THINKFUL
a Chegg® service

Outcomes Reporting Standards

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Introduction

Our students enroll with us because they expect to land a high-paying job. We design every aspect of our programs – from the admissions requirements, to mentorship, to career coaching – to help ambitious adult learners start a rewarding career. We will always push ourselves to achieve that mission, and we believe that transparency about our career outcomes helps us improve.

In part of that effort, we have always believed it is necessary to provide transparency into the student outcomes data. Our reporting standards have been designed to tell you how we're doing. It details the outcomes our students achieved for those who were enrolled and completed our program as well as long-term view on how our graduates have progressed in their careers.

Our reporting is comprised of three main elements:

- **Six Month Cohorts:** We will release outcome reports for cohorts in six-month intervals from January to June and July to December respectively. Reports will not be released until all students have reached their maturity in the program and have been audited by a third party.
- **Amendments:** For each report we release, we will also publish any relevant changes to the previous six-month reporting periods.
- **Long-term success and commitment:** We will release an independent long-term look at graduate outcomes for those that are at least one year removed from our program.

The following document outlines our methodology and best practices for collecting and publishing outcomes data.

Advertising and Disclosing

Graduation Requirements Disclosure: The Graduation Requirements for a Certificate of Completion from a Thinkful program will be clearly outlined in our Course Catalog and an Enrollment Agreement for all students.

Graduation Rates: All public advertisements and claims made by Thinkful regarding the graduation (or completion) rate of students will reference the most recent publicly available outcomes report and use the figures found within those reports.

Hired Rates: All public advertisements and claims made by Thinkful regarding the hired rate of graduates will reference the most recent publicly available outcomes report and use the figures found within those reports.

Compensation: All public advertisements and claims made by Thinkful regarding the compensation of Graduates will reference the most recent publicly available outcomes report and use the figures found within those reports.

Advertising In-Field Employment: All public advertisements and claims made by Thinkful (except those required by regulatory and licensure reporting) that makes a claim about the rate of “in-field” employment, will only include those who have met the documentation criteria and adhere to the definition of In-Field set forth in Thinkful’s Outcomes Reporting Standards.

Aggregation and Disaggregation: All public advertisements and claims made by Thinkful regarding any outcomes data set herein may be aggregated or disaggregated by geography, program type or domain. Any advertisements and claims that do so will be accompanied by clear definitions and attribution.

Our Methodology

Primary Metrics

1) We measure all the industry-standard metrics that are important when evaluating a top skills-based program like Thinkful. All our metrics are broken down by program type (full-time vs. part-time) and by domain (ie Engineering, Data Science, etc.):
    a) **Graduation Rates:** Of the students whose original (full-time) or anticipated (part-time) graduation date is in the reporting period, how many of them graduated, withdrew or are still enrolled?
    b) **Withdrawals:** Of those students who did not complete the program, why?
    c) **Hired Rates:** Of those who graduated in the reporting period, how many have been hired and in what capacity?
    d) **Time to Hire:** Of those who were hired in the reporting period, how long did it take them to find employment?
    e) **Compensation:** Of those who were hired in the reporting period, what is the median annual base salary before and after the program?
    f) **Demographics:** Of those students who completed the program, what is the age range, gender, educational background, previous work experience, and employment status while enrolled in the program?

How It works?

2) Program Types and Tracks
    a) Thinkful offers two very distinct program types. Full-time and part-time. For this reason, we will deliver reports that are custom to each of these program tracks.
    b) Thinkful also offers programs in specific domains (ie Engineering, Data Analytics, Data Science, etc.) and each domain will have its own set of data to define the population within the report.
3) Student Intent
    a) To help classify each student for reporting purposes, we collect student objectives and intent before and after completing our program. We collect this data in the first week of the program and the end of the first week following graduation. A student’s/graduate's intent can be amended by the student (in writing) at any time during their program or during the job search period.
4) Graduation Rates

a) All graduation rates for our full-time immersive programs will be calculated using the original graduation date for each cohort per the program length.
    i) For example, for a report with a period of 7/1/2019-12/31/2019, our graduation rates include all students who started the program and had an original graduation date within the reporting period and either graduated, withdrew or completed outside the reporting period.
b) All graduation rates for our part-time flex programs will be calculated using the expected graduation date for each student plus 1.5 times the expected program length.
    i) For example, for a report with a period of 7/1/2019-12/31/2019, our graduation rates include all students who started the program on or before 1.5 times the expected program length and either graduated, withdrew or completed outside the reporting period.

5) Employment Status Classifications
    a) Employed In-field
        i) Full-time Salaried Employee
            (1) Employment Outcome: Paid Job (Salaried Employee)
            (2) Average Hours Per Week: 30+ hours per week
            (3) Contract Duration: Permanent, at-will, or greater than 6 months in duration
        ii) Full-time paid apprenticeship, internship, or contract position
            (1) Employment Outcome: Contractor -OR- Paid Apprenticeship/Internship
            (2) Average Hours Per Week: 30+ hours per week
            (3) Contract Duration: Permanent, at-will, or greater than 6 months in duration -OR- Between 3 and 6 months of duration
        iii) Short-term contract, part-time position, freelance, or unknown length
            (1) Employment Outcome: Contractor -OR- Paid Apprenticeship/Internship -OR- Freelance
            (2) Average Hours Per Week: Less than 30 hours per week
            (3) Contract Duration: Less than 3 months of duration -OR- Unknown Length (null)
        iv) Entrepreneur. Started a new company or venture.
            (1) Employment Outcome: Entrepreneur
    b) Not seeking in-field employment
        i) Not job seeking for personal reasons.
        ii) Not authorized to work in the United States.
        iii) Chose to pursue further education.
        iv) Chose to pursue or accept roles outside their field of study.

        v) Unresponsive or opted out of career services.
    c) Still Seeking in-field employment
6) Inclusions and Exclusions
    a) For all graduation rate calculations, we will exclude all students who withdrawal that have not been held to any financial commitment for the completion of any course work.
    b) For all hired rate calculations, we will exclude graduates who are not actively engaged in the job search period.
    c) For all graduation and hired rates, we will include students who have received an in-field job and as a result have completed the program before the original or anticipated graduation and have met our graduation requirements.
7) Reporting Cadence and Audits
    a) Thinkful will release outcome reports for cohorts in six-month intervals from January to June and July to December respectively. Reports will not be released until all students have reached their maturity in the program. Thinkful reserves the right to change the frequency of our reporting. All six month reports will be reviewed and verified by a certified third-party auditor prior to or just after publication.

Data Collection

To verify an all classifications, Thinkful must obtain documentation from the Graduate directly via self-attestation, the Graduate's employer, or a credentialed third-party. Such documentation may be verbal or written, including any electronic communication, such as email, text message, chat, or an electronically submitted form. For information obtained verbally by a Thinkful representative, the records must contain a written statement and be stored in our internal database for reference.

8) Data Collection and Association:
    a) Students are surveyed prior to graduation (on or near enrollment). Onboarding Survey. Students are asked, among other things, “What is your goal for the course?”. Students who answer with any reason other than getting an in-field job, are not considered Actively Job Seeking.
        i) An active job seeker is defined as someone that has confirmed their intent to find in-field employment and maintains their engagement throughout the job search period.
    b) Students are surveyed at the point of graduation. Graduation Survey. Students are asked, among other things, “Are you actively seeking an in-field job?”. Students who answer “no” are not considered Actively Job Seeking.
    c) Graduates are surveyed at the time they indicate they received an offer for employment. Career Path Outcomes Survey.
        i) For all in-field employment classifications the graduate must:
            (1) State the offer date for employment
            (2) State that the offer is paid (compensation rate is not required)
            (3) State that the job requires the skills they learned from Thinkful
            (4) State the average number of hours they will work per week
            (5) State the contract duration
    d) Students who do not respond to the Career Path Outcomes Survey are contacted individually, such as by email and phone. Students who cannot be reached despite Regular Attempts are considered Out of Contact and subsequently not considered Actively Job Seeking or Non-Job Seekers.
        i) Regular Attempts means respondent has not responded to Surveys and has not responded to at least 3 contacts (calls,

emails, SMS), with each of the three qualifying contacts happening within a 7-day period. Records are retained of every attempt to contact.

ii) In the case that an Out of Contact graduate may be working and is the reason why they are not in contact, Thinkful will use all available resources and third party reported information to confirm their employment status.

Calculations

Graduation or Completion Rate:

All graduation rates for our full-time immersive programs will be calculated using the original graduation date for each cohort per the program length. For example, for a report with a period of 7/1/2019-12/31/2019, our graduation rates include all students who started the program and had an original graduation date within the reporting period and either graduated, withdrew or completed outside the reporting period.

All graduation rates for our part-time flex programs will be calculated using the expected graduation date for each student plus 1.5 times the expected program length. For example, for a report with a period of 7/1/2019-12/31/2019, our graduation rates include all students who started the program on or before 1.5 times the expected program length and either graduated, withdrew or completed outside the reporting period.

Hired Rates:

Total graduates that landed an in-field job within the reporting period *divided by the* Total graduates that completed the job search period.

Inclusions and Exclusions:

- For all graduation rate calculations, we will exclude all students who withdrawal that have not been held to any financial commitment for the completion of any course work.
- For all hired rate calculations, we will exclude graduates who are not actively engaged in the job search period.
- For all graduation and hired rates, we will include students who have received an in-field job and as a result have completed the program before the original or anticipated graduation but have met our graduation requirements.

Compensation:

This includes only annualized base compensation and excludes bonuses, equity, relocation, and any other non-base compensation. For all short-term internship, apprenticeship, contract or freelance roles where only hourly or monthly rates are available, we ask graduates to calculate their salary as follows: Hourly Rate * Average Hours Per Week * 52 (weeks). If you get paid by the month,

please calculate your salary as follows: Monthly Rate * 12 (months). If compensation information is known, it will be included.

Definitions

- **Job Search Period:** The job search period is defined as a grad having been fully engaged and continuously job searching for 180 days after graduation.
- **Course Catalog:** Our course catalog is a multi-page document listing all our active courses taught at Thinkful by discipline, complete with a detailed description of each course.
- **Graduation Requirements:** A set of achievements and requirements in order to graduate from a Thinkful program.
- **Graduate:** A student who receives a Certificate of Completion for a Thinkful program by meeting the Graduation Requirements set forth in their Enrollment Agreement. A student who receives a job before the expected graduation date and completes all graduation requirements will be classified as a graduate.
- **In-field:** The classification of a job offer where a student attests that the job requires the skills they obtained from a Thinkful program.
- **Anticipated Graduation Date:** All our part-time flex programs have an expected time it takes to complete our as outlined in our course catalog.
- **Original Graduation Date:** All our full-time immersive programs have set timelines as outlined in our course catalog. Original graduation dates are predetermined based on the start of each cohort.
- **Out of Contact:** A student or graduate who has not responded to regular attempts by a Thinkful representative.
- **Regular Attempts:** A respondent has not responded to Surveys or has not responded to at least 3 contacts (calls, emails, SMS), with each of the three qualifying contacts happening within a 7-day period. Records are retained of every attempt to contact.
- **Surveys:** Web forms used to collect data from respondents.
- **Enrollment Agreement:** A contract between Thinkful and students which defines all of the terms and conditions of enrollment into a Thinkful listed program.
- **Actively Job Seeking:** A graduate who is fully engaged (continuously job searching) during the job search period and is in contact on a weekly basis with their assigned career representative.
- **Hired Rate:** The percentage of job-seeking graduates who secure an in-field job offer within the job search period.
- **Graduation or Completion Rate:** The percentage of enrolled students that have completed the program.