



## Takoda Institute Frequent Asked Questions

We have compiled a list of questions that we are most often asked. Please read through the all the questions. It will help to answer a question you might not even realize you have. If you are looking for something specific, please Ctrl + F to find a word to help narrow down the reading.

Q: I submitted an interest form on <https://takoda.org/takoda-institute/>. What are my next steps?

A: All students must complete an enrollment session, held on Wednesday's at 10:00am. You can attend the session virtually (Zoom link found in our email signatures or at <https://takoda.org/about-us/enrollment-sessions-2/>). Through attendance in this session, you will learn of our expectations and requirements for enrollment including but not limited to Admissions paperwork, Academic Assessments and other American Indian OIC programs we co-enroll with.

Q: I work during the day. Do you have classes that I can take in the evening?

A: We offer Project Management, Digital Marketing, Case Management and IT Fundamentals in the evening, virtually. We also offer ServSafe Food Handler, ServSafe Manager and Customer Service as on-demand, self-paced, options.

Q: I was student at Takoda Institute in the past, do I have to attend an enrollment session again and do paperwork over?

A: If you were a student more than 6 months ago, or your information has changed from prior applications (employment, address, barriers, etc.), then you will need to fill out new paperwork. Our grants change every 6 to 12 months and new questions and paperwork get added each year.

Q: I'm not sure what I'm interested in, can I take more than one class?

A: You will meet with a Career Counselor prior to starting class. The Career Counselor will have you go through an interest assessment as well as have a conversation with you on your goals, needs, and future possibilities. At that time, it may be decided what the best class for you to take will be. We do have students take more than one class, but the combination of classes needs to make sense and help to reach your goal. Many students will take Project Management and Digital Marketing as a bundled option. However, if you are interested in Commercial Driver's License then that is the only course you will be able to attend.

Q: I'm a former student and want to take another class with you. Can I do that?

A: If you actively worked with your Career Counselor during your previous time at Takoda, seeking employment, attending work readiness workshops, career fairs and other various employment related activities, then yes. We try to connect your previous training with the training you are interested in. However, if you want to take training with no connection to your previous time at Takoda, an interest and behavioral assessment may need to take place first.

Q: I missed the enrollment session and the class I am interested in has already started. Can I still start in the current class?

A: No. We will require you to take the class the next time it is offered. We run class every 6 to 8 weeks, and this will give you an opportunity to complete paperwork, meet with your Career Counselor, your Financial Coach and get your personal and professional schedule in order.

Q: Your website gives one time for a class start that is different than a flyer that I recently saw. What is the best way to determine when a class is offered?

A: Our class starts change based on instructor availability, class size, season and the health and wellness of the team. The best way to confirm a class date and time is to call 612-341-3358 and ask for an individual from Takoda Institute.

Q: I filled out all the paperwork through DocuSign and completed the assessments, what's next?

A: This is great. Thanks for getting everything done so quickly. We will take a few days to do a file audit and then send you information on what may still be missing or let you know if we have everything and have you listed on the roster.

Q: I don't have my social security card. What will you take instead?

A: The 2<sup>nd</sup> most common document that we can accept will be a W2 from any year that has your full name and your full social. We cannot accept any tax document that you fill out such as a 1040. We will supply you with a list of other acceptable documents through DocuSign that you could upload in substitution.

Q: Are your programs free for me?

A: We have many different state, federal and city grants that allow us to offer our training for free to those who are eligible. We will always determine first if you are working with another organization or county program and reach out to them first to see if they will pay for classes. If you are not working with another organization or they will not pay, we review eligibility of the individual by asking a variety of yes and no questions in the application. It is extremely rare that someone is not eligible.

Q: I attended an enrollment session, but I haven't received any paperwork yet. When can I expect that?

A: If you attended in-person and filled out the welcome form or virtually and filled out the google form (<https://forms.office.com/r/MywkaS9djW>) you can expect to receive the paperwork within 24-72 hours. If you stayed after attending in-person you will have received your documents already via your email. If we already sent you DocuSign and the Assessments, then please also check your Spam/Junk email folder. It may be in there.

Q: What assessments do I have to do?

A: All future students are required to complete an assessment on their reading and math levels. This is a state requirement. You will go through a Test of Adult Basic Education (TABE) which can last up to 4 hours depending on your speed.

Testing times for each TABE section:

Reading	Locator	35 minutes
Math	Locator	10 min (Part 1) 10 min (Part 2)
Reading	All Levels	50 min (Part 1) 50 min (Part 2)
Math	Level Dependent	30-55 minutes (part 1) 10-35 minutes (part 2) 65 minutes max total

You will also go through Northstar Digital Literacy assessments for Basic Computer Skills, Internet Basics and Career Search Skills. [American Indian OIC & Takoda | Northstar Digital Literacy \(digitalliteracyassessment.org\)](http://AmericanIndianOIC&Takoda|NorthstarDigitalLiteracy(digitalliteracyassessment.org))

Q: I have an associate degree or higher. Do I still need to test?

A: Nope. Please make sure to get us a copy of your diploma or transcript, unofficial is fine, and we will waive the testing requirements.

Q: I'm not looking for a job but rather just to take some classes for fun. Can I still take your programming?

A: No, sorry. We are a workforce development center with an end goal of finding you employment. If you are not able to work, are not looking for work, or simply trying to find something to fill a void in your life, we can offer you many different community education resources. If you still want to take our training even though you are not looking for employment, you can pay out of pocket and will not have an employment expectation.

Q: I already have a job but would like to take training for professional development opportunities. Is that possible?

A: Yes. We would love to assist you in furthering your current career. If you are able to take our trainings and earn a promotion or raise (even \$.01), we can enroll you. You will still have the expectations of working with our career and financial counselor to build better career opportunities.

Q: I have a criminal background. Will that hinder any training opportunities?

A: Due to working with youth and vulnerable adults, we are not able to work with anyone with sexual misconduct in their background. If you have other items in your background, you may be refused entry into our medical programs, Medical Office Administration and Phlebotomy, as well as have to wait a certain period of time before entering our Commercial Driver's License course. All other programs do however tend to be felony friendly.

Q: I can't figure out how to complete my paperwork. What can I do?

A: We offer paperwork completion assistance and academic assessment assistance on Friday's at 10:00 am in person or by appointment. Please don't struggle on your own. We can set you up on a computer

in our computer lab or make copies of documents if you don't feel comfortable submitting them online. This is not an enrollment session. Enrollment Sessions are Wednesday's at 10:00am in-person or through Zoom.

Q: I filled out paperwork, but I don't have the documents with me that are needed to upload and complete the application. What can I do?

A: Don't worry, this happens all the time. DocuSign will save your progress if you want to stop and finish later. If you would rather hand us your personal identification information and submit the DocuSign without those attachments, we recommend uploading a random document (pictures of cute kittens are always welcome) in order to submit the form online.

Q: I'm not comfortable sharing my information with your agency or other contacts within AIOIC or other, can I still enroll?

A: We understand the need for security and keeping private, personal information safe. We make this request for all our students since we must share your information with our funders, instructors, case managers and other relevant people. If you are not able to share your information with us, we cannot enroll you in our programs. If you have specific questions about where your information goes, please let the Director of Takoda Institute know.