

Welcome to Kick Off!

We are so excited to get started
and will begin in just a few minutes.



Introduction

Jaime Ugalde

Manager, Recruitment & Admissions
Per Scholas Los Angeles



Today's Agenda

- General Housekeeping
- Meet Your Los Angeles Campus Team
- About Per Scholas
- About Expectations
- Get to Know Each Other!
- Hear from Plinio Ayala
- **BREAK**

Today's Agenda - con't.

- Per Scholas Support Teams
- Professional Development
- Talent Solutions
- Tech Team & How To Be Ready For Your First Day of Class
- Wrap Up & Q&A

In Person Housekeeping

Housekeeping

- Silence Cell Phones
- Restroom Locations
- Meeting and Building Protocol
 - No Smoking - Vaping
 - Maintain Professionalism
 - Mindful of Corporate Facility



Pronouns

Why are pronouns important?

When someone asks you to use their correct pronouns, they are asking for you to respect their identity. When someone refers to another person using the wrong pronouns, that can lead to that person feeling disrespected and can lead to exclusion and alienation.

Why is inclusion essential to Per Scholas?

Inclusion refers to a cultural and environmental feeling of belonging. Creating a culture where each learner is respected and valued is consistent with the Per Scholas values of integrity and professionalism.



Meet Our Leadership Team

Campus Leadership Team

Patrice Madu

Managing Director

Per Scholas Los Angeles



Campus Leadership Team

Craig Mack

Site Director

Per Scholas Los Angeles



Campus Leadership Team

Marisella Bodrero

Director, Talent Solutions

Per Scholas Los Angeles





Meet Our Associate,
Recruitment & Admissions

Recruitment & Admissions

Hannah Guo

Associate, Recruitment & Admissions

Per Scholas Los Angeles





Meet Your Professional Development Coach

Professional Development

Kennadie Lyles

Senior Manager, Professional Development
Per Scholas Los Angeles





Meet Your Talent Solutions Representative

Talent Solutions

Jennifer Raden

Manager, Talent Solutions

Per Scholas Los Angeles



Meet The LA Tech Team

Information Technology Support

Fernando Guzman

Junior Instructor

Per Scholas Los Angeles



Information Technology Support

Miguel Reyes

Teaching Fellow

Per Scholas Los Angeles



Information Technology Support

Pedro Hernandez

Technical Instructor

Per Scholas Los Angeles



Information Technology Support

**Siavash
Hajirostam**

Instructional Assistant

Per Scholas Los Angeles

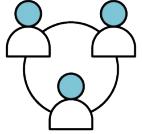


About Per Scholas

IT Support Course Overview

This course provides learners with the necessary technical and career development skills, as well as job attainment assistance, to launch a career in tech. Every effort will be made to assist each graduate with an opportunity for employment in the tech sector. While attainment assistance may be provided, it is understood that Per Scholas cannot promise or guarantee employment to any learner or graduate. Learners are required to commit for the full length of the course and if applicable sit for the appropriate certification exam(s) to be considered a Per Scholas graduate. All learners will receive a detailed syllabus for their specific training course that outlines learning objectives and provides a content-based calendar.

What Sets Us Apart?



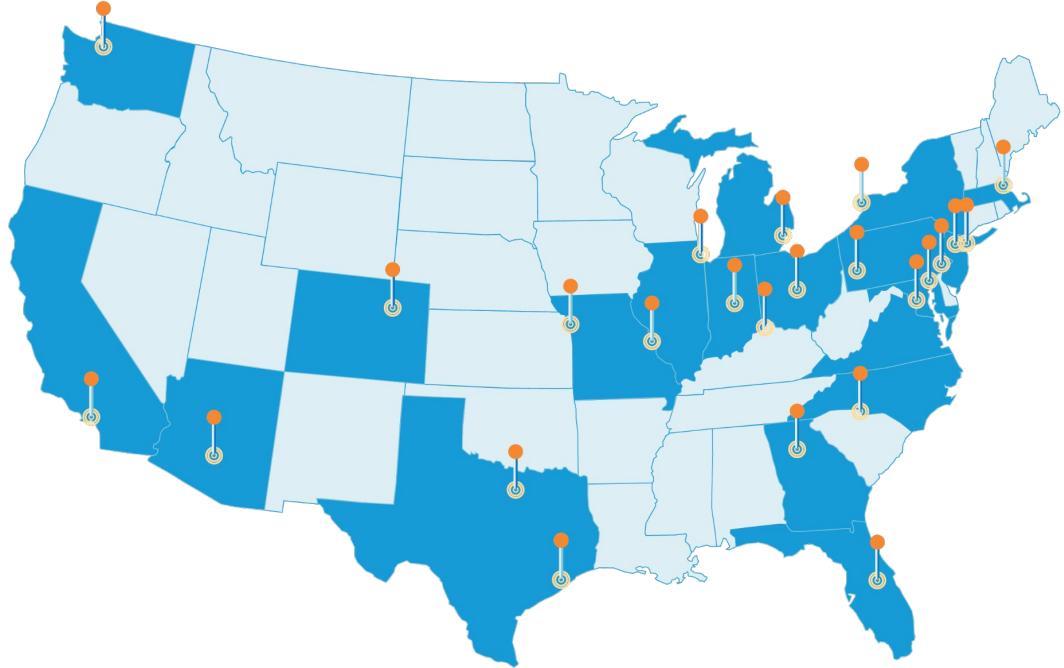
We collaborate with businesses to design training based on employers' hiring needs across industries, sectors and geographic markets.



We support our learners to develop individualized success strategies, manage outside stressors and build pathways to a thriving wage.



National Footprint



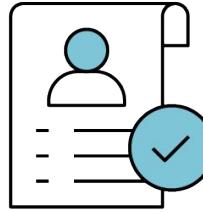
Per Scholas Locations

- Atlanta, GA
- Baltimore, MD
- Buffalo, NY
- Greater Boston, MA
- Chicago, IL
- Greater Cincinnati, OH
- Columbus, OH
- Dallas, TX
- Denver, CO
- Detroit, MI
- Houston, TX
- Indianapolis, IN
- Kansas City
- Los Angeles, CA
- The National Capital Region
- Newark, NJ
- New York, NY
- North Carolina
- Orlando, FL
- Philadelphia, PA
- Pittsburgh, PA
- Phoenix, AZ
- Seattle, WA
- St. Louis, MO

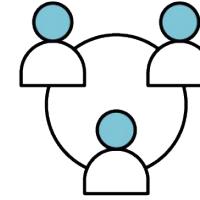
How We Train



**Industry Informed
Technical Training**



**Professional
Development**



**Direct Connections to Jobs
at Employer Partners**

About Expectations

Attendance Policy



PROFESSIONALISM

IMPORTANT - More than three (3) tardies and/or more than two (2) missed days (absences) may result in **dismissal** from the training.

- Tardies = missing **fewer** than 50% of scheduled daily class
- Absences = missing **more** than 50% of scheduled daily class

Learners are expected to arrive at least 15 minutes early to classes.

Class Schedule - Full Time (Hybrid)

- Classes are held Monday - Friday.
 - ◆ In-Person: Monday, Wednesday, Friday
 - ◆ Remote: Tuesday, Thursday
- Each day consists of an 8-hour day, which includes instruction, assigned breaks and tutoring.
- There will be 4 days of technical instruction and 1 day dedicated to Professional Development.
- Additional support is available on an as-needed basis and will be detailed in the course syllabus (See mandatory tutoring policy).

Learner Expectations

- Maintain integrity: All submitted assignments, quizzes, and tests must be the learner's own work.
- Maintain professional and appropriate behavior at all times.
- Proactively communicate any connectivity or technology issues with your instructor or campus staff immediately.
- Complete coursework on time, whether in class remotely or via independent study assignments.
- Assignments must be submitted by 11:59 pm in Canvas on the date they are due.
- The instructor will monitor learner activity and presence throughout the day; stay engaged in class discussions, assignments, and projects.
- Adhere to the class hours set forth by your instructor for the duration of the training.

Classroom / Community Expectations

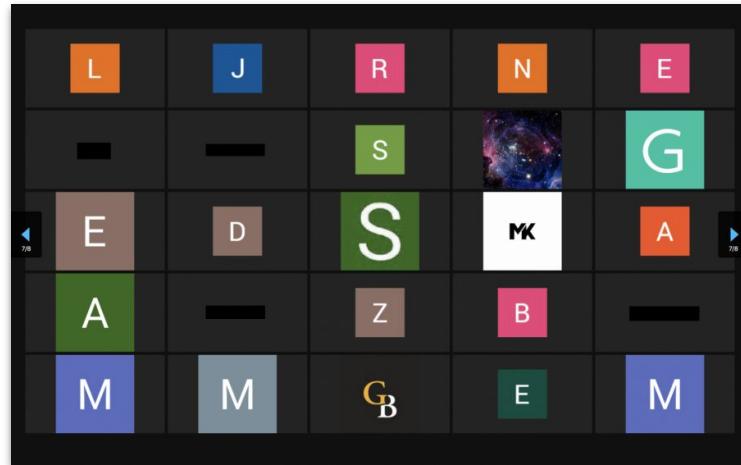
- On Day One, **model the behavior** that will be expected of you in the workplace
- Be proactive! Inform your Instructional Team and PD Coach of an absence or tardy
- Zero-tolerance for engaging in activities non-related to your learning
- Return from breaks and lunch **on-time**. Lunch breaks are generally scheduled for an hour. There is also a 15-minute break in the morning and one in the afternoon.
- No food or open container drinks in the classroom.
- Please follow our campus kitchen etiquette: wash your own dishes, wipe down spills and take your food home!
 - ◆ All to-go food containers, cups, plates, and platters kept in the refrigerator will be tossed the following day
 - ◆ Refrigerator clean out every Friday

Remote Learning Space

- Learners must have a clean space, clear of clutter, and distractions in their home, before logging in.
- Learners are expected to connect from a location with little or no background noise.
- Learners must log in with their current names, not an avatar or nickname.
- Learners must dress according to the Per Scholas dress code.
- Learners should ensure that no items that could be considered offensive be visible in the background of the workplace.
- Remote learners agree to not participate in or engage in any program activities, including logging on to access any course materials, if for any reason at all they must travel outside of the U.S.

Remote Learning Space - con't.

- Learners should log in using a headset or headphones with a mic.
- Learners should keep themselves on mute during the class unless called upon by the instructor, to minimize background noise.
- Learners are expected to limit extraneous computer activity (text/chat, etc) as they would in the classroom.



General Rules

- Be friendly and respectful to your instructor, fellow learners, and Per Scholas staff members. Learners are required to conduct themselves in a professional manner. Learners that are deemed disruptive, argumentative, or unprofessional may be removed from the training.

- Any discriminating or derogatory remarks or behavior against another learner or staff in reference to religion, culture, disability, race, gender identity, gender expression, sexual orientation or other identity markers are grounds for immediate dismissal from the course.



Rules and Principles

All learners and staff members must maintain an ethical relationship AT ALL TIMES. Learners are prohibited, under any circumstances, to engage in any improper fraternization or personal, romantic relationships with other learners or staff members during training. Inappropriate behavior includes, but is not limited to:

- Flirting/Dating
- Making suggestive comments/ Sexual emails
- Requests for sexual activity/ Sexual jokes
- Displays of affection



Any learner who believes that they have been subjected to inappropriate behavior in this policy must make a report to their Site or Managing Director.

The background features a dynamic geometric pattern composed of overlapping triangles. The colors used are a light blue, a medium blue, a bright orange, and a yellow. These triangles are oriented at various angles, creating a sense of depth and movement across the slide.

Let's Have Some Fun!



Hear from Plinio Ayala

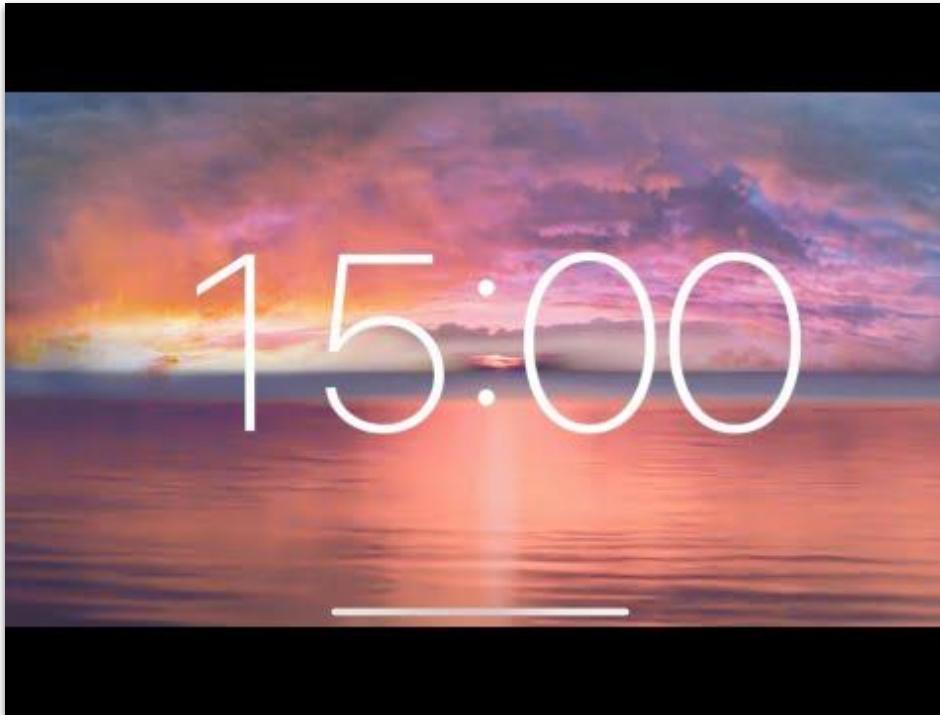
Per Scholas CEO



Break

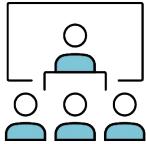
Step away, take a few deep breaths, and
enjoy this moment to disengage.

Take a Break! Timer



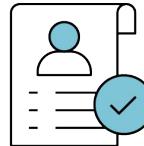
Per Scholas Support Teams

Our Teams



Technical Instruction

- The Instructional team will equip you with the tech knowledge necessary to fill a wide range of entry to mid level technology jobs.



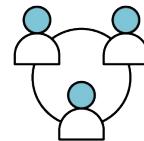
Professional Development

- The Career Coaches prepare you with the tools to secure a role in the tech sector. Beyond your resume and LinkedIn profile, the curriculum is developed to further enhance your professional and leadership strengths.



Talent Solutions

- This team works to build employer partnerships and will support you in job attainment.



Alumni Engagement

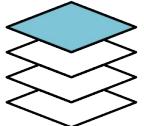
- This team offers up-skilling and networking opportunities, through both instructor-led and self-paced learning to support continued career advancement.

Our Teams - cont.



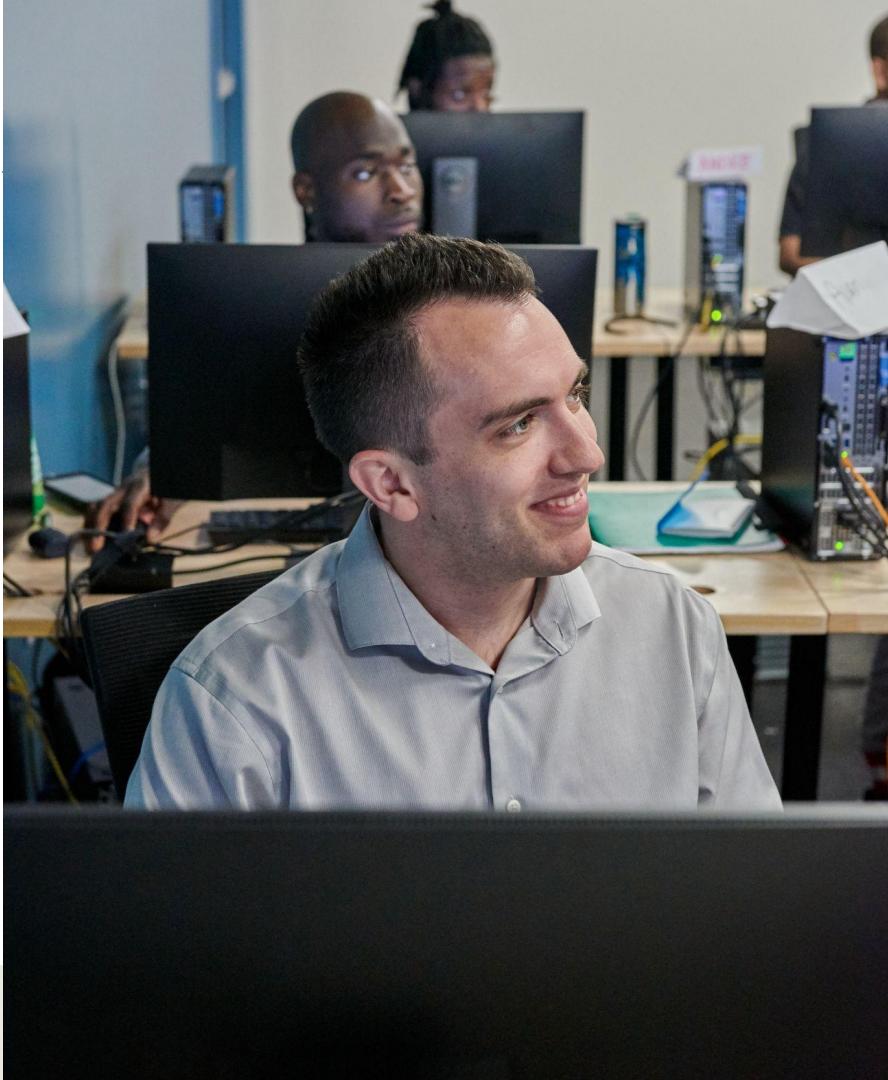
Learner Support Team

- Team partners with learners to build personal and financial wellness through collaboration, strategy share, and skill building.



Additional Resources

- Contact List in Canvas





About the Learner Support Team (LST)

Learner Support Team



Learner Support Team

Resources Links

National Resource Guides

LA Local Resources

Please utilize this Resource Directory and Guide to navigate how to utilize resources, along with identifying applicable resources based on need. Along with these guides, Per Scholas offers resource guides for your use, including our [State-Specific Resources](#).

Once you are officially enrolled at Per Scholas, you can [schedule a meeting](#) with LST if you have any questions or would like assistance. During one-on-one discussions, LST can help you find programs that may benefit you, application assistance, and more!

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Policies & Resources That Contribute Towards Learner Success

ADA Accommodation Policy

Per Scholas follows all ADA (Americans with Disabilities Act) policies and procedures regarding accessibility and accommodations. The ADA defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities.

Accommodations are defined as adjustments or modifications provided to ensure equal access to learning for all students with disabilities.

Examples of Accommodations:

- Extended time for exams, Note taking assistance, Assistive Technology, Adjustments to attendance policy for medical reasons, Physical modifications to classroom and more.

ADA Accommodation Policy - con't.

Your Right to Request

Every learner has the right to request reasonable accommodations without fear of discrimination

Any medical information related to your accommodation request is handled confidentially and is not shared with your instructors.

If you require accommodations during admissions, You can submit your request by emailing the HR Admin team at accommodations@perscholas.org. All requests are processed on a case by case basis and will need to be supported with medical documentation.

Zero Percent Loan

Per Scholas Full-Time IT Support, Data Center Technician, and EUDS learners (excluding Flexible and Part-Time tracks) may apply for a \$3,000 Zero Percent Loan from Ascent, disbursed in three \$1,000 monthly payments.

- This loan is not a Per Scholas product
- Approval for the loan is not guaranteed
- You don't need to apply for the loan to join a Per Scholas program

Eligible learners have the opportunity to apply during Onboarding (up to 30 days before class starts)

- Application link will come from zpl@perscholas.org – check your spam folder if you don't see it.
- Learners apply with Ascent to check pre-qualification (soft credit pull, no impact to credit).
- If pre-qualified, they review payment options and complete the application (hard credit pull).



Zero Percent Loan from Ascent

Learner Overview

Cohorts started on or after 3/24/2025

Professional Development

What To Expect From Professional Development

There will be 10 sessions that take place weekly

The session topics are as follows:

- Individual Career Plan
- 60 Second “Elevator Pitch”
- Resumes & Cover Letters
- LinkedIn
- Behavioral Techniques
- Mock Interview Prep
- Final Resume Reviews
- Job Search Techniques
- Business Communication Skills

Professional Development at Per Scholas is designed to instruct and coach Learners to develop the professional expertise needed to write a technical resume, and navigate the interviewing process for success in the workplace. **Learners must pass the mandatory Job Readiness Assessment to be eligible to graduate.**

What To Expect From Professional Development

- Support throughout your learning process
- The opportunity to have 1:1 Coaching Sessions
- Receive personalized resume feedback
- Confidentially discuss your professional goals and work history

Per Scholas Core Values



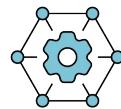
Ambition



Resourcefulness



Integrity



Perseverance



Professionalism

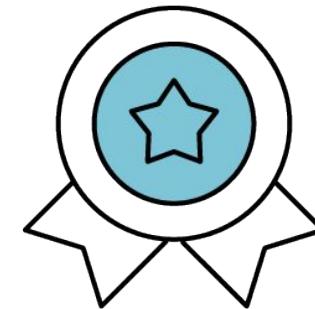


Commitment to Service

Advancing economic mobility through rigorous training for tech careers
and to connect skilled talent to leading businesses.

Professional Attire

- **Business casual attire** is required for technical instruction days
- Appropriate **corporate business attire** is required for business professional days
- **Tech Smart casual attire** is welcomed on Fridays.



Dress Code: Image Examples

Business Casual Examples for Men



Gender Neutral Business Casual Examples



Business Casual Examples for Women



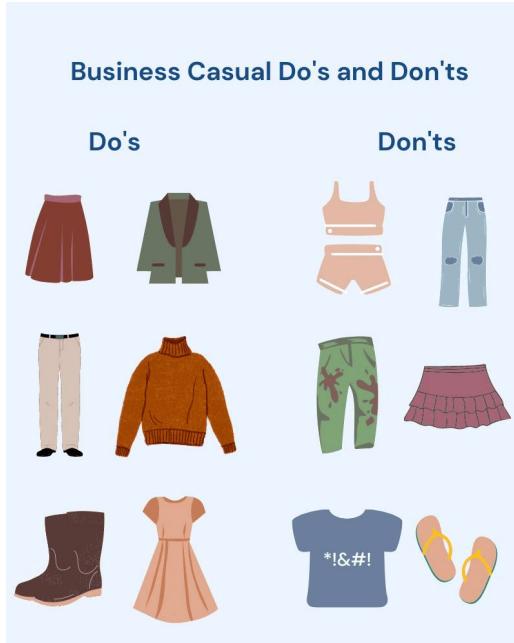
Business Casual



Business Professional



Dress Code (Do's & Don'ts)



Examples of appropriate clothes for business casual include:

- Blouses
- Dress shirts
- Button downs
- Polos
- Slacks
- Khakis
- Trousers
- Dress pants
- Longer skirts
- Midi dresses
- Blazers
- Boots
- Loafers
- Scarves

Please steer clear of:

- Torn or ripped clothing
- Clothing with offensive or inappropriate messaging
- Revealing items, including see-through items that reveal undergarments
- Athleisure
- Dirty clothes
- Hats

Talent Solutions

What to expect from Talent Solutions

- Job Readiness Conversation
- Job Search Assistance
- Resume/LinkedIn Reviewing
- Interviewing Assistance
- Career Support (for 2 years)
- Alumni Events
- Connections to other Talent Solutions Representatives
- Industry Related/General Employment Questions
- Site specific engagement opportunities
- Office Hours and One-on-Ones



In-Class Support

- Week 6 and Week 10 Conversations
- Salary Expectations
- Estimation of time to Employment
- Site Specific Engagement Opportunities
- Navigating your Career Pathway
- Office Hours and One-on-Ones



What Does Talent Solutions Expect From You?

- You are Owning your Job Search
- Preparedness and Professionalism
- Passing Grades and a Great Resume
- Attending events at campuses and in the area
- Updating us with where you are
- SEND IMMEDIATELY:
Offer Letters & Job Verification



Instructional Team

Wrap Up

Your “Who To Contact” List

Role	Team Member and Email	Contact this person if you need help with:
Instructor	Fernando Guzman fguzman@perscholas.org	Attendance, canvas support, technical training, academic support, tech troubleshooting
Career Development	Kennadie Lyles klyles@perscholas.org	Attendance, professional development training related inquiries, etc.
Learner Support	learnersupportteam@perscholas.org	Immediate Support, Wellness Support and Strategy Coaching, Advocacy, Community Resources/Referrals
Financial Coach	financialcoaching@perscholas.org	Budgeting, Reviewing Credit, Navigating Debt, Savings Planning, Setting Financial/Wealth Building Goals
Talent Solutions	Jennifer Radden iradden@perscholas.org	Job Recs, job seeking support, interview preparation, updating contact details, offer letters and job verification
Site Director	Craig Mack cmack@perscholas.org	Concerns that have not been remedied by above team members

Critical Reminders!

- Your **FIRST DAY** of class begins **Monday, November 10, 2025 (in-person)**.
- **NO CLASS** on **Tuesday, November 11, 2025 (Veteran's Day)**.
- **FIRST PROFESSIONAL DEVELOPMENT (PD) Day** begins **Friday, November 18, 2025. NO CLASS on Friday, November 14, 2025.**
- Arrive early (at least 15 minutes before your class start time).
- Class starts at **9:00AM PT**.
- Be prepared for your first day of class by reading through the learning materials

Thank you! Questions?



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