

STUDENT MANUAL

Welcome to StackRoute Learning’s (SLI) Bootcamp program, brought to you in partnership with your local university. We are excited to provide you with an educational platform supported by proven methods that will successfully prepare you for a career in your chosen field of study. Our instructors are leading experts in the industry with extensive knowledge and experience.

Please take a moment to review this Student Manual in preparation for the start of your program.

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PRE-COURSE INSTRUCTIONS AND REQUIREMENTS

- Access to Class Resources:
 - Learning Management System (LMS): As part of the program, SLI will provide access to the online LMS. The LMS will provide you with online sessions, access to digital learning materials, session recordings, assignments, and learning plans for the program. Your access to the LMS will be for the duration of the program only.
 - Github – Platform used to upload and share files and submit assignments
 - Virtual Lab – Virtual machine platform (accessed through LMS)
 - Zoom Chat – Online forum connecting the instructors and the students
- Technology Requirements for Digital Devices:
 - Registration to the program implies that you have the required infrastructure as per the details mentioned below. Not having the required hardware and connectivity will affect the learning experience of the student.
 - Laptop/Desktop with Intel i5 (or later) with minimum 8 GB RAM (recommend 16 GB RAM).
 - Minimum of 50+ GB Free HDD Space.
 - Windows 10/11 (Patched with Latest Security Updates) and/or Ubuntu OS (Can be used as a Dual Boot).
 - HD Webcam
 - Audio enabled (preferably with headset)
 - Google Chrome (preferred)
 - The student is responsible for arranging their own resources (hardware/ software/ connectivity) as required to attend the program.
 - The student is fully responsible for the proper functioning of the computer hardware and internet access.
 - SLI/Local University is not responsible for the charges incurred for the usage of hardware, software, or internet services provider fees.
 - For the procurement, installation, upgrade, or troubleshooting of any hardware, the student needs to contact their own vendors and SLI/Local University is not responsible for the same.

RESOURCES AND MATERIALS

- Materials Included - Students will have access to all learning resources and materials included as part of the tuition fees.
- Online - Most of the resources are available online through the LMS for you to read at any time of day. Resources may include multimedia learning objects, assignments, recorded lectures, and quizzes. Access to the digital content is provided for the duration of the program only.
- Physical Books & Materials – StackRoute Learning programs are designed for a truly virtual environment with the convenience of our students in mind. Currently, there are no requirements to buy any physical books or printed materials.

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- All Digital content provided by SLI is strictly for your use as a student during the program only and cannot be copied, replicated, electronically transmitted or misused in any manner.

EXPECTATIONS

- Understand the Program Outline and Course Layout
- Ensure access to Resources prior to program start
- Attend each planned live lecture
 - Be on time and prepared for that day/evening's session
 - Office hours are optional, but strongly encouraged
- Complete weekly assignments by the respective due dates
- Contact your instructor with any questions, concerns, or troubleshooting issues
- Utilize all materials and tools provided to you
- Contact the Student Success Team for any questions or concerns not related to academic subject matter (further information on the Student Success Team is provided in this manual.)
- Contact Career Services for any questions on career services support (further information on Career Services is provided in this manual.)

STUDY PLAN

- The program is designed to be modular, consisting of multiple courses, with each course typically lasting 3-4 weeks. Each week covers one or more learning objectives. It is recommended that students complete all the assignments by the end of the week to keep pace with the program.
- Each week consists of:
 - Live session 1 (Lecture, Demo, and Guided Practice)
 - Live Session 2 (Assignment Review session)
 - Live Session 3 (Optional Office Hours)
- Our Academics team strongly recommends committing at least 10-12 hours of time per week to reading and assignments.
- You may utilize the Calendar tool to create a weekly study plan to properly allocate time to each assignment.

LIVE SESSIONS/OFFICE HOURS RULES AND ETIQUETTE

- Keep your microphone muted unless you are speaking
- Having your video camera on is not mandatory, but is strongly encouraged
- If using video, please either blur the background or ensure the background is free of any distractions (i.e., TV on, people moving around)
- Come to office hours prepared with any questions about the material covered in the previous lecture

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- Please do not ask questions on material that has not yet been covered, as it is planned for a future live lecture
- Questions regarding career advice, test taking strategies, etc., are encouraged during office hours as opposed to during live lectures

ACADEMIC INTEGRITY

- Academic dishonesty of any kind is not tolerated and will be addressed on a case-by-case basis.
- Examples include:
 - Use of materials not authorized by your instructor to complete graded assignments
 - Collusion with other students on graded assignments
 - Falsifying circumstances related to absences or missed assignments
 - Having someone other than you attend classes or complete assignments
- Students engaging in dishonest or fraudulent academic activity face disciplinary action, up to and including Termination from the program.

CODE OF CONDUCT

- Students are expected to behave respectfully and professionally when engaging in the virtual classroom setting.
- Any conduct that interferes with the teaching and/or learning process is prohibited. Examples of this include:
 - Disruptive behavior
 - Threatening behavior
 - Use of foul language
 - Posting objectionable material in the LMS
 - Misuse of Chat or online forums
- Dress Code: Be mindful of how you present when on video. Avoid inappropriate or objectionable attire.
- Do not attend class or office hours while in bed, while driving, or while under the influence of alcohol, marijuana, or any illegal substance.
- Students could face disciplinary action if the Code of Conduct is not followed, up to and including Termination from the program.

ORIENTATION

- The Instructors and the Academic Team will conduct a program orientation at least one (1) week before the first live class.
- It is mandatory to attend any scheduled orientation session(s).
- Orientation will cover:
 - Introduction

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- Information about StackRoute Learning
- A Week in the Life of a StackRoute Learning Boot Camp Student
- Learning Resources
- Learning Support
- Program Details (Subject Relevance)
- Detailed Program Outline Map & Study Plan
- Career Services Overview
- Students who miss the orientation session should immediately contact the Student Success Team (information on how to contact is provided in this manual.)
- Some Programs may have another orientation session on Technical Setup to help students with their platform access. If this is the case, you will be told about this supplemental session during the main orientation session.

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SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY

- Attendance
 - Attendance to Live Lectures/Lab Sessions is highly recommended
 - Students not attending the first 2 weeks of live sessions will be considered to have a status of “Inactive/No Show”.
 - Students who are “Inactive/No Show” per the above can request a new cohort by paying a "Cohort Change Fee" of \$200.00 USD unless the student has requested the change of start date seven (7) days prior to cohort start date.
 - Students must inform their instructor through official communication channels if they are unable to attend live classes. The appropriate communication channels will be shared during orientation and the first academic session of the cohort.
- Academic Progress
 - Academic progress is measured in weeks, with one (1) week as a unit of measurement. The academic work for the week is considered complete if the instructors consider the student’s work to be a satisfactory attempt at a solution to an assigned exercise(s) or has submitted fully completed solutions for the exercise(s) assigned for the week.
- Academic Probation
 - If a student has failed to complete two (2) weeks of academic work (as stated in the point above) of the Program schedule, the student will be placed on an academic probation, known as “Active/AP”. In such cases, students are offered and encouraged to utilize individual remediation measures and support offered by the Academic department. The student would continue to remain on academic probation until they have no incomplete weeks and have caught up with the unfinished academic work.
 - The respective Instructors will then need to certify that a student has met the requirements to move forward (resulting in Change of Status from AP to Active).
- Academic Termination**
 - If a student has accumulated four (4) consecutive weeks of incomplete academic work, they will be given four more weeks in the course to correct the situation. Within the ensuing period of four weeks, the student is expected to complete the academic work pending in all the previous weeks and keep pace with the current academic work. If, at any point, the number of weeks of incomplete academic work rises to five (5), it will be deemed that the student has failed to meet the academic and professional requirements of the course and shall be immediately terminated from the program.
 - If, after eight (8) weeks of the course, the student still has four (4) consecutive incomplete weeks of academic work, the student will be put on “Inactive/SAP” status from the program.
 - The student will have the opportunity to appeal their termination by providing a detailed reasoning and future study plan, if such an appeal is accepted by program academic leadership, The student will be allowed to continue their program in the same cohort or can join another cohort after paying the transfer fee

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- Students who are terminated from the program will lose access to the online platform and all other resources given to them as part of the course.
- Effect of Termination
 - If the student is terminated from the program due to their failure to maintain satisfactory academic progress, they will be allowed the opportunity to repeat the Program when and/or if the program is next offered.
 - All tuition and fees already paid by the student toward the cost of the program will be applied toward the current cost of the new program upon readmission.
 - A student who was terminated for not maintaining Satisfactory Academic Progress who wishes to be reinstated will need to provide a detailed study plan and \$500.00 USD in reinstatement fees.

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CANCELLATION & REFUND POLICY

- Student may cancel/rescind the Enrollment Agreement and request a refund of any tuition and fees paid, only if a cancellation to attend the Program is requested in writing by the student, no more than seven (7) calendar days after the student signs the Enrollment Agreement OR at least seven (7) calendar days before the start of the student's program, whichever is later.
- If a request is made at any time later than the time stated above, no refund will be granted.
- Please submit a written request for cancellation of your Program, to Email – [university]studentsupport@stackroute.com

TRANSFER POLICY

- A student may request ONE transfer to another cohort within the same Program registered by submitting a Transfer Request which includes the reason for transfer and paying the scheduled Transfer Fee of \$200.00 USD.
- Once the Transfer Request is granted and the required fees are paid, the student will be moved to an alternate cohort.
- A student may request a change of program once. The program change will need to be approved by the program's Academic leadership team and, if approved, the student will be permitted to change the program after paying the scheduled Program Change Fee of \$1,000 USD.

MAXIMUM TIME TO COMPLETION (STATUTE OF LIMITATION - SOL)

- A student's registration in our system will remain valid for a period of one year from the initial date of enrollment.
- Transfers (after sufficiently meeting the conditions of the SAP and transfer policy mentioned above), if any, to alternate cohorts can be approved only if the student's registration falls with this valid period of one year.
- After the elapse of this SOL (Statue of Limitation), the student's registration in the system will be considered closed with no further academic or monetary obligations due from the service provider to the student.

GRADING POLICY

- Instructors will grade students' weekly final assignments for accuracy and completion.
- Students are encouraged to apply the feedback received from Instructors on their final assignment submissions

STUDENT SUCCESS TEAM

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- You are encouraged to contact the Student Success Team for support in the following areas:
 - Orientation
 - Enrollment Support – (After program start)
 - Absences
 - Transfer Request
 - Change of Program
 - Satisfactory Academic Progress (SAP) – Appeals
 - Academic Concerns
 - System Access Support
 - Graduation Support
- Student Success team will occasionally reach out to students to check on the progress of their program
- Students will receive occasional surveys to identify areas of improvement
- Student Success Team will not be able to support the students with their course Subject Matter. Students will need to contact their instructors during office hours
- Student Success Team will be available 30 days after completion of the program
- Student Success Team Contact Information:
 - Raquel Garnica – Raquel.Garnica@StackRoute.com - (585) 565-3927
 - Brittany Lange – Brittany.Lange@StackRoute.com - (585) 510-4310

CAREER SERVICES

Your Career Services experience begins at orientation with a personal introduction and overview and continues throughout the program. You should begin working with the Career Services team as early as possible to build a competitive advantage. The Career Services team will provide you with valuable information, tools, and resources in tandem with the academic curriculum.

- Services Provided:
 - Group training sessions on soft skills
 - Resume and job application materials
 - Job search techniques
 - Online profile presence and networking
 - Series of 1:1 session's, including a full mock interview
- Schedule: Live group training sessions will be scheduled on Tuesdays or Wednesdays between 6 – 7 PM EST, and the schedule of available topics will be provided monthly. Live session attendance is highly encouraged; recordings are made available for those that are not able to attend.
- Duration of Services: Career Services will be available up to 60 days after completion of the program.
- Office Hours & Scheduling: Students are welcome to reach out 1:1 as needed. Career Services office hours are 7 – 9 PM EST Tuesdays and Wednesdays weekly, or flexible by appointment.
- Contacts:
 - Michele Tucker, Director of Career Services: michele.tucker@stackroute.com - (716) 280-9560
 - Lindsay Paul, Career Services Support Specialist: lindsay.paul@stackroute.com



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FAQ

1. I am unable to complete my assignment prior to the live lecture. What should I do?

You may complete assignments following the live lecture and beyond the assignment due date without a grade penalty. However, it is advised that, when possible, you follow the sequencing of assignments as indicated by your instructor.

2. Do I need to log in from the same computer for each lecture?

You can log in to Zoom from different devices, but you must make sure that your name stays consistent. You may change your name using the three dots in the upper right-hand corner of your video window.

3. Can I form a study group with classmates?

Study groups are allowed and encouraged. These study groups must take place outside of the classroom settings and must abide by Academic Integrity policies.

4. When will live lecture recordings be available?

Live lecture recordings will be available 2-3 business days after the live lecture or earlier.

5. Will I have access to recordings of office hours following completion of the course?

Office hours are not recorded and thus will not be provided.

6. What should I do if I am unable to attend class?

You must contact the instructor to inform them that you will be absent from class. However, it is the responsibility of the student to catch up with the session by going through the recorded session and complete the assignments to maintain Satisfactory Academic Progress.

7. How do I access my class?

You access your class using the credentials provided to you via email from the Student Support Team.

8. Is there additional software that should be downloaded for the program?

You will be informed about any additional software requirements during the orientation session.

9. Are there additional materials such as text, etc. for the course outside of the classroom platform?

No. All your learning materials will be provided to you in digital form through LMS.

10. How do I contact my instructor directly?

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Students can connect with their instructors using Zoom Chat

11. Can I use a Mac/Apple device? If I use a Mac/Apple OS, is additional software needed?

Yes. Using a Mac/Apple OS is acceptable since the labs are based on a cloud. There is currently no need for any additional software.

12. What day of the week are assignments due?

Assignment submission and Instructors evaluation and feedback are due by the end of the week (Sunday).