



**TechSkills of California  
Sacramento Campus**

**Program Catalog & Student Handbook**

**January 1, 2011 – December 31, 2011**



**Accredited by the Accrediting Council for  
Continuing Education and Training**

1215 Howe Ave Suite 101 \*Sacramento CA 95825-2401\* 916.649.9600

[www.techskills-ca.com](http://www.techskills-ca.com)



**APPROVAL DISCLOSURE STATEMENT**

MDDV, Inc. dba TechSkills of California, Sacramento, is located at 1215 Howe Avenue, Suite 101, Sacramento, California CA 95825. Branch locations were added in 2010, TechSkills of California , San Jose, 3031 Tisch Way Ste 1PW, San Jose, CA 95128-2530 and TechSkills of California , Las Vegas, 255 E Warm Springs Road Suite 110, Las Vegas, NV, 89119-4275.

TechSkills of California, Sacramento, under section 94802(a) of CPPEA, will by operation of law, be approved until May 1, 2011. The Act is administered by the Bureau for Private Postsecondary Education, under the Department of Consumer Affairs. The Bureau can be reached at: P.O. Box 980818, West Sacramento, CA 95798-0818, 888.370.7589.

The following programs are approved. Please note the number of weeks to complete each program is calculated with 24hrs a week (full time) of attendance. TechSkills of California also has available ¾ times (18 hrs) and part time (12hrs):

COURSES	PROG RAM HOU RS	WEEKS TO COMPLETE CALCULATED BY HOURS OF ATTENDANCE			Q CH
		24	18	12	
CompTIA A+ Certification	305	13	17	25	15
CompTIA Network+ Certification	125	5	7	10	6
Microsoft Certified IT Professional Enterprise Administrator	925	38	51	77	48
PC & Networking Technologies /Microsoft Certified Technology Specialist	915	38	51	76	49
Microsoft Certified IT Professional Database Administrator	900	38	50	75	47
Medical Billing & Coding	930	39	51	77	49
Medical Administrative & Billing Specialist	625	26	35	52	34
Office Administrator	715	30	40	59	38
Pharmacy Technician	925	38	51	77	49

All courses are taught at 1215 Howe Avenue, Suite 101, Sacramento, CA 95825-2401. Instruction is in residence for all programs. The maximum class size depends on the classes and the course. In general, lab classes are a maximum of 12:1, and lecture classes are a maximum of 26:1. Students who successfully complete a course of study are awarded an appropriate certificate verifying that fact.

All information in the content of this school catalog is current and correct and is certified as true by David Vice, President.



1215 HOWE AVE SUITE 101 • SACRAMENTO, CA 95825-2401  
PHONE: 916-649-9600 • FAX: 916-649-9700

## **Program Catalog & Student Handbook**

For All Classes Starting January 1, 2011 and Ending Prior to December 31, 2011

### **HISTORY/OWNERSHIP**

MDDV, Inc. dba TechSkills of California, a California Corporation, was founded in 1998 and has been providing quality education since January 2, 1999. The President is David Vice and the Vice President is Mike Dourgarian. TechSkills of California originally provided instruction for computer careers to include networking and database management. In 2004, the institution expanded its program offerings to include allied health courses; the decision to add programs was predicated on meeting the growing labor market demands in the Sacramento area.

### **ADVISORY COMMITTEE**

TechSkills of California operates with an Advisory Committee made up of the following individuals:

- Mercedes Gonzales-Wise: Supervisor, Language World, 3555 Marconi Ave, Sacramento, CA. 95821
- Arlene Koch: President, Advanced Medical Software Solutions, 8322 Rambleton Way, Antelope, CA 95843
- Lena Vo: Pharmacy Tech Student, 7707 College Town Dr Apt 25, Sacramento, CA 95826
- Covelle Jude: President, Legacy Solutions, 1098 Melody Lane Ste 101, Roseville, Ca 95678
- Virginia Virgil: Billing Dept, Rapid Care Urgent Care Clinic, 4042 Flying 'C' Rd, Cameron Park, CA 95682

### **MISSION/OBJECTIVES**

The mission of TechSkills of California is to provide quality market driven education meeting the needs of individuals and corporate clients.

The objectives for TechSkills of California are:

- TechSkills of California will provide prompt, individual attention to students
- We will prepare students to apply learning to real-life situations
- Establishing a long-lasting relationship with graduates and alumni
- Obtaining feedback from industry professionals
- We will employ experienced and capable faculty members who are encouraged to bring their unique talents and sensibilities to the classrooms

### **FACILITIES**

TechSkills of California, Sacramento has classrooms, a break/fix lab, a networking lab, and two interactive training rooms. The IT classroom seats 46 students and our lab accommodates up to 12 students at one time. The Medical classroom seats 47. TechSkills of California is equipped with up to date computer hardware/software, as well as a library and lab areas where students can perform tasks expected on the job. Our student to instructor ratio is a maximum of 26 students per one instructor.

Academic resources are accessible on campus in the classrooms and online in the intranet. Students may access the classroom resources Monday through Thursday 8am to 9pm, Friday 8am to 6pm, Saturday 9am to 3pm, and the intranet 24 / 7. Resources are available on site.

### **RATIO OF STUDENTS**

Maximum number of students in the classroom for this program is 46 and for lab work is 12. The maximum student: instructor ratio is 26 to 1.

### **ADMISSIONS PROCESS**

The admissions process consists of an exchange of information between the applicant and TechSkills of California. TechSkills of California maintains a staff of admissions specialists to facilitate an applicant's enrollment. An admissions specialist conducts a personal interview with each applicant to assess individual career goals and training needs. After goals have been assessed, the specialist will enroll a student in the desired program, and will select a start date that is convenient for the student.

TechSkills of California is ADA compliant and does not discriminate against students with special needs. In addition, TechSkills of California does not discriminate on the basis of sex, race, ethnic origin or religion. See page 15 for Equal Opportunity information.

### **ADMISSIONS REQUIREMENTS**

A personal, on-campus interview with an admissions specialist is required before enrollment. All applicants must be at least 18 years of age and have graduated from high school, or possess a high school equivalency diploma (GED), or use the option to take a proctored ability to benefit test to satisfy enrollment requirements.

TechSkills of California has some programs that require specific prerequisites regarding certifications and/or equivalent experience. Please refer to the *Program Description* section for these prerequisites.

### **ABILITY TO BENEFIT**

Following the interview process a prospective student who requires ATB testing will meet with the DOA for information on scheduling, fees and scores. Any prospective students who do not have a GED or HS diploma will be encouraged to get one for educational and employment opportunities. ATB testing is not designed to take the place of a GED or High School Diploma.

TechSkills of California provides an ATB test accepted by the United States Education Department. The test is proctored by Wonderlic certified officials at TOC Campus. All prospective students who will take the ATB test will be required to take the practice test(s) prior to the official proctoring.

The test fee is paid by check, charge, or cash by the student prior to testing. If the test is failed, the prospective student may retest without delay. If second failure occurs the prospective student must wait 60 days to retest. Re-testing fee is paid by the student prior to testing. Unofficial scoring is done by the proctor on site, and submitted to the prospective student and TOC. Official scoring will arrive by USPS.

### **ADMISSIONS PROCEDURES FOR STUDENTS WITH SPECIAL NEEDS**

TechSkills of California makes every effort in the admissions process to accommodate potential students with special needs. We are ADA compliant. The Admissions Specialist will ask potential students what assistance they need to complete the admissions process.

Completing the process may require assistance with:

- interview
- campus tour
- completion of any subsequent paperwork

Accommodations may include, but are not exclusive to:

- Reading materials to the potential student
- Assisting potential student in filling out the lobby form
- Physically assisting potential student during campus tour.

Additional assistance can be provided by administrative staff, instructors and or management staff.

### **ENTRANCE TEST REQUIREMENTS**

All applicants to TechSkills of California must obtain a passing score of 265 (at the required GED level) on the Wonderlic Exam, a national standardized exam recognized by the U.S. Education Department.. At the time of enrollment, the entrance test must have been successfully completed within the last 12 months.

If an applicant does not pass the entrance examination, the applicant must wait one week to retake the exam to attempt to pass a second time. If the applicant does not pass the second time, they must wait one calendar year before reapplying.

### **ENGLISH PROFICIENCY**

TechSkills of California does not provide English-as-a-Second-Language instruction. Students are required to speak English when an instructional setting necessitates the use of English for educational or communication purposes. All courses are taught in English.

### **TRANSFERABILITY OF CREDIT TO TECHSKILLS OF CALIFORNIA**

Students who believe they are sufficiently competent to receive clock hour credits in a particular subject may request credit for some classes through a challenge examination or an official transcript and a course syllabus from the institution where credit is to be received from. For courses accepted for credit; tuition will be prorated on a percentage of the course(s) accepted. Courses accepted for Transfer of Credit may affect financial aid.

Challenge exams must be completed prior to enrollment or by the first Friday after the student's first day of classes. Challenge examinations may contain oral, written and/or practical portions. Students failing the examination will not be allowed to take a second examination and will be expected to take the subject as a regularly scheduled class. A student must score 90% or above on the exam in order to receive credit, and the decision of the examining instructor is final. No more than 2 courses from a program's content may be earned through challenging classes.

Normally, it is the school's policy to accept credit hours earned in courses taken at accredited institutions provided that a grade of 2.0 (C) or above was earned. Transfer credit hours that are more than 5 years old generally are not accepted. TechSkills of California reserves the right to accept or reject any or all credit hours earned at other institutions. Students may not transfer credit hours for courses taken at another institution and also receive credit for the same course taken at TechSkills. Transfer credits must be directly applicable to courses required in the selected TechSkills of California program. Official transcripts must be on file before transfer credit can be approved.

To apply for a transfer of credit, the student must request that an official transcript of all coursework taken at a non-TechSkills of California institution be sent directly to the TechSkills of California Admissions Specialist. Comprehensive course information is important for a thorough assessment of courses. Therefore, course descriptions and preferably course outlines/syllabi and student learning outcomes must be provided. The Admissions Specialist will notify the student in writing within 5 school days of receiving the above information of what courses can be accepted and which ones cannot. If a student believes that their credit was not transferred properly, the student is encouraged to discuss the situation informally with the Admissions Specialist. If the inquiry is resolved by the parties, the matter is deemed closed. If the inquiry is not resolved at this level, the student may request an appeal to the IT or Health Services Program Director and then to the Campus Director.

#### **TRANSFER OF CREDIT TO OTHER INSTITUTIONS**

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

#### **TRANSFER OR ARTICULATION AGREEMENTS**

This institution has not entered into any transfer or articulation agreements with any other college or university.

## **Financial Information & Financial Assistance**

### **FINANCIAL INFORMATION**

The Financial Aid Department will discuss financial options with students prior to enrolling into TechSkills of California. This practice enables applicants to evaluate their options for tuition financing. TechSkills of California participates in the following financial aid programs:

- Pell Grants
- Federal Guaranteed Student Loans
- Federal Plus Loans
- Sallie Mae Private Loans
- National Loan Servicing Center

Students who receive loans to pay for their course of instruction are responsible for repaying the full amount of the loan, plus interest, less the amount of any refund. Defaulting on loans could result in damage to credit ratings, loss of eligibility for future student loans and other forms of financial aid, loss of deferment and monthly payment options, withholding of state and federal income tax refunds, initiation of court action, and garnishment of wages.

Additional information on eligibility requirements, alternate financing, amounts available, interest rates, scholarships, and repayment schedules is available from the Financial Aid Department.

### **FEDERAL FINANCIAL ASSISTANCE**

Federal financial assistance to students is available through Title IV. Assistance received from Federal financial aid programs may be used for educational purposes only.

### **FINANCIAL AID DEPARTMENT**

Financial aid personnel can answer questions and provide information about financial aid programs, the application process and related deadlines. Students can obtain loan and or grant applications from this department. Appointments are recommended.

### **APPLICATION FOR FEDERAL FINANCIAL AID**

To apply for Federal financial aid, a student must:

- Complete the Free Application for Federal Student Aid (FAFSA) for a need or non-need based loan.
- Submit their federal income tax return for the most recent tax year or submit a non-filing statement.

Financial aid is not guaranteed from one award year to the next. Students must re-apply for every academic year they attend school. Unless applicants can establish independent status, they must provide parental information on the FAFSA and include copies of their parents' tax returns.

**VETERANS ASSISTANCE OR GI BILL**

The school is approved in certain courses for veterans' enrollment. Individuals interested in receiving student assistance from the VA should contact the Veterans Administration Office in the student's locality to determine eligibility for benefits. For GI Bill eligibility information call **1-888-GIBILL1**. The school will assist in preparing the necessary forms.

**THE DAVID VICE SCHOLARSHIP PROGRAM**

This program was established in honor of the Founder and President of TechSkills of California. Students who are considered to have a high likelihood of success and a justified need for tuition assistance will be given the highest consideration. Funding for the David G. Vice Scholarship program is provided through the school's contributions. Awards will vary based on the student's specific situation. Recipients will have the scholarship proceeds disbursed to their tuition account at the midway point of their program.

### **STUDENT TUITION RECOVERY FUND DISCLOSURES**

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

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

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

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

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

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

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

## **TechSkills of California Policies**

### **ATTENDANCE POLICY**

Regular attendance is essential for academic progress and success in a career. Too many absences may jeopardize a student's ability to pass/complete the program in a timely manner. All students are encouraged to complete the specified hours for their program by the end of each week. If a student is unable to attend, or leaves class early on a given day(s), they should contact their instructor or appropriate staff member. Students are encouraged to make up missed attendance. The instructor will assist in creating a make up plan.

TechSkills of California requires 100% completion of the courses for graduation. TechSkills of California encourages 100% attendance, and requires 90% cumulative hours for graduation.

**Any student who has an unexcused absence of fourteen (14) consecutive days will be automatically withdrawn.**

Students are required to log in and log out using the computer located in the classrooms. The computer tracks the amount of time a student spends on campus. This information is stored in a student database from which attendance reports are generated. If the student does not log in they will be required to sign the attendance roster and have an instructor initial for confirmation.

Students are expected to call or e-mail the school if they are not able to attend the required hours for the week in order to obtain an excused absence. Students are encouraged to make up missed attendance.

At any time during the program a student can be placed on probation for violation of attendance. Attendance violation is defined as, including but are not limited to: unexcused absences, a pattern of low weekly attendance, (i.e. continually missing the required weekly hours) habitually logging in and leaving the campus (for more than ½ hour) without logging out.

If a student is not meeting the minimum requirement of 90% attendance, they can be placed on probation for 30 days. A second 30-day probation period is permissible. However, if at the end of two probation periods the student's attendance does not meet the minimum satisfactory attendance requirement the student's program can be terminated.

Attendance is checked on a weekly basis. Students who do not meet the agreed upon attendance minimums, (hours per week), will receive an e-mail reminder. Students who have an excused absence will remain in good standing. Students who have attendance issues as defined above are brought to the attention of the Program Director. The Program Director can counsel the student or institute probation.

### **TARDY POLICY**

Students arriving late will make up the time by staying late or making up the time on another day.

### **SATISFACTORY ACADEMIC PROGRESS POLICY**

Evaluation of student achievement is based on meeting the objectives for each course. Student progress is evaluated four times throughout the program. The evaluation periods are at approximately 2 weeks, 18 quarter credit hour, and 36 quarter credit hour and at the completion of the program. For the programs less than 36 quarter credit hours, the evaluations are approximately 2 weeks, one month, the approximate midpoint and the completion of the last module.

At the instructor's discretion other evaluations may occur as needed. Progress checks will be conducted by an instructor.

Students must complete all courses in the program, achieve a cumulative grade point average of at least 70% (2.0) and have 90% cumulative attendance to pass/complete the program.

*For example a PCN student meeting SAP at the 18QCH evaluation will have a minimum of 414 hrs (90% of 460), they will have completed A+ Essential, A+ IT Technician, Network + and Thought Patterns for a Successful Career. The cumulative GPA must be over 70%.*

A student can fail one course in the program and still maintain a cumulative grade point average of at least 70% and be allowed to continue their program while maintaining Satisfactory Academic Progress. The exception to this policy is any program that consists of only one course. In this case, students must score an average of 70% on unit exams to maintain satisfactory progress. Students who do not pass with 70% will be required to retake the program.

When students are not making Satisfactory Academic Progress a face to face appointment will be scheduled with the appropriate faculty member, instructor or program director.

All students must maintain Satisfactory Academic Progress while meeting the required standards for attendance and conduct.

### **GRADING POLICY/GRADUATION REQUIREMENTS**

#### **Method of Evaluation and Grading**

The course grade is determined by averaging the highest score (up to 2 attempts) for each gradable element. Gradable elements include Unit exams and the Final exam (which is weighted double).

The course grade is calculated by dropping the lowest score of all elements (or only counting the final exam once if it is the lowest score) and averaging the remaining elements. An explanation of the process is below. The same grading scale applies to all Health Services and IT programs at Techskills of California.

**Course Grades are determined by two (2) elements: Unit Exams and a Final Exam.**

Both grade elements are weighted: Unit exams = 1 Unit, Final Exam = 2 Units

Number Grade to Letter Grade Conversion: 900-1000 = A; 800-899 = B; 700-799 = C; 600-699 = D; Below 600 is a Fail=F.

Weighted Score = Score multiplied by Weight (This does not include the lowest score weight)

Course Grade = Total of the weighted scores (with the lowest score dropped) divided by the number of unit exams plus the final exam (i.e., 6 unit exams plus 1 final exam equals 7 total)

Program Grade = Average of all course grades within the program.

**Example I:**

Exam Type	Weighted Score	Weight	Course Grade
Unit 1	(850)	1	850
Unit 2	910	1	910
Unit 3	950	1	950
Course Final Exam	923	2	1846
Course Grade	3706	4	926

*Note: Unit 1 test score is dropped as it is the lowest score.*

$$\text{Weight} = 1+1+2=4$$

$$\text{Weighted Score} = 910+950+1846$$

$$\text{Course Grade} = (910+950+1846)/4 = 926 \text{ which is an A for the course.}$$

**Example II:**

Exam Type	Weighted Score	Weight	Course Grade
Unit 1	935	1	935
Unit 2	915	1	915
Unit 3	978	1	978
Course Final Exam	(0)	2	0
Course Grade	2828	4	707

*Note: The final exam score is dropped as it is the lowest score.*

*Since the final exam was the lowest score it was only counted once.*

$$\text{Weight} = 1+1+1+1=4$$

$$\text{Weighted Score} = 935+915+978+0 = 2828$$

$$\text{Course Grade} = (935+915+978+0)/4 = 707 \text{ which is a C for the course.}$$

**Example III:**

Exam Type	Weighted Score	Weight	Course Grade
Unit 1	935	1	935
Unit 2	915	1	915
Unit 3	978	1	978
Unit 4	(845)	1	845
Unit 5	910	1	910
Course Final Exam	875	2	1750
Course Grade	5488	4	914

*Note: Unit 3 test score is dropped as it is the lowest score.*

$$\text{Weight} = 1+1+1+1+2 = 6$$

$$\text{Weighted Score} = 935+915+978+910+1750 = 6333$$

$$\text{Course Grade} = (935+915+978+910)/6 = 914 \text{ which is an A- for the course.}$$

A student must have a 70% cumulative score on all exams. Students who do not pass an exam with 70% will be required to retake it. If the student fails to achieve a score of 70% after a second attempt, then this score would be dropped and the course grade will be calculated as indicated above. In the event, a student receives less than 70% on a second exam within the same course, then the student may begin the Individualized Education Plan process outlined in the section entitled Unsatisfactory Academic Progress Requirement / Probationary Status. The IEP process can begin at any time with the discretion of the Program Director.

**GRADE POINT**

The following system of grade points is used to evaluate a student’s level of achievement:

<b>A = 4.0</b>	<b>=</b>	<b>100 - 90%</b>	<b>Excellent</b>
<b>B = 3.0</b>	<b>=</b>	<b>89 - 80%</b>	<b>Good</b>
<b>C = 2.0</b>	<b>=</b>	<b>79 - 70%</b>	<b>Average</b>
<b>D = 1.0</b>	<b>=</b>	<b>69 - 60%</b>	<b>Below Average</b>
<b>F = 0</b>	<b>=</b>	<b>Below 59%</b>	<b>Failing</b>

<b><i>I Incomplete:</i></b>	<b>An incomplete grade may be given for incomplete class assignments and/or examinations only with permission from the instructor. The <i>I</i> grade will be converted to an F grade if the incomplete is not made up by the date specified by the instructor.</b>
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**MAKE-UP WORK**

Absences from class are unavoidable at times. However, students will be required to make up all assignments, examinations or other work missed as the result of any excused or unexcused absence. For absences exceeding five (5) consecutive class days the student must arrange to meet with the instructor regarding make-up work. The instructor will assist in creating a make up plan according to the students’ progress in their current course.

**UNSATISFACTORY ACADEMIC PROGRESS REQUIREMENT / PROBATIONARY STATUS**

**ACADEMIC PROBATION:**

If a student does not pass a course they may be allowed to move to the next module, at the discretion of the program director. Instructors and students will complete an Individualized Educational Plan (IEP) and meet at scheduled dates for progress checks. Student will be allowed to take each unit exam and final twice.

A student will be placed on academic probation when they cannot meet the above-described GPA for two (2) consecutive courses, for lack of progress and no/low attendance. Probation is for 30 days.

If the GPA, progress or attendance is unsatisfactory for an additional course, the student will be placed on a second probation to bring their cumulative grade point average to 70%, attendance and progress. Failure to comply will result in withdrawal.

**ACADEMIC PROBATION REMOVAL:**

Removal of academic probation requires that a student maintain satisfactory academic progress for at least one course.

**ACADEMIC APPEAL PROCESS:**

Students who are placed on a probation and/or termination status for failure to maintain satisfactory academic progress may appeal. A written statement describing the extenuating circumstances must be submitted to the school Director within 5 days if the initiation of probation. The student will be notified in writing of the result of the appeal within 5 days of receipt of appeal. If the student does not prevail in the appeal process the student will be terminated and/or not be readmitted. Students who are terminated may reapply after 6months.

### **CLASS CALENDAR**

TechSkills of California utilizes an open enrollment policy, with classes beginning every Monday. Depending on the program selected and number of hours per week attending, the end date will be calculated prior to enrollment.

Example: If a student begins the PCN program on January 3, 2011, at 18hours per week (46weeks total), then the end date would be November 18, 2011.

Staff in-service days are the last Friday of each month. Scheduled holidays are as follows:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

### **MAXIMUM PROGRAM COMPLETION TIME**

Students are expected to complete their program within the maximum program completion time, which should not exceed 1 1/2 times the normal time frame. TechSkills of California defines the normal time frame as the length of time it would take a student to complete the total program according to the Enrollment Agreement. For example, a program that is scheduled for 100 hours in length must be completed in 150 hours. Time spent on an approved leave of absence is not counted against the maximum program completion time.

### **REINSTATEMENT POLICY**

Students whose programs have been terminated for failing to maintain satisfactory academic progress may be reinstated through the appeal process.

The conditions of reentrance are as follows: A written statement describing the extenuating circumstances must be submitted to the School Director within five (5) days of the initiation of probation or termination. The student will be notified in writing of the result of the appeal within five (5) days of receipt of appeal. If the student does not prevail in the appeal process, the student will be terminated and/or not be readmitted. If a student prevails in the appeals process, and is reinstated, the student will be placed on probation. At the end of the first course after reinstatement, the following standards must be achieved: a cumulative GPA of 70% (2.0) and 90% cumulative attendance. If the student does not successfully complete probation by achieving the necessary grade or attendance, they will be terminated without the possibility of a second reinstatement. Students may reapply in six (6) months.

### **WITHDRAWAL POLICY**

In order to withdraw, the student must notify the school in writing of their withdrawal. If a withdrawal is not filed, a student will be dropped after 14 consecutive unexcused absences.

For the purpose of determining a student's obligation for the time attended, a student will be considered to have withdrawn from their program when any one of the following occurs:

- Student notifies the school in writing of their withdrawal or the actual date of withdrawal, whichever is later.
- The school terminates the student's enrollment as provided in the enrollment agreement.
- Student fails to attend classes for 14 consecutive school days. In this case, the date of determination for withdrawal will be 14 consecutive school days after the last date of recorded attendance.

### **APPEALS PROCESS**

Reentrance to the School following withdrawal for any reason will be at the discretion of the School's Director and faculty. A student may petition in writing for reinstatement within six (6) months of dismissal. The Director and faculty will review the student's previous academic records and their current situation in making a decision regarding reinstatement. The student will be notified of the decision in a timely manner.

Students accepted for readmission are entitled to the same rights and privileges and are subject to the same regulations as any student. For readmitted students, grades will remain the same for courses completed in the prior year. Incomplete courses will have to be repeated from the beginning.

Students who do not prevail in the appeal process will not be readmitted. Students may reapply in Six (6) months.

### **SUMMARY OF TERMINATION / REINSTATEMENT POLICIES**

Students who do not meet the standards described in the sections related to Satisfactory Academic Progress or attendance requirements, leave of absence, conduct, dress code, substance abuse and/or financial obligations included within this catalog are subject to termination. Examples include, but are not limited to, the following:

- Violation of the attendance policy
- Failure to maintain satisfactory academic progress
- Violation of personal conduct standards
- Inability to meet financial obligations to the school

### **LEAVE OF ABSENCE**

A student must request a Leave of Absence in writing in advance of the beginning date of the LOA, unless unforeseen circumstances prevent the student from doing so. If a student does not request an LOA within 14 consecutive days of absence, the student will be withdrawn from the program. The leave of absence may not exceed 180 days in any 12 month period or one-half the published program length whichever is shorter. Multiple LOA's are permitted provided the total of the leaves does not exceed this limit.

LOA's must be sign by the student and specify a reason for the leave. The Director of IT or Medical approves or disapproves LOA's. No additional charges to the program will be incurred due to an LOA. An LOA may be extended provided that the extension meets all the requirements. The IT or Medical Program Director will decide if the student must restart the course or pick up from the point the student left off.

### **STUDENT SERVICES**

TechSkills of California offers tutoring, career planning services and referrals to other agencies to facilitate the career search process. TechSkills of California will refer a student to other agencies regarding housing, personal advice, etc.

TechSkills of California does not assume responsibility for student housing. The institution does not have dormitory facilities under its control, nor offers student housing assistance. According to rentals.com for Sacramento, Ca rental properties start at approximately \$450 per month.

### **CAREER SERVICES ASSISTANCE**

TechSkills of California provides career assistance to all graduates in good standing. TechSkills of California employs a Career Services department who assists students with resume development, interview skills and career search techniques.

Career Services personnel will advise students and graduates on available careers in the area for which the students have been trained. To provide this service, the school maintains a contact file of potential employers, which is constantly updated. Employers are also invited to come to the campus for career interview sessions with our students and graduates.

The Career Services department provides the following services:

- Individualized career advising
- Assistance in preparation of resumes
- Information on career availability
- In-class training in the preparation of career resumes, cover letters, interviewing skills and strategies for conducting career searches
- Career Services Assistance is concentrated in but not limited to the Greater Sacramento Area.

Although TechSkills of California cannot guarantee employment for its graduates, every reasonable effort will be made to assist students in this process. Failure on the student's part to follow procedures may result in the discontinuation of career services.

### **STUDENT GUIDANCE AND ADVISING**

TechSkills of California is committed to helping students realize and use their own abilities to reach their personal, academic and career goals. The staff of the school makes every effort to maintain communication with its students. Students may contact faculty members and administrative staff for both vocational and academic advising. Students experiencing personal problems that require professional help will be referred to appropriate agencies.

### **COMPLAINT/GRIEVANCE PROCEDURES**

TechSkills of California maintains an open-door policy. If a student has a concern of any kind it should first be discussed with the Instructor. If the student is not satisfied with the result of that conversation the concern should be presented to the appropriate Director, IT or Medical. If the concern is still not resolved the student is encouraged to request a meeting with the TechSkills of California Director.

If a student's concern is not resolved in a reasonable period of time the student should submit the concern in writing to the Director of TechSkills of California. Within 10 business days of receiving the concern, the Director will provide the student with a response.

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

#### **NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE**

This institution, TechSkills of California, is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution. **(See Above)**

However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) has (have) not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be in writing and mailed, faxed, or emailed to the ACCET office. Complaints received by phone will be documented, and the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
  - a. A detailed description of the problem(s);
  - b. The approximate date(s) that the problem(s) occurred;
  - c. The full name(s) and title(s) or position(s) of the individual(s) involved in the problem(s), including both institutional staff and/or other students who were involved;
  - d. Evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - e. The name and mailing address of the complainant; if the complaint specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved.
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., the student's enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

4. **SEND TO:** ACCET  
CHAIR COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036  
Telephone: (202) 955-1113  
Fax: (202) 955-1118 or (202) 955-5306  
Website: [www.accet.org](http://www.accet.org)

Note: Complaints will receive an acknowledgement of receipt within 15 days.

### **ACADEMIC FREEDOM POLICY**

TechSkills of California exists to transmit knowledge, to contribute to the development of students, and to advance the general well being of society. Free inquiry and free expression are indispensable to the attainment of these goals. Faculty members of TechSkills of California recognize the special responsibilities placed upon them. They devote their energies to developing and improving their teaching and professional competence with a commitment to intellectual honesty. In the exchange of ideas or criticism, they show due respect for the opinion of others.

The faculty of TechSkills of California, above all, seeks to be effective teachers. Although they observe the regulations of the school and design their lectures, labs, and other class presentations to conform to approved course outlines, they are given flexibility in presenting the subject matter of their courses in a manner that will challenge and maintain the interest of their students. In the spirit of academic freedom the faculty always maintains the right, without fear of retribution or reprisal, to question and to seek changes to improve the quality of education.

### **EQUAL OPPORTUNITY IN EDUCATION AND EMPLOYMENT POLICY**

TechSkills of California affords equal treatment and opportunity to all persons and prohibits discrimination based on race, color, sex, religion, age, national ancestry or origin, sexual orientation, or physical or mental disability in any of its functions or activities, including employment, educational programs and services, and admissions.

TechSkills of California will reasonably accommodate an individual's disability when appropriate. Specific information relating to reasonable accommodations is available from the School's Director.

### **STUDENT'S RIGHT TO CANCEL**

You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.

Cancellation shall occur when you have given written notice of cancellation at the address of the school shown on the top of the front page of the enrollment agreement. You can do this by mail, hand delivery, fax or email. The written Notice of Cancellation, if sent by mail, must be properly addressed with postage prepaid.

The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by the Agreement.

If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$200.00, and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.

### **WITHDRAWAL AND REFUNDS**

You may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.

The refund will be less a registration or administration fee not to exceed \$200.00, and less any deduction for equipment not returned in good condition, within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the desire to withdraw or the as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class for 14 days.
- The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total tuition charge, minus non-refundable fees, divided by the number of hours in the program), multiplied by the number of hours scheduled to attend, prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of 14 days of non-attendance. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

### **REFUND PROCEDURE**

Refunds are issued through the Director of TechSkills of California when a student withdraws from all classes. The issuance of refunds is not contingent upon notification of withdrawal by the student. All refunds are mailed within 45 days of the students' last date of attendance. For students receiving funding from a third party, tuition refunds are first applied toward repayment of third party funding.

The Campus Director will do a state refund/balance owed calculation to be sent to the FA Director. The FA Director will do a refund calculation based on the ACCET policies. The FA Director will do return to title IV calculation and determine if the student either owes the school or is due a refund. The FA Director will submit the calculations to the office manager and Campus Director for approval. The calculation amount that benefits the student the most is the one used.

If you received Federal Financial Aid, loan exit counseling is required at TechSkills of California within 30 days. If you cannot be reached within 15 days then loan exit counseling paperwork will be mailed to you and must be returned by the date indicated on the paperwork.

### **IF STUDENT WITHDRAWS (RETURN OF TITLE IV)**

Students who receive Title IV aid (Federal Pell, Federal Subsidized and/or Federal Unsubsidized Stafford loans and PLUS loans) and withdraw from school are subject to the Return of Title IV aid regulations. (Federal law now requires that a student must "earn" the aid that they receive.) When a student withdraws from school, the school is required to determine the amount "earned" using the Return of Title IV regulations. This calculation is based on the number of hours the student attended divided by the number of hours for which the aid was disbursed. If the student completes 60% or more of the hours, all the aid has been earned. If a student completes 59% or less of the hours in a given payment period, the earned and unearned portion will be calculated.

- The "unearned" portion of the tuition will be returned to the appropriate Title IV program. The school will then bill the student for the amount of tuition that was returned in excess of the school's refund policy.
- The "unearned" portion of the aid that was disbursed directly to the student will also be calculated. If applicable, the student will owe repayment to the Title IV programs. The student will receive an overpayment letter and will be given 45 days to make the repayment of Title IV funds. The student will be ineligible for further Title IV aid until the funds are repaid or satisfactory payment arrangements have been made with the Department of Education.

Repayment of Pell Grant is also calculated for any student completing 59% or less of the hours in a given payment period.

### **REFUND DISTRIBUTION POLICY**

Any student who has withdrawn or been dismissed is accorded all terms and conditions of the school's refund policy. If a refund is due on a student's account for which Title IV payments have been made, the school will deposit the refund to the student's Title IV account. The refund will not exceed the amount awarded to the student from the account. All students who receive Title IV funds and withdraw with a refund due will have the refund amount refunded according to the following refund distribution policy:

1. Unsubsidized Federal Stafford Loan
2. Subsidized Federal Stafford Loan
3. Federal Plus Loan
4. Federal Pell Grant
5. Other Student Financial Aid Programs
6. Other Federal State, Private, or Institutional Sources of Aid
7. The Student

### **DELINQUENT TUITION PAYMENTS**

Payments are monitored by the business office of TechSkills of California. If a payment is 15 days past due, the student will be contacted by e-mail or letter. If there is no response within 15 days the student will be contacted by phone and if they are current students they will be locked out of training. If the student cannot be contacted by phone a final demand letter will be mailed. If there is no response with 15 days of the final demand letter the delinquent account will be sent to a collection agency.

### **PAYMENT METHODS AND TERMS FOR ALL PROGRAMS**

Payment methods are:

- Cash
- Check
- Credit Card
- Third Party Payments
- Federal Loans and Grants
- Private Loans
- Other

Terms are dependent upon agreement with students and any third party participants.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to:

**Bureau for Private Postsecondary Education**

**P.O. Box 980818**

**West Sacramento, CA 95798-0818**

**[www.bppe.ca.gov](http://www.bppe.ca.gov)**

**Phone: 888-370-7589**

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

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888.370.7589 or by completing a complaint form, which can be obtained on the Bureau's Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov).

### **PRIVACY OF EDUCATION RECORDS (FERPA)**

The Family Educational Rights and Privacy Act of 1974 entitles all students to review their records, including grades, attendance and advising reports. The school must permit a student to examine such records within 45 days after the school receives a written request from the student. The school will also permit the student to obtain a copy of such records upon payment of a reproduction fee.

A student may request that the school amend his or her education records on the grounds that they are inaccurate, misleading or in violation of the student's rights or privacy. In the event the school refuses to amend the records, the student may, after complying with the Student Complaint Procedure, request a hearing. If the outcome of a hearing is unsatisfactory to the student, the student may submit an explanatory statement for inclusion in his or her education record.

A student has the right to file a complaint with Family Policy Compliance, U.S. Department of Education, Washington, D.C. 20202-4605, concerning the school's alleged failure to comply with the Act. Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student.

**Students may access their academic file, at TechSkills of California, by scheduling an appointment, Monday through Friday from 9am to 5pm.** Records are maintained on campus for five years. Academic transcripts are maintained for 50 years. Transcripts are released upon request from the student, and include the following information:

- The classes and courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal
- The final grades or evaluations given to the student
- Credit for courses earned at other institutions and accepted at TechSkills of California
- Credit for courses tested out
- Degrees and diplomas awarded the student

TechSkills of California has never filed for bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under Federal law.

## **SAFETY**

TechSkills of California strives to provide a safe and healthy school environment. In compliance with the Student Right-to-Know and Campus Security Act of 1990 and to ensure a safe, secure environment, the school has adopted the following procedures:

1. Students & staff should report all criminal acts or other emergencies occurring on campus to the Front Office, which is located in the lobby. Incidents may be reported by phone at (916) 649-9600 or in person. The Front Office will write an incident report and if necessary, distribute it to the proper agencies, including, but not limited to, local fire and police departments. The management staff, as well as other appropriate administrators, will be informed of the incident as well.
2. Only staff members are authorized to have keys to buildings; no students are to have access to campus facilities without staff supervision.
3. TechSkills of California has the authority to enforce the campus Student Code of Conduct, and, according to the Education Code, is the liaison with local police departments in all cases of criminal actions. Any action which is a violation of the criminal code of the State of California must be reported to the local police.
4. Campus programs which inform students and employees about being responsible for their own security and the security of others include but are not limited to: All Staff or All school e-mails and posted notices.

The Student Code of Conduct and the State Penal Code prohibit the possession, use and sale of alcoholic beverages and illegal drugs on campus, except as specified in the Education Code.

A copy of the TechSkills annual on-campus crime report is available to all students, potential students and staff members upon request. You may request a copy from the office manager Monday –Thursday from 9:00am-6:00pm.

### **Campus Security Contact Information**

**Director: Scott King** [sking@techskills-ca.com](mailto:sking@techskills-ca.com)

**Office: Front Office**

**Phone: 916-649-9600**

**Office Hours: 8am - 5pm**

**Director of IT: Nik Patel** [npatel@techskills-ca.com](mailto:npatel@techskills-ca.com)

## **TechSkills of California Students' Rules of Conduct**

TechSkills of California requires students to meet certain employability standards. These rules of conduct are similar to those of a work environment. Violation of the school's rules of conduct may lead to suspension, probation or termination from school. Violations include but are not limited to dishonesty, cheating, unprofessional behavior, use of profanity, insubordination, harassment, violation of safety rules and use of or being under the influence of alcohol or drugs on school property.

### **DRUG AND ALCOHOL ABUSE PREVENTION PROGRAM**

The Drug and Alcohol Abuse Prevention Program policy applies to all students and to all employees. The unlawful possession, use, or distribution of illicit drugs, controlled substances and alcohol are strictly prohibited at TechSkills of California. Students or employees not complying with this standard will be subject to sanctions. Sanctions may include the immediate termination/probation from employment or in the case of a student, termination/probation from school.

The school will notify the student or employee in writing if the school becomes aware of any violation of this policy. The student and or employee may request a formal hearing after receiving said notice. Three members from the faculty and staff will comprise the hearing board. If the student or employee fails to request a hearing within three business days, then immediate termination will take place.

If a hearing is requested, the board will notify the student or employee of the date the hearing will take place. The student or employee has the right to be represented by legal counsel for this purpose. The hearing board will take testimony from all individuals involved in the case.

The school's administration will be notified of the board's decision. In all cases the board's decision will be final. The school's administration will notify the student or employee of the board's decision.

### **Drug Advising**

Throughout California, drug prevention is a major concern. As a point of information, the school maintains a drug prevention program by referring those students needing assistance to:

- **New Dawn Recovery Center**  
7447 Antelope Road Suite 103  
Citrus Heights, CA 95621  
Phone (916) 969-4300 (916) 723-1319  
[www.newdawnrecovery.com](http://www.newdawnrecovery.com)

### **COPYRIGHT POLICY**

It is the policy of TechSkills of California to respect the copyright protections given by federal law to owners of digital materials and software. TSS will abide by all license and contractual agreements in the provision of resources and services to MDDV, Inc. dba TechSkills of California.

Individuals who willfully disregard this policy and guidelines do so at their own risk and may be subject to personal liability. The school regards violation of this policy as a serious matter, and any such violation is without its consent and is subject to loss or restriction of computing privileges and disciplinary action up to and including withdrawal for students from the program.

### **VIOLATIONS AND PROHIBITIONS:**

It is against the school's policy for students to use school equipment or services to access, use, copy or otherwise reproduce, or make available to others any copyright-protected materials or software except as permitted under copyright law or specific license.

#### **Specifically, users are prohibited from:**

- Copying or reproducing any licensed software on TechSkills of California computing equipment, except as expressly permitted by the software license
- Users may not use unauthorized copies of software on TechSkills of California owned computers or on personal computers housed in the school's facilities.
- Copying, downloading, or uploading audio recordings, music, movies, videos, and other kinds of copyright-protected files electronically.
- Posting copyrighted material on a TechSkills of California owned web site.
- Additionally, faculty, staff, administrators and students must:
  1. Fully read, understand, and abide by all terms of software license agreements.
  2. Where applicable, remove any copyrighted material downloaded from the Web after the evaluation period has expired.
  3. Not accept unlicensed software from any third party.
  4. Not install, nor direct others to install, illegal copies of computer software or unlicensed software onto any school-owned or operated computer system.

### **ENFORCEMENT:**

TechSkills of California reserves the right to monitor network use for operational needs and to ensure compliance with applicable laws and school policies. The school has a legal duty to comply with applicable laws protecting the intellectual property rights of third parties and to respond to formal legal complaints that it receives.

The school reserves the right to authorize removal of any illegal copyright material or disconnecting a user's account if the user represents a serious threat to system integrity or poses a liability to the school. TechSkills of California may refer suspected violations of applicable law to appropriate law enforcement agencies.

If any provision of this policy is ruled invalid under law, it shall be deemed modified or omitted solely to the extent necessary to come into compliance with said law, and the remainder of the policy shall continue in full force and effect.

### **RESPECT STUDENTS & STAFF**

Please treat others the way you want to be treated. We trust our students to use their good common sense and good judgment in helping us to make a pleasant classroom environment. Please do not bring your children to school with you.

### **FEELING SICK?**

If you don't feel well please do not expose your fellow students- be considerate, stay home and get well. Call your instructor or the appropriate staff member to let them know you will not be in.

### **NO ILLICIT MATERIALS**

Pornography, 'hate group' Web sites or anything else generally considered offensive will not be tolerated and training could be terminated.

### **CELL PHONES**

Cell phones are NOT allowed in the classroom or hands-on lab unless they are turned off or set to a silent or vibrate mode. If a student needs to answer a cell phone, please answer it outside the classroom or hands-on lab.

### **SYSTEM & NETWORK SECURITY**

Students may not attempt to circumvent user authentication or security of any host, network, or account ("cracking"). This restriction includes, but is not limited to, accessing data not intended for the Student, logging into a server or account the student is not expressly authorized to access, or probing the security of other networks (such as running a SATAN scan or similar tool).

Students may not attempt to interfere with service to any user, host, or network ("denial of service attacks"). This restriction includes, but is not limited to; "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host.

Students may not use any kind of program/script/command, or send messages of any kind, which are designed to interfere with a user's terminal session, via any means, locally or by the Internet. Students who violate systems or network security may incur criminal or civil liability. TechSkills of California will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.

### **DRESS CODE**

Students are expected to dress in a casual yet professional manner. At minimum male students should wear slacks or hemmed shorts and appropriate shirts with collar. Female students should wear dresses, skirts, slacks or hemmed shorts and appropriate shirts/blouses. Students may not wear cutoffs, tank tops or shirts with designs and lettering which is considered offensive while attending school.

### **PERFUME & COLOGNE**

Many people are sensitive to the smell of perfumes and colognes. Exposure to these smells can lead to respiratory problems, headaches, and itchy / watery eyes. Please minimize the use of perfumes and cologne. If it is determined that a student is affecting another student's health due to perfume or cologne use, the student will be asked to leave the classroom.

### **SMOKING AREAS**

Designated smoking areas are on the outside of the building. Use only designated smoking areas and do not smoke within 25' of any building entrance.

# **TechSkills of California Program Descriptions**

For classes starting January 1, 2011 and ending prior to 12/31/11

The maximum student: instructor ratio is 26 to 1.

## **COMPTIA A+ CERTIFICATION**

CompTIA A+ is foundational for the certification track. Businesses see the CompTIA A+ certification as mandatory for their technicians.

A+ Training at TechSkills of California is done in two parts. The Essentials class teaches the fundamentals of computer technology, networking and security, as well as the communication skills and professionalism now required of all entry-level IT professionals. The Practical Applications course covers more of a "hands-on" orientation focused on scenarios in which troubleshooting and tools must be applied to resolve problems.

Earning A+ certification ensures that you have the right skills for the job.

CompTIA A+ certified technician is appropriate for Technical Support, Hardware Technician, and Support Technician and must also have excellent customer service and communication skills to work with clients.

The A+ Program consists of the following courses:

- 220-701 A+ Essentials
- 220-702 A+ IT Practical

<b>Prerequisites:</b>	<b>High School Diploma, GED or passing ATB score</b>
<b>Quarter Credit:</b>	<b>15</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week <math>\frac{3}{4}</math> Time = 18 hours/week. Part time = 12 hours/week</b>
<b>Course Length:</b>	<b>Full time = 13 weeks. <math>\frac{3}{4}</math> time=17 weeks Part time 26 weeks</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$275</b>
<b>Exam Fee**</b>	<b>\$336</b>
<b>Tuition:</b>	<b>\$2139</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$2950</b>

\*Additional fee charged by state of California for STRF

\*\*Exam Fees are optional. Price without Exam Fees \$2614

\*\*\*Exam Fees payable to authorized testing centers are included in the above total.

\*\*\*\*Test preparation is not included in the above clock hours. Test Preparation is an optional, no charge service provided by TechSkills of California.

## COMPTIA NETWORK+ CERTIFICATION

CompTIA Network+ certification is the sign of a competent networking professional. This certification proves a technician's competency in managing, maintaining, troubleshooting, installing and configuring basic network infrastructure.

Since its introduction in 1999, more than 235,000 people have become CompTIA Network+ certified.

CompTIA's Network+ certification, like the A+ accreditation is foundational for IT professionals. The certification provides baseline knowledge and expertise with the network components and network terminology that are present in today's network infrastructures.

CompTIA N+ certified technician is an appropriate candidate for Technical Support, Jr Network Support, and Support Technician. The candidate must also have excellent customer service and communication skills to work with clients.

TechSkills Network+ training program includes one course:

- N10-004 CompTIA Network+

<b>Prerequisites:</b>	<b>A+ or equivalent experience, High School Diploma, GED Or passing ATB score</b>
<b>Quarter Credit:</b>	<b>6:</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week, ¾ time =18 hours/week. Part Time = 12 hours/week</b>
<b>Course Length:</b>	<b>Full time = 5 weeks. ¾ time = 7 weeks. Part time = 10 weeks</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$275</b>
<b>Exam Fee**</b>	<b>\$239</b>
<b>Tuition:</b>	<b>\$1581</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$2295</b>

\*Additional fee charged by state of California for STRF

\*\*Exam Fees are optional. Price without Exam Fees \$2056

\*\*\* Exam Fees payable to authorized testing centers are included in the above total.

\*\*\*\*Test preparation is not included in the above clock hours. Test Preparation is an optional, no charge service provided by TechSkills of California.

## **MICROSOFT CERTIFIED IT PROFESSIONAL / ENTERPRISE ADMINISTRATOR**

Microsoft Certified IT Professional (MCITP) Enterprise Administrator is the leading Microsoft Server 2008 certification. The certification validates that you have the comprehensive set of skills necessary to perform a particular role, as a Network Engineer.

You will be ready to implement medium-to-large enterprises using the latest advances in Windows Server 2008 technologies such as IPv6, Network Access Protection, IPSec, new performance monitoring and event log tools. This certification sets you apart from other IT professionals.

You will be an expert at administering Windows Server 2008 Active directory, Network Infrastructure and Application Infrastructure roles and its features. You will be learning to configure automatic installation procedures, leveraging hardware resources, and using great built in tools.

An MCITP E IT professional is appropriate candidate for Network Administrator, Network Analyst, Network Engineer and other Networking positions.

The **Microsoft Certified IT Professional (MCITP): Enterprise Administrator** program consists of the following courses:

- **70-680 MCTS** Windows 7, Configuring
- **70-640 MCTS** Windows Server 2008 Active Directory, Configuring
- **70-642 MCTS** Windows 2008 Network Infrastructure, Configuring
- **70-643 MCTS** Windows Server 2008 Applications Infrastructure, Configuring
- **70-647 PRO** Windows Server 2008 Enterprise Administrator

Choice of 2 electives from the following course:

- ICND1 (Cisco Certified Entry Networking Technician)
- ICND2 (Interconnecting Cisco networking devices)
- 70-432 Microsoft SQL Server 2005 - Implementation and Maintenance
- Security +
- Network +

<b>Prerequisites:</b>	<b>Network+ or equivalent experience, High School Diploma, GED or passing ATB score</b>
<b>Quarter Credit:</b>	<b>48</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week. ¾ time = 18 hours/week. Part Time = 12 hours/week</b>
<b>Course Length:</b>	<b>Full time = 38 weeks. ¾ time = 52 weeks. Part time = 78 weeks.</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$425</b>
<b>Exam Fee**</b>	<b>\$875</b>
<b>Tuition:</b>	<b>\$12,100</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$13,600</b>

\*Additional fee charged by state of California for STRF

\*\*Exam Fees are optional. Price without Exam Fees \$12,725

\*\*\* Exam Fees payable to authorized testing centers are included in the above total.

\*\*\*\*Test preparation is not included in the above clock hours. Test Preparation is an optional, no charge service provided by TechSkills of California.

## **PC & NETWORKING TECHNOLOGIES / MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST**

PC and Networking Technologies (PCN) program can result in three (3) CompTIA certifications and three (3) Microsoft Certified Technology Specialist (MCTS) certifications. CompTIA certifications are known among Information Technology professionals as foundational to an IT professional's career.

The Microsoft Certified Technology Specialist (MCTS) certifications provide the next step for the Microsoft operating systems. MCTS certifications are designed to validate your skills on the features and functionality of key technologies. You will be knowledgeable in several specific areas of Microsoft systems.

The PCN program helps you advance your career by showing employers and clients that you have the skills to successfully implement, manage and troubleshoot network environments running on the Windows client/server platform.

TechSkills of California's PCN program includes the following training courses:

- 220-701 CompTIA A+ Essentials
- 220-702 CompTIA A+ IT Technician
- N10-004a CompTIA Network+
- 70-680 Windows 7
- 70-640 Configuring Windows Server 2008 Active Directory
- 70-642 Configuring Windows Server® 2008 Network Infrastructure

The PCN/MCTS certification is appropriate for job roles including:

- Desktop Support Specialist
- Jr Network administrator
- Network operations analyst
- Technical support specialist
- Network technician
- Help Desk
- PC technician

<b>Prerequisites:</b>	<b>High School Diploma, GED or passing ATB score</b>
<b>Quarter Credit:</b>	<b>49</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week, ¾ time = 18 hours/week. Part Time = 12 hours/week</b>
<b>Course Length:</b>	<b>Full time = 38 weeks. ¾ time = 51 weeks. Part time = 76 weeks</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$425</b>
<b>Exam Fee:</b>	<b>\$950</b>
<b>Tuition:</b>	<b>\$11,475</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$13,050</b>

\*Additional fee charged by state of California for STRF

\*\* Exam Fees are optional. Price without Exam Fees \$12,100

\*\*\* Exam Fees payable to authorized testing centers are included in the above total.

\*\*\*\* Test preparation is not included in the above clock hours. Test Preparation is an optional, no charge service provided by TechSkills of California, California.

## **MICROSOFT CERTIFIED IT PROFESSIONAL DATABASE ADMINISTRATOR**

Microsoft Certified IT Professional Database Administrator certification validates that you have the comprehensive set of skills necessary to manage, deploy, build, designing, and optimize databases and database servers.

You will also demonstrate expertise with Windows Server 2008 platform.

TechSkills of California's Microsoft Certified IT Professional Database Administrator training program includes five courses:

- 70-640 Configuring Windows Server 2008 Active Directory
- TS-SQL05F Managing and Maintaining a Microsoft Windows Server 2003 Environment
- 70-431 SQL Server 2005 Implementation and Maintaining a SQL Server
- 70-443 Designing a Database Infrastructure Using SQL Server 2005
- 70-444 Optimizing and Maintaining a Database Administrator Using SQL Server 2005

MCITP Database Administrator Certification is appropriate for:

- Database Administrator
- Systems Analysis
- Quality Control

<b>Prerequisites:</b>	<b>A+ or equivalent experience, thorough understanding of networking fundamentals, High School Diploma, GED or passing ATB score 47</b>
<b>Quarter Credit:</b>	<b>47</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week. ¾ time = 18 hours/week Part Time = 12 hours/week</b>
<b>Course Length:</b>	<b>Full time = 37 weeks. ¾ time = 50 weeks. Part time = 75 weeks</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$450</b>
<b>Exam Fee**</b>	<b>\$500</b>
<b>Tuition:</b>	<b>\$9,850</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$11,000</b>

\*Additional fee charged by state of California for STRF

\*\* Exam Fees are optional. Price without Exam Fees \$10500

\*\*\* Exam Fees payable to authorized testing centers are included in the above total.

\*\*\*\* Test preparation is not included in the above clock hours. Test Preparation is an optional, no charge service provided by TechSkills of California.

## **MEDICAL BILLING & CODING**

Healthcare providers depend on Medical Billing & Coding Associates to generate revenue for their practice or facility. Coders protect patient health information by maintaining accurate records, following the guidelines for assigning proper diagnostic, procedure, and revenue codes.

Healthcare is expected to grow much faster than the average for all other occupations. Therefore opportunities for medical billing and coding specialists are expected to increase.

TechSkills' Medical Billing & Coding training program equips you with the career knowledge to:

- Adhere to HIPAA, Federal and State regulations
- Utilize Microsoft Office Essentials
- Utilize software applications for data input of codes
- Assign a code to each diagnosis and procedure provided
- Bill insurance companies to receive proper reimbursements on claims

TechSkills of California's Medical Billing & Coding Graduates are equipped to work in the front or back office for Doctors, Dentists, Chiropractors, Insurance Companies, hospitals, skilled nursing facilities and more.

***Our Medical Billing & Coding Program also embodies our Medical Administrative Specialist training program giving you the opportunity to have a vast array of opportunities in the medical field.***

<b>Prerequisites:</b>	<b>High School Diploma, GED or passing ATB score</b>
<b>Clock hours:</b>	<b>930 hours</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week. ¾ time = 18 hours/week. Part Time = 12 hours/week</b>
<b>Quarter Credit Hours:</b>	<b>4 Quarter Credit Hours</b>
<b>Course Length:</b>	<b>Full time = 39 weeks. ¾ time = 51 weeks. Part time = 77 weeks</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Exam Fee:</b>	<b>\$370</b>
<b>Books &amp; Supplies:</b>	<b>\$840</b>
<b>Tuition:</b>	<b>\$12,140</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$13,550</b>

\*Additional fee charged by state of California for STRF

\*\*Exam Fees are included in the above total.

## **MEDICAL ADMINISTRATIVE & BILLING SPECIALIST**

Medical Administrative Specialists perform a broad range of tasks to keep physicians' offices, clinics, hospitals and other types of medical facilities running smoothly.

They answer telephones, greet patients, update patient medical records, fill out insurance forms, handle insurance authorizations, schedule appointments, arrange for referrals, laboratory services, and much more.

TechSkills of California MAS program also teaches Medical Billing. Medical Billing duties include accurately submitting claims and patient statements in order to receive the correct reimbursement for medical services rendered.

TechSkills of California Medical Administrative Specialist will be able to:

- Adhere to HIPAA, Federal and State regulations
- Utilize Microsoft Office Essentials
- Accurately obtain & maintain patient data
- Perform computerized patient billing using Medisoft
- Perform Insurance Billing

Medical Administrative Specialist graduates typically begin their healthcare careers in entry-level positions such as Medical Records Technician, Medical Office Receptionist and Medical Front Office Assistant.

<b>Prerequisites:</b>	<b>High School Diploma, GED or passing ATB score</b>
<b>Clock hours:</b>	<b>625 hours</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week. ¾ time = 18 hours/week. Part Time = 12 hours/week</b>
<b>Quarter Credit Hours:</b>	<b>34 Quarter Credit Hours</b>
<b>Course Length:</b>	<b>Full time = 26 weeks. ¾ time = 35 weeks. Part time = 51 weeks</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$500</b>
<b>Tuition:</b>	<b>\$8,200</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$8,900</b>

\*Additional fee charged by state of California for STRF

\*\*Exam Fees payable to authorized testing centers are not included in the above total.

## **PHARMACY TECHNICIAN**

Pharmacy Technicians assist pharmacists in providing patients with medication and healthcare products. Pharmacy Technicians have strong customer services skills and are able to multi-task in a fast-paced and demanding environment.

Pharmacy Technicians work in a variety of settings, including hospitals, nursing homes, retail pharmacies (drugstore chains, grocery stores), insurance companies, mail-order and web-based pharmacies, pharmaceutical companies, wholesalers, and government agencies.

The job responsibilities will vary depending on the type of employment secured. Pharmacy Technicians fill prescribed medications for patients, speak with physicians, and run a cash register. In most pharmacies the Tech is the direct customer service link to the public. Pharmacy Technicians establish and maintain patient record files, submit insurance claim forms, and manage prescription and over-the-counter medication inventories.

TechSkills of California Ograduates meet the requirements for the California State license from the State Board of Pharmacy. Graduates will qualify to work as a Pharmacy Technician in both retail drug store and hospital pharmacies.

### **Students will have the knowledge required to sit for the national exam (PTCB).**

- TechSkills' Pharmacy Technician program equips you with the career knowledge to:
- Adhere to HIPAA, Federal and State regulations
- Utilize Microsoft Office Essentials
- Fill prescriptions under the direct supervision of a pharmacist
- Utilize software applications relevant to the pharmacy

<b>Prerequisites:</b>	<b>High School Diploma, GED or passing ATB score &amp; ability to pass live scan fingerprinting for California licensing board</b>
<b>Clock hours:</b>	<b>925 hours</b>
<b>Student Status:</b>	<b>Full time = 24hours/week. ¾ time = 18 hours/week. Part Time = 12 hours/week</b>
<b>Quarter Credit Hours:</b>	<b>49 Quarter Credit Hours</b>
<b>Course Length:</b>	<b>Full time = 38 weeks. ¾ time = 51 weeks. Part time = 77 weeks</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$550</b>
<b>Tuition:</b>	<b>\$10,700</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$11,450</b>

\*Additional fee charged by state of California for STRF

\*\*Exam Fees payable to authorized testing centers are not included in the above total

## OFFICE ADMINISTRATOR

TechSkills of California's Office Administrator training program builds the skills needed in a professional office environment. You will develop an advanced knowledge of today's most current computer based operating system, Microsoft Office Applications and Internet Explorer.

The program also teaches you the communication and organizational skills to be successful in business and everyday life. Office Administrator duties include operating office equipment, sending email, creating presentations, using databases, writing correspondence; organizing, preparing, storing and distributing information, and handling fundamental accounting.

This program prepares you for positions such as: Receptionist, Clerk, Administrative Assistant, Front Office Coordinator, and others.

An Office Administrator's chief duty is to give support to a manager or group of managers.

In TechSkills of California's Office Administrator program you will get hands-on training with:

- Keyboarding
- Internet Basics
- \*Microsoft Word
- \*Microsoft Excel
- \*Microsoft Outlook
- \*Microsoft PowerPoint
- Technologies in the Workplace
- Administrative Office Procedures
- Office Finances and Management
- Computerized Accounting "QuickBooks"
- Fundamentals of Bookkeeping

**\*With the opportunity to sit for the Microsoft© Office Specialist (MOS) certification exam\***

<b>Prerequisites:</b>	<b>High School Diploma, GED or passing ATB score</b>
<b>Occupations:</b>	<b>(Including but not limited to) Office Administrator, Office/Administrative Assistant</b>
<b>Clock hours:</b>	<b>715 hours</b>
<b>Student Status:</b>	<b>Full time = 24 hours/week. ¾ time = 18 hours/week. Part Time = 12 hours/week</b>
<b>Quarter Credit Hours:</b>	<b>38 Quarter Credit Hours</b>
<b>Course Length:</b>	<b>Full time = 29 weeks. ¾ time = 40 weeks. Part time = 59 weeks.</b>
<b>Registration Fee:</b>	<b>\$200</b>
<b>Books &amp; Supplies:</b>	<b>\$400</b>
<b>Exam Fee:</b>	<b>\$400</b>
<b>Tuition:</b>	<b>\$8,450</b>
<b>STRF*</b>	<b><u>to be determined, if applicable</u></b>
<b>Total cost</b>	<b>\$9.450</b>

\*Additional fee charged by state of California for STRF

\*\* Exam Fees are optional. Price without Exam Fees \$9,050

\*\*\* Exam Fees payable to authorized testing centers are included in the above total.

\*\*\*\* Test preparation is not included in the above clock hours. Test Preparation is an optional, no charge service provided by TechSkills of California.

## **Faculty and Administration**

### **TECHSKILLS OF CALIFORNIA PRESIDENT**

**David Vice:** David is the President/Owner of TechSkills of California. He is currently a board member of the California Association of Private Post Secondary Schools. David also serves as a Commissioner for ACCET. He has completed many vocational school certificate programs. David has a BA degree in Business Management from the University of Wisconsin at Madison.

### **TECHSKILLS OF CALIFORNIA CAMPUS DIRECTOR**

**Scott King [sking@techskills-ca.com](mailto:sking@techskills-ca.com):** Scott has been with TechSkills of Sacramento since 1999. He has a passion for helping people realize their educational and professional goals through career education. He has a BA in Psychology and Counseling. Scott is a leader in his church and is active in the community serving foster youth.

### **DIRECTOR OF ADMISSIONS**

**Linda Freeman [lfreeman@techskills-ca.com](mailto:lfreeman@techskills-ca.com):** Linda has been with TechSkills of California since 2005. She has 17 years experience in career training and vocational education. She is well versed in all aspects of the career training process. Linda has a B.S. in Education from Springfield College of Massachusetts. She has been involved in the acquisition of new campuses in San Jose and Las Vegas, as well as the training of staff in both campuses. Linda is a leader in her church and is active in several community service programs.

### **ADMISSIONS DEPARTMENT**

**Kim Gasper [kgasper@techskills-ca.com](mailto:kgasper@techskills-ca.com):** Kim has been with TechSkills of California since January, 2007. She started off her career as a nursing assistant. In 1997 she began a new career as an Administrative at a Nuclear Physics Laboratory run by Stanford University and the Department of Energy. In May of 2000, she moved to Elk Grove and worked for six and a half years at a non-profit trade association as the Office Manager and Director of Membership. Kim enjoys working at TechSkills because of her belief in education and her desire to help others.

**Monica Deras [mderas@techskills-ca.com](mailto:mderas@techskills-ca.com):** Monica has been with TechSkills of California since 2006. She has been Career and Student Services Specialist and a Financial Aid Representative. Monica has 8 years of customer service experience with a diverse population. Monica is a graduate of MTI College.

### **DIRECTOR OF COMPLIANCE**

**Kathryn Johnson [kjohnson@techskills-ca.com](mailto:kjohnson@techskills-ca.com):** Kat has been with TechSkills of California since January 2005. She has a back ground in customer service and enjoys working with students.

### **STUDENT SERVICES ADMINISTRATOR**

**Lisa Wrightsman: [lwrightsman@techskills-ca.com](mailto:lwrightsman@techskills-ca.com):** Lisa has been with Techskills of California since 2010. She graduated from Sacramento State in 2005 with a BA in Communications with a concentration in Digital Video. She spent the last six (6) years exercising her communication skills in the fitness industry, and is now excited to utilize those skills with the staff at TechSkills.

## FINANCIAL AID

**Elona Owens** [ewens@techskills-ca.com](mailto:ewens@techskills-ca.com): Elona has been with TechSkills of California since March 2007. She has over 30 years experience in the administrative and management field. Elona enjoys working with people.

**Maria Johnson** [mjohnson@techskills-ca.com](mailto:mjohnson@techskills-ca.com): Maria has been with TechSkills of California since 2010. After serving in the US Army as a Russian Interrogator, she returned to Administrative Support where she enjoys working with people. Maria has the following Certifications and is Master Certified as a Microsoft Office Specialist:

- Microsoft Word 2007
- Microsoft Excel 2007
- Microsoft Outlook 2007
- Microsoft Power Point 2007

## DIRECTOR CAREER SERVICES -- IT

**Kim Alexander** [kalexander@techskills-ca.com](mailto:kalexander@techskills-ca.com): Kim has seven (7) years of experience in vocational education assisting graduates with Technical, Medical and Administrative career opportunities. She is a graduate of National Career Education. Kim has had the pleasure of assisting hundreds of graduates meet their career goals. Kim has experience as a Computer Network Technician and holds the following certifications:

- A+
- CNA (Certified Novel Administrator)
- NCCT Test Proctor
- Building Better Relationships with Employers

## DIRECTOR OF CAREER SERVICES --HEALTH SERVICES

**Justin Ward** [jward@techskills-ca.com](mailto:jward@techskills-ca.com): Justin's background as a Pharmacy Technician allows him to connect with people of diverse backgrounds. With 10 years of experience in the medical field he is good at connecting with people. He excels with interviewing and writing skills as well. His medical know-how transcends Pharmacy and Insurance into Medical Administration - which helps turn students and graduates into successful employees.

- PTCB Certified Pharmacy Technician
- Microsoft Word 2007 Advanced User
- Free Candidate Referrals
- Creating, Cultivating, and Expanding Relationships with Employers

## ADMINISTRATION

**Heather Bermudez** [hbermudez@techskills-ca.com](mailto:hbermudez@techskills-ca.com): Heather has been with TechSkills of California since 2003. Heather has several years of bookkeeping, administrative experience and financial aid administration.

**Brandi King** [bking@techskills-ca.com](mailto:bking@techskills-ca.com): Brandi has been with TechSkills of California since 2007. She has a BA in Communications from California State University at Sacramento.

**Audrey Ybarra** [aybarra@techskills-ca.com](mailto:aybarra@techskills-ca.com): Audrey has been a part of the Techskills of California team since March of 2010. She is a graduate of the Office Administration program. She enjoys her job as Program Administrator for the Verizon Support Unit of TechSkills. Audrey has the following certifications:

- Microsoft Word 2007
- Microsoft Excel 2007
- Microsoft Outlook 2007

## **IT PROGRAM DIRECTOR**

**Nikunj Patel** [npatel@techskills-ca.com](mailto:npatel@techskills-ca.com): Nik has been with TechSkills of California since 2004. He has experience as a Technician and Sr. Level Network Administrator, and has the following certifications and degrees:

- B.A. in Systems Administration
- CCNA- Cisco Certified Network Associate
- CCNP- Cisco Certified Network Professional
- MCP
- Network +
- MCDST
- MCSA 2000 & 2003

## **INSTRUCTORS**

**Branden Cyprian** [bcyprian@techskills-ca.com](mailto:bcyprian@techskills-ca.com): Branden has been with TechSkills of California since 2005. He has several years in the IT industry as a Network Administrator and is in charge of Network Operations at TechSkills of California. He has the following certifications and degrees:

- MCSE Server 2003 Security/Messaging
- A+
- Network +
- Security +
- Linux +
- A.S. Network Systems Engineering
- Certified Network System Administrator
- Certified Network System Engineer
- MCTS: Windows Server Virtualization
- MCITP: Enterprise Administrator
- C| EH
- C| HFI
- CCNA

**Eric Decker** [edecker@techskills-ca.com](mailto:edecker@techskills-ca.com): Eric is a former President's List Graduate of TechSkills. Eric has been with TechSkills of California since 2007. He has the following certifications:

- A+
- Network+
- MCSE 2003
- MCTS Microsoft Windows Vista: Configuration

**Bryan Hobbs** [bhobbs@techskills-ca.com](mailto:bhobbs@techskills-ca.com) : Bryan has been with TechSkills of California since early 2008. He has extensive experience as a Technician trouble shooting hardware issues and working with corporate clients.

- A+
- Network +
- MCSE 2003
- MCTS Microsoft Windows Vista: Configuration
- MCTS Microsoft Server 2008 Infrastructure

**Lee Masias** [lmacias@techskills-ca.com](mailto:lmacias@techskills-ca.com): Lee has been with TechSkills since 2010. He has experience as a Group Counselor/Facilitator and Instructor in the US Navy, as well as Technical Systems Analyst and Desktop Support experience in the POS and IT sectors. Lee is an alumnus of TechSkills of Sacramento, and is currently working to upgrade his MCSA to MCITP. Lee has the following certifications and degrees:

- B.S. in Information Technology
- A+
- Network+

- MCSA 2003

**John Sutliff** [jsutliff@techskills-ca.com](mailto:jsutliff@techskills-ca.com) John has been with TechSkills of California since 2005. He relocated to San Diego in the fall of 2005 where he worked for TechSkills Corporate and returned to Sacramento in June of 2008. He has extensive experience in troubleshooting and finding information when needed. John is currently working to upgrade his MCSA and complete his MCSE. He has the following certifications:

- A+
- Network+
- MCP
- MCSA

**Marc Vetovitz** [mvetovitz@techskills-ca.com](mailto:mvetovitz@techskills-ca.com): Marc has been with TechSkills of California since 2009. He has over ten (10) years of customer service experience in many different fields. Marc is currently working toward his MCITP E and has the following certifications:

- A+
- Network+
- Security+
- MCSA

**Rachell Miller** [rmiller@techskills-ca.com](mailto:rmiller@techskills-ca.com): Rachell has been with TechSkills since 2009. She has over nine (9) years of customer service experience in many fields. Rachell is currently working towards her MCSE/CCNA and has the following certificates:

- A+
- Network+

**Jack Zimmerman** [jzimmerman@techskills-ca.com](mailto:jzimmerman@techskills-ca.com): Jack has been with TechSkills of California since 2010. He has over ten (10) years of customer service and sales experience in the technology field. Jack is currently working toward his MCSA and has the following certifications:

- B.S. in Business San Luis Obispo
- A+
- Network+

**AJ Armstrong** [aarmstrong@techskills-ca.com](mailto:aarmstrong@techskills-ca.com): AJ has been with TechSkills since 2010. He has over four (4) years of experience in customer service in a variety of fields. AJ is currently working towards his MCTS.

- A+

**Douglas Uhl** [duhl@techskills-ca.com](mailto:duhl@techskills-ca.com): Doug has been with TechSkills since 2010. Doug was in civil service for twenty (20) years. He ran a family entertainment/skating center for 15 years. He also worked as a Desktop Support Specialist supporting a large number of clients for several years. He has been an avid speed skater and jet skier and enjoys extended trips on his motorcycle with his wife.

- A+
- N+
- MCTS -Vista
- MCTS-Server 2008
- MCTS- Server 2008 Active Directory

**Edward Newman** [enewman@techskills-ca.com](mailto:enewman@techskills-ca.com): Ed has been with TechSkills since 2011. He has over seven (7) years of experience in customer service. Ed is currently working on his MCIPT Administrator and Security.

- A+
- N+
- MCTS Windows 7

**Bobbi Mattson** [bmattson@techskills-ca.com](mailto:bmattson@techskills-ca.com) Bobbi has been with TechSkills since 2010. She has five (5) years of field service experience. Bobbi is a licensed insurance agent in the state of California. She is working towards her MCITPE Database and Security.

- A+

- Security +
- MCTS
- MCTS Server 2008 Active Director

### **DIRECTOR HEALTH SERVICES PROGRAM**

**Melanie Martin** [mmartin@techskills-ca.com](mailto:mmartin@techskills-ca.com): Melanie has been with TechSkills of California since 2005. She previously worked in retail management for 12 years, was the Office manager of a Medical Office for 2 years and was an Instructor at another school starting in 2001 before coming to TechSkills of Sacramento in 2005. Melanie has the following certifications:

- NCCT Certification
- Microsoft Word 2003

Melanie is a Subject Matter Expert in the following:

- Billing and Coding
- QuickBooks and Bookkeeping
- Management Training
- Microsoft Office Suite
- Medical Transcription

### **HEALTH SERVICES INSTRUCTORS**

**Nancy Del Mugnaio** [ndelmugnaio@techskills-ca.com](mailto:ndelmugnaio@techskills-ca.com): Nancy has been with TechSkills of California since 2004. She has over 13 years experience in medical billing with companies such as Catholic Healthcare West. Nancy is a member of the River City Chapter of Medical Transcriptionists, and American Academy of Professional Billers and has the following certifications:

- National Certified Insurance and Coding Specialist
- Microsoft Word 2003
- Microsoft Excel 2003

Nancy is a Subject Matter Expert in the following:

- Coding and Billing
- Transcription
- Medical Administrative
- Microsoft Office Suite

**Saria V. Fox** [sfox@techskills-ca.com](mailto:sfox@techskills-ca.com): Saria, a former student in the Medical Administrative Specialist Program, has been with TechSkills of California since May 2009. She has worked in the field in which she studied (Kaiser Permanente). Saria has over eighteen (18) years of customer service experience and ten (10) of years experience in the commercial property management field. She was a volunteer tutor for the Laubach Literacy Program through the California Library Literacy Services. Saria has the following certifications:

- Microsoft Office Specialist Master 2003

Saria is a Subject Matter Professional in the following:

- Medical Administrative
- Billing and Coding
- Microsoft Office Suite

**Ricardo Salas** [rsalas@techskills-ca.com](mailto:rsalas@techskills-ca.com): Ricardo has been with TechSkills of California since 2011. He has five (5) years of Pharmacy experience with Kaiser Permanente. Ricardo has a BA in Psychology from UC Davis.

- CPhT Certified Pharmacy Technician, National certification
- California State Pharmacy Technician Licensed

Ricardo is a Subject Matter Expert in the following:

- Pharmacy Technology
- Pharmacology

- Drug calculations
- Medical Terminology

**Thomas Johnson** [tjohnson@techskills-ca.com](mailto:tjohnson@techskills-ca.com) Tom has been with TechSkills of California since 2010. He is Master Certified as a Microsoft Office Specialist and has the following certifications:

- A+
- Network+
- Security+
- Microsoft Word 2007
- Microsoft Excel 2007
- Microsoft Power point 2007
- Microsoft Access 2007
- Microsoft Outlook 2007