Welcome to StackRoute Learning's (SLI) Bootcamp program, brought to you in partnership with your local university. We are excited to provide you with an educational platform supported by proven methods that will successfully prepare you for a career in your chosen field of study. Our instructors are leading experts in the industry with extensive knowledge and experience.

Please take a moment to review this Student Manual in preparation for the start of your program.

CONTENTS

STUDENT MANUAL

- Access to Class Resources:
  - Learning Management System (LMS): As part of the program, StackRoute Learning Inc. (SLI) will provide access to the online LMS. The LMS will provide you with online sessions, access to digital learning materials, session recordings, assignments, and learning plans for the program. Your access to the LMS will be for the duration of the program and 90 days after the program completion only.
  - Virtual Lab – Virtual machine platform (accessed through LMS)
  - Zoom Chat – Online forum connecting the instructors and the students
- Technology Requirements for Digital Devices:
  - Registration to the program implies that you have the required infrastructure as per the details mentioned below. Not having the required hardware and connectivity will affect the learning experience of the student.
    - Laptop/Desktop with Intel i5 (or later) with minimum 8 GB RAM (recommend 16 GB RAM).
    - Minimum of 50+ GB Free HDD Space.
    - Windows 10/11 (Patched with Latest Security Updates) and/or Ubuntu OS (Can be used as a Dual Boot).
    - HD Webcam
    - Audio enabled (preferably with headset)
    - Google Chrome (preferred)
  - The student is responsible for arranging their own resources (hardware/ software/ connectivity) as required to attend the program.
  - The student is fully responsible for the proper functioning of the computer hardware and internet access.
  - SLI/Local University is not responsible for the charges incurred for the usage of hardware, software, or internet services provider fees.
  - For the procurement, installation, upgrade, or troubleshooting of any hardware, the student needs to contact their own vendors and SLI/Local University is not responsible for the same.

RESOURCES AND MATERIALS

- Materials Included - Students will have access to all learning resources and materials included as part of the tuition fees.
- Online - Most of the resources are available online through the LMS for you to read at any time of day. Resources may include multimedia learning objects, assignments, recorded lectures, and quizzes.
- Physical Books & Materials – StackRoute Learning programs are designed for a truly virtual environment with the convenience of our students in mind. Currently, there are no requirements to buy any physical books or printed materials.

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- All Digital content provided by SLI is strictly for your use as a student during the program only and cannot be copied, replicated, electronically transmitted or misused in any manner.

ACCESS TO RECORDINGS

- Access to the digital educational content is provided for the duration of your program, meaning six months. After the completion of your program, you will have access for an additional three months.

EXPECTATIONS

- Understand the Program Outline and Course Layout
- Ensure access to Resources prior to program start
- Attend each planned live lecture
  - o Be on time and prepared for that day/evening's session
  - o Office hours are optional, but strongly encouraged
- Complete weekly assignments by the respective due dates
- Contact your instructor with any questions, concerns, or troubleshooting issues
- Utilize all materials and tools provided to you
- Contact the Student Success Team for any questions or concerns not related to academic subject matter (further information on the Student Success Team is provided in this manual.)
- Contact Career Services for any questions on career services support (further information on Career Services is provided in this manual.)

STUDY PLAN

- The program is designed to be modular, consisting of multiple courses, with each course typically lasting 3-4 weeks. Each week covers one or more learning objectives. It is recommended that students complete all the assignments by the end of the week to keep pace with the program.
- Each week consists of:
  - o Live session 1 (Lecture, Demo, and Guided Practice)
  - o Live Session 2 (Optional Office Hours)
  - o Live Session 3 (Assignment Review session)
- Our Academics team strongly recommends committing at least 10-12 hours of time per week to reading and assignments.
- You may utilize the Calendar tool to create a weekly study plan to properly allocate time to each assignment.

LIVE SESSIONS/OFFICE HOURS RULES AND ETIQUETTE

- Keep your microphone muted unless you are speaking
- Having your video camera on is not mandatory, but is strongly encouraged

- If using video, please either blur the background or ensure the background is free of any distractions (i.e., TV on, people moving around)
- Come to office hours prepared with any questions about the material covered in the previous lecture
- Please do not ask questions on material that has not yet been covered, as it is planned for a future live lecture
- Questions regarding career advice, test taking strategies, etc., are encouraged during office hours as opposed to during live lectures

ACADEMIC INTEGRITY

- Academic dishonesty of any kind is not tolerated and will be addressed on a case-by-case basis.
- Examples include:
    o Use of materials not authorized by your instructor to complete graded assignments
    o Collusion with other students on graded assignments
    o Falsifying circumstances related to absences or missed assignments
    o Having someone other than you attend classes or complete assignments
- Students engaging in dishonest or fraudulent academic activity face disciplinary action, up to and including Termination from the program.

CODE OF CONDUCT

- Students are expected to behave respectfully and professionally when engaging in the virtual classroom setting.
- Any conduct that interferes with the teaching and/or learning process is prohibited. Examples of this include:
    o Disruptive behavior
    o Threatening behavior
    o Use of foul language
    o Posting objectionable material in the LMS
    o Misuse of Chat or online forums
- Dress Code: Be mindful of how you present when on video. Avoid inappropriate or objectionable attire.
- Do not attend class or office hours while in bed, while driving, or while under the influence of alcohol, marijuana, or any illegal substance.
- Students could face disciplinary action if the Code of Conduct is not followed, up to and including Termination from the program.

ORIENTATION

- The Student Success Team and the Academic Team will conduct a program orientation at least one (1) week before the first live class.

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- It is mandatory to attend any scheduled orientation session(s).
- Orientation will cover:
  - Introduction
  - Information about StackRoute Learning
  - A Week in the Life of a StackRoute Learning Boot Camp Student
  - Learning Resources
  - Learning Support
  - Program Details (Subject Relevance)
  - Detailed Program Outline Map & Study Plan
  - Career Services Overview
- Students who miss the orientation session should immediately contact the Student Success Team (information on how to contact is provided in this manual.)
- Some Programs may have another orientation session on Technical Setup to help students with their platform access. If this is the case, you will be told about this supplemental session during the main orientation session.
- Career Services will have a separate orientation in which the following will be covered:
  - Resume Writing
  - Cover Letter Writing
  - LinkedIn Profile updates
  - Mock Interviews
  - Application Assistance

SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY

- <u>Attendance</u>
  - Attendance to Live Lectures/Lab Sessions is highly recommended
  - Students not attending the first 2 weeks of live sessions will be considered to have a status of "Inactive/No Show"
    - Students who are "Inactive/No Show" per the above can request a new cohort by paying a "Cohort Change Fee" of $200.00 USD unless the student has requested the change of start date seven (7) days prior to cohort start date.
  - Students must inform their instructor through official communication channels if they are unable to attend live classes. The appropriate communication channels will be shared during orientation and the first academic session of the cohort.
- <u>Academic Progress</u>
  - Academic progress is measured in weeks, with one (1) week as a unit of measurement. The academic work for the week is considered complete if the instructors consider the student's work to be a satisfactory attempt at a solution to an assigned exercise(s) or has submitted fully completed solutions for the exercise(s) assigned for the week.

- Academic Probation
    - If a student has failed to complete two (2) weeks of academic work (as stated in the point above) of the Program schedule, the student will be placed on academic probation, known as "Active/AP." In such cases, students are offered and encouraged to utilize individual remediation measures and support offered by the Academic Department. The student will remain on academic probation until they have no incomplete weeks and have caught up with the unfinished academic work.
    - The respective Instructors will then need to certify that a student has met the requirements to move forward (resulting in Change of Status from Academic Probation to Active).
- Academic Warning
    - If a student has accumulated four (4) consecutive weeks of incomplete academic work, the student will be placed on academic warning, known as "Active/AW." Thereafter, students will be given four more weeks in the course to correct the situation. Within the ensuing period of four weeks, the student is expected to complete the academic work pending in all the previous weeks and keep pace with the current academic work.
- Academic Termination**
    - If, at any point, the number of weeks of incomplete academic work rises to five (5), it will be deemed that the student has failed to meet the academic and professional requirements of the course and shall be immediately terminated from the program.
    - If, after eight (8) weeks of the course, the student still has four (4) consecutive incomplete weeks of academic work, the student will be put on "Inactive/SAP" status from the program.
    - The student will have the opportunity to appeal their termination by providing a detailed reasoning and future study plan, if such an appeal is accepted by program academic leadership, the student will be allowed to continue their program in the same cohort or can join another cohort after paying the transfer fee
    - Students who are terminated from the program will lose access to the online platform and all other resources given to them as part of the course.
- Effect of Termination
    - If the student is terminated from the program due to their failure to maintain satisfactory academic progress, they will be allowed a one-time opportunity to repeat the program when and/or if the program is next offered.
    - All tuition and fees already paid by the student toward the cost of the program will be applied toward the current cost of the new program upon reinstatement.
- Post Academic Termination Appeal Process (one time appeal)
    - At any point, that a student has incomplete academic work for five consecutive weeks, it will be deemed that the student has failed to meet the academic and professional requirements of the course and shall be immediately terminated from the program.
    - The student will have a one-time opportunity to appeal their termination by providing a detailed reasoning of the mitigating circumstances that prevented them from making academic progress towards their certificate. There will be a $500.00 reinstatement fee, if the appeal is approved.

- o The student will submit the completed appeal to the Student Success Team. The Student Success Team will be there to support the student through the process; however, the Academic Team/Committee will review and consider appeals for extenuating circumstances such as a death in the family, a serious medical illness (personal or immediate family), or accident.
  - o A future academic plan will be developed by the student. If such an appeal is accepted by the Academic Team/Committee, the student will be allowed to continue their program in the same cohort, unless they are four (4) sprints behind. As a result, the student will join another cohort after paying the $200.00 transfer fee.
- The Following must be submitted by the student for a complete one time appeal:
  - o Appeal Form
  - o Personal statement explaining the circumstances that prevented academic progress towards completion of their certificate and a plan to ensure future academic success
  - o Supporting documentation (Examples: medical documentation, etc.)
  - o Academic Plan (Developed by the student)
- Maximum Time To Completion (Statute Of Limitation – SOL)
  - o A student's registration in our system will remain valid for a period of one year from the initial date of enrollment.
  - o Transfers (after sufficiently meeting the conditions of the SAP and transfer policy mentioned above), if any, to alternate cohorts can be approved only if the student's registration falls with this valid period of one year.
  - o After the elapse of this SOL (Statute of Limitation), the student's registration in the system will be considered closed with no further academic or monetary obligations due from the service provider to the student.

CANCELLATION & REFUND POLICY

- Student may cancel/rescind the Enrollment Agreement and request a refund of any tuition and fees paid, only if a cancellation to attend the Program is requested in writing by the student, no more than seven (7) calendar days after the student signs the Enrollment Agreement OR at least seven (7) calendar days before the start of the student's program, whichever is later.
- If a request is made at any time later than the time stated above, no refund will be granted.
- Please submit a written request for cancellation of your Program, to your Student Success Advisor.

TRANSFER POLICY

- A student may request ONE transfer to another cohort within the same Program registered by submitting a Transfer Request which includes the reason for transfer and paying the scheduled Transfer Fee of $200.00 USD. An Invoice will be provided to process such fee.
- Once the Transfer Request is granted and the required fee paid, the student will be moved to an alternate cohort.

- Extenuating circumstances such as a death in the family, a serious medical illness (personal or immediate family), accident, job loss, or loss of housing which can lead to a Leave of Absence (LOA) upon approval of the Academic Committee.
- A student may request a change of program once. The program change will need to be approved by the program's Academic leadership team and, if approved, the student will be permitted to change the program after paying the scheduled Program Change Fee of $1,000 USD.

GRADING POLICY

- Instructors will grade students' weekly final assignments for accuracy and completion.
- To meet graduation requirements students must earn a 75% or better on weekly assignments
- Students are encouraged to apply the feedback received from Instructors on their final assignment submissions

CAPSTONE PROJECT POLICY

- The Capstone Project requires that students have submitted and have a passing grade (75 and above) in at least 20 assignments. This is to ensure that students have demonstrated the necessary skills to work on the Capstone Project. Failing to meet this criteria will result in the Capstone Project not being accessible for the student.
- Students must book a 30 minute slot for their Capstone presentation. If they have any concerns with availability, they should reach out to the Academic Team or Student Success Team.
- Students must present their Capstone Project on the scheduled date. They are not allowed to cancel or reschedule without prior approval from the Academic Team. Any missed presentation without extenuating circumstances may incur a penalty on the final Capstone Project score.
- Students must meet all Capstone Project requirements in order to graduate from the bootcamp program.
- Grading will be based upon a rubric provided to the student when they begin the Capstone Project.

MAXIMUM TIME TO COMPLETION (STATUTE OF LIMITATION - SOL)

- A student's registration in our system will remain valid for a period of one year from the initial date of enrollment.
- Transfers (after sufficiently meeting the conditions of the SAP and transfer policy mentioned above), if any, to alternate cohorts can be approved only if the student's registration falls with this valid period of one year.
- After the elapse of this SOL (Statue of Limitation), the student's registration in the system will be considered closed with no further academic or monetary obligations due from the service provider to the student.

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STUDENT SUCCESS TEAM

- You are encouraged to contact the Student Success Team for support in the following areas:
  - Orientation
  - Enrollment Support – (After program start)
  - Absences
  - Transfer Request
  - Change of Program
  - Satisfactory Academic Progress (SAP) – Appeals
  - Academic Concerns
  - System Access Support
  - Graduation Support
- Student Success Team will occasionally reach out to students to check on the progress of their program
- Students will receive occasional surveys to identify areas of improvement
- Student Success Team will not be able to support the students with their course Subject Matter. Students will need to contact their instructors during office hours
- Student Success Team Contact Information:
  - Raquel Garnica – Raquel.Garnica@StackRoute.com - (585) 565-3927
  - Brittany Lange – Brittany.Lange@StackRoute.com - (585) 510-4310

CAREER SERVICES

Your Career Services experience begins at orientation with a personal introduction, overview, and continues throughout the program. You should begin working with the Career Services team as early as possible to build a competitive advantage. The Career Services team will provide you with valuable information, tools, and resources in tandem with the academic curriculum.

- Services Provided:
  - Series of 1:1 and group training sessions
  - Resume Writing
  - Cover Letter Writing
  - LinkedIn Profile (Online profile presence and networking)
  - Mock Interviews
  - Job Search and Application Assistance
- Schedule: Live group training sessions are scheduled on Wednesdays between 5 – 6 PM EST, and the schedule of available topics are available within the LMS. Live session attendance is highly encouraged; recordings are made available for those that are not able to attend.
- Duration of Services: Career Services will be available up to 90 days after completion of the program.
- Office Hours & Scheduling: Students are welcome to reach out 1:1 as needed and flexible by appointment.
- Career Services Team Contact Information:
  - Lindsay Paul - lindsay.paul@stackroute.com - (585) 563-8865

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    o   Rebecca Davis - rebecca.davis@stackroute.com – (585) 504-4873

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- <u>Career Services Progress:</u>
  - Career Services Prep
    - Attend Career Services Prep live session by 3rd month of bootcamp (week 12)
    - Complete resume and submit via the LMS by 3rd month of bootcamp (week 12)
  - LinkedIn Profile
    - Attend LinkedIn profile live session by 4th month of bootcamp (week 16)
    - Complete LinkedIn profile and submit via the LMS by 4th month of bootcamp (week 16)
  - Interviewing
    - Attend Interviewing live session by 5th month of bootcamp (week 20)
    - Complete at least one mock interview by 5th month of bootcamp (week 20)
  - Job Search
    - Attend Job Search live session by 6th month of bootcamp (week 24)
    - Send screenshots of application confirmations within 2 days of Career Services sharing open job roles.
- <u>Career Services Policy Note:</u>
  - If a student has failed to meet the deadlines listed above, you will not be considered for employment placement assistance by the Career Services team.
- <u>Career Services Probation</u>
  - If a student has failed to submit career services work (as stated in the point above) of the Progress schedule, the student will be placed on career services probation, known as "Active/AP." In such cases, students are offered and encouraged to utilize individual remediation measures and support offered by the Career Services Department. The student will remain on career services probation until they have no incomplete weeks and have caught up with the unfinished career services work.
  - The Career Services Team will then need to certify that a student has met the requirements to move forward (resulting in Change of Status from Career Services Probation to Active).
- <u>Career Services Warning</u>
  - If a student has accumulated two (2) months of incomplete career services work, the student will be placed on career services warning, known as "Active/AW." Thereafter, students will be given four more weeks (1 month) in the course to correct the situation. Within the ensuing period of four weeks, the student is expected to complete the career services work pending and keep pace with the current career services work.
- <u>Career Services Termination**</u>
  - If, at any point, the number of weeks of incomplete career services work rises to twenty (20), it will be deemed that the student has failed to meet the career services and professional requirements of the course and shall be immediately terminated from Career Services support.

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- o If, after twenty (20) weeks of the course, the student still has three (3) incomplete months of career services work, the student will be put on "Inactive/SAP" status from the program.
- o The student will have the opportunity to appeal their termination by providing a detailed reasoning and future completion plan, if such an appeal is accepted by program career services leadership, the student will be allowed to continue their program.
- o Students who are terminated from the program will lose access to the online platform and all other resources given to them as part of the career services digital content.

FAQ

1. **I am unable to complete my assignment prior to the live lecture. What should I do?**

   You may complete assignments following the live lecture and beyond the assignment due date without a grade penalty. However, it is advised that, when possible, you follow the sequencing of assignments as indicated by your instructor.

2. **Do I need to log in from the same computer for each lecture?**

   You can log in to Zoom from different devices, but you must make sure that your name stays consistent. You may change your name using the three dots in the upper right-hand corner of your video window.

3. **Can I form a study group with classmates?**

   Study groups are allowed and encouraged. These study groups must take place outside of the classroom settings and must abide by Academic Integrity policies.

4. **When will live lecture recordings be available?**

   Live lecture recordings will be available 8-10 hours after the live lecture.

5. **Will I have access to recordings of office hours following completion of the course?**

   Office hours are recorded and available in the LMS.

6. **What should I do if I am unable to attend class?**

   You must contact the instructor to inform them that you will be absent from class. However, it is the responsibility of the student to catch up with the session by going through the recorded session and complete the assignments to maintain Satisfactory Academic Progress.

7. **How do I access my class?**

   You access your class using the credentials provided to you via email from the Student Support Team.

8. **Is there additional software that should be downloaded for the program?**

You will be informed about any additional software requirements during the supplemental orientation session.

9. **Are there additional materials such as text, etc. for the course outside of the classroom platform?**

No. All your learning materials will be provided to you in digital form through the LMS.

10. **How do I contact my instructor directly?**

Students can connect with their instructors using Zoom Chat

11. **Can I use a Mac/Apple device? If I use a Mac/Apple OS, is additional software needed?**

Yes. Using a Mac/Apple OS is acceptable since the labs are based on a cloud. There is currently no need for any additional software. However, we recommend the use of Windows Machine for better experience throughout the program. Should you use the Mac Book, we may not be able to provide technical support.

12. **What day of the week are assignments due?**

Assignment submission and Instructors evaluation and feedback are due by the end of the week (Sunday).