this handbook to learn more about reaching out to your Learner Ombuds.)

Generation expects academic integrity, professionalism and a safe learning environment for all learners:

- **Academic integrity.** Academic integrity refers to the expectation of honest behavior in an academic setting. Acts such as cheating, plagiarism, forgery, sabotage of another's work, and unauthorized collaboration are examples of academic dishonesty. These and any other form of academic misconduct are strictly prohibited.
- **Professional appearance:** As a general guideline, you should be dressed as if attending class in-person in a classroom setting. This is in large part because we may have partner staff or employers who join Zoom sessions on short notice.
- **Safe and professional behavior:** Any learner exhibiting behavior or language that is deemed by the Instructor or Teaching Assistant as unprofessional or unsafe may be subject to immediate dismissal from the program and, if dismissed, will not be allowed to re-apply to any future Generation programs. Behaviors and language that are unacceptable and may be reason for dismissal include but are not limited to:

    1. Verbally threatening any other person in any way (via Zoom, Text, or Email). See Appendix 1.5 for detailed policies on harassment and discrimination.
    2. Repeated argumentative behavior towards Instructor/Teaching Assistant/Career Coach or learners during class.

3. Repeatedly logging off Zoom class sessions without permission. If you need to leave class for any reason, please inform your Teaching Assistant by sending a private Zoom chat or Slack message.
4. Disrespecting any other learner, visitor, or staff member. See Appendix 1.5 for detailed policies on harassment and discrimination.
5. Repeatedly arriving late or missing scheduled class sessions or required webinars.
6. Repeatedly failing to participate in class activities or complete assigned work.
7. Repeatedly failing to complete assignments in a timely manner.
8. Disorderly conduct. This is generally defined as any action by the learner that impairs, interferes, disrupts and distracts from the learning process. Such conduct includes but is not limited to: excessive noises, inappropriate and loud or disruptive behavior, talking over others, and unauthorized use of devices to make audio or video recordings without effective consent.

I understand that violation of policies described here may result in my dismissal from the program

4. Attendance, Punctuality, Withdrawal, and Graduation

Note: You must sign this section in the Learner Agreement.

A. Attendance policies: Week Zero through Graduation

Week Zero Orientation	**On-time enrollees** ● In order to make the most of your time in your Generation program, we expect you to attend your scheduled two-day orientation session, typically held on a Wednesday or Thursday. ● Learners will have until the Day 3 of Week 1 to complete their orientation materials (typically a Wednesday). ● **If you are absent for one or both days of orientation, a Generation Career Coach will reach out to connect with you.** If you do not respond, your spot in the cohort will be vacated. If you do respond, you will be treated like a late enrollee and have until Wednesday of Week 1 to complete your work. **Late enrollees** ● Because some class slots may become available after drops, Generation may allow enrollment to occur on the Friday before a Week 1 start date. ● In these instances, learners will have until the Day 3 of Week 1 to complete their orientation materials (typically a Wednesday). ● **If your orientation work is not complete by Day 3 of Week 1, a Generation Career Coach will reach out to connect with you.** If you do not respond, your spot in the cohort will be vacated. If you do respond, you will need to meet with your Career Coach 1:1 to determine if it is possible to continue in the cohort.
Week 1 of the Cohort	● Like Week 0, Week 1 is a critical week in your Generation journey ● **If you are absent 3 or more days during the first week of the cohort, a Generation Career Coach will reach out to connect with you.** If you do not respond, your spot in the cohort will be vacated. If you do respond, you will need to meet with your Career Coach 1:1 to determine if it is possible to continue in the cohort.
Week 2 of the cohort to graduation	● Learners are expected to report to class as scheduled, on time, and prepared to start learning. You will get the most learning and development out of your program if you have 100% attendance. However, we understand that things can come up in your personal life that can make perfect attendance difficult. We will work with you as best we can to help you make a plan to stay in the cohort ● To stay on track, keep your attendance at 90% or higher ● **If your attendance falls below 75%, you will not be considered to be meeting the expectations of the program.** ○ A Generation Career Coach will reach out to notify you that you are at risk of dismissal ○ If your attendance does not or cannot meet a 75% threshold by the time of graduation, you may be dismissed from the program.

To help gauge 75% and 90% attendance, refer to the following table:

Course length (weeks)	Total days	90% attendance	75% attendance
10	50 class days	45/50 days present 5 absences	38/50 days present 12 absences
12	60 class days	54/60 days present 6 absences	45 /60 days present 15 absences
15	75 class days	68/75 days present 7 absences	56/75 days present 19 absences

B. Attendance policies: Present and absent

B1. What does it mean to be "present" for the day in a Generation program?

- During Zoom sessions, your Teaching Assistant records attendance in Canvas.
- Your **camera must be turned on** the entire class period during synchronous time; during asynchronous time your camera can be off. If your camera is off for a significant portion of the session, you can be marked absent.
- Your **Zoom name should be your first and last name** (not just first name or nickname - if staff cannot identify you, you may be marked absent).
- You must **be on time** at the start of class.
- To be marked "present" for the day, you must be **present for the majority of synchronous Zoom sessions** held that day (greater than 50%). See examples below

1 Zoom session	2 Zoom sessions	3 Zoom Sessions	4 Zoom sessions
If there is one session in a day, the learner must attend for that one session. 0/1: Absent 1/1: Present	If there are two sessions in a day, the learner must attend for both sessions. 0/2: Absent 1/2: Absent 2/2: Present	If there are three sessions in a day, the learner must attend for at least two sessions 0/3: Absent 1/3: Absent 2/3: Present 3/3: Present	If there are four sessions in a day, the learner must attend for at least three sessions 0/4: Absent 1/4: Absent 2/4: Absent 3/4: Present 4/4: Present

B2. Will Teaching Assistants mark "excused" and "unexcused" absences?

- No, **all absences are recorded in the same way,** regardless of reason. In a 10-15 week period, we believe a 75% attendance threshold is generous enough to allow for absences that typically are considered excused.

- **Similar to a work environment, you should let your Teaching Assistant know in advance when you will be absent, and if you must miss class suddenly, why you did not attend;** both messages are common courtesy and can allow staff to provide support if needed.

C. Assignment completion policy

Attendance is one critical factor in completing your course; completion of your assignments and the quality of that work also matters. Your Instructor and TA's are available to help you with any content questions you have, and your classmates can also be a source of support. Similar to attendance, **Generation takes a graduated approach to coursework based on assignment completion and assignment quality:**

- **You are expected to complete all assignments in a course** in a timely fashion
- **You are expected to give your best effort** on all assignments and complete them with accuracy. Reach out to your Instructor or TA if you are struggling to do so.
- If you are only completing 90% or less of your assignments in a timely fashion, your TA will reach out to understand your challenges and make a plan to address them.
- If your assignment completion drops below 75% you are subject to dismissal, makeup coursework, or other corrective actions.

D. General expectations on attendance and assignment completion

As a Generation learner **you are expected to be available Monday-Friday 9 a.m. to 5 p.m.** and attend all Zoom classroom sessions and career coaching workshops. Specific class schedules and instructional meeting times will be communicated to you during orientation week. It is recommended that you save your class schedules or set a reminder for when you need to be available to attend live sessions.

- There will be **2-3 class meetings scheduled throughout the day.** It is expected that learners attend all sessions.
- Absences put you at a disadvantage, as it is difficult for Instructors to reconstruct activities/class discussions that happened during class.
- It is recommended that you sign on to Zoom approximately 5 minutes prior to class start to avoid being tardy
- Life happens and we understand that absences are at times unavoidable. If you know you will be unable to attend a Zoom classroom session, immediately contact your Instructor or Teaching Assistant.
- Failure to maintain at least **75% attendance** over the length of the course may result in dismissal

D. Withdrawing from the program

We'd hate to see you go, but if completing the program no longer works for you and we cannot work out a solution, Generation Career Coaches will work with you to manage the withdrawal process.

As part of the withdrawal process, you must set up a 1-on-1 meeting with a Career Coach. Email your Career Coach directly to begin this process. A 1:1 meeting helps Generation understand what we can do to improve our practices and helps gauge if you'd be interested in enrolling in a future cohort when the timing is better. Our withdrawal conversation typically includes the following discussion points:

- The reason for your withdrawal
- What we could have done to support you better during this cohort
- Whether you are interested in enrolling in a future cohort
    - If yes, what you can do differently to ensure you finish that cohort

E. Graduation

Graduation decisions are at the discretion of program staff, including your Instructor, TA's, and Career Coaches. If you have followed the attendance and assignment guidelines outlined above, you can expect to graduate from the course. If you have excessive tardies or absences, missing work, or consistently low-quality work, we have support systems along the way to try to help you get on track. However, if you and program staff are unable to resolve these issues, you may be asked to leave the program prior to graduation, you will not be considered a Generation graduate, and you will not be eligible for Generation's alumni services.

I understand Generation's attendance and graduation policies, including how to communicate about absences, and agree to do everything I can to maintain the attendance and performance necessary to graduate.

5. Generation Computer Network, Email and Communications Systems

Note: You must sign this section in the Learner Agreement.

Generation's computer network, email, instant messaging, text messaging, internet messaging, and electronic bulletin board systems are to be used for program-related purposes and only to transmit and receive related information. Generation treats all messages sent, received, or stored in its email, instant messaging, text messaging, internet messaging, and electronic bulletin board systems (collectively "Communications") as Generation property.

Generation has the capability to access, review, copy, and delete any Communications sent, received, or stored on Generation's computer network, email system, electronic and internet resources. Generation may disclose any information discovered to any party (inside or outside the organization) that it deems appropriate. By using Generation Communications systems, you agree that you have no reasonable expectation of privacy in relation to such usage or any items or information stored in Generation Communications or in the Generation Communications network.

***I understand that Generation's digital tools are to be used for program purposes, and that Generation can access communications on its platforms and computer network*.**

6. Prohibition Against Discrimination and Harassment

Note: You must sign this section in the Learner Agreement.

Generation is committed to providing an environment free of unlawful discrimination and harassment, including sexual harassment.

Generation policy prohibits unlawful discrimination, sexual harassment, and/or harassment based on race, religious creed (including religious dress and grooming practices), color, national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is authorized under federal law), ancestry, physical disability, mental disability, medical condition, genetic information, registered domestic partner status, marital status, sex (including pregnancy), gender, gender identity (including transgender identification), gender expression, age, sexual orientation, military and veteran status of any person, or any other consideration made unlawful by federal, state or local laws ("protected classification"). It also prohibits unlawful discrimination and/or harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination, sexual harassment, and/or harassment is unlawful and prohibited by Generation.

The Company's anti-discrimination/anti-harassment policy applies to all persons involved in the operation of Generation, including learners.

Prohibited unlawful harassment based upon sex (gender or pregnancy), or other protected characteristics (age, race, national origin, etc.) includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis;

- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment

Generation needs, expects and encourages you to come forward, without delay, should you suspect that any form of discrimination, sexual harassment, and/or harassment has occurred in the program. If you feel you have been subject to discrimination, sexual harassment, and/or harassment, please notify your Teaching Assistant and/or Career Coach.

I understand that Generation's harassment and discrimination policies and will work to keep the Generation environment free of harassment and discrimination.

7. Media Release

Note: You can choose to opt out of this policy by filling out the form below - this form is also found in the Learner Agreement

I understand and agree that Generation USA and Generation: You Employed Inc. ("Generation") may record, film, stream, or photograph me and my work. I authorize and grant Generation the right to use such recordings ("Recordings"), and otherwise use my name, image, and voice and images of my work, in any and all media (including, without limitation, website, social media, publications, marketing materials, and research articles and lectures) in connection with Generations's educational, promotional, fundraising, outreach, recordkeeping, research, or other activities. I am not entitled to inspect or approve, receive notice of, or receive any payment for such use. I waive any legal claims related to Generation's use of the Recordings, my name, image, or voice, or images of my work.

I understand that I may revoke my consent at any time by providing written notice on the form at this location: bit.ly/genmedia1

Following receipt of the notice, Generation will not use the Recordings.

8. Data privacy, sharing, and follow-up expectations

Note: You can choose to sign this section in the Learner Agreement.

The data we receive from learners, through surveys, class performance, and/or certification results, helps us understand how we are doing and what we can do better. One of our core values is "Here to serve" and we can only improve if we know how you are doing and what is important to you. When we hear from you about what's working and what's not, we can effectively respond to trends and make changes to our services.

There are several key pieces of data collection that we rely on to make good decisions for our learners:

- **In-class surveys** - these can include quick feedback for your instructor, as well as longer questionnaires. We rely in particular on our Learner Feedback Survey, given at graduation, as a way for you to tell us what you think about the program.
- **Certification test results** - these results help us know whether or not you passed your certification exam, and how we can help if you need to plan for a retake.
- **Placement follow-up check-in's:** We will reach out to you via e-mail or text at 30, 90, 180, and 360 days after graduation (or your internship end date) for information about your job or education plans. This helps us understand how your career path is developing so that we can invest in tools and workshops to support your journey.
- **Biannual alumni survey:** We like to stay in touch with our graduates long after they finish the program. Our alumni survey gives you the chance to stay connected to Generation and provide feedback on how we can support you in the long-term.

When we collect data, we only share identifiable learner or alumni information with 3rd parties that are necessary to support your in-classroom success and ongoing career development (see Appendix 1 in Learner Handbook for detail on software platforms). By enrolling in this program and agreeing to placement support, you also agree that Generation can share your information with job recruiters as needed.

For more information about Generation's privacy policy, click here.[17]

I certify that I have read Generation's privacy policy. I understand how my data is used to help Generation inform future program design, and I recognize the importance of responding to Generation's data requests during the program and after graduation so that I can pay it forward for future program participants.

[17] https://usa.generation.org/privacy-policy/