



**PENN  
FOSTER**

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**Building the Talent Pipeline**  
*Career Mobility for Today's  
Middle-Skilled Workforce*

# Agenda

1. Penn Foster Introduction
  - Organization
  - Partnership
  - Team
2. Benefits of Online Learning with Penn Foster
3. Programs We Offer
4. Getting Started

# Introduction to Penn Foster

# Our Story

Penn Foster is an education institution and upskilling platform focused on helping adult learners and opportunity youth launch, accelerate and thrive in their careers. We're creating a national movement to ***upskill one million middle-skilled workers*** a year, and are actively building a coalition of purpose-minded leaders.



# Penn Foster & ICD Partnership

- Penn Foster and ICD have partnered to provide ICD participants with Penn Foster's **online skills training programs**
- 200+ accredited career certificates, diploma programs, and college courses across a variety of industries
- Online delivery makes it easy to learn at home or on-the-go
- World-class support provided by Penn Foster faculty and staff
- **15% discount on cost of tuition** offered to ICD participants

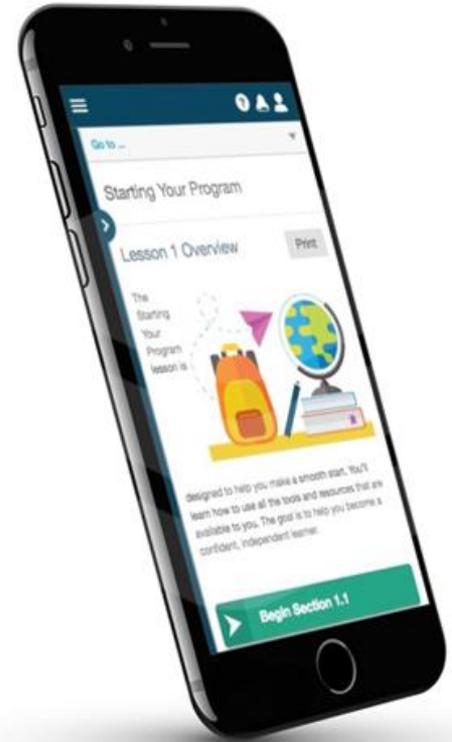
# Your Penn Foster Team

- **Drew Fuhrmann** – *Managing Director, Workforce Solutions*
- **Pat Gaffey** – *Vice President of Admissions*
- **Kyra Cotterick**– *Assistant Manager, Admissions*
- **Wayne Saffel** – *Senior Admissions Specialist*
- **Kyle Hetsko** – *Admissions Specialist*
- **Roberto Reyes** – *Admissions Specialist*
- **Ashlee Van Wert** – *Admissions Specialist*

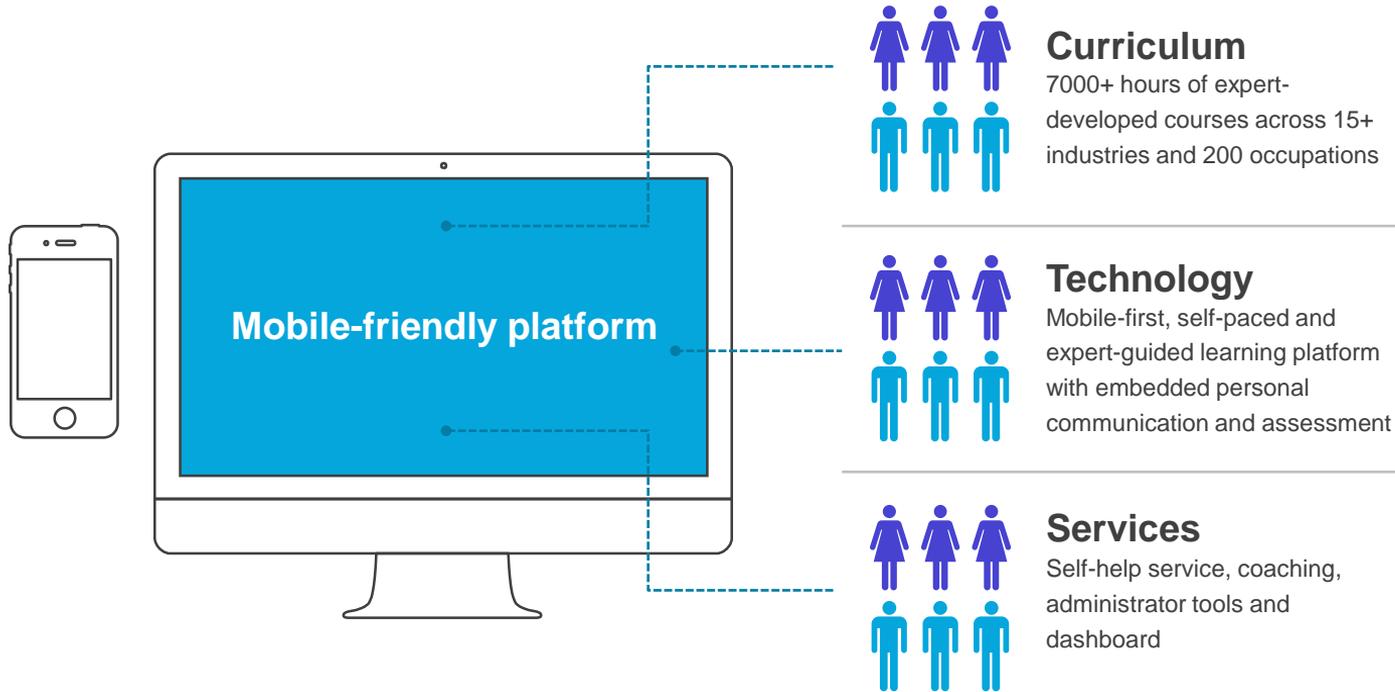
# Online Learning with Penn Foster

# Mobile Platform for On-The-Go Learning

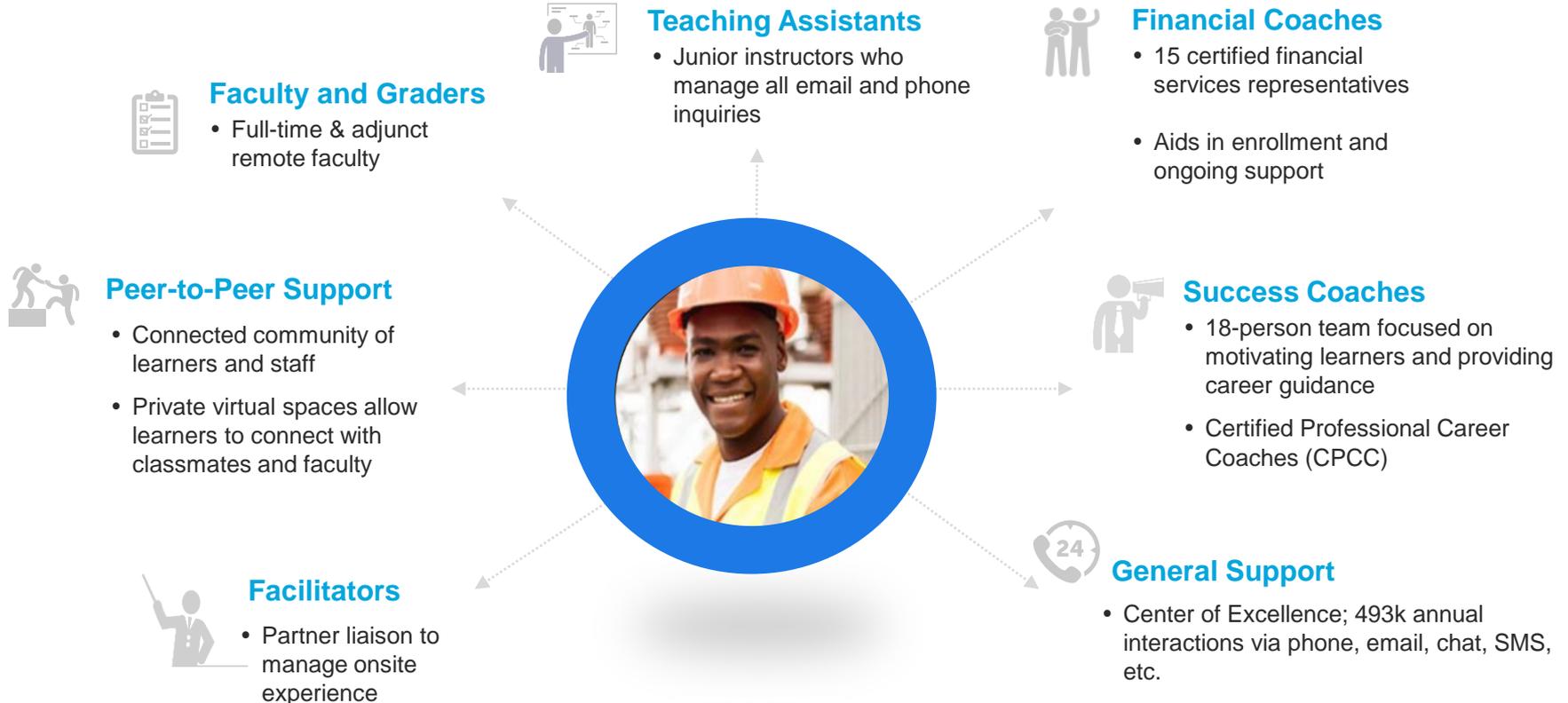
- Penn Foster's online learning platform is mobile-friendly and easy to use
- Participants can use the **self-paced programs** to learn on their own time and on their own terms



# All-In-One Platform for Complete User Experience



# Award-Winning Learner Support Structure

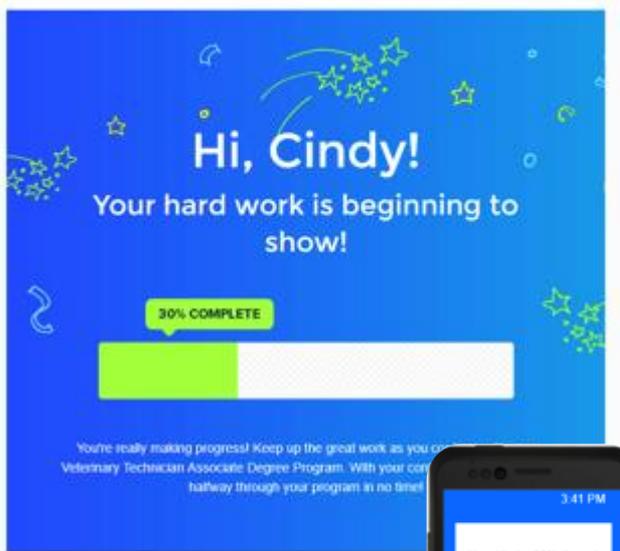


# Onboarding for New Enrollments

The image displays two components of a student onboarding process. On the left is a screenshot of a web dashboard for a student named Testcrbc. The dashboard features a dark sidebar with navigation options: Home, Program & Courses, Grades, Help & Support, Resources, and HELPFUL LINKS (Library, Workforce Solutions, Refer a Friend). The main content area is titled 'Welcome Back, Testcrbc!' and includes a 'Starting Your Program' section with a progress bar at 5% and a 'Resume Course' button. A 'MY PROGRAM GOAL' section shows a goal to complete the Career Readiness Bootcamp by December 19, 2018, also with a 5% progress bar. The footer of the dashboard includes copyright information for Penn Foster Inc. and links to Privacy Policy, Terms of Use, and Contact Us.

On the right is a screenshot of a welcome email. The email has a blue header with the text 'Congratulations & Welcome!' in white script. The body of the email greets the student as 'Hi Testcrbc,' and congratulates them on enrolling in the Career Readiness Bootcamp English Program. It provides instructions to check their inbox for important information and states that they now have everything they need to get started. The email prominently displays the student number '54027612' and includes a large orange button that says 'LET'S GET STARTED'. The footer of the email contains the address '2018 Penn Foster, Inc. 925 Oak Street, Scranton, PA 18515', a privacy policy link, and the email ID 'E7776-54027612'.

# Ongoing Communications to Support Onboarding and Progression

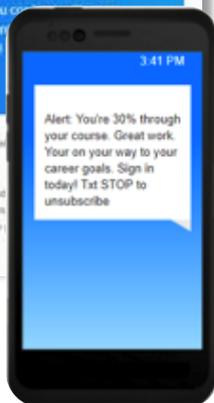


Hi, Cindy!

Your hard work is beginning to show!

30% COMPLETE

You're really making progress! Keep up the great work as you complete your Veterinary Technician Associate Degree Program. With your current progress, you're halfway through your program in no time!



## Make 'em Proud, April!

Pass your next three exams by **July 31** and earn a certificate!

**GET STUDYING**

Here's an opportunity to prove to yourself, your friends, and family that your ambition is fierce. Take your next three exams by 11:59 PM EST on July 31, and we'll send you an official exam challenge certificate to commemorate your achievement. You'll be closer to completing your course, and closer to a new career. Mark your calendar for the day you'll share your accomplishment with everyone you know, and make them all proud. You got this!

### Here's how to make your next exam count:

- Use your Help Center in your Portal to find frequently asked questions, browse common topics, and reach out to your Academic Team!
- Reach out to your Success Coach, Mark Esgro. Call: (800) 522-8250 ext.2223 or text: 570-543-2442.

My name is Sara, and I will be your Success Coach!

Call (800) 522-8250 ext. 2658

Text (570) 397-0618

Email [successcoaches@pennfoster.edu](mailto:successcoaches@pennfoster.edu)



Welcome to Penn Foster, Becky!

My name is Sara, and I'm your personal Success Coach. I'll be here to support you through your journey and answer any questions you may have along the way. Feel free to reach out to me if you have any questions regarding the following:

- Getting settled into your new program
- Adjusting your payment schedule
- Choosing exam dates to help you study at your own pace
- Retaking your exams

Please feel free to call me at (800) 522-8250 ext. 2240. I'm available Monday through Friday from 8 AM - 5 PM ET. If those hours don't work around your schedule, let me know. I'm happy to make an appointment at a time that works for you!

I look forward to working with you and helping you reach your goals. I will be calling you in a few days to officially introduce myself, but if you need anything before then, please feel free to reach out to me.

Talk to you soon!

**Sara Krotz**  
Success Coach

# Programs Offered

# Career Certificates, Diplomas, & Degrees

## *Examples of programs offered:*

 **HOSPITALITY/RETAIL/  
RESTAURANT**

- Retail Supervisor Career Diploma
- Guest Services Agent Career Diploma
- Hotel/Restaurant Management A.S.
- Retail Management A.S.
- Retail Industry Fundamentals

 **ALLIED HEALTH**

- Medical Billing & Coding Career Diploma
- Pharmacy Technician Career Diploma
- Home Health Aide Career Diploma

 **VETERINARY**

- Veterinary Technology, A.S.
- Veterinary Assistant Career Diploma
- Pet Grooming Certificate
- Dog Obedience Trainer/Instructor Certificate Career Diploma

 **SKILLED TRADES**

- Appliance Repair Technician Career Diploma
- HVACR Technician Career Diploma
- Industrial Supervision Associate Degree
- Manufacturing Associate Degree
- Residential Electrician Career Diploma

 **BUSINESS**

- Administrative Assistant Career Diploma
- Bookkeeping Career Diploma
- Business Management, A.S., B.S.
- Accounting A.S.
- Finance A.S.

 **SECURITY/LEGAL**

- Security Guard Career Diploma
- Paralegal Career Diploma
- Legal Secretary Career Diploma
- Criminal Justice A.S., B.S.

# Custom Programs Offered for ICD Participants

## ECT Preparation:

Course / Block	Course / Block
<b>DC Theory</b>	<b>Actuators and Sensors</b>
<b>Block A21 DC Principles (30 HRS) – Page 74</b>	<b>086079 – Industrial Switches (10 HRS) – Page 80</b>
<b>Includes:</b>	<b>086022 – Electronic Sensors (10 HRS) – Page 90</b>
086096 Nature of Electricity	<b>Optional:</b>
086002 Circuit Analysis and Ohm’s Law	<b>086021 – Switching Devices (10 HRS) – Page 89</b>
086003 Capacitors and Inductors	
086004 Magnetism and Electromagnetism	<b>Transformers</b>
086005 Conductors, Insulators, and Batteries	<b>086011 – Transformers (10 HRS) – Page 76</b>
086006 DC Motors and Generator Theory	<b>Optional:</b>
	<b>4040 – Transformers (10 HRS) – Page 68</b>
<b>AC Theory</b>	
<b>Block 22 AC Principles (40 HRS) – Page 76</b>	<b>Wiring Methods and Practices</b>
<b>Includes:</b>	<b>086E02 – Electrical Wiring Practices (20 HRS) – Page 61</b>
086007 Alternating Current	
086008 Alternating Current Circuits	<b>Rectifiers</b>
086009 Inductors in AC Circuits	<b>086041 – Rectifiers &amp; Power Supplies (10 HRS) – Page 90</b>
086010 Capacitors in AC Circuits	<b>Optional:</b>
086011 Transformers	<b>086023 – Special Rectifiers: Electron Tubes (10 HRS) – Page 90</b>
086012 Alternators	<b>086014 – Rectification &amp; Basic Electronic Devices (10 HRS) – Page 77</b>
086013 Electrical Energy Distribution	
086014 Rectification and Basic Electronic Devices	<b>Troubleshooting Procedures</b>
	<b>Block B06 Troubleshooting Electronic Equipment and Systems (36 HRS) - PG 81</b>
<b>Actuators and Sensors</b>	B0601 Introduction to Troubleshooting
<b>086022 – Electronic Sensors (10 HRS) – Page 90</b>	B0602 Basic Troubleshooting Methods
<b>086079 – Industrial Switches (10 HRS) – Page 80</b>	B0603 Selecting Instruments for Troubleshooting
	B0621 Progress Examination
<b>AC Motors</b>	B0604 Measurement Techniques in Troubleshooting
<b>086052 – Industrial AC Motors (Some three phase content) (10 HRS) – Page 58</b>	B0605 Support Services for Troubleshooting
<b>Optional:</b>	B0606 Practical Troubleshooting Problems
<b>6631 A-B – AC Motor Repair (20 HRS) – Page 73</b>	B0622 Progress Examination
<b>6698 – AC Motors, Generators &amp; Rectifiers (10 HRS) – Page 73</b>	B0620 Progress Examination Booklet
	<b>086065 - Electronic Troubleshooting of Industrial Motor Controllers (10 HRS) – Page 93</b>

# Getting Started

## Reaching Out to Admissions

To learn more about programs offered, participants can either visit <https://www.pennfoster.edu/partners/icd/programs> or reach out to Penn Foster's Admissions team.

**Email: [partnersolutions@pennfoster.edu](mailto:partnersolutions@pennfoster.edu)**

**Phone: 800-773-5379**

To **enroll in a program**, participants should visit their onsite ICD center and speak with their center coordinator.

# Enrolling Participants

There are two ways to enroll participants:

- 1) Call the Penn Foster Admissions team directly at **800-773-5379** with the names and information of interested participants
- 2) The Admissions team can send your center an **enrollment form** that you can fill out and send to your Admissions point of contact

**Admissions team availability:**

**Monday-Friday: 9:00am – 6:00pm**

Available to answer questions, conduct demonstrations of the learning portal, provide literature on specific programs, and help onboard students

# Q&A