

### Prior to Enrolling in this Learning Event

All prospective learners have access to the following learning event marketing information prior to registration via our website: <https://acornevaluation.com/data-analyst-certificate/>:

- Description of the learning event
- Session dates offered
- Day and times of the learning event
- Registration information
- Cost
- Course designer qualification information
- CEUs information
- Link to the registration page

Prior to finalizing registration, all prospective learners have access to the following event marketing information via our HubSpot registration process:

- Link to this Learner Support Guide for Reference
- Link to Acorn Policies

### Success Criteria for the Data Analyst Certificate

- Attendance: No more than 4 missed in-person Zoom meetings.
- Learners Journal: A score of 70% or better on the Learner's Journal assignments (Weeks 1 - 8).
- Weekly Practicum assignments: successful completion of 4 out of 6 assignments.
- Course Project: successful completion of 2 out of 3 project assignments.
- Final Course Project assignment – Word document submission and a PPT submission, that meets all criteria, by the due date.
- Completing a Zoom Presentation of the Final Course Project in class.

All requirements listed above must be met for you to earn the corresponding 7 CEUs related to this course.

### Enrolling in this Learning Event

Learners use the link provided on [our website](#) to submit their information and payment via our HubSpot CRM system. Payment via credit card, check, invoice, or Purchase Order (PO) are accepted. Acorn Evaluation's Director of Operations, CEO share responsibility for managing the payment collection. Once payment is received, learners receive an email, within three business days, confirming their enrollment.

### Prior to the Learning Event

1. The Operations Director continually manages the registration list via HubSpot, our Customer Relationship Management (CRM) software.
2. The Program Support Specialist is notified immediately when learners register for the learning event and can access the list anytime via HubSpot, our Customer Relationship Management (CRM) software.
3. The Program Support Specialist is responsible for populating a Learner Tracker and assigning Learner IDs to all learners.
4. Two weeks prior to the start of the learning event, learners receive a welcome email from the Program Support Specialist at Acorn Evaluation. The welcome email contains the following information:
  - a. Learning Event Details: learning event title, days and times of live classes and Zoom links.
  - b. Learning Event Expectations – What to expect during the learning event and the requirements for successful completion.
  - c. When to expect the next email communication from Acorn Evaluation.
  - d. Contact Information for our Program Support Specialist.
5. One week prior to the start of the learning event, learners will receive an additional email from the Program Support Specialist at Acorn Evaluation. This email contains the following information:
  - a. Learning Event Details: learning event title, days, and times of in person classes and Zoom links.
  - b. To Do items list – for the week prior to the start of the Zoom learning experiences.
    - i. Learning Event Login Instructions via the Canvas platform.
    - ii. Pre-Class work to be completed.
    - iii. Zoom Link and suggested tips for Zoom success.
  - c. Learner Event Attestation Form Link: Statement of learner identity and participation. <https://share.hsforms.com/14sxDOFwwQ3qO424FzpLYtQbvsj1>
  - d. Requirements for successful completion of the Learning Event .
  - e. Instructor information.
  - f. Contact Information for our Program Support Specialist.
  - g. Contact Information for Canvas support.

### During The Learning Event

To provide a high-quality learning event, all learners have direct, personalized access to our Program Support Specialist who can answer questions regarding the learning event in which they are enrolled. Our Program Support Specialist is available for assistance via email at [support@acornevaluation.com](mailto:support@acornevaluation.com) 24/7. Emails will be responded to within 3 business days. Learners can also receive support via phone at (800) 208-3215 Extension 708 between Monday – Friday: 9 AM – 5 PM (PST).

If a learner question requires support from an Instructor, the Program Support Specialist will:

1. Contact the Instructor and connect the learner via their preferred method of communication (email, phone call, or Zoom appointment)
2. Follow up with the learner to ensure their questions were answered and the issue was resolved via their preferred method of communication (email, phone call, or Zoom appointment)
3. Maintain a record of support requests, referrals, and resolutions in Outlook folders and via a Notes section in the Learner Tracker.

If a learner question requires support from the Canvas Learning Platform, the Program Support Specialist will:

1. Provide the learner with contact information for support at the third-party organization.
2. Follow up with the learner via their preferred method of communication (email, phone call, or Zoom appointment) to ensure their questions were answered and the issue was resolved.
3. Maintain a record of support requests, referrals, and resolutions in Outlook folders and via a Notes section in the learning event tracker excel document.

### **Following a Learning Event**

The Program Support Specialist will provide:

1. A personalized, *Learning Event Standing* email will be sent to each learner, within 7-10 business days after the final due date for all learning event work.
  - a. The email provides final confirmation on whether the requirements for earning CEUs associated with this learning event were met.
  - b. For learners who successfully meet all the requirements of the learning event, the email will contain information on when their Credly badge will be issued and what steps to take to accept their badge and acquire the related certificate if desired.
  - c. For learners who do not meet all the requirements of the learning event, the email will contain information on options for retaking the learning event.

### **Learning Event Evaluation**

At the conclusion of the learning event, the Program Support Specialist sends the Learning Event Evaluation to learners to gather feedback about their experiences in the learning event.

To inform continuous quality improvement of the learning event, the instructional team reviews the Learning Event Evaluation results, discusses the results, and implements changes based upon this feedback as necessary.

### Learning Materials Supports

All learners have access to a variety of supports including:

- Canvas Video Transcripts and Canvas Presentation Slides, downloadable in PDF format.
- Zoom Meeting Closed Caption Transcripts, downloadable by the learner at the conclusion of each Zoom class meeting.
- Additional Instructional Materials available via a shared portal.

### Transcripts/Learner Records Policy

Acorn Evaluation, Inc. will retain its records in a manner that protects the privacy of all participants in learning events in which CEUs are awarded. The integrity and accuracy of these records will be ensured by a robust system of learner records. Records will be made available to learners upon the completion of their learning event and upon request.

Requests can be submitted to the Program Support Specialist via this form link, <https://forms.office.com/r/fi3B5VQQch>

In addition to Acorn Evaluation Inc.'s record-keeping, learner records will be retained in the Credly platform as long as the learner maintains an account with Credly. These records are maintained in accordance with the Credly privacy and security policies.

### Credly Digital Badge

For this learning event, a Credly digital badge will be available. Learners will be provided a link via email, inviting them to create a free Credly account. Once the account is created and a learner has successfully completed a learning event, Acorn Evaluation will issue a digital badge to the learner via Credly.

### Learner Support, Counseling & Advising

All learners have direct access to our Program Support Specialist before, during, and after all learning events. Any questions, concerns or requests can be directed to this staff member via email at [support@acornevaluation.com](mailto:support@acornevaluation.com) or by phone at (800) 208-3215 Extension 708. Monday – Friday: 9 AM – 5 PM (PST). Learners can expect a response to all communications during these office hours within 3 business days.



Acorn Evaluation, Inc. has been accredited by the International Accreditors for Continuing Education and Training (IACET) and offers IACET CEUs for its learning events that comply with the ANSI/IACET Continuing Education and Training Standard. IACET is recognized internationally as a standard development organization and accrediting body that promotes quality of continuing education and training.