

July 1, 2016 – June 30, 2017

Student Handbook

Our promise to you is to help you know your skills, improve your skills and get the best job possible with your skills.



Empowering Communities

Job Training

Providing Education

Serving the Workforce

FOR MORE INFORMATION CALL 916.286.8600

LOG ON TO OUR WEBSITE AT: www.gsul.org

GREATER SACRAMENTO URBAN LEAGUE
WORKFORCE DEVELOPMENT CENTER
3725 Marysville Blvd.

Sacramento, CA 95838

Phone: 916-286-8600 Fax: 916-614-9001

www.gsul.org

An affiliate of the National Urban League

Greater Sacramento Urban League is a Private Institution approved to operate by the Bureau for Private Postsecondary Education in compliance with the Education Act of 2009.

Institution Code: 3406781 School Code: 23760

WELCOME TO THE GREATER SACRAMENTO URBAN LEAGUE

Greetings,

You are about to embark upon, what I hope will be one of the most meaningful journeys of your life. The mere fact that you have chosen to attend classes at the Urban League indicates your interest in empowering your future. By entering a training and development program at the Greater Sacramento Urban League, you have chosen to travel the path toward economic self-reliance and self-sufficiency.

Education and Youth Development programs held at the Urban League are designed to inspire, encourage, enrich and cultivate African Americans, other minorities and underserved citizens to excel academically and socially. In fact, removing the barriers to equal participation in the economic and social mainstream of America is one of the Urban League's critical missions. Trust that your hard work will pay-off . . . and it will!

Our programs foster a broad range of growth opportunities for individuals. Programs are designed to prepare you for personal and professional development by offering you daily, formal classroom style instruction. Additional workshops focus on improving self-esteem and establishing career goals and objectives.

As you start your first day of class at GSUL, think about your future and how attending classes at the Urban League will change your life. This is only the beginning of your new way of life. Make the most of the time you spend with us. Be productive and it will be an enjoyable experience.

Thank you for giving us the opportunity to serve you. Best wishes on your newest journey.

Sincerely,

GSUL Staff

State License

The Greater Sacramento Urban League (GSUL) is currently approved to operate by the Bureau for Private Postsecondary Education (BPPE) in compliance with the Education Act of 2009.

Accreditation

GSUL is not accredited.

Student Handbook

Student Handbook is revised each year in June and updated on our web site July 1 each year. If changes are necessary during the current school year, corrections will be made and a note of the revision date will accompany the Student Handbook on our web site.

The current Student Handbook will be made available to students on our website, paper copy will be made available upon request, and copies will be accessible in our Community Resource Room and front desk.

Before beginning class, instructor and/or case manager will go over the Student Handbook during class orientation.

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Home of the Vic Fazio Workforce Development Center

THE GREATER SACRAMENTO URBAN LEAGUE WORKFORCE DEVELOPMENT CENTER

Who We Are

The Greater Sacramento Urban League (GSUL) is a non-profit 501c (3) organization who has been Empowering Communities and Changing lives! Since 1968 GSUL has provided training to thousands of youth and adults from the urban communities surrounding Sacramento County. GSUL is an affiliate of the National Urban League and one of more than 95 affiliates nationwide.

Our Mission

The Greater Sacramento Urban League provides underserved youth and adults with education, job training and employment placement opportunities for them to achieve economic self-reliance

Core Values

Transparency: Keeping our constituents informed and providing access to information.

Nurturing: Commitment to furthering the development of our people; helping improve communities and the global environment; providing moral support.

Stewardship: Fulfilling our obligation of building a better, stronger and more durable organization for future generations; protecting the brand; meeting our commitments to stakeholders; acting with an owner mentality.

Respect: Treating all persons with dignity; capitalizing on the wealth of viewpoints that reside in our multi-faceted community; all contributions are valued.

Integrity: Fostering trust and honesty in our interactions; steadfast adherence to a strict moral or ethical code.

Our History

Formed in 1968, the Greater Sacramento Urban League is an affiliate of the National Urban League and one of more than 100 affiliates located in 35 states nationwide and the District of Columbia. A board of directors with broad community representation governs the organization. In 2000, the League built a state-of-the-art workforce development training center at 3725 Marysville Boulevard in the North Sacramento area. The 28,000 square foot facility houses five computer labs, five classrooms, and over 100 computers operating on a local area network.

GSUL has provided training to thousands of youth and adults from the urban communities surrounding Sacramento County. The organization's record of success is attributed to the countless collaborative relationships with individuals, communities, corporations and government agencies. GSUL has enjoyed longstanding and successful relationships with the United Way, Dignity Health, AT&T, Sacramento State, Walmart, SMUD, Comcast, VSP, Star Bucks, UC Davis, City of Sacramento Office of the Mayor, Kaiser Permanente, Intel, IBM, Wells Fargo Bank, Bank of America, California Health & Wellness, Sierra Health Foundation, Enterprise Holdings, Union Bank of California, US Bank, Washington Mutual, Enterprise Rent-A-Car, Hewlett-Packard, Microsoft, the County Department of Health and Human Services, the California Office of Family Planning, the Department of Education, Sacramento Employment and Training Agency (SETA), the California Employment Training Panel, the Department of Labor, Gateway Computers, and numerous other corporate and individual sponsors.

Education Program Objectives

Workforce Skill Training

It is our goal to provide quality education to the under-served population living in the Greater Sacramento area. It is GSUL's goal to have an 80% graduation rate and a 75% job placement rate for our students.

GSUL plans to achieve these goals by:

- Providing students access to the latest training curriculum, materials and equipment for classroom and hands-on instruction
- Providing intensive case management to all enrolled students
- Providing support services to assist in removing barriers to training and employment.
- Providing resume develop and job placement assistance.

High School Diploma/GED Preparation

Our goal is to fill in the learning gaps that some students experienced during their earlier school years. It is important to assess how much they actually know in each of the core subject areas. Once this is determined we can structure a better, more comprehensive learning atmosphere and foundation that promotes academic growth. It's our ultimate goal to give our clients a pipeline to employment.

STAFF

| | |
|--|----------------------------|
| <i>President & CEO.....</i> | <i>Cassandra Jennings</i> |
| <i>Vice President of Programs & Operations</i> | <i>Kevin Daniel</i> |
| <i>Vice President of Finance and HR</i> | <i>Angelina Garcia</i> |
| <i>Special Assistant to President & CEO</i> | <i>Darsey Varendoe</i> |
| <i>Workforce Development Manager.....</i> | <i>Roy Mathews</i> |
| <i>Adult High School Program Manager</i> | <i>Naweh Totimeh</i> |
| <i>Employment Services Supervisor/Case Manager.....</i> | <i>Gloria Bickum</i> |
| <i>Program Manager</i> | <i>Tamika L'Ecluse</i> |
| <i>Youth Case Manager</i> | <i>Erica Soria</i> |
| <i>Job Coach</i> | <i>Sofia Selaymankhail</i> |
| <i>Academic Instructor</i> | <i>Kenneth Green</i> |
| <i>Tech Cert Instructor</i> | <i>Aleta Jones</i> |
| <i>Custodial Instructor</i> | <i>Brent Wilder</i> |
| <i>Specialist/Receptionist</i> | <i>Danielle Searcy</i> |
| <i>Custodian.....</i> | <i>Marlon Jones</i> |

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

ENROLLMENT

Classes for the 2016-2017 academic year begins on July 1st, 2016 and ends on June 30th, 2017.

Admission Policy

Students must:

- Possess a *valid identification card*, driver's license, military identification, passport, etc.;
- Possess a *valid social security card*;
- Attend a mandatory orientation and assessment session;
- Be able to test at or above the 7th grade level, as determined by *assessment*, for admittance into the GED preparation program;
- Be able to read at or above the 7th grade level, as determined by the *assessment* entrance examination, for admittance into vocational training.

Education Requirements Options:

Option 1 - You must possess a GED or High School Diploma and meet the minimum requirements for the vocational course you are applying for.

Option 2 – GSUL does not offer the ability-to-benefit test for enrollment into our vocational courses. If you do not have a high school diploma or GED, to be eligible for training you can co-enrolled into our Adult High School Program.

English Proficiency

Classes are taught in English, ESL students must pass the reading and writing assessment using Keytrain with a minimum of score of 75%.

Transfer Credits

This institution does not accept credits earned at other institutions or through challenge examinations and achievement tests. GSUL has not entered into an articulation or transfer agreement with any other college or university. GSUL does not accept prior experiential learning for admission and/or the award of credit toward completion of the program.

GSUL does admit students from other countries, but we do not provide visa services. However, GSUL will vouch for student status at no additional cost. Enrolled students can ask for an enrollment verification form from their Case Manager to show proof of student status.

Academic Standards for Student Achievement

Students will be evaluated by *assessments* administered by their instructors and/or case manager according to the competencies listed in the course of study. Students not making progress will be counseled and assisted by the instructor and case manager to resolve problems and address concerns. Resolution may be in the form of a referral to an appropriate resource, assignment of a tutor or mentor. Students must not engage in any behavior that interrupts or disrupts the learning of others or that interferes with their training. Disruptive students will be referred to their case manager for resolution. Students who continue to engage in disruptive behavior will be dropped from the program. Dropped students may request re-admittance after three months.

During your enrollment you will be required to attend weekly workshops that could consist of financial literacy, social and/or professional development, to name a few. You will also interact with a career coach and employment developer who will assist you with your career path and employment.

Attendance Policy

Students are required to attend classes regularly. Students should arrive on time and must inform **BOTH** their assigned case manager and instructor, of absences or late arrivals. Three (3) late arrivals count as one (1) absence. Any tardiness that exceed one hour will be counted as one absence. An absence may be excused for legal, medical, family, or bereavement reasons with the proper documentation from the appropriate source. Students may miss three (3) excused classes without penalty. Hours absent must be made up in order to graduate, and are arranged at the discretion and direction of the instructor. Absences in excess of three (3) will result in the student's termination. After termination, students may re-enroll for another session upon successful appeal to the instructor and case manager and with the approval of the Program Manager or School Administrator of Programs.

Leave of Absence

Students may request, in writing, and be granted a leave of absence for admittance into the next scheduled course session with the approval of the instructor, case manager and the Program Manager or School Administrator of Programs. The rules and procedures in operation at the time of re-admittance will govern students who apply for and receive re-admittance after a leave of absence.

Change of Address or Name

Students must report a change of address immediately to the case manager. Change of name because of marriage, or court action should be reported to the case manager with the proper documents to substantiate the change.

Graduation

For GED and vocational training students, who have successfully obtained their diploma or certificate, GSUL schedules graduation ceremonies two times each year in the months of June and December (dates may vary). All other GSUL programs celebrate program completion in accordance with the scheduled program completion date.

Student's Right to Cancel

The student has a right to cancel this enrollment agreement and obtain a refund. The institution shall, for all students, without penalty or obligation, refund 100 percent of the amount paid for the institutional charges, less a reasonable deposit or application fee not to exceed \$100, if notice of cancellation is made prior to or on the first day of instruction. Further, the student has the right to withdraw from a course of instruction at any time for a prorated refund.

Refund Policy

The student has a right to a full refund of all charges. The student must submit their cancelation of enrollment in writing to the following:

Greater Sacramento Urban League
Kevin Daniel or Gloria Bickum
3725 Marysville Blvd
Sacramento, CA 95838

Withdrawal

Classroom Students: classroom students may withdraw from a course after instruction has started and receive a prorated refund for the unused tuition if the student has completed 60% or less of the instruction. For example, if the student completes only 77.5 hours of a 310-hour course and paid \$300 tuition, the student would receive a refund of \$225; $\$300 \text{ amount paid} \times .75 \text{ (232.5 unused clock hours out of 310)} = \225.00 .

Financial Aid

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. At this time GSUL does not participate in federal and state financial aid programs. GSUL does participate in the Workforce Innovation and Opportunity Act (WIOA) and receives funding to provide training to low income residents of Sacramento County.

Loans

If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

Pending Petitions

This institution does not have a pending petition in bankruptcy, nor is operating as a debtor in possession, nor has filed a petition within the preceding five years, nor has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Class Cancellation

If the school cancels or discontinues a course or educational program, the school will make a full refund of all charges. Refunds will be paid within **14** days of cancellation.

Schedule of Tuition and Fees

The Greater Sacramento Urban League, through the generosity of its supporters, gifts or government funding offers scholarships to cover the tuition cost. You must qualify for a scholarship, qualification is income based. Your Case Manager will assist you in completing the scholarship application and assessing your needs. Enrollment, lab and uniform fees are included in the tuition cost. Fees for the GED State exam that is offered and administered at an offsite location are listed in the GED section.

Student Tuition Fees

| | |
|---|----------|
| <i>General Education Diploma (GED) Prep Course</i> | \$ 2,196 |
| <i>Custodial Supervision and Maintenance Course</i> | \$ 1,595 |
| Tech Cert | |
| <i>Internet and Computing Core Concepts (IC³) Course</i> | \$ 3,759 |
| <i>Office Software Specialist Course</i> | \$ 3,939 |
| <i>CompTIA A+ PC Technician Course</i> | \$ 4,045 |
| <i>CompTIA Network+ Course</i> | \$ 3,918 |

Student Tuition Recovery Fund

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

Any questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, P.O. Box 980818, West Sacramento, CA 95798. P. (916) 431-6959 F. (916-263-1897)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party

Transferability of Credits Disclosure

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Greater Sacramento Urban League (GSUL) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending the Greater Sacramento Urban League to determine if your certificate will transfer.

STUDENT SERVICES

Break Room

GSUL provides a break room and kitchenette equipped with a refrigerator, microwave, sink and vending machines. The Break Room hours are from 8:00 a.m. to 9:00 p.m. Monday through Friday *or* whenever classes are in session. Students are responsible for keeping the Break Room clean. **There is no access to the common area located outside of the break room; this area is designated for the A+ Preschool and Kids Club.**

Smoking Policy

GSUL is a smoke free workplace; there is no smoking within 20 feet of the building.

Child Care

GSUL does not provide childcare for its *students*. It is up to the student to find suitable child care for their child(ren) during class hours.

Parking

GSUL's designated student parking is located on the corner of Balsam St. and Roanoke Ave., (one block west of Marysville Blvd. and one block south of Grand Ave). Parking is free. GSUL is not responsible for any citations issued for parking violations, damage to property or theft. *Clients* park at their own risk. **Please do not park on the street.** *Handicapped Parking is clearly identified and located in front of the Building on Balsam Street.*

Bikes

GSUL's designated bike rack is located in the front of the building on Marysville Blvd. Parking is free. *Client must provide their own bike locks.* **No bikes are allowed in the building or the back yard.** GSUL is not responsible for any damage to property or theft. *Clients park at their own risk.*

ESL

At this time GSUL does not provide English language services. If you are in need of these services a Case Manager can refer you to one of our partners who provide this service.

Housing

GSUL does not have dormitory facilities or offer housing of any kind. Within a 5 mile radius of the GSUL there over 100 apartment units with rents starting at \$650. GSUL has no responsibility to find or assist a student in finding housing.

Library & Learning Resources

GSUL does not have a stand-alone library on the premises. We do provide a classroom library with additional learning resources. Online resources are also made available to students to be used during classroom, before and after classroom in the computer lab, as well as access from home. Current and past students may request to checkout learning material from the classroom.

Supportive Services

We offer supportive services for our clients. These services can include but not limited to: case management, life skills, financial literacy and career development workshops, scholarships, housing, utility and transportation assistance, career coaching, resources and referrals.

Career Center

GSUL operates a Job Career Center open to students and the public to use for job searching, faxing, making copies, phone access, etc. Customers can receive assistance with creating email accounts, developing their resume, take free assessments and also talk with a Career Coach to develop their educational, training and career plan. Customers needing training may also apply, if eligible, for a training scholarship through the Career Center. Resources and referrals are also located in the Career Center. Services in the Career Center are free to students and the public.

Job Placement Services

GSUL case managers and instructors work with students to prepare them to obtain jobs through the preparation of resumes, applications, and mock interviews. We work with local industry to match our students to available jobs. GSUL does not guarantee job placement, but does actively help job-ready individuals to find training-related jobs, follows up on students who leave the program and continues to offer additional placement assistance to those in need. In addition, GSUL has quarterly follow-ups on all students for a minimum of 1 year after graduation.

Case Management

Studies show that programs, which support clients with intensive case management, result in greater program engagement, retention and completion. Every enrolled *student* is assigned a Case Manager. The Case Manager component is designed to work with *students* to remove external barriers that prevent program completion and success.

Financial Literacy

Clients have access to financial literacy workshops help monthly, through our partnerships with Bank of Sacramento and Safe Credit Union.

Participants learn the basics of banking, banking options and services and savings. Students will also learn about their credit scores, how to attain and read them. These courses are certified for those who need a second chance at banking. Upon completion you will receive a certificate that you can present to participating banks to open up your Second Chance account.

Tutoring

When available, GSUL provides individualized tutoring for students who need academic assistance. Instructor approved volunteers and mentors conduct tutoring.

Transportation Assistance

GSUL provides free access to our Community Bus for those individuals who live in the North Sacramento area. The Community Bus will transport individuals in need to GSUL, doctor's appointments, to pick up their prescriptions, dental appointments, grocery store, etc. **Priority is given to the elderly.** You must sign up for the program by completing an application. Appointments must be made 48 hours in advance.

GSUL has a **limited** number of free bus passes. Enrolled students must inquire through their Case Manager for more information and qualifications. You may only receive this service **one time per year.**

Eviction Prevention Assistance

GSUL has a **limited** number of eviction prevention assistance scholarships. Enrolled students must inquire through their Case Manager for more information and qualifications. You may only receive this service **one time per year**.

Utility Shut-Off Prevention Assistance

GSUL has a **limited** number of utility shut-off prevention assistance scholarships. Enrolled students must inquire through their Case Manager for more information and qualifications. You may only receive this service **one time per year**.

Facility

The 28,000 square foot facility houses five computer labs, five classrooms, and over 100 computers operating on a local area network. Our students have access to a student break room equipped with a vending machines, a refrigerator, microwave and coffee machine. Students have access to our Community Resource Room with computers, faxing, printing and copies, and resources for resume development, job search, and staff.

Computer Classroom are equipped with computer with Windows 7 or higher and internet access.

A+ Certification students has access to:

- Cisco Networking Academy, which provide online training, chapter test, practice A+ certification test and certificate of completion.
- PC's, monitors, laptops, hand tools in compliance with the Education Act of 2009 and peripheral devices for hands-on learning

Custodial students have access to:

- Hillyard University for online training and certificates of completion.
- Cleaning equipment; buffers, power washer, industrial vacuum, carpet cleaner, wet vac, hand tools, light power tools (i.e. drill), premixing stations and cleaning supplies to hands-on training and work experience opportunities.

Office Software Specialist and IC3 students have access to:

- Online training material from GSUL, Microsoft, GCFLearnfree and other online programs to enhance classroom instruction.

COURSES

General Education Diploma (GED) Preparation Course

Complete Training Tuition: \$2,196

(Tuition equal total charges for course and estimated schedule of total charges for the entire educational program.)

Prerequisite: CASAS Assessment (Minimum 7th Grade Level)

Materials Used: GED Preparation Books, Computers

This course is a preparation course for students seeking a General Education Diploma (*GED*) *Certificate*. Classes are held Monday through Friday, 9:00 a.m. to 12:00 noon, other times may be available. The class structure is self-paced, individualized and group instruction; to prepare students to take and pass the GED State examination.

Instruction focuses on the skill areas of the GED curriculum. Student's work is assessed and appropriate additional assignments are provided for mastery. A series of exams and practice exams assist students in determining their particular skill deficiencies for focused study to assure their preparedness for the State GED examination.

Students will gain knowledge of the following areas, which are in line with the State GED examination:

| | |
|---|---------------------------------|
| • Language Arts: Reading and Critical Thinking | • Language Arts: Writing Skills |
| • Mathematics: Computation and Problem-Solving Skills | • Science |
| • Social Studies | |

GED Test Fees

It is the responsibility of the student to provide payment for GED testing. A fee (approximately \$140) is required upon registration for the GED examination; fees may vary depending on the testing site. All fees for GED examinations go directly to the selected Adult Education Test Center. Students taking the Hi-Set Examination may go on line to register. Once registration is complete student will receive ETS number. The current fee for the Hi-Set is approximately \$100, but may vary depending on the testing site.

Occupational Opportunities: Entry-level positions requiring a diploma.

Projected hourly wage, after program completion, minimum wage, currently \$10.00.

Custodial Supervision and Maintenance Course – 18 Weeks

Complete Training Tuition: \$ 1,595

(Tuition equal total charges for course and estimated schedule of total charges for the entire educational program.)

Prerequisite: High School Diploma/General Education Diploma and able to lift 90 lbs

Materials Used: Course Books, Computers, Cleaning Equipment, Cleaning Chemicals, Tools

The student must complete 330 hours of classroom instruction and hands on training and 330 hours work experience (paid or unpaid). Classes are held Monday through Friday, 9:00 a.m. to 4:00 p.m.

This course is designed to provide the knowledge and skills related to job requirements for custodians, custodial supervisors and basic maintenance procedures for large and small companies. Students practice skills in a working environment and participate in a 330 hour externship. **Students must be able to provide their own transportation to their externship site.** You may be required to travel to various locations.

Students will also participate in career development workshops held weekly.

Course topics include but are not limited to:

| | |
|--|---|
| • Introduction and Orientation | • Safety and Sanitation |
| • MSDS | • Cleaning "Green" |
| • Tool and Equipment Identification/Use | • Chemical Storage and Use |
| • Floor and Carpet Care | • Furniture Care |
| • Windows | • Rest Room Sanitation |
| • Exterior/Grounds Maintenance | • Employee Supervision and Discipline |
| • Time Management | • Employee orientation and Record Keeping |
| • Forecasting/Employee Scheduling | • Ordering, Storage and Inventory Techniques |
| • Plant Inspection/Safety | • Emergency Preparedness and Evacuation Plans |
| • Certified Custodial Technician Preparation/Testing | |

Trainee Competency: Trainee will attain custodial skills, be able to perform custodial duties, proper use of chemicals and equipment and proper safety techniques. Trainee must complete coursework, have a 95% or greater attendance record, and achieve 80% competency in course subject areas to receive a Certificate of Completion.

Occupational Opportunities: Custodian, Custodian Supervisor, Maintenance Technician, Janitor

Projected hourly wage, after program completion, ranges from \$10.00 to \$18.00.

TechCert Program

The TechCert Program consists of several certified computer training courses. These courses range from beginning to advance training. If you are looking for training to enhance your computer skills, for that promotion, or a career in Technology, GSUL has a course for you.

Internet & Computing Core Concepts Course (IC³) – 14 Weeks

Complete Training Tuition: \$ 3,759

(Tuition equal total charges for course and estimated schedule of total charges for the entire educational program.)

Prerequisite: High School Diploma/General Education Diploma

Materials Used: Course Books, Computers, Web Based Testing, Projector

The student must complete 330 hours of classroom instruction. Classroom instruction will consist of lectures and lab time. Classes are held Monday through Friday, 9:00 a.m. to 2:00 p.m.

In today's digital world, everyone can benefit from having basic computer and Internet skills. In the IC³: Internet and Computing Core Certification Standard course students will receive basic instruction in computers, operating systems, and functions of word processing, spreadsheet, e-mail, and Web browser applications. At the conclusion of this course, you will feel confident in your ability to use a computer and the Internet; you will also be prepared to pass the three Internet and Computing Core Certification (IC³), certification exams.

The IC³ training and certification program covers a broad range of computing knowledge and skills that proves competency in Computing Fundamentals, Key Applications, and Living Online. Individuals seeking IC³ certification are required to take and pass all three IC³ exams.

Students will also participate in career development workshops held weekly.

Course topics include but are not limited to:

| | |
|-----------------------|----------------------------------|
| • Computing Today | • PC Components |
| • Performance Factors | • Computer Software |
| • Basic Networking | • Microsoft Windows |
| • Work Environment | • Working with Files and Folders |
| • World Wide Web | • Working with the Internet |
| • E-mail | • Networks and the Internet |

| | |
|-------------------------|------------------------|
| • Software Applications | • Working in Word |
| • Formatting Tools | • Tables and Printing |
| • Working in Excel | • Manipulate Data |
| • Charts and Printing | • Making Presentations |

Trainee Competency: Trainee will be able to identify different types of computers and how computers work, manipulate and control the Windows desktop, files and disks, identify how software works and how software and hardware work together to perform computing tasks. Trainee must complete coursework, have a 95% or greater attendance record, and achieve 80% competency in course subject areas to receive a Certificate of Completion.

Trainee will attain the skills needed to pass the Internet and Computing Core Certification (IC³) exams.

Occupational Opportunities: Customer Service Representative, Administrative Assistant, Receptionist, Data Entry Clerk, Clerk Typist, Computer Operator, General Office Clerk, Office Assistant

Projected hourly wage, after program completion, ranges from \$10.00 to \$12.00.

Office Software Specialist (OSS) Course – 14 Weeks

Complete Training Tuition: \$ 3,939

(Tuition equal total charges for course and estimated schedule of total charges for the entire educational program.)

Prerequisite: High School Diploma/General Education Diploma, Pre-enrollment exam score of 75% or greater or IC³ Certificate

Materials Used: Course Books, Computers, Web Based Testing, Projector

The student must complete 330 hours of classroom instruction. Classroom instruction will consist of lectures and lab time. Classes are held Monday through Friday, 9:00 a.m. to 2:00 p.m.

Students in the information support and services pathway prepare for careers and further education involving the implementation of computer services and the management of business and professional documents. This 360 hour advanced course offers the opportunity for the student to master the skills necessary to produce business documents. This course also prepares students to pass the Microsoft Certified Application Specialist exam. Students will create professional documents and understand important aspects of project presentation, using the latest Microsoft Office Professional software.

Students will learn how to improve keyboarding skills, operate business equipment, and demonstrate acceptable telephone etiquette, time and project management. Students will develop interpersonal skills, an understanding of employer/employee interactions, an evaluation of professional career options, and job preparation skills. This program is supported with additional services to transition participants into meaningful employment opportunities upon completion.

Students will also participate in career development workshops held weekly.

Course topics include but are not limited to:

| | |
|---|--|
| • Working with the Office Interface | • Opening and Closing a Document |
| • Printing a Document | • Creating and Customizing Word Documents |
| • Word Document Formatting Styles and Short Cuts | • Inserting and Formatting Objects and Charts Into a Word Document |
| • Use of Lists to Organize Content | • Using and Formatting Tables in a Word Document |
| • Merging Documents and Data Sources | • Sharing and Securing Content |
| • Creating and Manipulating Data in Excel | • Formatting Data and Content in Excel |
| • Creating and Modifying Formulas | • Protecting and Sharing and Excel Workbook |
| • Creating and Formatting Presentations in PowerPoint | • Working with Slide Animation and Linked Content in PowerPoint |
| • Delivering Presentations in PowerPoint | • Managing Messages in Outlook |
| • Managing Contacts and Scheduling in Outlook | • Structuring a Database in Access |
| • Working with Queries and Forms in Access | • Managing and Maintaining Databases |
| • Technology in the Workplace | • Interpersonal Communications |
| • Business Communications | • Typing Skills |

Trainee Competency: Trainee will attain office technology skills, be able to perform office duties, using office equipment, and apply computer skills. Trainee must complete coursework, have a 95% or greater attendance record, and achieve 80% competency in course subject areas to receive a Certificate of Completion. Trainee will attain the skills needed to pass the Microsoft Certified Application Specialist exams.

Occupational Opportunities: Account Information Clerk, Administrative Assistant, Billing Clerk, Clerk Typist, Computer Operator, Data Entry Clerk, General Office Clerk, Office Helper, Receptionist, etc.

Projected hourly wage, after program completion, ranges from \$9.00 to \$16.00.

CompTIA A+ Course – 14 Weeks

Complete Training Tuition: \$ 4,045

(Tuition equal total charges for course and estimated schedule of total charges for the entire educational program.)

Prerequisite: High School Diploma/General Education Diploma, Pre-enrollment exam score of 75% or greater

Materials Used: Course Books, Computers, Web Based Testing, Projector

The student must complete 330 hours of classroom instruction. Classroom instruction will consist of lectures and lab time. Classes are held Monday through Friday, 9:00 a.m. to 2:00 p.m.

The A+ course is designed for individuals who are seeking an IT career in technical support. It is recommended that before beginning the A+ training that applicants have some foundational knowledge of computer technologies and the aptitude to learn a large volume of information in a relatively short period of time. Students will gain the competency to pass the two exams that make up the A+ Certification.

Students will also participate in career development workshops held weekly.

Course topics include but are not limited to:

| | |
|---------------------------|---|
| • Hardware Specifications | • Software Specifications and Operating Systems |
| ▪ Processors | ▪ Windows 98 |
| ▪ Memory Modules | ▪ Windows NT 4.0 |
| ▪ Motherboards | ▪ Windows 2000 |
| ▪ Hard Drive Technologies | ▪ Windows XP |
| | ▪ Linux |

Trainee Competency: Those who complete the course and pass CompTIA's A+ certification exam receive a credential recognized worldwide as the only vendor neutral standard for computer service technicians. Trainee must complete coursework, have a 92% or greater attendance record, and achieve 80% competency in course subject areas to receive a Certificate of Completion.

Occupational Opportunities: Technical Customer Service Representative, Computer Technician, Enterprise Technician, Field Service Technician, IT Administrator

Projected hourly wage, after program completion, ranges from \$10.00 to \$25.00.

GENERAL INFORMATION

Dress Code Policy

The Greater Sacramento Urban League **Student Dress Code** is uniform or business attire. All students enrolling in a vocational course will receive four polo-shirts. Students must wear their polo-shirt and clean, neat slacks or khakis. Polo-shirts are normally provided by the second week of class. Until students receive their polo-shirts they must dress in business attire. GED students must dress in business-casual attire, see below for a reference.

Business Attire

Top: neat and clean (free of holes) polo shirt, button up shirt or dress shirt.

Bottom: neat and clean (free of holes) slacks or khakis pants with a belt, knee length dress or skirt.

Business Casual Attire

Top: neat and clean (free of holes) polo shirt, button up shirt, or collared shirt.

Bottom: neat and clean (free of holes) slacks, khakis, or jeans with a belt, knee length dress or skirt.

| <i>What is Not Allowed</i> | |
|---|--|
| ○ Bib Overalls | ○ Short skirts and High Slits |
| ○ Hats, Visors, Head Scarves, Du Rags, Baseball Caps, Knit Caps, Headsets or Sunglasses | ○ T-shirts With Logos or Ads Other Than That of GSUL |
| ○ Sweat Shirts, Pants or Warm-up Suits | ○ Tank or Halter Tops |
| ○ Skorts or Shorts | ○ Thongs or Flip-flops (any sandal or shoe with a strap between the toe) |
| ○ Holey, Frayed or Torn Clothing | ○ No Sagging Pants |
| ○ Leggings, Stirrups | ○ No Exposure of Cleavage, Underwear, or Buttocks |
| ○ "See Through" Clothing | ○ No triple X T-shirts |
| ○ NO Gang Paraphernalia: Scarves, rags, handkerchiefs, shirts, hats, etc. | ○ NO Drug Paraphernalia |

Please be reminded that employers visit our workforce development center on a daily basis. We want you to make your best possible impression.

Enforcement of the guidelines is the responsibility of the instructor and Case Managers. If it is determined that you are wearing inappropriate attire, you will be *asked to leave the facility and go home to change.*

Special event days may be established for appropriate casual wear when approved by GSUL senior management.

Students' Rights and Responsibilities

Admission to any GSUL program *has* the expectation that the student will be a responsible member of the community; obey the law; comply with the published rules and regulations of GSUL; respect the rights, privileges and property of others, and not interfere with GSUL business affairs and events. Students will assume all responsibility for their conduct.

Probation and Dismissal Policy

All students enrolled at GSUL *have* an obligation to abide by all GSUL rules and regulations. Students who choose not to abide by these standards will be subject to disciplinary measures. The *School Administrator* may authorize the probation or dismissal of a student for good cause, which *may* include, *but is not limited to*:

- Attendance issues; excessive absences
- Continued disruptive behavior, habitual profanity or vulgarity, or the open and persistent defiance of the authority of GSUL personnel
- Assault, battery, or any threat of force or violence upon a student or GSUL personnel
- Willful misconduct which results in injury or death to a student or GSUL personnel or which results in cutting, defacing, or other injury to any real or personal property owned by GSUL
- The use, sale, or possession of, or presence on campus under the influence of, any controlled substance
- Willful or persistent smoking in any area where smoking has been prohibited
- Unauthorized entry to or use of GSUL facilities
- Dishonesty, such as cheating, plagiarism, or furnishing false information to GSUL, forgery, alteration or misuse of GSUL documents, records or identifications
- Knowing possession or use of explosives, dangerous chemicals, or deadly weapons on GSUL property
- Use, possession, distribution or being under the influence of alcoholic beverages, narcotics, or dangerous drugs on GSUL property or at GSUL sponsored events
- Stealing or defacing GSUL, student, client or visitor property.
- Sexual Harassment of any person on GSUL premises

If the student is dismissed for violating any of these policies, they may still be eligible to receive a refund. (see refund policy).

Computer-Related Crimes

A student may be subject to disciplinary sanctions up to and including dismissal for the commission of any computer-related crimes.

Cell Phone & Telephone Usage

Cellular phones must be turned off or set on silent during class. In order to control class disruption there will be no cell phone usage in the hallways or breeze way. *Usage of cell phones is permitted in the break room.* Students are not permitted to accept any incoming or outgoing non-emergency telephone calls from GSUL telephones.

Visitors

All visitors are required to check-in at the Front Desk Receptionist upon arrival at GSUL. Visitors will be asked to wait in the lobby area until the student comes down to meet them. The front desk, will not inform visitors if you are in class or not and will not send visitors to your classroom to meet you. **Students must inform anyone picking them up, to wait for you in the lobby or car.**

Student Record Retention

Student records must remain onsite for 5 (five) years and transcripts will be kept permanently.

Faculty

GED Instructor Kenneth Green,

GED Instructor, Kenneth Green, has taught GED Prep for several years. He enjoys working with people of all ages who have gone through adversities by helping them reach their potential. He has worked for and taught at various non-profit organizations and has many years of teacher training experience. Over the years he was instrumental in the creation, development and design of four (4) state-certified Non-Public Special Education Schools for children diagnosed as Severely Emotionally Disturbed (SED) and Specific Learning Disordered (SLD). He is also a published author with three (3) books currently in print.

Custodial Instructor, Brent Wilder,

Custodial Instructor/Case Manager, Brent Wilder, is a graduate of the University of California at Davis with a BA in Sociology and a Minor in Education. Mr. Wilder is passionate about teaching and educating custodial program participants. In his custodial class, Wilder educates and trains participants how to be professional custodians. Mr. Wilder deems successful completion of the custodial program as employment. Mr. Wilder currently performs cleaning services for several businesses in the private sector. Mr. Wilder has a strong connection with the population served at the GSUL and is proud to be a piece of the effort in giving people in the greater Sacramento area proficient training and returning them back into the workforce.

Tech Cert Instructor -TBD

Questions

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

ADDITIONAL INFORMATION

- GSUL is committed to making its programs and facilities accessible to all clients and staff. The GSUL facility complies with the Americans with Disabilities Act (ADA).
- GSUL programs are designed to provide students with instruction and training for job placement in various employment fields. No student fees are required for job placement assistance.
- Students may be required to pay tuition, books and fees for programs offered by GSUL.
- If your training was paid for by a 3rd party funding source, all refund policies and rights are applicable for the 3rd party funder.

STUDENT COMPLAINT AND GRIEVANCE PROCEDURES

- (A) A student may lodge a complaint by communicating orally or in writing to any teacher/instructor, administrator, admissions personnel, or Case Manager.
- (B) If a student orally delivers the complaint and the complaint has not been addressed or resolved within a 48 hour period, GSUL shall advise the student that a complaint must be submitted in writing and shall provide the student with a written summary of the GSUL's complaint procedures.
- (C) If a student complains in writing, the institution shall provide the student with a written response within 10 days of complaint, including a summary of GSUL's investigation and disposition of it. If the complaint or relief requested by the student is rejected, the reasons for the rejection shall be provided to the student.
- (D) The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and a remedy is void.
- (E) The *School Administrator* is designated to receive and resolve student complaints upon the request of the Program Manager, Case Manager or Instructor.
- (F) The *School Administrator* is available to students by appointment.
- (G) The *School Administrator or her/his Designee* has the authority to:
 - a. Investigate complaints thoroughly, interview people and review documents that relate to or may potentially relate to complaints as appropriate.
 - b. Reject the complaint if, after investigation, it is determined to be unfounded or to compromise or resolve the complaint in any reasonable manner.
 - c. Record a summary of the complaint, its disposition, and the reasons: place a copy of the summary, along with any other appropriate entry in the log of student complaints as required by Section 73870.
 - d. If the complaint is valid, involves a violation of law, and is not resolved within 30 days after the student first made it, notify the Council, the accrediting association, and the law enforcement authorities of the complaint, investigating, and resolution. A person who has a duty to provide notice under this paragraph is not required to disclose any matter to the extent of that person's privilege under Section 940 of the Evidence Code. If the authorized person does not provide all of the information required by this paragraph because of a claim of privilege under Section 940 of the Evidence Code. If the authorized person does not provide all of the information required by this paragraph because of a claim of privilege under Section 940 of the Evidence Code, The GSUL shall appoint another person who may not lawfully claim that privilege, to provide the omitted information.
 - e. If the complaint is valid, determine what other students, if any, may have been affected by the same or similar circumstances and provide an appropriate remedy for those students.
 - f. Implement reasonable policies or procedures to avoid similar complaints in the future.
 - g. Communicate directly to any person in control regarding complaints, their investigation, and resolution.
- (H) The person authorized to resolve complaints under this section shall not be terminated from employment or suffer any diminution in compensation because of the appropriate and good faith discharge of duties under this section.

STUDENT COMPLAINT FORM

Date: _____

Student's Name (please print): _____

Service Being Provided: _____

Please provide a detailed description of your complaint. If you know the names of witnesses or personnel, please include them in your narrative. If you need additional space, please attach pages as needed. Include specific dates of incidents if possible.

X _____

Student Signature

COMPLAINTS OF VIOLATION(S) OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT

If you are a participant or other interested party affected by the Greater Sacramento Urban League activities, services or programs and you believe that a violation of the requirements of the Workforce Investment Act has occurred, you may file a complaint or grievance with the Greater Sacramento Urban League (GSUL). Such grievance or complaint must be filed with GSUL within one (1) year of the alleged violation. The grievance or complaint must be in writing, signed and dated by the grievant/complainant and shall contain the following information:

1. The full name, telephone number (if any) and mailing address of the grievant/complainant
2. The full name, telephone number (if any) and mailing address of the respondent (the person or entity against whom the grievance/complaint is made)
3. A state of the basis for the complaint, including the requirement of the Workforce Investment Act (WIA) that the grievant/complaint is made)
4. A clear and concise statement of the facts, including pertinent dates, constituting the alleged violation.
5. The remedy being sought, which must be consistent with the requirement violated and the facts presented, and may only be one or more of the following remedies.
 - a. A suspension or termination of payments under the WIA
 - b. A prohibition of placement of a participant with an employer that has violated any requirement of the WIA;
 - c. Reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment; and
 - d. Other appropriate forms of equitable relief.

Upon receipt of any such complaint or grievance GSUL will process the matter consistent with GSUL’s Complaint Resolution Procedure and will provide for an informal resolution or hearing of the matter within 60 days of the filing of the grievance or complaint. Any grievance or complaint that alleges a labor standards violation may be submitted to binding arbitration between parties, if a collective bargaining agreement covering the parties to the grievance or complaint so provides.

Any grievance or complaint may be appealed to the State of California, Employment Development Department (or other designated state department) if: (a) no decision is reached within 60 days; or (b) either party is dissatisfied with GSUL’s determination.

COMPLAINTS OF DISCRIMINATION

If you believe that you have been discriminated against, you may file a complaint with the Greater Sacramento Urban League, consistent with 20 CFR Section 667.600 and 29 CFR Part 37 and Part 32, Subparts B and C and Appendix A. Complaints alleging discrimination should be filed within 180 days of the alleged act of discrimination and should be filed with either GSUL’s Affirmative Action/Equal Employment Opportunity Officer (School Administrator or his/her designee) or directly with the Director, Civil Rights Center, U.S. Department of Labor.

| | |
|---|---|
| Director Civil Rights Center (CRC) U.S. Department of Labor 200 Constitution Avenue, N.W. Room N-4123 Washington, D.C. 20210 | Kevin Daniel School Administrator Greater Sacramento Urban League 3725 Marysville Blvd. Sacramento, CA 95838 Phone: (916) 286-8603 |
|---|---|

If you elect to file your complaint with GSUL you must wait either until GSUL issues a written Notice of Final Action or until 90 days have passed (whichever is sooner), before filing with the CRC (see address above). If GSUL has not provided you with a written Notice of Final Action within 90 days of the day on which you filed your complaint, you need not wait for such notice to be issued, but may file a complaint within 30 days of the expiration of the 90-day period (in other words within 120 days after the day on which you filed your complaint with GSUL). If you are dissatisfied with GSUL’s resolution of your complaint, you may file with CRC. Such a complaint must be filed within 30 days of the date you received GSUL’s Notice of Final Action. A form for filing discrimination complaint with CRC is available from GSUL’s AA/EEO Officer. Complaints containing a variety of allegations, some of which address discrimination and other which do not, shall be bifurcated (divided into two separate parts) with the discrimination allegations forwarded to CRC and the remaining allegations to be heard by GSUL.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov.

NOTICE OF PROBATION OR DISMISSAL

Date: _____

Student's Name: _____

Student's Program\Course: _____

You have violated one or more of the following Probation and Dismissal Policies:

| | |
|----|--|
| 1. | |
| 2. | |
| 3. | |

This notice is to inform you of your **Probation** or **Dismissal from the program** do to the aforementioned policy violation(s). If this is a probation notification any further policy violations will result in your being dismissed from the program, with no refund. If you feel you received this notice in error or would like to discuss this notification, please contact your Case Manager for an appointment as soon possible.

Instructor Signature: _____

Case Manager Signature: _____

School Administrator Signature: _____

SEXUAL HARASSMENT POLICY

It is the policy of the Greater Sacramento Urban League Workforce Development Center to provide an environment free of sexual harassment. It is a violation of the Title VII of the Civil Rights Act of 1964, California State Law, and it is against the policy of the company for any client, male or female to sexually harass another client by:

- A. Making unwelcome sexual advances or requests for sexual favors or other verbal or physical conduct of sexual nature, a term or condition of a client's participation.
- B. Making submission to or rejection of such conduct the basis for participant's decisions affecting the client.
- C. Unreasonably interfering with a client's work performance or creating an intimidating, hostile, offensive working environment by such conduct.

Sexual harassment refers to behavior of sexual nature that is not welcome, that is personally offensive, that fails to respect the rights of others, that lowers morale and that, therefore, interferes with our work effectiveness. Sexual harassment may take different forms. One specific form is the demand for sexual favors. Other forms of harassment include:

- Verbal – Sexual innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, threats.
- Non-Verbal – Sexually suggestive objects, e.g., entertainment, such as strippers or belly dancers, which tend to present men or women as sexual objects, or sexually-oriented materials including posters, calendars, pictures, etc., of men or women who are dressed or posed in a suggestive manner. These are not allowed on GSUL WDC property or at any event sponsored by GSUL WDC. Non-verbal harassment also includes graphic commentaries, suggestive or insulting sounds, leering whistling or obscene gestures or viewing inappropriate internet sites.
- Physical – Unwanted physical contact including touching, pinching, brushing the body, coerced sexual intercourse, and assault is not tolerated.

Sexual harassment may be overt or subtle. Some behavior, which is appropriate in a social setting, may not be appropriate in the work place. Whatever form it takes, verbal, non-verbal, or physical, sexual harassment can be insulting and demeaning to the recipient and will not be tolerated at GSUL. Sexual harassment by an employee, manager, supervisor, or non-employee will not be tolerated.

Please sign below to acknowledge that you understand and have received GSUL's Sexual Harassment Policy.

X

Student Signature

PHOTOGRAPH RELEASE

I _____, grant you my permission to release photographs of me, and at your election to use my name and reproduction of my picture in any or all manners of types whatsoever in and relating to the Greater Sacramento Urban League Workforce Development Center publications. I release you and those associated in the exercise of the rights granted herein from liability arising out of or based on the exercise (non-exercise) of such rights.

Signature: _____ Date: _____

Address: _____

Phone #: () _____

If participant is under 18 years of age "I guarantee performance of this agreement for my child or ward."

Signature of parent of Guardian: _____

Date: _____

AUTHORIZATION FOR RELEASE OF CONFIDENTIAL INFORMATION

The Greater Sacramento Urban League Workforce Development Center is part of an employment and training system that involves the following agencies:

1. Sacramento Employment and Training Agency (SETA)
2. State of California Department of Rehabilitation
3. State of California Employment Development Department
4. Department of Labor
5. Sacramento County Department of Human Assistance and Department of Health & Human Services Probation Department
6. Senior Community Service Program
7. Social Security Administration (S.S.I. Administration)
8. Child Care Program (Head Start & Child Action)
9. Local Community-Based Organizations
10. California Youth Authority
11. Local Educational Agencies/School Districts
12. Workforce Investment Board
13. Other _____

The staff of the Greater Sacramento Urban League Workforce Development Center may discuss and/or release information between any of the above agencies, or to a designated representative thereof, about your eligibility, assessment, counseling, attendance, progress and termination. Additional information regarding your job search training and employability status may also be released.

CODE OF CONDUCT

(Mutual Expectations Agreement)

As a Greater Sacramento Urban League Workforce Development Center (WD Center) client, I agree to work within the following rules of the WD Center:

1. I will conduct myself in a manner that is professional, courteous and respectful.
2. I will dress in a manner appropriate and suitable for most business office work environments.
3. I will work in a manner that is productive to my finding employment, training or educational opportunities.
4. I will use language and behavior appropriate for a business office work place including normal conversational tones.
5. I will not engage in and, if asked to, will immediately cease all behavior which WD Center Staff deem to be disruptive to a normal business office working environment.
6. I will seek out clarity and a thorough understanding of what is expected of me when at the WD Center.
7. At all times I will treat WD Center Staff with dignity and respect and will not engage in physical or verbal altercations with any WD Center clientele.
8. I agree to seek out the appropriate staff for mediation or resolution of any problems.
9. I will not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use.
10. I will not download software onto WD Center computers or tamper with or change software or hardware settings on the WD Center computers without staff authorization.
11. I will not purposefully destroy or vandalize any property of the WD Center or of another WD Center clientele.
12. I will not steal, pirate software, or engage in any other illegal activity, including possession and/or use of narcotics or weapons.
13. I will not bring food or drink into the resource or class rooms.
14. I will not use any outside computer diskettes or flash drives without having them scanned for viruses at the front desk.
15. I will use diskettes/flash drives provided to me by the WD Center for résumés, cover letters, etc.
16. I will return all equipment, diskettes, flash drives, etc. to the receptionist or resource room technician.
17. I understand that if I leave paperwork containing personal information unattended while in the WD Center, it will be collected and shredded to protect my privacy.
18. I will notify WD Center staff when equipment fails to function.
19. I will notify WD Center staff if I feel others are acting inappropriately.
20. I understand that my personal information on my resume will be shared with employers who are seeking referrals of qualified job candidates.
21. I understand that efforts of the WD Center staff are intended to assist me in reaching my goals of employment, training or educational opportunities.
22. In furtherance of those goals, I will notify WD Center staff when I'm offered and/or accept employment.
23. I will adhere to the Cell Phone Policy.
24. I will adhere to the Internet Safety Guidelines.
25. I will help to keep the WD Center clean by picking up after myself.
26. I understand that I must supervise my child (ren) at all times.
27. I understand that any violation of the above rules could result in my being asked to leave the premises and/or refused further services through the WD Center.
28. Finally, I understand that failure to abide by the above Code of Conduct may bar me from participation at **ANY** GSUL Workforce Development or Sacramento Works Career Centers.

COMPUTER AND INTERNET GUIDELINES

- Access entails responsibility; it is a privilege, not a right
- Individuals are responsible for good behavior on the Internet
- The Internet is provided for individuals to conduct job search
- General computer usage is limited to class related work only

What's NOT Allowed

- Chatting or instant messaging
- Sending or displaying offensive messages or pictures
- Downloading of any sort not related to class activities (games, music, software, etc.)
- Installing software from CD's, disk, external drives or the Internet
- Using obscene language
- Harassing, insulting, or attacking others
- Damaging computers, computer systems, or computer networks
- Violating copyright laws
- Accessing other user's files
- Intentionally wasting limited resources
- Employing the network for commercial purposes.

Violation of this policy may result in dismissal from Services.

ACKNOWLEDGEMENT OF RECEIPT

I, _____, hereby acknowledge the receipt of the following documents from the Greater Sacramento Urban League:

1. Student Handbook
2. School Performance Fact Sheet
3. Student Enrollment Agreement
4. Service Agreement (If Applicable)
5. ROP Enrollment Application (If Applicable)
6. Complaint and Grievance Procedures
7. Non-discrimination Policy
8. Sexual Harassment Policy
9. Information and Photograph Release
10. Authorization of Release of Information
11. Code of Conduct
12. Computer and Internet Guidelines

Student Signature

Date

Case Manager Signature

Date

