Head Start Data Camp
Florida Head Start Association

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://learn.acornevaluation.com/data-camp-fhsa-january-2025

- Description of each learning event
- Session dates offered
- Day and times of each learning event
- Registration information
- Cost
- CEUs offered for successful completion of each course.
- 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 which includes the link to Acorn Policies

Success Criteria for Head Start Data Camp:
To earn the 0.6 CEUs associated with this learning event, each learner must:
- Register for this learning event using the form provided in the link above.
- Successfully complete the six-hour training event.
- Successfully participate in 85% of the in-class chat and break-out room activities.

Enrolling in the Learning Event
Learners use the link provided on our website https://learn.acornevaluation.com/data-camp-fhsa-january-2025 to submit their information and payment via Acorn Evaluation's HubSpot CRM system. Payment via credit card, check, invoice, or Purchase Order (PO) are accepted. Acorn Evaluation's Director of Operations and 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. One week prior to the learning event, learners receive a welcome email from the Program Support Specialist. 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. Learning Event Supports: Support services available for learners

    d. Learner Event Attestation Form Link: Statement of learner identity and participation https://share.hsforms.com/14sxDOFwwQ3qO424FzpLYtQbvsj1
    e. Acorn Evaluation Policies: Anti-Discrimination Policy, Intellectual Property Policy, and Proprietary Interest Policy
    f. Learner Support Guide
    g. Contact Information for our Program Support Specialist.

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 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:
- Contact the Instructor and connect the learner via their preferred method of communication (email, phone call, or Zoom appointment)
- 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)
- Maintain a record of support requests, referrals, and resolutions in Outlook folders and via a Notes section in the Learner Tracker.

Following the Learning Event

The Program Support Specialist will provide a personalized *Learning Event Standing* to each learner via email, communicating their standing, within 7-10 business days after the final class. The email will include:
    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 Material Supports

All learners have access to a variety of course material support that includes:

- A single PDF file of the Power Point Presentation, distributed via email to learners at the conclusion of the event.
- Zoom Meeting Closed Caption Transcripts, downloadable by the learners at the conclusion of each Zoom class.

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

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 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. is 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.