Generation USA:
Virtual Learner Agreement

Background: All learners are asked to sign and return Generation's Learner Agreement during their orientation period. Policies that are outlined in the appendix of the Learner Handbook are included in this Learner Agreement document.

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'd like.

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

Directions:

1. **Download a copy** of this Learner Agreement in Canvas.
2. **Download a free pdf reader** that allows for signature - we recommend Adobe's free signature tool: adobe.com/acrobat/online/sign-pdf.html.
   ○ If you need directions on how to use that tool, there are a number of resources available[1]
3. **Initial each section** of the agreement as you read it. **Provide a final signature** to sign off on all sections
4. **Save a signed copy of your Learner Agreement as a pdf** with one of the specific file names below in the table below.
5. **Upload your Learner Agreement** to back to your assignment in Canvas.

If your program is...	...save your completed Learner Agreement as...
IT Help Desk / Support Specialist	*Firstname.Lastname.IT.LearnerAgreement.pdf*
Jr. Web Development	*Firstname.Lastname.JWD.LearnerAgreement.pdf*
Jr. Cloud Practitioner	*Firstname.Lastname.JCP.LearnerAgreement.pdf*
Digital Marketing	*Firstname.Lastname.DM.LearnerAgreement.pdf*

Thank you for joining Generation - we are lucky to have you and can't wait to get started!

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[1] Adobe signature directions: youtube.com/watch?v=BKsMI-Hx214

1. 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.

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.

Generation

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.

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2. 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. If you have any questions or concerns about program policies, please reach out to your Instructor or Teaching Assistant (TA) first; your Instructor or TA will connect with a Generation Career Coach if questions or issues cannot be resolved.

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:** All learners are asked to use their common sense with regard to their dress and appearance when participating in video-based classroom sessions.
- **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

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3. Attendance and Punctuality Policy & Withdrawal

Attendance policy

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.

- **To stay on track, keep your attendance at 90% or higher**
- If your attendance drops below 90%, your TA will reach out to understand your challenges and make a plan to address them
- **If your attendance drops below 75%, you are subject to dismissal,** completing missed coursework, and/or other corrective actions

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:

- Completion
  - **You are expected to complete all assignments in a course** in a timely fashion
  - If you are only completing 90% or less of your assignments in a timely fashion, you are subject to dismissal, makeup coursework, or other corrective actions
- Quality
  - **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 your scores dip below 70% or the equivalent, your TA will reach out to discuss how your scores can improve
  - **If your scores dip below 50% or the equivalent, you are subject to dismissal,** makeup work, or other corrective action.

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 three 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/Teaching Assistant.
- Failure to maintain at least **75% attendance** and/or an **average of 50% or higher on class assignments** over the length of the course may result in dismissal

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 tardies, and agree to do everything I can to maintain the attendance and performance necessary to graduate.

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4. Generation Computer Network, Email and Communications Systems

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.

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5. Prohibition Against Discrimination and Harassment

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 students.

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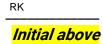
I understand that Generation's harassment and discrimination policies and will work to keep the Generation environment free of harassment and discrimination.

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6. Mandatory Reporting

Mandatory Reporting means reporting is required when abuse is observed or suspected. The Generation team consists of mandated reporters and will follow various state and local reporting procedures as required. We want to ensure a healthy and safe learning environment for all our learners. If you have any concerns or questions, please contact your program Teaching Assistant or Career Coach.

I understand that Generation staff have a mandated reporter requirement if abuse is observed or suspected.

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7. Media Release form

You have a choice whether or not you would like to be featured in Generation stories, or have your name or image shared at all on Generation social media or other media channels. Initial below if you would like to grant permission to Generation to feature or reference you in stories or materials about the program.

My initials below and signature on this document indicates that I authorize Generation USA and Generation: You Employed Inc. ("Generation"), and those acting as its representatives the right to record, publish, and use my name, likeness, image, voice, and recorded information in describing their work in any manner and media. I release Generation and those acting as its representatives from liability in connection with their use of the same in any cause of action.

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Initial above

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

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.
- **Post-graduation follow-up check-ins:** 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 never share identifiable learner or alumni information with any 3rd party; additionally, we will not share your information with recruiters or others who may be looking to connect with learners or alumni without your consent.

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

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.

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Initial above

9. Final Signature

I certify that I have read, understood, and will adhere to the policies outlined in this Learner Agreement. I have provided my initials under all policies outlined above in order to indicate this understanding.

Rahma Khalif
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Student Name (Print)

___*Rahma Khalif*_____   11/23/2020
                                              _____
Student Signature   **Date**