

Chegg Skills

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ABOUT CHEGG SKILLS

Mission Statement & Objective

Chegg Skills (formerly Thinkful) is a workforce-focused learning platform within Chegg, Inc., our objective is to help working adults develop the skills they need to advance in their careers. Chegg Skills delivers a technology-driven and human-supported learning experience that enhances professional growth. Our programs combine industry-aligned curriculum, personalized coaching, and AI-driven tools to help learners stay competitive in an evolving job market. By integrating real-world applications, we ensure that professionals gain practical, job-relevant skills that drive impact in their current and future roles.

As a core part of Chegg's mission, Chegg Skills empowers learners to continuously grow and succeed in their careers.

History

Founded in 2012 by Darrell Silver and Dan Friedman, Thinkful, Inc. set out to bridge the gap between theoretical knowledge and practical skills tailored to industry demands. Acquired by Chegg, Inc. in 2019, Thinkful, DBA Chegg Skills continues to offer cutting-edge education that prepares students for real-world success and meets the evolving needs of employers.

Catalog Information

As a prospective student, you are required to review this catalog before signing an enrollment agreement. Please note that some information in this catalog may change. If in doubt, it is advised to reach out to Chegg Skills to confirm the current catalog's information aligns with current institutional policies. In case of any conflict between this catalog and your enrollment agreement, the enrollment agreement will prevail. Chegg Skills updates this catalog annually. We further acknowledge that such updates will bear no negative impact on current students.

Institutional Accreditation

Chegg Skills is not accredited by a regional or national accrediting agency recognized by the United States Department of Education. Chegg Skills is not eligible to participate in federal student financial aid programs, has not received provisional approval, and does not offer unaccredited degree programs.

Non-Government Affiliation Statement

Chegg Skills is not affiliated with any government entity.

Ownership Statement

Chegg Skills is governed by the Board of Directors and Corporate Officers, who are responsible for overall organizational growth and strategic business decisions.

Corporate Officers

Nathan Schultz	Chief Executive Officer
David Longo	Chief Financial Officer
Colin Coggins	Sr. Vice President, General Manager
Barry Finder	Sr. Director

CURRICULUM - PROGRAMS, COURSE DESCRIPTIONS, TUITION

Chegg Skills provides online programs in AI, Business Operations, Communications, Data Analytics, Design, Digital Marketing, Frontline Leadership, Technical Project Management, Cybersecurity, Technology Fundamentals, Sales, and Software Engineering. Our courses equip learners with the essential skills to launch a new career or advance in their current field.

In addition to mentorship and academic and administrative support, some programs offer personalized feedback on graded assignments, live one-on-one practice assessments, and group live lessons. These features are designed to provide learners with tailored guidance and interactive learning experiences essential for professional success. *

Upon meeting all program requirements, students receive a certificate of completion. Each program's learning objectives, instructional strategies, topics, and skills are developed in collaboration with industry experts. Chegg Skills continuously integrates feedback from mentors, industry experts, and employer partners to stay current with evolving technology and industry demands.

** All support services are not available for all programs*

AI Fundamentals Certificate (APPLYING AI-501)

Program Length: 7 Modules

Duration: Self-paced, expected 4-8 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

This program explores best practices for using AI tools and knowledge in a beginner-friendly, non-technical way. Students will gain new skills for automating routine tasks, optimizing decision-making, unleashing creativity, and adopting new tools and mindsets to thrive in an AI-driven work environment. This program contains hands-on experience with the latest AI tools, as well as deeper knowledge of AI use cases, ethical implications, and key concepts. Upon completion, students earn a resume-boosting certificate and AI skills they can immediately apply in their personal and professional lives.

Program Objectives (all objectives in each course):

Objective 1: Understand fundamental AI concepts and technologies
• Understand fundamental AI concepts
• Understand the history and evolution of AI
• Identify AI applications in everyday life and the workplace
• Identify limitations, misconceptions, and fears about AI
Objective 2: Apply AI tools to automate tasks and improve productivity
• Apply basic interactions with AI tools
• Implement AI-driven task automation
• Utilize AI-assisted time and task management
• Utilize generative AI to support workplace tasks
Objective 3: Evaluate and address bias in AI systems
• Assess privacy and security in AI tools
• Address bias in AI applications
• Analyze AI ethics and responsible usage
• Analyze real-life AI ethical dilemmas and bias
Objective 4: Analyze the role of AI across various industries
• Analyze AI applications in a chosen industry (Business, Healthcare, Retail, Hospitality, Finance, Technology, Education)
Objective 5: Communicate and collaborate effectively in AI-driven environments
• Apply critical thinking and problem-solving skills to AI-based scenarios
• Develop communication and collaboration skills for AI-driven environments
• Make informed decisions based on AI analysis
• Analyze soft skills case studies involving AI
Objective 6: Identify opportunities for career-based advancement using AI
• Adapt to continuous learning and AI-driven changes
• Identify industries and roles that use AI
• Showcase AI competency in job applications and interviews

Program Outline:

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Course Code	Course Title	Number of Modules	Expected # weeks to complete
APP_AI 501-1	Applying AI	7	4-8
	Total	7	4-8

AI Prompt Engineering (AI_PROMPT_ENGINEERING-501)

Program Length: 15 Modules

Duration: Self-paced, expected 4-8 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

In the AI Prompt Engineering Certificate program, students will gain knowledge of shaping effective AI prompts using natural language processing. This program is tailored for beginners and non-technical professionals who aim to integrate AI tools with their current professional roles. Learners will learn how to create AI prompts for various contexts, develop an understanding of AI's ethical implications, and how to use AI securely. Real-world examples and activities will further reinforce these skills. Upon completion of the program, students will be armed with AI proficiency, a personalized action plan for career advancement, and a valuable certificate to enhance their professional profile.

Program Objectives (all objectives in each course):

The program covers four high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: Design effective prompts for artificial intelligence applications using natural language processing.
- Recall key concepts and terms related to AI and natural language processing - Identify the key components and processes involved in AI prompt engineering using natural language processing.
Objective 2: Analyze the applications of AI prompts to various non-technical roles
- Recall the different types of AI prompts and their applications in various contexts. - Apply principles of effective prompt design to create and implement customized prompts for specific tasks and scenarios.
Objective 3: Demonstrate an understanding of the ethical considerations and best practices in using AI prompts, including privacy and data security implications.
- Analyze the impact and potential benefits of integrating AI prompts into various non-technical roles, using case studies and real-world examples. - Evaluate the ethical implications of developing and deploying AI prompts.
Objective 4: Translate AI prompting skills to career growth and development
Synthesize AI prompting skills and knowledge to develop a personal action plan for leveraging these abilities

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
PE501-1	AI Fundamentals	4	1-2
PE501-2	Prompt Engineering Fundamentals	4	1-2

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PE501-3	Prompt engineering in action	4	1-2
PE501-4	Translating AI prompting skills to career growth	3	1-2
	Total	15	4-8

Applying AI in Customer Service (AI CUSTOMER SERVICE-501)

Program Length: 21 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

The Applying AI in Customer Service program gives students the skills and knowledge that they need to leverage artificial intelligence (AI) for customer service tasks in the workplace. Through a variety of hands-on exercises, students learn what AI is, how AI works, and how to use AI at each stage of the Customer Service Process as it relates to the responsibilities of a customer service agent.

Program Objectives (all objectives in each course):

Objective 1: Explain what AI is and how it works.
- Explain AI and its uses. - Explain how data is collected and used in AI projects. - Identify the people, tools, and processes that AI teams use. - Explain how neural networks work. - Explain how large language models work. - Identify AI workflow best practices. - Identify ethical concerns and considerations in AI.
Objective 2: Explain what AI in Customer Service is, how AI works, and best practices for using AI at work.
- Analyze the process of applying AI in customer service. - Analyze the effectiveness of human-machine interactions. - Evaluate the effectiveness of using AI to enhance the customer experience. - Evaluate the role and importance of Natural Language Processing (NLP) in customer service. - Evaluate the role and importance of Natural Language Understanding (NLU) in customer service. - Review the process of applying AI in customer service.
Objective 3: Evaluate the process of AI in Customer Service, key concepts, and applications.
- Evaluate the various processes of AI in customer service. - Evaluate the fundamentals and key concepts of AI in customer service. - Analyze the impact of conversational AI and effectiveness of conversational AI systems. - Analyze customer satisfaction, personalized interactions, metrics, and feedback to promote customer engagement. - Evaluate the applications and ethical considerations of AI in customer service. - Review the various processes and applications utilized in AI in customer service.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
AI_CS501-1	AI Fundamentals	9	2-4
AI_CS501-2	Applying AI in Customer Service	6	3-4
AI_CS501-3	Evaluating the Process of AI in Customer Service	6	3-4
	Total	21	8-12

Applying AI in Cybersecurity (AI CYBERSECURITY-501)**Program Length:** 15 Modules**Duration:** Self-paced, expected 12-16 weeks**Instructional Type:** Online, self-paced**Credential awarded:** Certificate of Completion**Expected Time Commitment:** 5-10 hours per week[Course Syllabus](#)**Program Description:**

The Applying AI in Cybersecurity program gives students the skills and knowledge that they need to leverage artificial intelligence (AI) for cybersecurity tasks in the workplace. Through a variety of hands-on exercises, students learn what AI is, how AI works, and how to use AI in various cybersecurity operations.

Program Objectives (all objectives in each course):

Objective 1: Explain what AI is and how it works.
- Explain AI and its uses. - Explain how data is collected and used in AI projects. - Identify the people, tools, and processes that AI teams use. - Explain how neural networks work. - Explain how large language models work. - Identify AI workflow best practices. - Identify ethical concerns and considerations in AI.
Objective 2: Demonstrate how AI can be used to support and improve cybersecurity operations in common use cases and describe current trends and challenges of AI in cybersecurity
- Explain the fundamentals of AI and how you can apply it to improve cybersecurity - Demonstrate how AI can be used to support and improve cybersecurity operations - Define current issues and illustrate common use cases for AI in cybersecurity - Describe current trends and challenges of AI in cybersecurity

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
AI_CS501-1	AI Fundamentals	9	6-8
AI_CS501-2	Applying AI in Cybersecurity	6	6-8

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	Total	15	12-16
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Applying AI in Data Analytics (AI DATA ANALYTICS-501)

Program Length: 18 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

The Applying AI in Data Analytics program gives students the skills and knowledge that they need to leverage artificial intelligence (AI) for data analytics tasks in the workplace. Through a variety of hands-on exercises, students learn what AI is, how AI works, and how to use AI at each stage of the Data Analysis Process.

Program Objectives (all objectives in each course):

Objective 1: Explain what AI is and how it works.
Explain AI and its uses.
Explain how data is collected and used in AI projects.
Identify the people, tools, and processes that AI teams use.
Explain how neural networks work.
Explain how large language models work.
Identify AI workflow best practices.
Identify ethical concerns and considerations in AI.
Objective 2: Explain what data analytics is and how you can use data to make smart business decisions.
Explain how AI can benefit data analytics projects.
Objective 3: Use AI to complete common data analytics tasks.
Explain prompt engineering and identify best practices for writing prompts.
Create prompts that collect relevant data.
Create prompts that prepare data for effective analysis.
Create prompts that analyze and describe data.
Create prompts that produce and interpret data visualizations.
Identify advanced strategies you can use to integrate AI in data analytics.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
AI_DA501-1	AI Fundamentals	9	4-6
AI_DA501-2	AI in Data Analytics	9	4-6
	Total	18	8-12

Applying AI in Web Design Certificate (AI WEB DESIGN-501)

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Program Length: 18 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

The Applying AI in Web Design Certificate program aims to provide students with a comprehensive understanding of the core concepts and applications of artificial intelligence (AI) in web design. Through a series of three courses, students will learn the fundamentals of AI, including data collection and management, machine learning, neural networks, large language models, project management and best practices, and ethical considerations in AI projects.

Students will also explore the role of AI in solving web design problems and the impact of AI on the future of web design. Additionally, students will gain hands-on experience using AI tools to streamline tasks related to user research, content generation, visual design, prototyping, and user testing to enhance their web design process. They will be able to leverage generative AI tools such as ChatGPT, Figma plugins, Midjourney, and Dall-E by applying techniques in prompt engineering and creative problem-solving. By the end of the program, students will be equipped with the knowledge and skills to confidently incorporate AI into their web design careers and thrive in an increasingly AI-driven landscape.

Program Objectives (all objectives in each course):

Objective 1: Explain what AI is, how AI works, and best practices for using AI at work	
•	Explain AI and its uses
•	Explain how data is collected and used in AI projects
•	Identify the people, tools, and processes that AI teams use
•	Explain how neural networks work
•	Explain how large language models work
•	Identify AI workflow best practices
•	Identify ethical concerns and considerations in AI
Objective 2: Discuss the fundamentals of web design and the role of AI in solving web design problems	
•	Discuss how web design has evolved to adapt to the modern world and how technologies transform the web
•	Discuss the role of AI in solving web design problems
•	Evaluate the current user experience for a recipe website and identify how AI can be used for its improvement
Objective 3: Identify various types of AI design tools and their applications in the design process	
•	Discuss widely used AI tools and apply them to different stages of the design process
•	Integrate AI tools and useful strategies to gain competitive advantage as a web designer
•	Apply the key topics and learning outcomes that were covered in the AI tools in web design course
•	Design a recipe website using AI as a capstone project

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
AI_WD501-1	AI Fundamentals	9	2-4

AI_WD501-2	Web Design Fundamentals	4	3-4
AI_WD501-3	AI Tools for Web Design	5	3-4
	Total	18	8-12

Applying AI in Web Development Certificate (AI WEB DEVELOPMENT-501)

Program Length: 23 Modules

Duration: Self-paced, expected 12-16 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

PROGRAM DESCRIPTION

This hands-on AI in Web Development program provides learners with the necessary skills to effectively navigate the intersection of artificial intelligence and web development. The course begins at a foundational level before moving to more complex topics such as AI applications in web development and data manipulation using pandas.

Learners gain practical learning experiences through Python programming and Flask application creation, with many modules encouraging practical application through machine programming, creating Flask applications, and the development of a sentiment analysis app. The course concludes with a comprehensive summary and the development of a Capstone project, championing the practical application of theoretical knowledge. The program encourages gradual skill-building and provides opportunities for hands-on practice. Upon completion, learners should expect to effectively employ AI in web development, being ready to master intermediate roles in the field.

PROGRAM OBJECTIVES

Objective 1: Explain what AI is, how AI works, and best practices for using AI at work
Explain AI and its uses
Explain how data is collected and used in AI projects
Identify the people, tools, and processes that AI teams use
Explain how neural networks work
Explain how large language models work
Identify AI workflow best practices
Identify ethical concerns and considerations in AI
Objective 2: Use Python, AI technologies, and data manipulation for ethical, effective web development applications.
Leverage Python for web development and AI applications.
Use AI tools and libraries in web development.
Manipulate data efficiently with Pandas.
Develop AI models with Python.
Employ AI ethically and thoughtfully in a web development context.
Objective 3: Equip students with skills to design, develop, and deploy AI-powered web applications using Flask and LangChain.
Construct advanced Flask APIs and apps, comprehend Natural Language Processing, build a sentiment analysis app, and develop a LangChain chatbot.

Understand the Flask framework and comprehend its role in API development, while also developing proficiency in integrating AI functionalities into Flask-based applications.
Connect Flask applications to databases and deploy Flask applications. Apply advanced Flask functionalities to develop, manage databases, and deploy applications
Comprehend the foundational principles and techniques of Natural Language Processing.
Synthesize learnings from Flask and NLP to create a sentiment analysis app.
Analyze advanced features of LangChain like prompt templates, chains, memory, and generative question answering.
Evaluate knowledge and skills gained in the course by developing an expert chatbot using LangChain.
Reinforce learning, summaries key takeaways and provide feedback on course learning.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
AI_WD501-1	AI Fundamentals	9	4-6
AI_WD501 -2	AI in Web Development Essentials	6	4-5
AI_WD501-3	Advanced AI Web Application Development	8	4-5
	Total	23	12-16

Backend Development Certificate (BACK_END-501)

Program Length: 15 Modules

Duration: Self-paced, expected 16-20 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

In this program, students learn the fundamentals of backend web development, including running a server, database management, server architecture, and backend deployment strategies. Students gain real-world backend development skills such as server infrastructure management and error resolution. There are no license requirements for general employment in this field.

Program Objectives:

The program covers 4 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Design and build secure, RESTful APIs.
- Run JavaScript programs outside the browser using Node.js. - Create an Express server which supports all CRUD operations.
Objective 2: Build databases and create relations between them.
Properly store and retrieve data using a NoSQL database.

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Using PostgreSQL and Knex, build a relational database which supports all CRUD operations and integrates with an Express server.
Objective 3: Deploy Backend servers and connect common workflows.
Deploy a backend server and address common bug issues.
Utilize AI-based tools to enhance the development process.
Trace common errors in the codebase.
Identify important security concerns.
Gain a deeper understanding of microservices.
Objective 4: Prepare for career growth in web development.
Create personal branding assets and job application materials.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # of Weeks to complete
BE501-1	Backend Web Development	15	16-20
	Total	15	16-20

Business Operations Essentials (BUSINESS OPS-501)

Program Length: 10 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

In this beginner-friendly program, you'll understand the fundamentals of business operations while building in-demand project management and communication skills. Through hands-on practice with real workplace scenarios, you'll gain experience navigating business structures, communicating professionally, and collaborating across teams. Our team of experts and your real-time 24/7 AI coach will support you along the way so you can take your career to new heights!

Program Objectives (all objectives in each course):

The program covers 6 high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: Business Structures & Operations:
Understand organizational structures, business models, and core department functions
Objective 2: Workplace Processes
- Learn to navigate performance reviews, team meetings, and one-on-ones - Developing clear action plans for growth
Objective 3: Project Management
Learn to identify project types, set milestones and deliverables, establish goals, and use popular management tools
Objective 4: Professional Communication
Build active listening skills, master email etiquette, and learn to communicate effectively in meetings and presentations
Objective 5: Cross-Team Collaboration

Learn to work with stakeholders and colleagues across departments and overcome common collaboration challenges
Objective 6: Professional Influence
Learn to navigate workplace dynamics, build trust through transparency, and develop strategies for effective self-advocacy

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
BO501-1	Introduction to Business Operations	2	1-3
BO501-2	Project and Process Management Essentials	3	3-4
BO501-3	Workplace Skills for Career Advancement	4	4-5
	Total	9	8-12

Communication Skills for Professional Growth (COMM SKILLS-501)

Program Length: 8 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

In this beginner-friendly program, you'll learn strategies to express your ideas clearly and handle any professional conversation with ease. Through hands-on practice with real-world scenarios, you'll gain experience navigating challenging workplace conversations, giving and receiving feedback, and adapting your communication style to different audiences. You'll receive feedback and support from our team of experts and real-time AI Coach. By the end of the program, you'll be communicating with confidence in the workplace!

Program Objectives (all objectives in each course):

The program covers six high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: Communication Foundations
Understand the key elements of effective communication and how they drive workplace success.
Objective 2: Team Collaboration
Learn to boost team performance by applying communication strategies that foster collaboration.
Objective 3: Audience Adaptation
Learn to craft messages that resonate with different audiences and make an impact.
Objective 4: Verbal & Nonverbal Skills
Communicate clearly by understanding and using both verbal and nonverbal cues.
Objective 5: Difficult Conversations
Learn to navigate challenging workplace conversations with confidence while clearly expressing your ideas.
Objective 6: Relationship Building
Build strong, lasting professional relationships through positive feedback and open conversations.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
COM-1	Communicating Feedback	3	3-5
COM-2	Communicating Ideas	5	5-7
	Total	8	8-12

Cybersecurity Certificate (CYBERSECURITY-501)

Program Length: 28 Modules

Duration: Self-paced, expected 32-36 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

The Cybersecurity program equips students to learn the skills needed to fulfill roles within the cybersecurity ecosystem. Through a variety of experiential learning opportunities, students complete hands-on digital exercises using industry-standard tools and strategies. By the end of this program, students will be prepared for roles focused on securing and defending data and information within a modern network and infrastructure.

Program Objectives:

The program covers 13 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Identify and describe components of systems, software and networking fundamentals and apply best practice configurations to these components.
Identify, describe, and access common graphical user and command line interface tools found in the Windows OS.
Identify and describe the layers of the Open Systems Interconnection (OSI) and transmission control protocol/Internet protocol (TCP/IP) Models.
Configure the appropriate settings to connect to a local area network.
Objective 2: Apply foundational principles of cybersecurity to different types of technology and threats.
Use proper Authentication, Authorization and Accounting (AAA) combinations to common technology for secure access control.
Identify the different types of threat actors and apply common behaviors to each group.
Analyze information to identify classes of cyber-attacks and top-level attack methods and techniques.
Identify and describe common malware categories.
Objective 3: Describe and apply fundamental cryptography concepts including the role cryptography plays in cybersecurity.
Describe the role cryptography plays in cybersecurity
Apply fundamental cryptography concepts including symmetric and asymmetric encryption
Objective 4: Describe and apply fundamental secure networking concepts to network configuration and design.
Describe the role of network devices in security.
Apply concepts of common security devices and technologies.
Identify and describe fundamental network segmentation concepts.
Identify and describe fundamental concepts of wireless security.

Objective 5: Apply best practice configuration to endpoint devices and conduct endpoint log analysis.
• Apply Windows native anti-malware and common commercial anti-malware tools to endpoint protection. • Locate and analyze log alerts found on a Windows 10 computer system.
Objective 6: Apply identity and access management best practices, models and protocols to secure identity and access configuration.
• Apply industry recognized identity and access standards • Identity and Access Management (IAM) process.
• Apply Windows Active Directory (AD) best practices to secure access configuration and conduct an identity and access audit using Windows AD.
• Identify and apply lifecycle management best practices to user digital identities.
• Describe and apply the principles of zero trust to identity and access. • Management secure configuration to networks and devices.
Objective 7: Identify and describe secure application development concepts, attacks, and countermeasures.
• Identify and describe secure application development concepts.
• Identify and describe application attacks along with associated countermeasures.
Objective 8: Apply common risk mitigation techniques including data classification and vendor risk assessments.
• Apply common risk mitigation techniques to situations requiring cyber mitigation decisions.
• Conduct a cyber third-party risk assessment on a potential company vendor.
• Apply data classification labels to the correct type of data.
Objective 9: Apply vulnerability management best practices to scanning and patch management operations and conduct basic penetration testing techniques.
• Identify the role of vulnerability management within security operations and organizational risk management.
• Apply common industry vulnerability management principles to vulnerability management processes.
• Conduct basic penetration testing techniques.
Objective 10: Apply industry recognized best practices to security governance, user awareness training and disaster recovery to security planning operations.
• Create a security awareness training program.
• Plan and conduct a disaster recovery and continuity tabletop exercise.
• Identify US Federal laws, privacy laws and industry regulation and apply to cybersecurity concepts.
Objective 11: Demonstrate the use of tools and techniques common to the role of a cybersecurity analyst.
• Demonstrate the use of common command line tools.
• Use common tools for foot printing and enumeration.
• Capture and analyze network traffic.
• Analyze various types of log files.
Objective 12: Apply industry best practices to incident response operations, digital forensics, Discovery and threat intelligence analysis.
• Apply the incident response lifecycle to incident response procedures.
• Apply incident response best practices to events in cloud, mobile and hybrid environments.
• Write an incident report following incident response operations.
• Apply digital forensics best practices to incident response operations.

• Conduct secure data acquisition in accordance with industry best practices. • Apply cyber threat models to threat intelligence analysis.
Objective 13: Prepare for internal career growth in cybersecurity
• Identify internal career growth opportunities within your organization. • Build a career path plan. • Create personal branding assets and job application materials. • Practice interviewing strategies.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
CS501-1	IT Security Professional	8	9-10
CS501-2	Security Analyst	12	12-16
CS501-3	Security Specialist	8	9-10
	Total	28	32-36

Data Analytics Certificate (DATA ANALYTICS 501)

Program Length: 44 Modules

Duration: Self-paced, expected 24-32 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

The Data Analytics program gives students the skills and knowledge that they need to make data-driven decisions in the workplace. Through a variety of exercises, students learn to follow The Data Analysis Process, using industry-leading tools to collect, organize, manipulate, analyze, interpret, and visualize data.

Program Objectives:

The program covers 7 high-level objectives, which are broken down into a set of core competencies.

Objective 1: Use Excel to collect, organize, manipulate, analyze, and interpret data
• Solve problems with data • Follow the data analysis process • Use Microsoft Excel to execute numeric, time and date, and string functions • Use Microsoft Excel to create pivot tables • Use Microsoft Excel to perform comparisons and logical tests • Use Microsoft Excel to combine data from multiple sources • Use Microsoft Excel to clean, sort, and filter data
Objective 2: Use SQL to collect, organize, manipulate, analyze, and interpret data
• Work with relational database • Use SQL to perform numeric, time and date, and string commands • Combine data from multiple tables
Objective 3: Use Excel to create data visualizations and dashboards
• Identify and leverage different types of visualizations • Use Microsoft Excel to create bar charts • Use Microsoft Excel to create scatterplots

• Use Microsoft Excel to create graphs
• Use Microsoft Excel to create pie charts
• Use Microsoft Excel to create heat maps
• Use Microsoft Excel to create pivot charts and pivot tables
• Use Microsoft Excel to create dashboards
Objective 4: Use Tableau to create data visualizations and dashboards
• Use Tableau Public to create bar charts
• Use Tableau Public to create scatterplots
• Use Tableau Public to create graphs
• Use Tableau Public to create pie charts
• Use Tableau Public to create heat maps
• Use Tableau Public to create tables
• Use Tableau Public to create dashboards
Objective 5: Communicate your insights with business stakeholders
• Interpret visualizations
• Make data-driven recommendations
• Use Microsoft PowerPoint to create effective and customized presentations
• Communicate your insights
Objective 6: Use Python to collect, organize, manipulate, analyze, interpret, and visualize data
• Identify how professionals leverage programming for data analytics
• Identify Python syntax, variables, and data types
• Navigate Google Colaboratory's integrated development environment
• Write basic functions
• Work with loops and conditional logic
• Use Python packages, like pandas, NumPy, seaborn, and Matplotlib
• Access spreadsheet files and database files
• Organize and manipulate numeric data, string data, collections, Series, and DataFrames
• Perform basic exploratory data analysis and descriptive statistics
• Create basic data visualizations
Objective 7: Advance your career
• Identify internal growth opportunities
• Build a career path plan
• Develop personal branding and application materials
• Prepare for an interview

Program Outline:

Course Code	Course Title	Number of Modules	Expected # of weeks to complete
DA501-1	Excel and SQL Essentials	14	8-10
DA501-2	Data Visualization Essentials	12	6-9
DA501-3	Python Essentials	14	8-10
DA501-4	Career Essentials	4	2-3
	Total	44	24-32

Data Engineering Certificate (DATA ENGINEERING-501)

Program Length: 33 Modules

Duration: Self-paced, expected 22-28 weeks

Valid June1, 2025 - July 31, 2026

Instructional Type: Online, self-paced
Credential awarded: Certificate of Completion
Expected Time Commitment: 5-10 hours per week
[Course Syllabus](#)

Program Description:

The Data Engineering Certificate program is designed to equip students with comprehensive knowledge and skills in data engineering. Through a series of five courses, students will learn SQL basics, the significance of data formats and relational databases, and how to write both basic and advanced SQL queries. They will delve into Python fundamentals and data structures, mastering the key components of Python for effective code writing, manipulating numeric and string data, as well as creating Python collections and loops for efficient data storage and extraction. Students will analyze panda Series and Dataframes, manipulate data using pandas, extract information with pandas, use resilient distributed datasets (RDDs) in PySpark, explore PySpark Dataframes, and manipulate PySpark DataFrame's data. Students will also gain hands-on experience in extracting data from various sources and transforming it into usable formats before loading it onto a target sink. Finally, students will explore practical lessons on creating visualizations and reports using Tableau; performing CRUD operations with NoSQL & MongoDB; shell scripting basics in Linux; understanding key cloud computing platforms; as well as appreciating the importance of cloud computing in today's world of data engineering. By the end of the Data Engineering Certificate program, students will be equipped with applicable skills to enter the data engineering field.

Program Objectives (all objectives in each course):

The program covers five high-level objectives, each of which is broken down into a set of core competencies and learning outcomes:

Objective 1: Demonstrate Mastery of SQL Basics
Describe the importance of data formats and relational databases
Write basic SQL queries
Write advanced SQL queries
Objective 2: Demonstrate mastery of Python fundamentals and data structures
Master the basic components of Python to plan and write effective code
Manipulate and analyze numeric and string data with Python
Create and manipulate Python collections and loops to store and extract data
Objective 3: Analyze data using Python libraries suitable for data engineering
Analyze panda Series and Dataframes
Manipulate data with pandas
Extract and analyze data with pandas
Use resilient distributed datasets (RDDs) in PySpark
Explore data in a PySpark Dataframe
Manipulate data in a PySpark DataFrame
Objective 4: Demonstrate mastery of ETL and data warehousing basics
Extract data from various sources
Transform data into usable formats
Load data in a target data sink
Explain how Airflow is used for ETL processes in data engineering
Objective 5: Demonstrate proficiency of advanced databases, operating systems, and cloud computing technologies
Create data visualizations and reports using Tableau
Perform CRUD operations using NoSQL and MongoDB
Demonstrate shell scripting basics in Linux

- Describe the key cloud computing platforms and the importance of cloud computing for data engineering

Program Outline:

Course Code	Course Title	Number of modules	Expected # weeks to complete
DE501-1	SQL for Data Engineering	5	4-5
DE501-2	Python Fundamentals	5	4-5
DE501-3	Python for Data Engineering	8	5-6
DE501-4	ETL Processes and Data Warehousing	6	4-5
DE501-5	Advanced Data Engineering Technologies	6	4-5
DE501 -6	Careers	3	1-2
	Total	33	22-28

Data Science Certificate (DATA-401)

Program Length: 31 Modules

Duration: Self-paced, expected 24-40 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 10-20 hours per week

[Course Syllabus](#)

Program Description:

The Data Science Certificate is an extensive program designed to equip aspiring data scientists with the essential skills needed to launch a career in this field. It covers all the core competencies required for an entry-level data scientist. Additionally, the program includes training in "soft skills" such as creating a professional portfolio and preparing for data science job interviews. There are no licensing requirements for general employment in this field.

Program Objectives:

The program covers 5 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Master the tools of the modern data scientist toolkit
Design and implement algorithms in Python
Source data from databases, web scraping, and REST APIs using Python
Conduct basic statistical analysis in Python
Retrieve and analyze data in SQL
Test hypotheses and design experiments including A/B tests
Objective 2: Master supervised machine learning
Clean datasets.
Engineer a variety of machine learning features
Apply the most common supervised learning models: classification, regression, random forest, similarity models, support vector machines, and boosting models
Objective 3: Master unsupervised machine learning
Solve clustering problems

• Use dimensionality reduction to solve problems
Objective 4: Master popular specialization topics in data science
• Solve problems involving time series analysis
• Conduct analysis involving big data
• Build a deep learning model
Objective 5: Prepare for internal career growth in data science.
• Identify internal career growth opportunities within your organization.
• Build a career path plan.
• Create personal branding assets and job application materials.
• Practice interviewing strategies.

Program Outline:

Course Code	Course Title	Number of Lessons	Expected # Weeks to complete
DS401-1	Fundamentals	13	6-10
DS401-2	Supervised Learning	9	9-13
DS401-3	Unsupervised Learning	3	4-8
DS401-4	Specialization Topics	6	6-9
	Total	31	24-40

Digital Marketing Certificate (DIGITAL MARKETING-401)

Program Length: 14 Modules

Duration: Self-paced, expected 12-16 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 10-20 hours per week

[Course Syllabus](#)

Program Description:

This program trains aspiring digital marketers in the core skills of digital marketing. Students are trained in all of the core competencies of a modern, entry-level digital marketer. Additionally, this program teaches “soft skills” around creating a portfolio and navigating career growth in the field of digital marketing. There are no license requirements for general employment in this field.

Program Objectives:

The program covers 11 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Identify modern digital marketing trends
• Explain the purpose of digital marketing
• Compare the practices of traditional marketing and modern digital marketing
• Identify the responsibilities of digital marketers and common digital marketing specializations.
Objective 2: Create and run effective digital marketing campaigns
• Define “SMART objectives”
• Develop key-performance indicators (KPIs)
• Select effective channels for a digital marketing campaign

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Objective 3: Tailor digital marketing content to a target audience			
• Create buyer personas			
• Create empathy maps			
• Outline The Buyer's Journey			
Objective 4: Master branding			
• Identify the components of a brand			
• Apply a style guide			
• Create a creative brief			
Objective 5: Master content marketing			
• Write for a target audience			
• Apply content design best practices			
• Conduct a competitive content audit			
• Write a blog post			
• Use an online publishing platform			
• Create an editorial calendar			
Objective 6: Master email marketing			
• Select effective email channels			
• Write an email			
• Use a marketing automation platform			
Objective 7: Master social media marketing			
• Compare popular social media platforms			
• Manage a Facebook business page			
• Manage an Instagram business profile			
• Identify opportunities for paid social			
Objective 8: Master search marketing			
• Explain how search engines rank content			
• Implement search-engine optimization (SEO) best practices			
• Identify opportunities for paid search			
Objective 9: Collect and analyze data			
• Identify industry tools and methods of collecting data			
• Use Google Analytics to analyze user demographics and behavior			
• Create actionable takeaways			
Objective 10: Prepare an internal digital marketing portfolio			
• Explain the purpose of developing a strong personal brand and digital marketing portfolio.			
• Cultivate a strong personal brand as a digital marketer.			
• Create a digital marketing portfolio.			
Objective 11: Prepare for internal career growth in digital marketing			
• Identify internal career growth opportunities within your organization.			
• Build a career path plan.			
• Create personal branding assets and job application materials.			
• Practice interviewing strategies.			

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
DM401-1	Overview	1	.5-1

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DM401-2	Campaigns	1	.5-1
DM401-3	Customer insights	1	.5-1
DM401-4	Branding	1	.5-1
DM401-5	Content marketing	2	2-3
DM401-6	Email marketing	2	2-3
DM401-7	Social media marketing	2	2
DM401-8	Search engine marketing	1	.5-1
DM401-9	Analytics	2	2-3
DM401-10	Portfolio	1	.5-1
	Total	14	12-16

Frontend Development Certificate (FRONT END-501)

Program Length: 14 Modules

Duration: Self-paced, expected 16-20 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

This program teaches students the fundamentals of Frontend web development. It includes writing efficient code, web rendering, React state management using JavaScript, and frontend routing and deployment. There are no license requirements for general employment in this field.

Program Objectives:

The program covers 5 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Build web applications using React.
- Learn and employ the basics of rendering in React. - Manage different states of React and handle form submissions. - Build an interactive React application that uses forms. - Use the React effect hook to manually change the DOM, fetch data, and update React components. - Utilize React router and learn the difference between backend (traditional) routing and frontend (React) routing. - Manage complex state in React applications with Redux.
Objective 2: Deploy React applications.
Deploy React applications to the web from GitHub.
Objective 3: Collaboratively manage complex projects
- Design and scope a web app by defining a set of user stories and user flows. - Prioritize and organize the implementation of user stories using a Kanban board. - Give useful and instructive feedback during code reviews.
Objective 4: Apply advanced Frontend Development techniques to projects.
- Learn basics of web design that can help fine-tune the visual appearance of websites. - Utilize AI-based tools to enhance the development process - Set up and run a web server using Node and Express. - Differentiate between React 18 and previous versions of React.
Objective 5: Prepare for career growth in web development.
Create personal branding assets and job application materials.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # Weeks to complete
FE501-1	Frontend Web Development	14	16-20
	Total	14	16-20

Frontline Leadership (FRONTLINE LEADERSHIP-501)**Program Length:** 18 Modules**Duration:** Self-paced, expected 16-20 weeks**Instructional Type:** Online, self-paced**Credential awarded:** Certificate of Completion**Expected Time Commitment:** 5-10 hours per week[Course Syllabus](#)**Program Description:**

This Frontline Leadership program gives students the necessary knowledge, hard, and soft skills to step into a leadership role at any frontline organization. Students will complete various activities to strengthen their communication skills, enhance their strategic thinking abilities, and use data to make informed business decisions.

Program Objectives (all objectives in each course):

The program covers 4 high-level objectives, which are broken down into a set of core competencies.

Objective 1: Develop a leadership style that is adaptable to the needs of direct reports
- Implement communication skills to effectively convey information - Propose strategies to motivate and sustain a cohesive team
Objective 2: Implement strategic thinking to build and coach a productive team
- Develop strategic plans to prioritize, organize, and achieve business goals - Evaluate performance and develop a plan to upskill and retrain employees - Design a strategy to recruit, interview, and onboard new employees
Objective 3: Utilize data to plan, manage performance, and monitor business operations
- Locate, interpret, and organize data. - Prepare data for management-facing reports.
Objective 4: Prepare for career growth in frontline leadership
- Identify internal career growth opportunities within your organization - Develop a career growth plan - Develop personal branding and application materials - Practice interview strategies

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
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FL501-1	Establishing your leadership style	4	4-5
FL501-2	Developing your team	5	4-5
FL501-3	Managing business operations	5	6-7
FL501-4	Careers	4	2-3
	Total	18	16-20

Introduction to Cybersecurity (INTRO_CYBER-501)

Program Length: 10 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

Designed to help you explore the field, this beginner-friendly program helps you learn foundational security concepts and gain hands-on experience with cybersecurity tools. Through real-world scenarios, you'll understand how to detect threats, protect systems, and respond to security incidents. You'll learn from industry experts and complete hands-on projects, with support from our team and your 24/7 AI Coach. By the end, you'll be equipped with the knowledge and confidence to decide if a cybersecurity career is your next move.

Program Objectives (all objectives in each course):

The program covers six high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: Security Fundamentals
Apply CIA Triad principles and industry frameworks to protect systems and data from evolving cyber threats.
Objective 2: Threat Analysis
Identify and respond to common attacks like malware, phishing and denial of service using real scenarios.
Objective 3: Security Tools
Configure essential cybersecurity tools including firewalls, SIEM systems and encryption software.
Objective 4: Incident Response
Investigate and contain security incidents using structured approaches for detection and recovery.
Objective 5: Legal & Ethical Practice
Navigate privacy regulations and ethical considerations when handling sensitive data.
Objective 6: Career Development
Build a professional portfolio and prepare for cybersecurity roles through hands-on experience.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
ICS-1	Foundations of Cybersecurity	2	1-3
ICS-2	Tools and Techniques in Cybersecurity	4	4-5
ICS-3	Building Cybersecurity Confidence and Career Readiness	3	3-4
	Total	9	8-12

Introduction to Data Analytics (INTRO DATA ANALYTICS-501)

Program Length: 12 Modules

Duration: Self-paced, expected 8-16 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

This hands-on program teaches you essential skills in Excel, SQL, Python, and Tableau so you can transform raw data into actionable business insights. Through practical exercises and real-world projects, you'll learn to analyze complex datasets, generate data-driven recommendations, and use AI tools to enhance your workflows. With support from our team and your 24/7 AI Coach, you'll gain the practical experience needed to decide if you want to pursue a career in data analytics.

Program Objectives (all objectives in each course):

The program covers six high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: Data Fundamentals
Transform raw data into actionable insights using statistical methods and industry best practices.
Objective 2: Excel Analysis
Apply key Excel functions, pivot tables, and visualizations to analyze business data.
Objective 3: SQL & Python
Write queries and scripts to extract, clean, and analyze data from multiple sources.
Objective 4: Data Visualization
Create compelling charts and dashboards in Tableau to communicate insights effectively.
Objective 5: Problem Solving
Use data analytics to address real business challenges in retail, healthcare, and finance.
Objective 6: Career Growth
Build a professional portfolio and develop key skills for roles in data analytics.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
IDA-1	Foundations of Data Analytics	3	2-4
IDA-2	Technical Skills and Tools for Data Analytics	4	2-5
IDA-3	Application, Soft Skills, and Career Exploration in Data Analytics	5	4-7
	Total	12	8-16

Practical AI for Healthcare Administration Certificate (AI HC ADMIN-501)

Program Length: 8 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

Level up your healthcare career with AI skills that make administrative work more efficient and impactful. In this hands-on beginner-level program, you'll master AI fundamentals and learn to use modern tools for patient scheduling, billing, and documentation while maintaining HIPAA compliance. You'll develop essential skills to identify biases and protect patient privacy through engaging healthcare administration simulations and activities. Along the way, you'll receive feedback from real humans and get on-demand help from our AI coach. By the end, you'll confidently implement AI tools in your administrative practice while ensuring effective human oversight and the highest standards of operational excellence.

Program Objectives

The program covers six high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: AI Fundamentals
Master core concepts of artificial intelligence, including data-driven decision making and healthcare administrative applications
Objective 2: Administrative Workflow Enhancement
Learn to integrate AI tools into scheduling, billing, patient registration, and documentation systems
Objective 3: HIPAA Compliance & Patient Privacy
Develop frameworks to protect patient data while leveraging AI tools in administrative settings
Objective 4: Risk Management & Ethics
Identify AI biases, evaluate limitations, and implement strategies for responsible AI adoption in healthcare operations
Objective 5: Communication & Documentation
Utilize AI for patient correspondence, EHR management, and cross-departmental communication
Objective 6: Human-AI Collaboration
Balance automated processes with human oversight to maintain high-quality patient service and administrative efficiency

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
HCA501-1	AI for Healthcare Administration	8	8-12
	Total	8	8-12

Practical AI for Clinicians Certificate (AI HC CLINICIANS-501)

Program Length: 8 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

Learn to use AI effectively to streamline your clinical workflow, giving you more time to focus on what matters most - your patients. In this hands-on program, you'll learn practical AI tools for clinical documentation while maintaining HIPAA compliance. Through realistic healthcare scenarios, you'll learn to evaluate AI outputs for accuracy and bias, ensuring patient privacy and safety. With guidance from our experts and real-time AI coach, you'll practice applying these skills to clinical settings. By the end, you'll be equipped with the skills you need to implement AI safely in your practice, freeing up more time for patient care.

Program Objectives (all objectives in each course):

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The program covers six high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: AI Fundamentals
Master core concepts of artificial intelligence, including structured learning, unstructured learning, and real-world healthcare applications
Objective 2: Clinical Workflow Enhancement
Learn to integrate AI tools into EHR systems, task management, and patient documentation processes
Objective 3: HIPAA Compliance & Patient Privacy
Develop frameworks to protect patient data while leveraging AI tools in healthcare settings
Objective 4: Risk Management & Ethics
Identify AI biases, evaluate limitations, and implement strategies for responsible AI adoption in healthcare settings
Objective 5: Patient Care Applications
Utilize AI for treatment planning, diagnostic support, and improving patient communication across language barriers
Objective 6: Human-AI Collaboration
Understand AI limitations and develop strategies for effective oversight in clinical decision-making processes

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
HCC501-1	Next-Level Care: How AI is Changing the Game in Healthcare	8	8-12
	Total	8	8-12

Sales Professional Certificate (SALES-PROFESSIONAL-501)

Program Length: 10 Modules

Duration: Self-paced, expected 12-14 weeks

Instructional Type: Online, self-paced, Part-time

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

Sales Development is a program that trains aspiring sales professionals in the core skills of sales development. Students are trained in all the core competencies of a modern, entry-level sales development professional. There are no license requirements for general employment in this field.

Program Objectives:

The program covers 5 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Master the fundamentals of sales.
- Practice the essential professional skills. - Describe different sales industries, roles, and stages. - Explain psychology's role in effective sales strategy.
Objective 2: Practice current prospecting techniques and tools.
Practice prospecting techniques and tools.
Objective 3: Gather important data and craft a customized value proposition.

• Use questioning techniques to gather essential insights into your buyers' needs.
• Master the art of presenting your product.
Objective 4: Navigate objection handling, negotiation and closing strategies.
• Overcome common objections during the sales process.
• Utilize negotiation techniques used in sales.
• Apply techniques to close a deal and prepare for post-sale activities.
Objective 5: Advance your career
• Identify internal growth opportunities
• Build a career path plan
• Develop personal branding and application materials
• Prepare for an interview

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
SP501-1	Sales Fundamentals	1	1-2
SP501-2	Prospecting	1	1-2
SP501-3	Discovery & Presenting	2	3-4
SP501-4	Getting to Yes	2	2-2
SP501-5	Career Essentials	4	5-4
	Total	10	12-14

Technical Project Management Certificate (TECHNICAL PROJECT MANAGEMENT-501)

Program Length: 20 Modules

Duration: Self-paced, 20-24 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

The Technical Project Management Certificate program provides students with the skills necessary to work as a Technical or IT Project Manager. Students will learn about project management as it relates specifically to technology and the IT field. Students will learn about the process of project management, the software and tools project managers use, and the qualities of working with people, all of which are vital skills for successful project management. There are no license requirements for general employment in this field.

Program Objectives (all objectives in each course):

Objective 1: Practice baseline project management skills with IT familiarity.
• Describe the role, responsibilities, and career trajectories of technical project managers.
• Identify the core power skills that a technical project manager requires.
• Describe the current IT technology used in technical project management and the TPM's role in IT.
• Explain the different ways a project can impact and be impacted by its organization.
• Describe how initiating, planning, executing, monitoring, controlling, and closing projects applies to real TPM scenarios and how to transition between Predictive and Agile methodologies.
Objective 2: Practice managing a project through the predictive lifecycle.
• Identify key characteristics of a predictive project.

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Describe the lifecycle of a predictive project from start to finish.
Objective 3: Practice managing a project through the agile lifecycle.
Identify key characteristics of an agile project.
Describe value-centric agile project roadmaps, identify and manage minimum viable products, efficiently conduct backlog grooming, produce effective user stories, understand the 'Definition of Done', and assign story points accurately.
Describe the lifecycle of a predictive project from start to finish.
Objective 4: Advance your career
Identify internal growth opportunities
Build a career path plan
Develop personal branding and application materials

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
TPM501-1	Technical Project Management	7	7-8
TPM501-2	Predictive Project Management	4	4-5
TPM501-3	Agile Project Management	5	5-6
TPM501-4	Careers Essentials	4	4-5
	Total	20	20-24

Technology Fundamentals Certificate (TECHNOLOGY FUNDAMENTALS-501)

Program Length: 10 Modules

Duration: Self-paced, expected 8-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

The Technology Fundamentals Certificate prepares you for today's digital workplace through hands-on practice with Microsoft Office and Google Workspace tools. You'll build confidence in creating and managing professional spreadsheets, documents, and presentations. Updated for 2025, the program covers modern collaboration platforms like Zoom and AI tools like ChatGPT, plus essential career development. Learn through interactive projects with expert feedback and 24/7 AI coaching. Join over 800 graduates who have mastered essential workplace technology!

Program Objectives:

The program covers 6 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Spreadsheet fundamentals
Build dynamic Excel and Google Sheets workbooks using formulas and charts to analyze data and drive business decisions
Objective 2: Presentation skills
Create polished PowerPoint and Google Slides decks to deliver impactful presentations with confidence in any setting
Objective 3: Digital literacy
Build confidence with digital tools and easily adapt to new software

Valid June 1, 2025 - July 31, 2026

Objective 4: Digital communication
Communicate more effectively and collaborate better with colleagues using tools like email, Word, Google Docs, and Zoom
Objective 5: AI fundamentals
Use ChatGPT and other AI tools to enhance your workflows and support common workplace tasks
Objective 6: Responsible technology use
Vet online search results and implement best practices for personal and professional cybersecurity

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
TF-1	Digital tools for communication	3	1-3
TF-2	Digital tools for productivity	4	5-6
TF-3	Responsible technology use for professional growth	3	2-3
	Total	10	8-12

Using Data for Business Insights (DATA BUSINESS-501)

Program Length: 9 Modules

Duration: Self-paced, expected 4-12 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 3-5 hours per week

[Course Syllabus](#)

Program Description:

In this beginner-friendly program, you'll learn to confidently collect, analyze, and present data to make better decisions and drive results. Through hands-on practice using real datasets, you'll gain experience with Excel, data visualizations, and making data-driven recommendations. Our expert team and on-demand AI coach will support you every step of the way. By the end, you'll be ready to turn data into actionable insights and take your career to the next level!

Program Objectives (all objectives in each course):

The program covers six high-level objectives, each of which is broken down into a set of core competencies:

Objective 1: Data Analysis
Use Excel to analyze real business data and transform raw information into actionable insights.
Objective 2: Data Visualization
Create clear and compelling charts, graphs, and other visual representations of data.
Objective 3: Operational Efficiency
Apply data-driven techniques to detect bottlenecks and improve business processes.
Objective 4: Ethical Data Handling
Learn best practices for collecting, managing, and using data responsibly and securely.
Objective 5: Statistical Interpretation
Understand key statistical concepts and apply them to real-world business scenarios.
Objective 6: Persuasive Presentations
Craft and deliver data-driven recommendations to stakeholders with confidence.

Program Outline:

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Course Code	Course Title	Number of Modules	Expected # weeks to complete
BI-1	The Data Lifecycle	3	1-4
BI-2	Foundations of Data Literacy	3	1-4
BI-3	Data-driven Decision-making	3	2-4
	Total	9	4-12

UX/UI Design Certificate (UX-501)

Program Length: 35 Modules

Duration: Self-paced, expected 24-28 weeks

Instructional Type: Online, Self-paced, Part-time

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Program Description:

This program provides students with the essential skills to start an entry-level career as a UX/UI designer. It covers the basics of UX/UI design, including the design process, user-centered design, user research, information architecture, interaction design, and visual design. Students will learn to use design tools to create wireframes and prototypes and explore usability testing techniques. The program also includes managing design projects and communicating design ideas. The capstone project involves designing a mobile app to be included in their portfolio. Finally, students will develop a career plan, focusing on internal growth opportunities, personal branding, and application materials. No licensing is required for general employment in this field.

Program Objectives: The program covers seven high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Describe the basics of UX/UI design and classify the UX design process
- Classify the basic concepts of UX and UI design and give examples of products that analyze good user experience - Describe the five-step design process UX designers use to address a design problem - Identify the key topics and learning outcomes that were covered in the Introduction to UX/UI Design course
Objective 2: Apply user-centered design principles and user research methodologies to define user problems and develop potential solutions
- Explain user-centered design (UCD) and the principles UX/UI designers use in the UCD process - Identify different user research methods designers use to better understand users and their needs - Discuss the methods to analyze findings, define user problems, and hypothesize solutions to the problems - Synthesize the key topics and learning outcomes that were covered in the Get to Know Your Users course
Objective 3: Apply the techniques from brainstorming, sketching and wireframing to create your own first set of wireframes
- Apply Information Architecture techniques to organize information to mental models that the users will understand - Brainstorm and sketch ideas in the ideation process - Develop wireframes that will serve as a blueprint of your design ideas - Describe the process of prototyping and how to use different types of prototyping methods - Apply Interaction Design principles to your designs - Utilize responsive design principles to analyze websites and/or propose improvements - Apply the key topics and learning outcomes that were covered in the Organize Your Content and Outline Your Ideas course

Objective 4: Apply Visual Design Principles and Design Tools to Create User Interfaces	
•	Identify how brands use visual design elements and principles in their products
•	Utilize design tools for creating user interfaces
•	Articulate the latest developments and best practices in UX/UI design
•	Articulate the key topics and learning outcomes that were covered in the Identify and Apply Visual Design Principles course
Objective 5: Develop a User Testing Plan and Collect Data to Validate Designs	
•	Explain the basic concepts, purpose, and benefits of user testing
•	Match different types of user testing and their applications
•	Outline the phases in the user testing process
•	Describe the key topics and learning outcomes that were covered in the Test and Validate Your Designs course
Objective 6: Communicate design decisions effectively and collaboratively	
•	Determine ways to make your design process more efficient, productive, and manageable
•	Identify ways to effectively present your designs and communicate your rationale
•	Describe the key topics and learning outcomes that were covered in the Design Deliverables and Communication course
•	Design a Travel App using the UX/UI skills learned in the program
Objective 7: Articulate the key topics and learning outcomes that will be covered in the Careers Essential course	
•	Identify internal growth opportunities
•	Build a career path plan
•	Develop personal branding and application materials

Program Outline:

Course Code	Course Title	Number of Modules	Expected # weeks to complete
UXM501-1	UX/UI Design	4	2-2
UXM501-2	Get to Know Your Users	5	3-4
UXM501-3	Organize Your Information and Outline Your Ideas	8	6-6
UXM501-4	Apply Visual Design	5	4-5
UXM501-5	Test and Validate Your Designs	5	2-3
UXM501-6	Design Deliverables and Communication	5	4-5
UXM501-7	Careers Essential	3	3-3
	Total	35	24-28

Web Development Certificate (WEB DEVELOPMENT-501)

Program Length: 20 Modules

Duration: Self-paced, expected 20-25 weeks

Instructional Type: Online, self-paced

Credential awarded: Certificate of Completion

Expected Time Commitment: 5-10 hours per week

[Course Syllabus](#)

Valid June 1, 2025 - July 31, 2026

Program Description:

This program gives students the foundational skills needed to start a career as a software engineer. This program covers the fundamentals of web development, including writing efficient code, developing interactive websites, and building a baseline understanding of Frontend development. There are no license requirements for general employment in this field.

Program Objectives:

The program covers 5 high-level objectives, each of which is broken down into a set of core competencies.

Objective 1: Understand the fundamentals of web development
• Learn and employ the basics of HTML, CSS, and JavaScript.
• Create a responsive, static web page using semantic HTML, which is styled to specification with CSS.
• Write JavaScript functions to break down problems.
Objective 2: Implement developer workflow through JavaScript, Git, and GitHub.
• Master command-line basics, build file paths, and write efficient code with Visual Studio Code text editor.
• Implement version control with Git and GitHub.
• Effectively run JavaScript on a local machine.
Objective 3: Create interactive websites using JavaScript.
• Build websites with JavaScript and advanced CSS.
• Write advanced functions using JavaScript.
• Implement testing basics including unit testing with Jest.
• Build algorithms based on large datasets.
Objective 4: Identify web development patterns in JavaScript.
• Utilize the DOM to create events and handle form submissions.
• Determine the classes, attributes, and methods needed in an object-oriented programming design.
• Handle web requests with sync and async code.
• Explore introductory frontend developer foundations.
• Build a well-architected, interactive web app which achieves a specified set of user stories.
Objective 5: Prepare for career growth in web development.
• Identify internal career growth opportunities within your organization.
• Practice interviewing strategies.

Program Outline:

Course Code	Course Title	Number of Modules	Expected # of Weeks
WD501-1	Introduction to Web Development	4	2-3
WD501-2	Life of a Web Developer	3	3-4
WD501-3	Creating Interactive Websites	5	6-8
WD501-4	Web Development Patterns	8	9-10
	Total	20	20-25

GENERAL ADMISSIONS POLICY

Admission to any Chegg Skills program is subject to the following: *

General Qualifications	
Age	Students must be at least 18 years old.
Language	Students must be proficient in written and spoken English prior to acceptance into a program
Technical Literacy	Students in the Technology Fundamentals program must demonstrate basic computer skills as needed to successfully enroll in the Technology Fundamentals program. Students in other Chegg Skills programs must demonstrate operating proficiency on a computer.
Maturity	Students must demonstrate the ability to manage their time, communicate effectively with others, and accept constructive criticism.

Admissions Process

Students must apply for Chegg Skills programs through Guild. Students may speak with a Chegg Skills Admissions Representative during the application and admissions process to address questions or concerns about their enrollment.

Chegg Skills does not grant transfer credit, nor does Chegg Skills grant credit for challenge exams, achievement tests, or experiential learning.

FINANCIAL POLICIES

Tuition is charged only after students fully enroll in a course. Details about tuition, fees, payment plans, and refund policies are in the Enrollment Agreement, Course Catalog, and the agreement between Chegg Skills and Guild. There are no late payment fees, but students will be notified of any balance due. If a payment is more than 5 days late, students may be dismissed.

Delinquent charges will be pursued at the discretion of Chegg Skills and Guild.

All tuition payments must be made in US currency. Failure to pay tuition may result in dismissal or withholding of graduation credentials.

Payment Options

Payment Option	Payment Method
Option 1 - Full Pay Funding	Learner's employer is responsible for 100% of the tuition.

Option 2 - Capped Funding	Learner's employer is responsible for a specified portion of the tuition, and the student bears responsibility for the remaining portion of the tuition. Students with capped funding may choose one of the following payment options: UPFRONT PAYMENTS: Student tuition payments are due no later than the first day of the program. Payments may be made by debit or credit card after their Enrollment Agreement is signed. Students will have the option to enter payment details at that time. INSTALLMENT PAYMENTS: Payments are made on the same day each month and may paid with a debit or credit card. The first successful payment must occur within the 14-day trial period. Students will have the option to enter payment details when they sign their Enrollment Agreement. If a payment fails after the first installment, student will have 5 days to make a successful payment or be withdrawn from the course. Students are required to pay a total of 8 installments over 8 consecutive months. Students who complete their program before the end of the month to month billing term, will continue to be billed until the tuition is paid in full.
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Financial Aid Notices

Chegg Skills does not participate in federal or state financial aid programs and is not recognized as a qualifying educational institution under Federal Tax Law. Consequently, we do not issue 1098-E or 1098-T forms to students. For any tax-related inquiries, please consult a tax professional.

CANCELLATION, WITHDRAWAL, DISMISSAL, & REFUNDS

The references to refund herein refer to the student-paid portion (if any) of the tuition. If an employer pays 100% of a student's tuition, such students are not eligible for any refunds.

Student's Right to Cancel

Students wishing to cancel their enrollment should consult the [Student Help Center](#) for guidance. Students may request a full refund of their tuition if they cancel their enrollment within the trial period. The trial period is defined as 14 calendar days from the first day of class, including weekends and holidays. No cancellations will be processed without a formal withdrawal request from the student.

Students who do not begin on their selected start date or fail to complete the first orientation lesson(s) during the trial period will be considered as having canceled their enrollment. In such cases, all fees and tuition paid by the student will be refunded, and the employer will not incur any program costs.

A student may withdraw from Chegg Skills at any time after the trial period (described above) and may be eligible to receive a prorated refund of the student-paid portion of their tuition.

Withdrawn or dismissed students will no longer be able to meet with a mentor, submit work for review, schedule assessments or mock interviews, technical coaching, or Slack. Chegg Skills does not guarantee access to program curriculums upon withdrawal or dismissal.

Refund Policy

Student may withdraw from Chegg Skills at any time after the trial period and may be eligible for a prorated refund of the student-paid portion of their tuition, minus any tuition credits or discounts. Refunds are calculated based on the number of lessons completed divided by the total number of lessons in the program.

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The effective date of cancellation for refund purposes will be the earliest of the following:

1. The date of notification to the student if terminated by the school.
2. The date of receipt of the completed Withdrawal Request Form from the student.
3. The end of the third calendar month after the month in which the last lesson was submitted.

If tuition and fees are collected before any lessons have been completed, and the student fails to begin the program after the 14-day trial period, all tuition and fees paid will be refunded. If the student withdraws after the 14-day trial period, they will receive a prorated refund of the student-paid portion of the remaining tuition, fees, and other charges as described above. A full refund of all tuition and fees that the student has paid is due in each of the following cases:

1. The enrollee is not accepted
2. The course of instruction is discontinued by the school preventing the student from completing the program
3. If a student's enrollment was obtained through any false advertising, promotional materials, or misrepresentations by Chegg Skills or its representatives.

To be eligible for a full refund of the tuition paid by the student and to ensure employers do not incur any program costs, cancellation requests must be submitted by midnight on the last day of the trial period. Refunds will be processed within 30 days of withdrawal or dismissal and will not exceed the amount paid by the student.

The payment of refunds will be completed, such that the refund instrument has been negotiated or credited into the proper account(s), within 30 days after the effective date of withdrawal or dismissal. In no event will a refund to the student be greater than what was paid by the student to the school. All employer tuition eligibility benefit inquiries should be directed to <https://guildeducation3.my.site.com/helpcenter/s/>.

Refund Policy for Students Called to Active Military Duty

A student who withdraws because of being called to active duty in a military service of the United States, or state National Guard, may elect one of the following options for the program in which the student is enrolled:

- If tuition and fees are collected in advance of the withdrawal, the student will receive a pro-rated refund of any tuition, fees, or other charges paid by the student for the program and cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal.
- The student may receive a grade of incomplete with the designation "withdrawn- military" for the courses in the program, other than courses for which the student has previously completed. The student will reserve the right to re-enroll in the same program, or an equivalent program if the original program is no longer available. Students must re-enroll no later than the first anniversary of the date the student is discharged from active military duty. The student will not be required to pay additional tuition, fees, or other charges for the program, other than any previously unpaid balance of the original tuition, fees, and charges for the program.
- The student may receive an appropriate final grade or credit for the courses in the program, but only if it is determined that the student has:
 - Satisfactorily completed at least 90 percent of the required coursework for the program and
 - Demonstrated sufficient mastery of the program material to receive credit for completing the program.

Maximum Time to Completion

Chegg Skills will make every effort to ensure that students are on track to graduate.

Each program is designed to be completed within a set number of weeks, and tuition covers the time and resources used during the specified program length. If a student reaches the maximum time to completion, they will be dismissed. For students requesting more time, Chegg Skills reserves the right to amend a student's maximum time to completion. Students who are dismissed for any reason are not eligible to re-enroll in any other Chegg Skills program.

ACADEMIC POLICY

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Method of Instruction

Grades are issued on a Pass/Fail basis. Chegg Skills does not use a GPA grading system.

All instructions in Chegg Skills programs are online. Students complete required readings, submit assignments, meet with their mentor*, and complete assessments all within the Chegg Skills platform. Students are not required to and should not submit coursework through the mail.

Students also have access to other forms of support and instruction during the program. In addition to the required course readings, assignments, and mentor sessions, some students have access to:

- **Technical coaching via chat*:** If a student gets stuck on a problem that can't wait until their next mentor session, Chegg Skills has a team of technical coaches to provide real-time support. Technical coaches are industry experts who will respond to students' questions and issues via the Chegg Skills platform.
- **1:1 Tutoring Sessions*:** students may schedule live 1:1 tutoring sessions with a Technical Coach

Chegg Skills typically responds to student human-graded assignments within 1 to 3 business days after receiving them electronically. Chegg Skills reserves the right to withdraw technical or non-technical support from a student's course experience due to lack of use, misuse, or abuse. Students may opt out of technical or non-technical support at any time during their program. Please review all policies regarding potential implications. Any removal of support will be communicated to the student and may be reinstated at Chegg Skills' discretion. There will be no financial reductions or adjustments to tuition and fees as a result of the removal of support."

Attendance & Progress

Students acknowledge that the Chegg Skills program is intense and demands consistent attendance and dedication. Students are expected to actively engage with course materials, mentors, and peers. Those who maintain satisfactory attendance and complete all course checkpoints, assessments, mentor sessions, and minimum study hours per week associated with their program will remain active. Students who do not maintain satisfactory progress, defined as falling more than two months behind the timelines set on their student dashboard, may be dismissed.

Students who do not submit lessons based on the expected lesson submission timeframe noted in their graduation plan or who fall over one month behind on any checkpoint may be subject to academic probation. Under academic probation, the student will be placed on a remediation plan outlining the conditions that need to be met to stay enrolled in their program. These goals will be determined in conjunction with the Student Success team. Students under academic probation are subject to the terms of their remediation plan. Students may be dismissed if they fail to meet the goals outlined in their remediation plan or if they fall more than two months behind on any checkpoint, per their student dashboard.

- **Mentorship Sessions:** Students who miss more than four cumulative mentor sessions may temporarily lose their mentorship benefit and may be dismissed due to excessive absences. If a mentor is unavailable, students should use other support channels to stay on track.
- **Assessments:** Students who miss more than four scheduled assessments may be dismissed due to excessive absences.
- **Absence Notice:** Students should submit an absence notice at least 24 hours in advance for live sessions, including meetings with mentors, evaluators, student success coaches, student success managers, technical coaches, and graders.
- **Active Participation:** Students must actively participate in their program to avoid dismissal. Active participation includes:
 - On-time submission of lessons according to the graduation plan
 - Attending scheduled mentor sessions
 - Attending scheduled assessments
 - Submitting capstones on time as per the graduation plan
 - Completing all requirements necessary to graduate

Students have access to detailed lesson information, including guidelines and completion dates for each course section. The Student Success team monitors progress and intervenes when necessary. Students demonstrating continuous poor performance, defined as lessons more than one month overdue, may be placed on remediation plans to support improvement and graduation.

Re-Enrollment

Re-Enrollment – Same Program

Students who voluntarily withdraw from Chegg Skills may only re-enroll in the same program once and must restart the program from the beginning regardless of previously completed coursework. They will be responsible for the full tuition cost and must

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arrange a new payment method upon re-enrollment. No tuition credit will be given for previously paid tuition. All withdrawals are subject to the standard withdrawal and refund policy.

Upon re-enrollment, students will begin making payments from the new program start date. Students must have been in good academic and financial standing when they left the program. New mentors will be assigned, with no guarantee of access to previous mentors. Where applicable, students will not need to retake specific prep or technical evaluations required for program admission.

Re-Enrollment- New Program

Students wishing to enroll in a new program are considered new students and should refer to the admissions policies in this catalog. Students must re-apply and gain approval from Guild and their employer to enroll in a different program. Records from previous attendance will be reviewed to ensure good academic and financial standing at the time of withdrawal. Re-enrolled students must choose a new payment plan.

Students dismissed by Chegg Skills for any reason are not eligible for re-enrollment or admission into any Chegg Skills program. Chegg Skills reserves the right to refuse acceptance to any applicant.

Good academic standing is defined as all the following:

- Not being on academic warning or probation
- No previous violations of any Chegg Skills attendance policy or student code of conduct
- Not being more than two months behind on any checkpoint at the time of withdrawal
- Not have been dismissed from any Chegg Skills program by staff.

Good financial standing is defined as:

- Not having an outstanding balance due to Chegg Skills, and
- Being current on tuition payments at the time of withdrawal.

Transferring between Chegg Skills Programs

Occasionally a student may enroll in a program that is not a good fit, whether academically, professionally, or personally. Students should consider their options carefully when opting to move from one course of study to another. Each program structure has been carefully developed to support specific learning types. Chegg Skills wants all students to be successful, and all options should be considered before requesting a program transfer. Students must wait a minimum of one month before transferring into a different Chegg Skills program.

Students who would like to request a program transfer should contact Guild at <https://guildeducation3.my.site.com/helpcenter/s/>

Leave of Absence Policy

Students enrolled in Chegg Skills programs may be eligible for a Leave of Absence (LOA) due to unexpected life situations or personal emergencies. Students may take only one LOA during their program enrollment, lasting between 7 and 15 consecutive calendar days. LOA requests must be submitted via the [Student Help Center](#) and are typically granted only for extenuating or unavoidable circumstances. Not all requests will be approved. Justification for granted LOAs, acknowledged by both the student and Chegg Skills, will be placed in the student's permanent file. Denied requests will be discussed with the student and documented in their permanent file.

During an approved LOA, students will not have access to course materials, lessons, support teams, mentors, grading, or technical experts. Access to these services will resume upon the student's return. There is no guarantee that a student who returns from an approved LOA will be able to re-enter their original program.

If a student does not return from a leave of absence (LOA) on the agreed date, fails to notify Chegg Skills, and does not complete the next required lesson by the deadline reflected on their updated timeline, may be dismissed and will receive a pro-rated refund according to Chegg Skills' refund policy. Dismissed students are not eligible for re-enrollment. Students unable to return from their LOA should contact Chegg Skills at skills.support@chegg.com to request to withdraw from their program. Refunds will be calculated according to Chegg Skills' refund policy.

Active-duty military members or reservists called to duty may be granted an LOA if they must leave immediately and cannot complete their coursework. If the required time away exceeds the LOA policy, the student must withdraw due to their service agreement. However, if they return within 30 days after their service ends, they can re-enroll without fees. Chegg Skills will retain the student's lessons, allowing them to resume where they left off upon return. However, there is no guarantee of retaining the same mentor.

Graduation Requirements

To graduate from any Chegg Skills program, students must satisfy the following graduation requirements*

1. Complete required reading
2. Complete each self-sufficiency exam
3. Pass each graded checkpoint
4. Pass each mock interview and or live assessment in the program
5. Submit and receive approval for each capstone project in the program
6. Create an online portfolio site to showcase projects
7. Achieve all program objectives
8. Maintain satisfactory attendance for all academic requirements
9. Maintain satisfactory academic progress
10. Maintain good financial standing

*Requirements may differ based on your program.

Upon successful completion of a Chegg Skills program, graduates will lose access to course materials and resources associated with the program.

STUDENT CONDUCT POLICY

Dismissal Policy

All Chegg Skills students are expected to abide by the [Student Code of Conduct](#). Failure to abide by the Code of Conduct may result in a written warning or immediate dismissal from the program, depending on the severity of the violation. Violations deemed sufficiently disruptive or severe, such as harassment of another student, staff member, or Chegg Skills community member may result in immediate dismissal. School officials will review each case regarding the student's actions and status. If the student does not improve their conduct after receiving a warning, the student will be permanently dismissed.

Disability Accommodation Policy

Chegg Skills does not discriminate based on disability. Qualified individuals with disabilities are entitled to reasonable accommodation to ensure that they have full and equal access to Chegg Skills' courses and examinations, consistent with federal law, including the Americans with Disabilities Act (42 U.S.C. § 12182) ("ADA"), and state and/or local law.

Upon request, Chegg Skills will provide the appropriate auxiliary aids and services for Chegg Skills courses or examinations to individuals with impaired sensory, manual, or speaking skills unless a particular aid or service would fundamentally alter the measurement of the skills or knowledge an examination is intended to test, or fundamentally alter the course, or would result in an undue burden on Chegg Skills.

Requests for Accommodation

Chegg Skills will provide accommodation to qualified individuals with a disability, provided that the accommodation does not pose an undue burden on Chegg Skills. Chegg Skills will respond promptly to requests for accommodations to ensure equal opportunity for qualified individuals with disabilities. Documentation is required from a medical provider within the last 6 months to substantiate the need for the requested accommodation(s). This documentation should be uploaded with your Request for Reasonable Accommodation(s) form and must specify the physical or mental impairment and how it substantially limits one or more major life activities. Chegg Skills may request additional documentation as needed.

Requests for accommodations can be made by completing and submitting the Request for Reasonable Accommodation(s) form: [LINKED HERE](#), also available in the [Student Help Center](#). If a student discloses a disability to an individual employee at Chegg

Skills, that individual is required to direct the student to request accommodations. Chegg Skills will respond within 10 business days of receiving your request.

Non-Discrimination & Anti-Harassment Policy

Chegg Skills is committed to a work and learning environment free from unlawful discrimination and harassment. We do not discriminate based on race, color, national origin, age, disability, religion, sex, sexual orientation, gender identity or expression, or any other characteristic protected by law. Unlawful harassment, including sexual harassment and violence, is strictly prohibited. Unlawful harassment or discrimination includes offensive comments, slurs, derogatory remarks, inappropriate physical contact, unwelcome sexual conduct or advances, and stereotypes, jokes, images, posters, or cartoons based on protected characteristics. Sexual and disruptive language and imagery are not appropriate in any Chegg Skills context.

To address issues, report incidents to the Advanced Support Team at skills.advancedsupport@chegg.com. Chegg Skills will promptly investigate all complaints, and individuals will not face retaliation for reporting. Students must adhere to this policy at all virtual events, within program projects, on the Chegg Skills platform, in Slack communities, and while representing Chegg Skills. Staff are also subject to this policy. Violations will result in dismissal from the program.

Right-to-Know Act & Campus Security Act

Chegg Skills is not eligible to receive Title IV funds and therefore is not required to calculate the completion or graduation rates of certificate-seeking students. Chegg Skills does not disclose such rates to current or prospective students.

Chegg Skills does not have a physical campus and therefore does not have campus security measures or crime rates to report.

Academic Integrity Policy

Students must cite all sources when using direct quotes from materials outside of Chegg Skills education resources. While students can use internet materials to inform their work, they must submit responses and materials in their own words. Copying from another student, using unauthorized materials during an exam, or submitting work generated by AI without proper citation, and copying a source verbatim are not acceptable and will be treated as a Code of Conduct violation.

Chegg Skills Code of Conduct

Students enrolling in Chegg Skills programs are subject to the following code of conduct:

Commitment to Learning: I recognize the rigor of this program and will prioritize my learning and participation.

Attendance:

- I will attend all scheduled sessions, including mentoring, workshops, and group sessions, arriving on time and staying until the end.
- If I am late, need to leave early, or cannot attend, I will inform Chegg Skills staff promptly, and make up missed work. I will provide at least 24-hour's notice for absences, except in cases of unexpected illness or emergency.

Participation: I will actively participate in all sessions, workshops, assignments, activities, and assessments, and be open to feedback and criticism.

Professional Conduct: I will conduct myself professionally and respectfully, showing consideration for classmates, staff, and mentors. I will not engage in any form of discrimination or inappropriate behavior.

Disruption: I will not disrupt or obstruct the teaching, learning, or administration of Chegg Skills programs. Violations may result in dismissal without warning.

Academic Performance: I understand that Chegg Skills may modify my course timeline or dismiss me based on poor academic performance.

Use of Materials: I will use educational materials provided by Chegg Skills for personal study only and will not reproduce or share them publicly.

Academic Integrity: I will complete all coursework myself, not share my account credentials, and avoid any form of academic dishonesty.

Accountability: I understand that failure to adhere to this code may result in personal liability, including dismissal from the program.

Well-being: I will seek help when needed and be mindful of my mental and physical health.

Code of Conduct Violations

Students who violate the Code of Conduct will be notified via email that an investigation is underway. They may request updates on the investigation status at any time. Upon completion, Chegg Skills will decide on the appropriate action, which may include

removal from the program, a behavioral improvement plan, or mediation. This decision is final and not subject to appeal. Severe violations will result in immediate dismissal without warning. Students removed from the program for a Code of Conduct violation will not be eligible for readmission to any Chegg Skills program.

Chegg Skills Slack Community Guidelines

Chegg Skills' Slack community is an online community for learners, educators, and administrators. This community is a protected and diverse environment to share experiences, gain and give support, ask questions, make friends, and make network connections, and these guidelines help maintain a respectful and supportive community. To continue participating in the Chegg Skills Slack community, all members must follow the group guidelines. Chegg Skills staff are here to ensure enjoyable and productive discussions while maintaining honest dialogue. We reserve the right to move or remove any posts at our discretion.

Any member consistently breaking guidelines or intentionally undermining our efforts to celebrate and support continuing education will be removed.

- **Be Respectful:** Harassment of any kind is not tolerated. Ensure your messages are respectful before posting.
- **Respect Identities:** Do not question or challenge how someone self-identifies or expresses themselves.
- **Avoid Assumptions:** Do not make general statements or assumptions about groups you are not part of or know little about.
- **Be Supportive:** No threats of violence or personal attacks towards individuals or groups.
- **Report Concerns:** Do not publicly advocate for banning participants. Instead, contact the Chegg Skills support team at skills.support@chegg.com.
- **Respect Choices:** Avoid unwelcome comments or opinions about others' choices and lifestyle practices.
- **No Offensive Comments:** Do not make derogatory comments about physical appearance, body size, age, race, language, nationality, religion, gender, sexual orientation, disability, mental health, or other identity markers.
- **No Sales Pitches:** Slack is for conversation, not sales. Speak with an administrator before offering services.
- **Inclusive Conversations:** Ensure there is room for all voices in the community.
- **Handle Offenses Appropriately:** If something offends you, explain why and move on. Report hurtful content to skills.support@chegg.com.
- **Respect Boundaries:** Do not send excessive direct messages or harass those who do not respond.

Slack Privacy Policy

- **Be Mindful of Shared Information:** Avoid sharing sensitive or personal information that you wouldn't want to be publicly accessible.
- **Consent:** Do not share members' names, email addresses, or other personal information with those outside the group without prior consent.
- **Confidentiality:** This is a confidential and safe space. Sharing personal information including posts or screenshots from other group members outside the Slack community will result in removal from the community.
- **Sensitive Data:** Avoid sharing sensitive data such as financial information, passwords, or any other information that could compromise your or others' security.
- **Use Cautious with Links and Files:** Be wary of clicking on links or downloading files from unknown or untrusted sources to avoid potential security threats.
- **Professional Boundaries:** Respect professional boundaries by not sharing work-related confidential information or proprietary content without permission.

Slack Community Violations

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Participants in Chegg Skills Slack channels must cease inappropriate behavior immediately upon request. Continued harassment or violation of Slack community guidelines will result in appropriate disciplinary actions by a Chegg Skills administrator, including removal from all Slack channels and dismissal from Chegg Skills programs.

Student Inquiry Policy

An inquiry is a written expression of dissatisfaction regarding enrollment conditions or treatment by mentors, students, or staff. This includes misapplication of policies or unfair treatment. Chegg Skills encourages students to bring any academic inquiries to our attention, as many concerns can be resolved through discussion. We will investigate all inquiries promptly and fairly, ensuring no punitive action or unfair treatment as a result.

Submit inquiries to skills.support@chegg.com with your Full Name outlining this issue and attaching relevant evidence.

STUDENT SERVICES INFORMATION

Chegg Skills students have access to the following services operating business hours*.

- Curriculum and curated reference materials are available through the student dashboard
- Online student forums (Slack)
- 1:1 Mentorship sessions
- Technical coaching
- 1:1 tutoring sessions
- Student Support team
- Student Success Team

Programs with mentorship include one-on-one, customized support with a mentor via video meetings for experiential and curricular guidance throughout their program. Mentors are available for advising during mentor sessions, and via electronic correspondence at their discretion outside of scheduled mentor sessions. Depending on the stage of the program, mentors are staff such as Success Coaches, Tutors, Professional Development Coaches, or Industry Mentors. Students will hear from their mentor(s) via email or text message regarding initial meeting scheduling.

**Not support services are available for all programs*

Student Records

Chegg Skills digitally maintains the following student financial and academic records during enrollment and retains them for the legally required minimum period, regardless of program completion."

- Student enrollment contract with student demographic and program information
- Payment contracts or promissory notes
- Payments and refunds
- Attendance
- Basis for admission or denial
- Dates of enrollment
- Progress and performance data
- Certificate of completion
- Student transcripts (maintained indefinitely)
- Student inquiries, and the corresponding resolution

Chegg Skills will keep course descriptions and accreditation evidence if applicable. If Chegg Skills closes, it will ensure all required records are stored and safeguarded for the legally mandated duration. Students may request to review their records or obtain a copy of their certificate of completion. Records and certificates will not be released to students who are not in good financial standing.

Confidentiality of Records

Chegg Skills stores student records in secure digital software to prevent damage or loss. Reasonable steps are taken to protect the privacy of personal information within these records. All records are kept in secure databases requiring dual authentication,

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accessible only to relevant staff members. Chegg Skills will not disclose student records to anyone other than the enrolled student without explicit consent or unless legally required. Documentation of consent or an emergency must be provided.

Libraries & Other Learning Resources

Upon enrolling, students gain access to proprietary Chegg Skills content tailored to their program via the Chegg Skills platform. Chegg Skills does not guarantee access to content or completed work for withdrawn, dismissed, or graduated students.

Housing

Chegg Skills programs are entirely online, so students participate from their own homes. Chegg Skills does not provide dormitory facilities, stipends, or reimbursements for shared office spaces. As a distance education provider, Chegg Skills does not consider or estimate housing costs near its facilities and has no responsibility to assist students in securing housing or workspace.

GENERAL INFORMATION

Location

All Chegg Skills programs are conducted online, with no in-person classes. Chegg Skills headquarters is located in Santa Clara, California.

Hours of Operation

Chegg Skills is an online distance learning program that does not have set hours of operation or a calendar of semesters.

Holiday Schedule

- *New Year's Day* (31st and the 1st)
- *Martin Luther King Jr. Day*
- *President's Day*
- *Memorial Day*
- *Juneteenth*
- *Independence Day*
- *Labor Day*
- *Thanksgiving Day* and the day after Thanksgiving
- *Christmas Day*
- *Winter Break* – the week that *Christmas Day* falls on

Student Equipment

Chegg Skills programs require a computer with high-speed internet, a webcam, microphone, and speakers. Computers must be available before the first day of class. Due to limitations, Chromebooks, tablets, and smartphones cannot be used for Chegg Skills programs. Chegg Skills does not provide computers; students must have their own.

Computer Requirements:

- Storage: 256 GB hard drive or higher (SSD recommended); 500 GB external drive for backup
- Memory: 16 GB RAM preferred (8 GB RAM required)
- Processor: 2.0 GHz Intel or AMD processor or faster (GPUs not required)
- Operating System: Windows 10 or macOS 10.10 or newer
- Browsers: Microsoft Edge, Google Chrome 86+, Firefox 48+, Safari 11+
- Monitors: 1024 x 768 resolution (1920 x 1080 recommended), minimum 13"

Other Equipment Requirements:

- Computer microphone and speakers (headset recommended)

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- Webcam
- High-speed, stable Wi-Fi or plug-in internet connection
- Quiet environment for mentorship and live support meetings
- Smartphones required for Digital Marketing Certificate coursework*

*Your support team will recommend any specific software needed for your program (e.g., Microsoft Excel).

Graduate Licensure

Chegg Skills programs do not aim to provide licensure. The professions, occupations, trades, or career fields for which Chegg Skills prepares graduates do not require licensure.

Notice Concerning Transferability of Credit & Credentials

The transferability of credits and acceptance of the Certificate of Completion from Chegg Skills is at the discretion of the institution to which a student may transfer. If the Certificate is not accepted, the student may need to repeat coursework at the new institution. Students should ensure that Chegg Skills meets their educational goals by contacting potential transfer institutions. Chegg Skills is not a degree-granting institution.

Articulation Agreements

Chegg Skills has established an articulation agreement with Southern New Hampshire University. Under this agreement, Southern New Hampshire University will award up to 18 credits towards its degrees for Chegg Skills certificates of completion. For further details, please visit Southern New Hampshire University's website.

Disclosure Statement Regarding Bankruptcy

Chegg Skills does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition in bankruptcy within the preceding five years, and has not had a petition of bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C Sec. 1101, et seq.).

Intellectual Property

Chegg Skills programs and all intellectual property related thereto, including but not limited to the curriculum, are the exclusive property of Chegg Skills unless otherwise noted. This includes all coursework, project descriptions, exercises, learning experiences, solutions, example projects, material stored in Chegg Skills' private git repositories, or other training material. By enrolling in a Chegg Skills program, permission is granted to any student to use the material while partaking in the program, and students grant Chegg Skills permission to use any material they submit in the program for any purpose. In no event shall the authors or copyright holders be liable for any claim, damage, or other liability to students.

Media Release Policy

Upon enrollment, students grant Chegg Skills (including its and its affiliates' employees, partners, and anyone authorized by Chegg Skills) the right and unrestricted permission to use and/or reproduce any photograph/print, film, video footage, quotes, or other reproduction of a student, his/her likeness, personal property, and/or audio reproduction of their voice and use of name to identify the student and/or their property ("the Material") taken or made on behalf of the institution or its partners.

Students acknowledge that Chegg Skills has full ownership of the Material and can use it for any purpose, including advertising and promotion across all media, such as web-based publications and social media platforms. Students will not receive any compensation, now or in the future, for the use of the Material.

Students acknowledge that all Chegg Skills branding, marketing materials, and the use of the Chegg Skills name are the property of the institution. Any use of these logos, branding, or other assets requires prior permission from Chegg Skills' Marketing and Design teams.

Personnel Qualification Information

Industry mentors and technical experts for Chegg Skills programs, candidates must meet the following minimum requirements:

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- 3+ years of relevant industry experience
- Genuine student advocacy and empathy for beginners
- Exceptional written and verbal communication skills

Chegg Skills evaluates the quality of each program by collecting feedback from students and staff on curriculum, projects, and overall student experience. Additionally, Chegg Skills considers industry demand for specific skill sets when developing programs.

Graduation and Employment:

Chegg Skills is committed to providing high-quality education and training to enhance your career prospects. However, please note the following:

- **No Job Guarantees:** Chegg Skills does not guarantee employment upon program completion.
- **No Wage or Salary Guarantees:** Chegg Skills does not guarantee specific wage or salary increases. The impact on your earnings will vary based on your existing qualifications, experience, and the job market.
- **Graduation Rates:** Chegg Skills uses a standardized system to measure and report student graduation rates.

By enrolling in Chegg Skills, you acknowledge these terms and understand that your success will depend on your dedication and broader job market conditions."

The information contained in this catalog is true and correct to the best of my knowledge.



Senior Director | Thinkful Inc., DBA Chegg Skills.