

USF CTPE Data Science Bootcamp

Student Handbook

Introduction

Welcome! We are so excited that you've enrolled in the USF CTPE Data Science Bootcamp!

In order to set you up for success, we've put together this handbook, which includes essential information you'll need to know. We recommend that you review this in full, and save this to reference throughout the course.

If you have any questions while reading through the handbook, email us at advising@career-bootcamp.com.

Table of Contents

[Student Advisor](#)

[Time Commitment](#)

[Tips for Success and Starting off Strong](#)

[Support Along the Way](#)

[Break Options](#)

[Extensions](#)

[Complimentary 1-month Extension](#)

[Paid Extension](#)

[Completion](#)

[Cancellation Policy](#)

[7 Day Refund Period](#)

Student Advisor

Your student advisor is your main point of contact. Your advisor can address general questions or concerns about the program, and help with time management, accountability, and goal setting. Your student advisor is NOT a technical expert, so your technical questions are best directed to our other resources

You can contact your student advisor by emailing advising@career-bootcamp.com, or setting up a call with them.

Note: For questions about billing, tool access, and bugs, please email support@career-bootcamp.com.

Time Commitment

Course Length & Weekly Work

- This course is 9 months in duration
- 15-20 hours per week for a total of ~400 hours.
- Regular, 30-minute 1:1 call with an industry expert mentor

Tips for Success and Starting off Strong

We've put together tips and suggestions below on how to start off strong in your first month:

1. We recommend that you block off 15-20 hours a week on your calendar each week to complete your coursework. Treat this as protected time! Watch this [Ted Talk](#) for guidance on how to prioritize and make time for the course.
2. Schedule a 1:1 call with your student advisor during your first month to create a study plan and request optional accountability check-ins throughout the program.
3. Book a call with a career coach during your first month to help get you started in support of your career goals.

If you have any concerns about completing the course in 9 months, reach out to your student advisor!

Support Along the Way

Learning online can be hard! Our goal is to ensure that you have the support you need every step of the way. That's why we've designed this program to include plenty of real, human support throughout your learning journey. In addition to your mentor, here are some helpful resources to utilize when you get stuck or need help:

- **On Demand Mentors:** If you need additional technical support outside of your 30 minute mentor call, you have access to industry experts through the on-demand mentor call system and can book calls with available data science mentors. You can schedule a call for the same day or the next few days through the pop up on your mentor call tab.
- **Career Coaches:** You'll work with the career coaches both during the course and for 6 months after you complete. They'll help you with your job search strategy, resume, networking tips, interview prep, and more! Book a call through the links in each career unit.
- **Online Community:** Post questions and get feedback from the Teaching Assistant, a data science expert, and other students and alumni by posting in our online community, accessible via the "Community" tab in the student platform. The Teaching Assistant will reply within 24 business hours.
- **Student Guide:** A [help site](#) with articles about how the program works, how to use the student platform, and answers to FAQ's.

Break Options

We understand that life happens, and sometimes you need to take a break for vacation, an emergency, or just to catch up.

We offer two break options: **a pause and a freeze**. For both options your end date will be pushed back by the number of weeks that you pause or freeze. We typically only allow three breaks (two pauses, one freeze) during the course, but please reach out to your advisor if you have an extenuating circumstance and need an additional break.

A **pause** is a 1-3 week break.

- You will not have access to mentor calls or on-demand mentor calls during the pause.
- You'll still have access to the curriculum, online community, and office hours.
- You will still be able to book and take any scheduled career coach calls.
- You'll remain matched with your current mentor.
- You can pause your course by going to your ["my account" page](#) and clicking on "I need a break."

A **freeze** is a longer 1-4 month break.

- You will lose access to your mentor calls and demand mentor calls, the curriculum, online community, and career coaching calls.
- You will be unmatched with your current mentor, and while we will do our best to rematch you with them when you return, we cannot guarantee it.

- If you think a freeze is right for you, you will need to reach out to your student advisor to request it.

How Mentoring Works

You'll be matched with a data science expert who will serve as your personal mentor. Mentors are working industry professionals who dedicate some of their time to working with students in our program. They can help you with the curriculum, give feedback on your projects, and offer insight into how data science is applied to solve problems in the real world.

Like any relationship, you'll have a better experience if you invest in your mentor relationship and come to your mentor calls prepared.

- **Setting a Call Agenda:** It is important that you share a Call Agenda with your mentor at least 24 hours in advance of your scheduled call. You can submit your agenda through the Mentor Call tab on the platform.
- **Mentor Availability:** You'll be able to ask questions of your mentor during your 30-minute call. If you need additional support, please utilize our additional resources.
- **Canceling/Rescheduling Etiquette:** In general, it's best to take your mentor calls at the same time each call. If you must reschedule a call, please give notice at least 24 hours in advance. You can request to reschedule your call via the Mentor Call tab or by emailing your mentor directly.
- **Communicate:** Be open, honest and constructive in sharing feedback with your mentor — they're a working professional and may not have teaching experience, but they want to help you succeed! Share how you're feeling and if you need more guidance, or specific types of support, don't be afraid to ask.

If you have any concerns about your mentor calls, please reach out to your student advisor!

Extensions

The course is meant to be completed in 9 months (not including any pauses/freeze).

Complimentary 1-month Extension

If you reach 70% of the curriculum before your course end date, you'll be eligible for up to **1 month** of extra time in the course after your end date, known as an extension.

- You'll be notified when the extension is available to you on your student platform.
- For students below this course progress, an advising call is required to request an extension, which are granted on an **exception** and **request** basis only.

Paid Extension

If you do not complete the course by the end of the free extension or are not eligible for a free extension, you have the option to cancel or move onto a paid extension at a rate of \$1,300 per month until you apply to complete the course.

If you have any concerns about completing on time, email or schedule a call with your student advisor! They can help you create a plan to get back on track.

Completion

In order to officially complete the course and earn your certificate, you will need to complete 100% of the course by your 9 month end date. This includes:

- Complete and pass 100% of technical projects and units
- Complete all career units and career calls (optional)
- Complete and pass all mock interviews (optional)

Once you have met the completion requirements, reach out to support@career-bootcamp.com to request the application to complete the course. This is a brief ~5-10 minute survey.

After you apply to complete, we will process your completion and send your certificate of completion once all projects have been officially passed.

After you officially complete, you'll have an additional 6 months of access to our career services!

Cancellation Policy

If you want to cancel the course, you'll need to reach out to our support team or your student advisor to make this request. When your account is canceled, you will lose access to the curriculum, online community, office hours, and mentor calls.

Canceling will have financial implications based on active time in the course, as well as your payment plan.

1. Monthly Installments: Once you cancel your course, any remaining payments will be canceled. We do not process prorated refunds for previous payments.
2. Upfront: Depending on when you cancel, you may be able to request a prorated refund based on your **time active** in the course. This is calculated based on the number of active weeks you have spent in the course. You will be accountable for the monthly installment plan rate for each new month you begin in the course, where a month is equal to 4 active weeks.
3. Financing: Depending on when you cancel, you may be able to request to reduce your loan based on your **time active** in the course. This is calculated based on the number of active weeks you have spent in the course. You will be accountable for the monthly installment plan rate for each new month you begin in the course, where a month is equal to 4 active weeks.

For information about the monthly installment plan rate for your course, please contact support@career-bootcamp.com.

Note: **Time active** is the *active timeline* of your course.

1. This does not include breaks, like pauses or freezes.
2. This does include any other active time, even if you did not attend mentor calls, use course resources, or make progress in the curriculum.

3. Example: If you started the course January 1 and wanted to cancel on February 20, you would be considered active for 8 weeks.

For any questions about how canceling may impact you, please reach out to advising@career-bootcamp.com.

7 Day Refund Period

When you enrolled for the course, you paid the first month's payment upfront to save your spot in the workshop and can request a refund any time before the workshop starts.

However, once the workshop begins, you will have 7 days until the following Sunday at 11:59pm PST to request a refund. For example, if you started on Monday, January 3, 2022, your 7 Day trial ends on Sunday, January 9, 2022 at 11:59pm PST.

If you would like to claim the refund, please email advising@career-bootcamp.com to let them know. They will refund you your payment the next business day, cancel your account, and send you a confirmation email once it is done.