

WELCOME TO COMPUTER TRAINING CONSULTANTS

Computer Training Consultants is a Postsecondary Vocational School located in San José, California that specializes in hands-on job training for individuals preparing for a computer-related vocation. Computer Training Consultants also provides computer training for private businesses both in the classroom and on-site.

Computer Training Consultants offers courses of study that prepare students for a wide range of computer-related careers including Administrative Assistant, Medical Billing, Computerized Accounting, Microsoft Office User Specialist, and Information Technology Specialties. Computer Training Consultants has several educational courses that can be taken individually or combined to create customized programs.

The teaching methodology involves interactive technology-based tutorials and instructor-led lectures and demonstrations, reinforced by workbooks which have a series of related exercises. Students work very closely with each other in a collaborative team-oriented atmosphere of cooperation and support emulating the work place environment. The open environment provides a warm and friendly atmosphere. Students have exclusive access to the computer stations in the lab and classrooms for the duration of their program.

Computer Training Consultants helps individuals achieve their employment and business goals by practicing on interview skills and selling themselves in the workplace. We work with employment recruiters who provide short seminars at our facility to assist the students in becoming aware of what employment opportunities there are in the market place. In addition, we work closely with employment connections at the county level.

Computer Training Consultants has no responsibility to find or assist a student in finding housing.

This Institution does not award any credit for prior experiential learning, including assessment policies and procedures, provisions for appeal, and all charges that a student may be required to pay.

This catalog covers the time frame from Jan 1 – Dec 31, 2012.

Sincerely,

Sharon Shelgren
President, CEO
Computer Training Consultants

SCHOOL CATALOG

APPROVAL DISCLOSURE STATEMENT

Computer Training Consultants has been granted approval to operate by the Bureau for Private Postsecondary and Vocational Education pursuant to California Education Code Section 94915. Although this institution was approved to operate by the former Bureau for Private Postsecondary Education, our pending application for reapproval to operate has not yet been reviewed by the Bureau for Private Postsecondary Education. The Bureau's approval means that the institution and its operation comply with the standards established under law for occupational instruction by private postsecondary educational institutions. Approval been granted for the following courses: Microsoft Certified Systems Engineer, Microsoft Office User Specialist, Computerized Accounting and Office Skills, Medical Billing and Medical Office, Administrative Assistant, Administrative Assistant (Bilingual), Cisco CCNA Prep, Cisco CCNP Prep, Computer Internetworking LAN (MCSA Cisco Linux), Computer Network Administration, Computerized Accounting, Desktop Publishing Specialist, Linux, Web Master, Microcomputer Operator, Microcomputer Support Specialist, Legal Secretary, Computer LAN Technician, Network Support Specialist, Office, Clerical and Computer Skills, Web Design and Computer Graphics, UNIX Administration, and short individual software training courses.

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION."

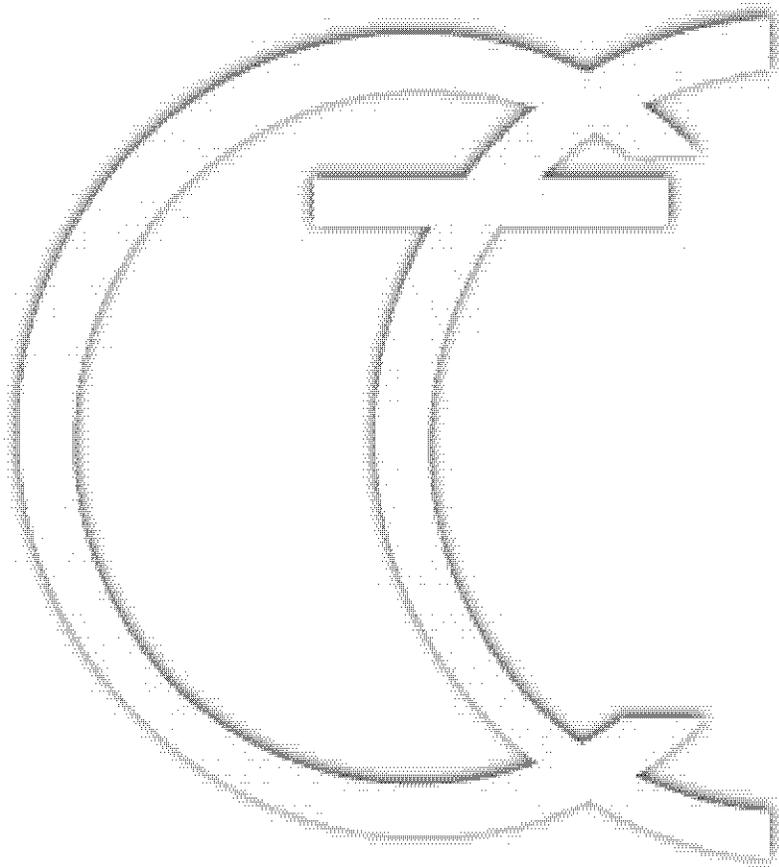
UNITS AND DEGREES OR CERTIFICATES EARNED AT OUR SCHOOL

"The transferability of credits you earn at Computer Training Consultants is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in whatever course you select, is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, or certificate) that you earn at this institution are 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 education goals. This may include contacting an institution to which you may seek to transfer after attending Computer Training Consultants to determine if your (credits, or degree, diploma or certificate) will transfer."

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About Computer Training Consultants

A. Introduction

Computer Training Consultants is a Computer Training school. It was established in 1990 as a corporate training facility. CTC has trained over 500 employees for businesses all over Northern California.

B. Official Statement

This catalog outlines the rules and regulations, admission policies, academic policies, curriculum, tuition, fees, graduation requirements and other information regarding the programs offered by CTC. Policies herein may be superseded by addendum of policy changes. This catalog is not intended to be a contract between CTC and the student. CTC reviews its policies and curriculum and makes necessary revisions. We reserve the right to make changes in any policies, procedures, tuition, fees or programs at any time.

C. CTC Training and Business Philosophy

CTC recognizes the importance of quality postsecondary education that prepares students for specific career goals. Our goal is to provide the students the highest employability advantage by offering practical, hands-on learning utilizing the latest in computer equipment, IT equipment, software, and materials. Since 1990, Computer Training Consultants has provided computer training for private businesses in our facilities or at a business's site. We have trained over 500 employees for businesses locally and throughout northern California.

We at CTC recognize the dignity and integrity of the individual. Our objective is to enhance, rather than change, the individual identity of each student. Students are admitted, trained and referred for employment without regard to race, color, beliefs, sex, age, national origin, or physical/mental disabilities. We make reasonable accommodation for handicapped students.

We employ interactive online and computer-based CD-ROM tutorials, instructor-led lecture & demonstrations, and student workbooks with series of related exercises. This blended training approach is efficient and effective while accommodating a wide range of skill levels and learning styles. In addition, students work collaboratively in a team-oriented scenario emulating the work place environment. The open environment provides a warm and friendly atmosphere.

Our qualified and certified instructors stay current in their fields by keeping abreast of industry standards, business trends and teaching techniques. This allows us to provide efficient, practical and effective training programs.

Computer Training Consultants has not entered into an articulation or transfer agreement with any other college or university. Computer Training Consultants is a clock hour institution and does not utilize credits, achievement tests or have any ability-to-benefit student requirements.

D. Governing Body

Name	Place of Employment	Other School Affiliation
Sharon Shelgren	Computer Training Consultants	None
Lynn Fossum	Employment Consultant	None
Francine Caracciolo	West Valley College	None

E. Faculty Members

Sharon Shelgren	State Certified Director and Instructor <ul style="list-style-type: none">Over 20 years experience
Jai Sharma	Web Page Developer Internet Marketing Specialist 12 years of experience <ul style="list-style-type: none">
Metka Dragos-Radanovic	IT Instructor – 14 Years experience <ul style="list-style-type: none">Microsoft Systems Engineer CertificationCisco Systems CertificationsCWNP Certified Wireless Network ProfessionalBPPVE licensed (expired)
Robert C. Forester,electro mechanical engineer	IT Instructor – 5 years experience 25 year field experience <ul style="list-style-type: none">BICSI Information TechnologyFiber Optics
Harriet Pila,PhD	Desktop Instructor 10 years experience

F. Facilities

CTC is located in San José, CA. The building is located in the Golden Pacific Center at 1245 S. Winchester Blvd Suite 300. The classrooms occupy approximately 1500 square feet of space.

The classroom and laboratory accommodates 8 - 12 students in a comfortable learning atmosphere that includes central heating and air conditioning, fully carpeted floors, and nearby dining and public transportation.

This institution, the facilities it occupies, and the equipment it uses complies with all federal, state, and local ordinances and regulations. This includes fire, building, and health and safety ordinances.

G. Rules and Regulations

All students must abide by the following school rules:

1. Students must treat the administration and faculty with respect
2. Students must not use abusive language
3. Students must do their projects and keep up with the class.
4. Students must be in attendance of the school at least 75% of the scheduled class hours. Students whose attendance falls below 75% may continue their courses only with the approval of the Director.

5. Students are provided an opportunity to make up course work. Make up tests are given as arranged by their instructor.
6. Tuition payment must be made.

H. Schedule

CTC holds daytime computer-training classes Monday through Friday between 9:00 a.m. and 5:00 p.m., and evening computer classes Monday through Friday between 6:00 p.m. and 10:00 p.m. Saturday morning classes are from 9 a.m. to 1 p.m. These class times may be subject to change. The school recognizes legal holidays and informs students when classes and holiday schedules vary.

I. Holidays

CTC recognizes the following holidays:

January	News Year's Day
February	President's Day
March/April	Good Friday (1/2 day)
May	Memorial Day
July	Independence Day
September	Labor Day
November	Thanksgiving (2 days)
December	Christmas Day *(CTC is closed for the Christmas week)

J. Admission Requirements

Students must be 18 years or older and must qualify for entrance by being evaluated favorably through an interview with a staff member, and also given a capacity to benefit test which will assist in determining the likely success of the student. A capacity to benefit test will not be given if testing has already been given by a referring agency such as WIB or NOVA. CTC does not have any provision for students whose primary language is not English.

Students are asked to list any previous education, training, or experience in the exact area of training for which enrolled. Advanced placement (such as in keyboarding skills) may be allowed at the discretion of the school administration if a student can demonstrate satisfactory proficiency. This institution will conduct an evaluation of previous education and training for all veterans and eligible persons, grant appropriate credit, adjust the training period proportionately, and notify the VA and the student accordingly. The student records will document any such action taken.

Initial Interview

1. Visitation and presentation of school.
2. Discussion of student's goals.
3. Explanation of programs, admission requirements and procedures.
4. Follow-up.
5. Credit for Previous training and/or experience.

Admission Procedures

1. Visit the school.
2. Complete application questionnaire and entrance test.
Assessments consisting of basic math, reading comprehension, listening and spelling questions need to be completed prior to the start of the classes at CTC's site. The assessment consists of the Basic Office Skills test that takes about 20

- minutes and will help determine whether a student can be successful in the program.
3. Have personal interview with an advisor: discussion of student's goals and explanation of programs.
 4. Complete the enrollment forms.
 5. Make full payment arrangements prior to registration.
 6. Complete paperwork.
 7. Begin attending class on assigned start date.

K. Orientation

A new student will attend orientation on the first day of class. In this meeting a new student will be introduced to the school's policies and procedures. The student will have another opportunity to tour the facilities and meet with the staff and instructors.

1. Start days – open enrollment every other Monday or to be determined.
2. Time: 9:00 a.m. for day classes and 6:00 p.m. for night classes.
3. Designated administrator welcomes student.
4. Student reviews and signs paperwork.
5. Orientation video (or live presentation by administrator) concerning:
 - a. Daily schedule.
 - b. Program schedule.
 - c. Conduct policy for school and classroom.
 - d. Homework expectations.
 - e. Rights of student – Student Tuition Recovery Fund.
 - f. Testing schedule.
 - g. Procedure for borrowing books from CTC's library.
 - h. Proper use of the Internet.
6. Introduction to instructors and classroom expectations.
7. Facilities tour.
8. Review of self-paced approach, instructor-led module, homework expectations.
9. Review specific outline of student's program.
10. Orientation to student's computer – logging on and off (with instructor).
11. Counseling service.

Start Dates and General Schedules

Classes are scheduled on the basis of enrollment. Generally, a new group of students is started on the first and third Mondays of a month. Students will receive written authorization of their program modules and schedule. The school recognizes legal holidays and informs students when classes and holiday schedules vary.

While we may individualize training schedules to fit the needs of individual students, the general schedule of classes is as follows:

1. Instructor led modules run Mon, Wed, Fri or Tue, Thurs, Sat.
2. Sat modules run from 9:00 a.m. – 1:00 p.m.

Hours subject to change.

Example of Student's Day Schedule, 9:00 a.m. - 1:00 p.m. or 1:00p.m. – 5:00 p.m.	
8:30 a.m.– 12:00 pm.	Instructor Led Classes
10:30 – 10:45 a.m.	Break
12:00– 1:00 p.m.	Lunch
1:00 – 5:00 p.m.	Instructor Led Classes

2:30 – 2:45 p.m.	Break
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Example of Student’s Evening Schedule, 6:00 p.m. – 10:00 p.m.	
6:00 – 9:00 p.m.	Instructor Led Classes
8:00 – 8:15 p.m.	Break
9:00 – 10:00 p.m.	Instructor-Supervised, Self-paced Computer Application Study

L. Attendance Policy

Students need to have a good attendance record — on time and in attendance every scheduled day. Students should be at school unless there is an extenuating circumstance and a legitimate reason to be absent. It is CTC’s objective to stress the importance of good attendance, which builds lifestyle pattern for successful and dependable employees. Class attendance will be reported and recorded each day.

Any anticipated problems that the student may have, such as transportation or child day care, should be resolved before a student begins a program of study at Computer Training Consultants. Once a student has started, the following attendance policy is in force:

A student needs to have a 75% or higher attendance. If a student’s attendance falls below 75% and has not provided legitimate proof for the absences, the student may be put on a 30-day probation by the Administration.

To be reinstated the student must prove their ability to maintain their grade point average and stay current within the class.

Attendance Policy for Veterans:

If a student has three unexcused absences in any class or if his/her attendance falls below 75%, the student will be put on 30 day probation by the Administration. If, after the probation period, the student’s attendance is below 75%, VA Benefits will be terminated.

Tardiness

Tardiness is a disruption of a good learning environment and is to be discouraged. Tardiness without legitimate reason on three occasions in one class will be considered as one unexcused absence.

Probation

In case of unsatisfactory attendance, students with three unexcused absences in any class may receive written notification of academic probation for a period of one month. Any unexcused absences during this probationary period will be cause for interruption of the student’s training program (see policy for veterans on previous page).

Make-up Work

Work may be required for any absence. Make up work may be accepted as hours of class attendance.

Leave of Absence

Students are expected to attend class consistently and to be on time for classes. For some specific emergencies, however, it may be necessary for a student to take a leave of absence from school. Computer Training Consultants grants Leaves of Absences only in extraordinary emergency situations such as illness or a death in the family. A student needs to make a written request to the CTC administration and such leaves may be granted to students at the discretion of the school administration. All other absences will be considered unexcused.

Students are expected to attend classes as scheduled as they would be expected to be present for work. Absences and tardiness will be recorded. Students must complete a minimum of 60% of the total hours to receive a certificate of completion.

M. Progress/Grading System

Students need to maintain a minimum of an overall grade of “70%” and complete the requirements of their required course length to remain in good academic standing and to graduate. A student may repeat a course only once and the higher of the two grades is used to compute the student’s GPA. Students are allowed no more than one restart per calendar year.

For Veterans: If a student’s grade point average falls below 70%, the student will be placed on probation for 30 days. If, after the probation period, the student’s grades are below 70%, VA Benefits will be terminated.

The school’s grading system for each training class is as follows:

N. Grading Policy

1. Excellent	90-100	Pass
2. Above Average	80-89	Pass
3. Average	70-79	Pass
4. Below Average	69 or below	Fail
5. Incomplete	30 days to complete before turning to “F”	
6. Withdrawal	grade of no credit	

Grade average required for certifying completion of a course is a minimum average passing grade of 70 percent. Students who withdraw from a class within the first week of class will receive (W) withdrawal, a grade of no credit.

Any student who does not maintain an average of a “70%” grade will receive a warning and be placed on academic probation until the next grading period.

Computer software skill level is measured by employable skill level:

1. Independent, requires no supervision
2. Independent, with minimal supervision
3. Skilled, and requires supervision
4. Insufficient skill, needs more instruction

Course Completions and Graduation

Successful completion of a course is based on a grade average of 70% or better. Students who have completed all of the necessary requirements, but whose grade average is below 70%, will receive a letter of attendance

Placement

Students may begin the job placement module when 75 % of his or her program and 85% of the program’s clock hours are completed. Students need to demonstrate responsibility and the abilities to perform as an employee performing that specific job. During this module students will be introduced to:

1. Resume writing
2. Job searching
3. Interviewing techniques and practice
4. Telemarketing prospective employers
5. Publication subscription for potential employment

Computer Training Consultants assists our graduates in job placement as much as possible. We maintain an information board and table for job postings, and students are encouraged to participate in mock interviews at the school, to attend job fairs and gain experience by talking with the recruiters and filling out employment applications. Internet access is provided and students are taught how to place their resume on-line at companies who are hiring in their field.

Computer Training Consultants cannot, by law, guarantee employment. The Placement Director of the School assists students in finding employment by maintaining contact with employers and participating in related professional organizations.

Conditions for Termination

Students may be terminated from Computer Training Consultants for not meeting the requirements for 1) academics 2) attendance 3) proper conduct and 4) financial obligations. The minimum requirements for satisfactory progress are:

1. Maintaining an overall "C" grade – 70% point grade or above
2. Maintaining an average attendance percentage of at least 75%

Re-entrance after Dismissal

Students who have been dismissed for unsatisfactory progress may apply for re-admission to Computer Training Consultants after a period of three months, and only then with probationary status. Re-admission is granted once. If the student fails to attain satisfactory progress and grades during this period, he/she will be dismissed from the school and will thereafter not be eligible for re-admission.

Appeal Process

A student who wants to appeal his or her probation or dismissal from Computer Training Consultants must present a written petition of valid reason(s) to the school's administration. The appeal should be submitted within five days of the student's receiving notice of suspension or probation. The administration will review the request and respond to the appeal within two days. If the administration repeals a dismissal, the student will receive one additional probationary period to achieve satisfactory academic progress.

O. Dress Code

Business casual is the preferred style, as in the work environment.

P. Confidentiality and Access to Student Records

All grades in academic classes are recorded in the student's permanent record file. The information in student files is confidential. Student may view the information contained in their file at any time. CTC requires a signed release if the student wants information released to anyone other than appropriate governmental, funding, or counseling agencies. Computer Training Consultants maintains these files for not less than five years per Section 94311 of the California State Education Code.

Q. Clock Hours

The classes are taught on a Clock Hours basis. Fifty minutes of lab or theory class constitute one Clock Hour.

R. Certificates of Completion

Computer Training Consultants will issue a certificate of completion to students who satisfactorily finish a course's requirements.

S. Microsoft® Office Specialist (MOS) Program

The Microsoft® Office Specialist (MOS) Program is a validation program that provides proof of proficiency in Microsoft® Office applications. Certification tests are available for Microsoft® Office applications at the Core Certification level for Word, Excel, PowerPoint, Access, Outlook, and Project. Certification tests at the Expert User level are available for Word, Excel and Project. Generally, the Core Specialist can handle a wide range of everyday tasks, plus more complex assignments that require advanced formatting and functionality. The person who has passed five tests—Word Expert, Excel Expert, PowerPoint Core, Access Core, and Outlook Core — is eligible to apply for a Microsoft® Office Specialist **Master** Instructor certificate.

T. Academic and Occupational Advising

All faculty and staff are available to counsel with students concerning their academic progress and occupational matters. CTC refers students to outside agencies when the student requests Workshops. Areas of Workshops include: Resume Writing, Dress for Success and How to Interview.

In addition, CTC performs the following:

1. Absentee follow-up. The school personnel call students when they have been absent when the school has not been properly notified.
2. Student Advising. Instructors and administrators are advising on academic and some personal issues. If a situation cannot be resolved, a staff member may refer the student to a specialist through a community agency referral.
3. Dropout Follow-up. Computer Training Consultants will contact by telephone any student who has dropped out of a program for the purposes of assessing the circumstances behind the action. The school will attempt to resolve any issues a student may have with the school, or encourage the student to find an alternative to dropping.

U. Changes in Student's Program or Coursework

Any student, who wishes to transfer from one course or program to another, needs to:

1. Fulfill financial obligations of the contracted program that is dropped or exchanged with another.
2. Meet the pre-requisites of the new course or program.
3. Arrange enrollment in the new course or program with administrators of Computer Training Consultants.

Early Completions

Occasionally students have advanced standing in a class or complete program requirements in fewer hours than the time indicated in CTC's catalog. No refund is made for early completion, although the administration may approve electives to substitute for the remaining time.

Make-up Time and Additional Practice

Make-up and additional practice times are available between 2:00 and 5:00 p.m. Monday through Thursday. One hour of make-up is equivalent to one hour of time missed. Students need an approval and make-up time slip from the instructor.

V. Non-Discrimination

Students are admitted, trained and referred for employment without regard to race, color, creed, sex, age, national origin, or physical/mental disabilities.

W. Course Withdrawal

A student has the right to withdraw from a course of instruction up to 60% of instruction at which time full tuition is due. If a student withdraws from the course of instruction after the period allowed for cancellation of the agreement, the school will remit a refund less a registration fee, if applicable, not to exceed \$100 within 10 days following the student's withdrawal. The student is obligated to pay only for educational services rendered and for non-returned equipment. If a student withdraws per California Education Code, Section 94318.5(e) prior to completion of the course he/she is enrolled in, the refund shall be (minus registration and book fees): the amount the student paid for instruction multiplied by a fraction, the numerator of which is the number of hours of instruction which the student has not received but for which he/she or the paying party has paid, and the denominator of which is the total number of hours of instruction for which he/she or the paying party has paid.

If the student obtains equipment, as specified in the agreement as a separate charge, and returns it in good condition within 10 days following the date of his/her withdrawal, the school shall refund the charge for the equipment paid by the student or the paying party. If the student fails to return equipment in good condition, within this 10-day period, the school may offset against the refund the documented cost to the school of that equipment. The student shall be liable for the amount, if any, which the documented cost for equipment exceeds the prorated refund amount. Attendance time is the time between the scheduled starting date of the first class and the date on which the student formally, in writing, cancels his or her enrollment.

X. Refund Policy and Cancellation of Agreement

A student may until the midnight of the seventh business day from the first class attended, cancel an agreement with the school. Cancellation occurs when the student gives written Notice of Cancellation at the address of the school by mail, hand delivery or e-mail. The written Notice of Cancellation, if sent by mail, is effective when deposited in the mail and properly addressed with postage prepaid. This cancellation includes the course of instruction, use of equipment and services. When an Agreement is canceled, the school will refund all money paid within 30 days after the Notice of Cancellation is received.

Y. Problems and/or Complaints Resolution Process

This institution is approved by the Bureau for Private Postsecondary Education (BPPE) recognized as meeting and maintaining certain standards of quality. It is the mutual goal of the BPPE 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.

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 complaint procedure,

and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

Per 94909 (a)(3)(c)

“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 toll free or by completing a complaint form, which can be obtained on the bureau’s internet web site www.bppe.ca.gov”

Complaints should be in writing and mailed, faxed or emailed to the BPPE office.

Complaints received by phone will be documented and the complainant will be requested to submit the complaint in writing.

The letter of complaint must contain the following:

- A detailed description of the problem(s);
- The approximate date(s) that the problem(s) occurred;
- 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;
- Evidence demonstrating that the institution's complaint procedure was followed prior to contacting the BPPE;
- The name and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, BPPE will not reveal his or her name to the institution involved.

In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to the BPPE (e.g., the student's enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

Send to the BPPE see address below:

Persons seeking to resolve problems or complaints should first contact the instructor in charge. Request for further action may be to Sharon Shelgren - President of Computer Training Consultants. “A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling toll free(1-888-370-7589)or by completing a complaint form, which can be obtained on the bureau’s Internet website. www.bppe.ca.gov

“Any questions a student may have regarding this fact sheet that have not been satisfactorily answered by the institution may be directed to”: see address below

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at: (see address below)

Unresolved problems may be directed to:

State of California
Bureau for Private Postsecondary and Vocation Education
2535 Capitol Oaks Drive, Suite 400
Sacramento, CA 95833
P.O. Box 980818
West Sacramento, CA 95798-0818
Telephone: (916) 431-6959
Fax: (916) 263-1897
www.bppe.ca.gov

A detailed BPPVE procedure of complaints is posted in each classroom. For more information ask the Director of Education.

Z. Payment Policy

Payment is to be made according to the following criteria: 1. 90% of contract rate is due and payable within 30 days upon receipt of invoice. 2. 10% of contract rate is due and payable upon student completion and receipt of invoice and certificate of completion to be sent to Work2Future or any other contracting agencies to be invoiced no later than 90 days upon completion. Any other payment modifications to be made must be submitted and agreed upon in writing.

All information in the content of this school catalog is current and correct and is so certified as true by Sharon Shelgren, President of Computer Training Consultants.

“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.”
94909(a)(3)(B)

Computer Training Consultants is not an accredited facility therefore there are no pending disciplinary action against the institution and not applicable.

Computer Training Consultants is current in remitting the Student Tuition Recovery Fund Assessments, in fact there is a credit balance.

Signed,

Sharon Shelgren
President, CEO
Computer Training Consultants

CTC - Administrative Courses



Microsoft® Excel Core (Spreadsheets)**90 Hours**

Introduction to setting up formatted worksheets, using graphic objects, writing formulas, using functions, sorting and analyzing data, creating custom charts, creating three-dimensional workbooks, building links, querying data, sharing workbooks with colleagues, publishing to the Web, and using file protection features. Helps prepare students for Microsoft® Office Specialist (MOS): Microsoft® Excel Core Level Exam.

Microsoft® Excel Expert**60 Hours**

This course covers the intermediate/advanced knowledge and skills working with an Excel Workbook. Concepts such as Pivot tables and chart, analysis tools, and other advance features of Excel will be covered. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® Excel Expert Level Exam.

Microsoft® Access Database**90 Hours**

Introduction to creating tables, working with tables, using select queries, creating and using forms and reports. Topics includes principles of table design, tables relationships, design techniques, select queries, customizing form designs, working with data access pages and customizing reports. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® Access Core Level Exam.

Microsoft® PowerPoint (DTP and Presentations)**90 Hours**

Introduction to creating interactive PowerPoint slides, online and multimedia presentations with bullet slides, graphics, WordArt, organization charts and Microsoft® Graph charts. Topics also include working with templates, creating slides from an outline, and sending slides to Microsoft® Word. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® PowerPoint Core Level Exam.

Microsoft® Outlook & Internet**30 Hours**

Introduction to the basic features of Outlook, including email creation, calendar options, contact management, task management, and scheduling. Gives an overview of the World Wide Web, e-mail, news groups, bulletin boards, Web browsers, basic Web page elements and exploration of virtual communities.

Keyboarding**30 Hours**

Beginning keyboarding course covering the operation of the keyboard using the touch system and the development of correct techniques to interact more efficiently with desktop computers, computer terminals or electronic communication systems. Designed for independent skill learning, keyboard study begins from first day of class, with at least one hour of typing per class day. Generally students need 60 hours for the keyboarding module with the goal of at least 40 WPM. Typing goals should be set every week and progress reports are printed from the computerized typing program.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Computerized Accounting (QuickBooks)**30 Hours**

Introduction to setting up chart of accounts, reconciling checking account, creating and printing invoices, receipts, and statements, tracking payables, inventory and receivables, creating estimates and generating reports.

Microsoft® Outlook and Internet**30 Hours**

Introduction to the basic features of Outlook, including email creation, calendar options, contact management, task management, and scheduling. Gives an overview of the World Wide Web, e-mail, news groups, bulletin boards, Web browsers, basic web page elements and exploration of virtual communities.

Keyboarding Basics and Ten-Key Training**30 Hours**

Basic ten-key skills and techniques in use of the electronic calculator.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resumes are posted on the Internet and also forward to potential employers.

Microsoft® Excel Expert (Spreadsheets)**60 Hours**

This course covers the intermediate/advanced knowledge and skills working with an Excel Workbook. Concepts such as Pivot tables and chart, analysis tools, and other advance features of Excel will be covered. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® Excel Expert Level Exam.

Accounting Principles I and II**90 Hours**

Introduction to accounting information systems for decision making: original entry and posting; adjusting and closing entries; development of accounting system for computers; internal controls over assets; accounting for monetary assets and inventories; and the relationship among financial statements.

Computerized Accounting (QuickBooks)**30 Hours**

Introduction to setting up chart of accounts, reconciling checking account, creating and printing invoices, receipts, and statements, tracking payables, inventory and receivables, creating estimates and generating reports.

Microsoft® Access Database**90 Hours**

Introduction to creating tables, working with tables, using select queries, creating and using forms and reports. Topics includes principles of table design, tables relationships, design techniques, select queries, customizing form designs, working with data access pages and customizing reports. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® Access Core Level Exam.

Microsoft® Outlook & Internet**30 Hours**

Introduction to the basic features of Outlook, including email creation, calendar options, contact management, task management, and scheduling. Gives an overview of the World Wide Web, e-mail, news groups, bulletin boards, Web browsers, basic Web page elements and exploration of virtual communities.

Keyboarding Basics and Ten-Key Training**60 Hours**

Beginning keyboarding course covering the operation of the keyboard using the touch system and the development of correct techniques to interact more efficiently with desktop computers, computer terminals or electronic communication systems. Designed for independent skill learning, keyboard study begins from first day of class, with at least one hour of typing per class day. Generally students need 60 hours for the keyboarding module with the goal of at least 40 WPM. Typing goals should be set every week and weekly progress reports are printed from the computerized typing program. Basic ten-key skills and techniques in use of the electronic calculator is also part of the module.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Administrative Assistant

Courses:
Microsoft Windows
Microsoft Word Core Level
Microsoft Excel Core Level
Microsoft Access Database
Microsoft PowerPoint Core Level
Microsoft Outlook Core Level & Internet Skills
Job Placement Assistance

Course Code: CTC-Admin Clock Hours: 420
14 weeks (Day Classes), 21 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Occupational Code # 43-6011.00) Executive Secretaries and Administrative Assistants: "Aids executive in staff capacity by coordinating office services. Review and answer correspondence. May assist in preparation of budget needs and annual reports of organization. May compile, store, and retrieve management data, using computer."

Microsoft® Windows Operating Systems and PC Basics 30 Hours

Introduction to PC basics and Microsoft's® standard Window Operating Systems for IBM and IBM-compatible computers with focus on standard commands to set up systems, manage files and run software. Study of computer vocabulary related to the Microsoft® Windows operating system, as well as general computer hardware, software, and networking terminology.

Microsoft® Word Core (Word Processing) 90 Hours

Hands-on experience including formatting, editing, saving, and printing letters, memos and other short documents, with an introduction to the spelling checker and use of the thesaurus. Introduces core skills in Word: document creation, navigation, editing, formatting, creating tables and table appearance, and document creation for email and Web application. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® Word Core Level Exam.

Microsoft® Excel Core (Spreadsheets) 90 Hours

Introduction to setting up formatted worksheets, using graphic objects, writing formulas, using functions, sorting and analyzing data, creating custom charts, creating three-dimensional workbooks, building links, querying data, sharing workbooks with colleagues, publishing to the Web, and using file protection features. Helps prepare students for Microsoft® Office Specialist (MOS): Microsoft® Excel Core Level Exam.

Microsoft® Access Database**60 Hours**

Introduction to creating tables, working with tables, using select queries, creating and using forms and reports. Topics includes principles of table design, tables relationships, design techniques, select queries, customizing form designs, working with data access pages and customizing reports.

Microsoft® PowerPoint Core (DTP & Presentations)**90 Hours**

Introduction to creating interactive PowerPoint slides, online and multimedia presentations with bullet slides, graphics, WordArt, organization charts and Microsoft® Graph charts. Topics also include working with templates, creating slides from an outline, and sending slides to Microsoft® Word. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® PowerPoint Core Level Exam.

Microsoft® Outlook & Internet**30 Hours**

Introduction to the basic features of Outlook, including email creation, calendar options, contact management, task management, and scheduling. Gives an overview of the World Wide Web, e-mail, news groups, bulletin boards, World Wide Web browsers, basic web page elements and exploration of virtual communities.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

publishing to the Web, and using file protection features. Helps prepare students for Microsoft® Office Specialist (MOS): Microsoft® Excel Core Level Exam.

Microsoft® Access Database

60 Hours

Introduction to creating tables, working with tables, using select queries, creating and using forms and reports. Topics includes principles of table design, tables relationships, design techniques, select queries, customizing form designs, working with data access pages and customizing reports.

Microsoft® PowerPoint (DTP and Presentations)

90 Hours

Introduction to creating interactive PowerPoint slides, online and multimedia presentations with bullet slides, graphics, WordArt, organization charts and Microsoft® Graph charts. Topics also include working with templates, creating slides from an outline, and sending slides to Microsoft® Word. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® PowerPoint Core Level Exam.

Microsoft® Outlook & Internet

30 Hours

Introduction to Microsoft® Outlook & Internet. Covers basic features of Outlook, including email creation, calendar options, contact management, task management, and scheduling. Gives an overview of the World Wide Web, e-mail, news groups, bulletin boards, World Wide Web browsers, basic web page elements and exploration of virtual communities.

Business English and Front Desk

90 Hours

Interactive and multimedia lessons presented by the Ellis™ English Training Software, one of the most comprehensive English training programs available. The program is quite self-contained, although the instructor(s) may offer written assignments to supplement the lessons. The general curriculum includes work in the pronunciation, vocabulary, reading, conversation, grammar, and listening comprehension. Students take a 25-question test after completing each group of related lessons.

Keyboarding

30 Hours

Beginning keyboarding course covering the operation of the keyboard using the touch system and the development of correct techniques to interact more efficiently with desktop computers, computer terminals or electronic communication systems. Designed for independent skill learning, keyboard study begins from first day of class, with at least one hour of typing per class day. Generally students need 60 hours for the keyboarding module with the goal of at least 40 WPM. Typing goals should be set every week and weekly progress reports are printed from the computerized typing program.

Job Placement

30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which the resume is posted on the Internet and also forwarded to potential employers.

Wide Web, e-mail, news groups, bulletin boards, Web browsers, basic Web page elements and exploration of virtual communities.

Medical Terminology

90 Hours

This course teaches the basic rules in medical terminology, dividing medical terms into their components parts, their meaning and correct spelling and how to build and analyze them by relating the terms to the structure and function of the human body. There is accompanying software that will enhance and reinforce the learning process.

Medical Law and Ethics

60 Hours

This course teaches the legal and moral aspects of the practice of medicine, nursing, and other allied health professions. Students learn what legal implications are involved in patient care, records and confidentiality.

Computerized Medical Office- MediSoft

60 Hours

This course provides very detailed training on MediSoft, the premier medical office program on the market. The course covers initial software and practice set-up, daily activities, transaction entries, claim management, and reporting capabilities.

Insurance Billing & Coding

60 Hours

This course introduces CPT and ICD coding as they apply to medical insurance and billing. Emphasis is placed on accuracy in coding, form preparation, and posting. Upon completion, students should be able to describe the steps of the total billing cycle and explain the importance of accuracy.

Keyboarding

30 Hours

Beginning keyboarding course covering the operation of the keyboard using the touch system and the development of correct techniques to interact more efficiently with desktop computers, computer terminals or electronic communication systems. Designed for independent skill learning, keyboard study begins from first day of class, with at least one hour of typing per class day. Generally students need 60 hours for the keyboarding module with the goal of at least 40 WPM. Typing goals should be set every week and weekly progress reports are printed from the computerized typing program.

Job Placement

30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Office, Clerical, and Computer Skills

Courses:
Microsoft Windows
Microsoft Word Core Level
Microsoft Word Expert Level
Microsoft Excel Core Level
Microsoft Access Database
Microsoft PowerPoint Core Level
Microsoft Outlook Core Level & Internet Skills
Keyboarding
Job Placement Assistance

Course Code: CTC-Office Clock Hours: 510
17 weeks (Day Classes), 26 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #169.167-010) Administrative Assistant: "Aids executive in staff capacity by coordinating office services. Review and answer correspondence. May assist in preparation of budget needs and annual reports of organization. May compile, store, and retrieve management data, using computer."

Microsoft® Windows Operating Systems and PC Basics 30 Hours

Introduction to PC basics and Microsoft's® standard Window Operating Systems for IBM and IBM-compatible computers with focus on standard commands to set up systems, manage files and run software. Study of computer vocabulary related to the Microsoft® Windows operating system, as well as general computer hardware, software, and networking terminology.

Microsoft® Word Core (Word Processing) 90 Hours

Hands-on experience including formatting, editing, saving, and printing letters, memos and other short documents, with an introduction to the spelling checker and use of the thesaurus. Introduces core skills in Word: document creation, navigation, editing, formatting, creating tables and table appearance, and document creation for email and Web application.

Microsoft® Word Expert 60 Hours

This course covers the intermediate/advanced knowledge and skills working with a Word document. Concepts such as integrating word with other Office applications and the Web, creating table of content, forms, master and subdocuments, will be covered. Helps prepare students for Microsoft® Office Specialist (MOS): Microsoft® Word Expert Level Exam.

Microsoft® Excel Core (Spreadsheets) 90 Hours

Introduction to setting up formatted worksheets, using graphic objects, writing formulas, using functions, sorting and analyzing data, creating custom charts, creating three-dimensional workbooks, building links, querying data, sharing workbooks with colleagues, publishing to the Web, and using file protection features. Helps prepare students for Microsoft® Office Specialist (MOS): Microsoft® Excel Core Level Exam.

Microsoft® Access Database**60 Hours**

Introduction to creating tables, working with tables, using select queries, creating and using forms and reports. Topics includes principles of table design, tables relationships, design techniques, select queries, customizing form designs, working with data access pages and customizing reports.

Microsoft® PowerPoint (DTP and Presentations)**90 Hours**

Introduction to creating interactive PowerPoint slides, online and multimedia presentations with bullet slides, graphics, WordArt, organization charts and Microsoft® Graph charts. Topics also include working with templates, creating slides from an outline, and sending slides to Microsoft® Word. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® PowerPoint Core Level Exam.

Microsoft® Outlook & Internet**30 Hours**

Introduction to the basic features of Outlook, including email creation, calendar options, contact management, task management, and scheduling. Gives an overview of the World Wide Web, e-mail, news groups, bulletin boards, Web browsers, basic Web page elements and exploration of virtual communities.

Keyboarding**30 Hours**

Beginning keyboarding course covering the operation of the keyboard using the touch system and the development of correct techniques to interact more efficiently with desktop computers, computer terminals or electronic communication systems. Designed for independent skill learning, keyboard study begins from first day of class, with at least one hour of typing per class day. Generally students need 60 hours for the keyboarding module with the goal of at least 40 WPM. Typing goals should be set every week and weekly progress reports are printed from the computerized typing program.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Microsoft® PowerPoint (DTP and Presentations) 90 Hours

Introduction to creating interactive PowerPoint slides, online and multimedia presentations with bullet slides, graphics, WordArt, organization charts and Microsoft® Graph charts. Topics also include working with templates, creating slides from an outline, and sending slides to Microsoft® Word. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® PowerPoint Core Level Exam.

Adobe Photoshop I with Imageready Introduction 60 Hours

This introductory course provides a tour of important features and tools, and familiarity with the workspace. Concepts include: Using layers and saving layered files, creating gradients, working with transparencies, selection techniques, image masking, image resizing, color corrections and basics of image manipulation.

Adobe Photoshop II 60 Hours

This intermediate course outlines building textures, backgrounds, and patterns, creating compositions from more than one source, blending text, saving images in various popular graphic formats, image optimizing for the web, customizing Photoshop and text effects using Photoshop.

Adobe Photoshop III 60 Hours

This advanced course covers using Photoshop filters and using Photoshop with other graphic programs (Adobe PageMaker, 3D Studio Max, etc.)

Adobe Flash 60 Hours

This beginning course introduces basic concepts such as constructing a publication, text formatting and word processing.

Adobe Flash 60 Hours

This advanced course outlines composition and typography, graphics and text objects, working with color, importing, linking, and exporting, as well as distributing publications electronically.

Job Placement 30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resumes are posted on the Internet and also forward to potential employers.

Wide Web, e-mail, news groups, bulletin boards, Web browsers, basic Web page elements and exploration of virtual communities.

Introduction to Law

30 Hours

Covers various legal professions, what each profession specializes in and how the legal secretary is a valuable assistant in processing the different forms and filings.

Business English & Legal Terminology

30 Hours

Review of English grammar, punctuation, usage and writing skills and applications of these skills to basic business and legal communication.

Legal Documents, Transcription and Intro to Legal Solutions

30 Hours

This course involves lab assignments using tapes and instructional material to type out cases for different specialties and how to file each case including time lines for filings of different documents.

Keyboarding

30 Hours

Beginning keyboarding course covering the operation of the keyboard using the touch system and the development of correct techniques to interact more efficiently with desktop computers, computer terminals or electronic communication systems. Designed for independent skill learning, keyboard study begins from first day of class, with at least one hour of typing per class day. Generally students need 60 hours for the keyboarding module with the goal of at least 40 WPM. Typing goals should be set every week and progress reports are printed from the computerized typing program.

Job Placement

30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

independent skill learning, keyboard study begins from first day of class, with at least one hour of typing per class day. Generally students need 60 hours for the keyboarding module with the goal of at least 40 WPM. Typing goals should be set every week and weekly progress reports are printed from the computerized typing program.

Job Placement

30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

CTC - IT Courses



Microsoft® Word Core (Word Processing)**60 Hours**

Hands-on experience including formatting, editing, saving, and printing letters, memos and other short documents, with an introduction to the spelling checker and use of the thesaurus. Introduces core skills in Word: document creation, navigation, editing, formatting, creating tables and table appearance, and document creation for email and Web applications. Helps prepare students for the Microsoft® Office Specialist (MOS): Microsoft® Word Core Level Exam.

Microsoft® Excel Core (Spreadsheets)**60 Hours**

Introduction to setting up formatted worksheets, using graphic objects, writing formulas, using functions, sorting and analyzing data, creating custom charts, creating three-dimensional workbooks, building links, querying data, sharing workbooks with colleagues, publishing to the Web, and using file protection features. Helps prepare students for Microsoft® Office Specialist (MOS): Microsoft® Excel Core Level Exam.

A+ Certification Prep**120 Hours**

This certification exam measures your ability to install, configure, and troubleshoot desktop computers, as well as the skills required to setup and manage a small Local Area Network.

Installing, Configuring and Administering Windows Professional**90 Hours**

This certification exam measures your ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows.

Introduction to telecommunications and/ or vendor neutral Networking Technologies**90 Hours**

This course provides an overview of Cisco IOS, Catalyst switch startup and Cisco router startup details as well as basics of routing including IP routing and routing protocol configuration such as: IP addressing and TCP/IP protocols ARP, RARP, BOOTP, and ICMP routers and routing protocols, bridges, and switches.

Basic Linux System Administration**60 Hours**

This course covers the administrative concepts of Linux including startup and shutdown, disk administration, directory structure and setup procedures. Also covers managing user logins, adding and removing users, setting up terminals and printers and performance monitoring.

Keyboarding**10 Hours**

Beginning keyboarding course covering the operation of the keyboard using the touch system and the development of correct techniques to interact more efficiently with desktop computers, computer terminals or electronic communication systems.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Computer Network Administration

Courses:
PC Core Hardware and OS Fundamentals (CompTIA A+ Certification Prep)
Installing, Configuring and Administering Microsoft Windows Professional
Managing and Maintaining Microsoft Windows (applicable version) Server Environment
Implementing, Managing and Maintaining a Microsoft Windows Server (applicable version) Network Infrastructure
CompTIA Security +
Introduction to Telecommunications
Introduction to Cisco Wireless
Job Placement Assistance

Course Code: CTC201 Clock Hours: 600
20 weeks (Day Classes), 30 weeks (Day Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #031.262-014) Network Control Operator: Monitors data communications network to ensure that network is available to all system users and resolves data communications problems: Receives telephone call from user with data communications problem, such as failure of data to be transmitted to another location. Reviews procedures user followed to determine if specified steps were taken. Explains user procedures necessary to transmit data. Monitors modems and display screen of terminal to mainframe computer to detect error messages that signal malfunction in communications software or hardware. Enters diagnostic commands into computer to determine nature of problem, and reads codes on screen to diagnose problem. Attaches diagnostic equipment to phone line to learn if line meets specification. Reads technical reference manuals for communications hardware and software to learn cause of problem. Instructs user to enter specified commands into computer to resolve problem. Calls service technician for service when problem cannot be resolved. Enters operating commands into computer to restart program. Records number of daily data communications transactions and number of problems and actions taken, using computer terminal. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May inspect communications wires and cables. May train staff and users to use equipment. May coordinate installation of or install communications lines." This program is designed to provide students with the basic knowledge and skills in the installation and troubleshooting of PCs and managing a small Local Area Network using Windows. Students are also prepared for the A+, Network+, and Microsoft Certified Professional exams.

A+ Certification Prep**120 Hours**

This certification exam measures your ability to install, configure, and troubleshoot desktop computers, as well as the skills required to setup and manage a small Local Area Network.

Installing, Configuring and Administering Windows Professional 90 Hours

This certification exam measures your ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows.

Managing and Maintaining Microsoft Windows Server (applicable Version) Environment 90 Hours

This certification exam measures your ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows Server.

Implementing, Managing and Maintaining a Microsoft Windows Server (applicable version) Network Infrastructure 60 Hours

This certification exam measures your ability to install, manage, monitor, configure, and troubleshoot DNS, DHCP, Remote Access, Network Protocols, IP Routing, and WINS in a Windows network infrastructure. In addition, this test measures the skills required to manage, monitor, and troubleshoot Network Address Translation and Certificate Services.

CompTIA Security + 90 Hours

This course covers communication, security, infrastructure security, access control, authentication and operational security

Introduction to telecommunications 30 Hours

This course covers basic telecommunication and networking strategies such as cabling, network protocols (TCP/IP), hubs, switches, routers, repeaters, gateways and peer-to-peer, server-based..

Introduction to Cisco Wireless 60 Hours

This course covers the administrative concepts of Cisco wireless including startup and shutdown, disk administration, directory structure and setup procedures. Also covers managing user logins, adding and removing users, setting up terminals and printers and performance monitoring.

Job Placement Assistance 30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Computer Internetworking LAN (MCSA Cisco UNIX)

Courses:
PC Core Hardware and OS Fundamentals (CompTIA A+ Certification Prep)
Installing, Configuring and Administering Microsoft Windows Professional
Implementing and Maintaining a Microsoft Windows (applicable version) Server Environment
Managing and Maintaining a Microsoft Windows (applicable version) Server Environment
CompTIA Security +
Installing, Configuring and Administering Microsoft Windows XP(or applicable version) Professional
Introduction to Cisco Networking Technologies
Introduction to Linux System Administration and Utilities
Job Placement Assistance

Course Code: CTC202 Clock Hours: 750
25 weeks (Day Classes), 38 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #033.162-018) Technical Support Specialist (profess. & kin.) (alternate titles project development coordinator; technical operations specialist): "Performs any combination of following duties to provide technical support to workers in information processing departments: Develops work goals and department projects. Assigns and coordinates work projects, such as converting to new hardware or software. Designates staff assignments, establishes work priorities, and evaluates cost and time requirements. Reviews completed projects or computer programs to ensure that goals are met and that programs are compatible with other programs already in use. Evaluates work load and capacity of computer system to determine feasibility of expanding or enhancing computer operations. Makes recommendations for improvements in computer system. Reviews and tests programs written by PROGRAMMER-ANALYST (profess. & kin.) 030.162-014 or COMPUTER PROGRAMMER (profess. & kin.) 030.162-010 to ensure that programs meet objectives and specifications. Consults with QUALITY ASSURANCE ANALYST (profess. & kin.) 033.262-010 to ensure that program follows establishment standards. Modifies, tests, and corrects existing programs. Evaluates and tests vendor-supplied software packages for mainframe computer or microcomputers to determine compatibility with existing system, ease of use, and if software meets user needs. Enters commands into computer to place programs in production status. Inactivates, individually or in combination, each component of computer system, such as central processing unit, tape drives, and mainframe coolers. Tests computer system to determine criticality of component loss. Prioritizes importance of components and writes recommendations for recovering losses and using backup equipment. Assists user to resolve computer-related problems, such as inoperative hardware or software. Trains workers in use of new software or hardware. Reads technical journals or manuals and attends vendor seminars to learn about new computer hardware & software.

A+ Certification Prep**120 Hours**

This certification exam measures your ability to install, configure, and troubleshoot desktop computers. In addition, this test measures the skills required to setup and manage small Local Area Network (instruction delivered online).

Installing, Configuring and Administering Windows (applicable version)**Professional****90 Hours**

This course prepares students for the certification exam which measures your ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows.

Implementing, Managing and Maintaining a Microsoft Windows 90 Hours**(applicable version) Server Environment**

This course prepares students for the certification exam which measures your ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows Server.

Managing and Maintaining a Microsoft Windows**(applicable version) Server Environment****90 Hours**

This certification exam measures your ability to create and manage user, group, and computer accounts, file and share permissions, help control Web server access and manage sites with Internet Information Services (IIS), manage hardware devices, disk storage, software, and print services and implement backup procedures and perform system recovery.

CompTIA Security +**90 Hours**

This course covers communication, security, infrastructure security, access control, authentication and operational security.

Installing, Configuring and Administering Microsoft Windows XP (applicable version) Professional**90 Hours**

This course prepares students for the certification exam which measures your ability to install, configure, and troubleshoot the Windows Active Directory components, DNS for Active Directory, and Active Directory security solutions. In addition, this test measures the skills required to manage, monitor, and optimize the desktop environment by using Group Policy.

Introduction to Cisco Networking Technologies 90 Hours

This course provides an overview of Cisco IOS, Catalyst switch startup and Cisco router startup details as well as basics of routing including IP routing and routing protocol configuration such as: IP addressing and TCP/IP protocols ARP, RARP, BOOTP, and ICMP routers and routing protocols, bridges, and switches.

Basic Linux System Administration**60 Hours**

This course covers the administrative concepts of Linux including startup and shutdown, disk administration, directory structure and setup procedures. Also covers managing user logins, adding and removing users, setting up terminals and printers and performance monitoring.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Microsoft Certified Systems Engineer

Courses:
Installing, Configuring and Administering Microsoft Windows Professional
Implementing and Managing Microsoft Exchange Server
Managing and Maintaining a Microsoft Windows Server Environment
Implementing, Managing and Maintaining a Microsoft Windows Network Infrastructure
Planning and Maintaining a Microsoft Windows Server Network Infrastructure
Planning, Implementing and Maintaining a Microsoft Windows Server Active Directory Infrastructure
Designing a Microsoft Windows Server Active Directory and Network Infrastructure
Introduction to Cisco Networking Technologies
Job Placement Assistance

Course Code: CTC202 Clock Hours: 750
25 weeks (Day Classes), 38 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #033.162-018) Technical Support Specialist (profess. & kin.) alternate titles: project development coordinator; technical operations specialist.” Performs any combination of following duties to provide technical support to workers in information processing departments: Develops work goals and department projects. Assigns and coordinates work projects, such as converting to new hardware or software. Designates staff assignments, establishes work priorities, and evaluates cost and time requirements. Reviews completed projects or computer programs to ensure that goals are met and that programs are compatible with other programs already in use. Evaluates work load and capacity of computer system to determine feasibility of expanding or enhancing computer operations. Makes recommendations for improvements in computer system. Reviews and tests programs written by PROGRAMMER-ANALYST (profess. & kin.) 030.162-014 or COMPUTER PROGRAMMER (profess. & kin.) 030.162-010 to ensure that programs meet objectives and specifications. Consults with QUALITY ASSURANCE ANALYST (profess. & kin.) 033.262-010 to ensure that program follows establishment standards. Modifies, tests, and corrects existing programs. Evaluates and tests vendor-supplied software packages for mainframe computer or microcomputers to determine compatibility with existing system, ease of use, and if software meets user needs. Enters commands into computer to place programs in production status. Inactivates, individually or in combination, each component of computer system, such as central processing unit, tape drives, and mainframe coolers. Tests computer system to determine criticality of component loss. Prioritizes importance of components and writes recommendations for recovering losses and using backup equipment. Assists user to resolve computer-related problems, such as inoperative hardware or software. Trains workers in use of new software or hardware. Reads technical journals or manuals and attends vendor seminars to learn about new computer hardware and software. Writes project reports and documentation for new or modified software and hardware.”

Installing, Configuring and Administering Windows Professional 90 Hours

This certification exam measures your ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows.

Implementing and Managing Microsoft Exchange Server 90 Hours

This certification exam measures your ability to implement, administer, and troubleshoot information systems that incorporate Microsoft Windows Server.

Managing and Maintaining a Windows Server Environment 90 Hours

This certification exam measures your ability to create and manage user, group, and computer accounts, file and share permissions, help control Web server access and manage sites with Internet Information Services (IIS), manage hardware devices, disk storage, software, and print services and implement backup procedures and perform system recovery.

Implementing, Managing and Maintaining a Microsoft Windows Network Infrastructure 90 Hours

This certification exam measures your ability to install, manage, monitor, configure, and troubleshoot DNS, DHCP, Remote Access, Network Protocols, IP Routing, and WINS in a Windows network infrastructure. In addition, this test measures the skills required to manage, monitor, and troubleshoot Network Address Translation and Certificate Services.

Planning and Maintaining a Microsoft Windows Server Active Directory Network Infrastructure 90 Hours

This certification exam measures your ability to administer, support, and troubleshoot information systems that incorporate Microsoft Windows.

Planning, Implementing and Maintaining a Microsoft Windows Active Directory Infrastructure 90 Hours

This certification exam measures your ability to install, configure, and troubleshoot the Windows Active Directory components, DNS for Active Directory, and Active Directory security solutions. In addition, this test measures the skills required to manage, monitor, and optimize the desktop environment by using Group Policy.

Designing a Microsoft Windows Server Active Directory and Network Infrastructure 90 Hours

This certification exam tests the skills required to analyze the business requirements for a network infrastructure and design a network infrastructure that meets these requirements.

Introduction to Cisco Networking Technologies 90 Hours

This course provides an overview of Cisco IOS, Catalyst switch startup and Cisco router startup details as well as basics of routing including IP routing and routing protocol configuration such as: IP addressing and TCP/IP protocols ARP, RARP, BOOTP, and ICMP routers and routing protocols, bridges, and switches.

Job Placement 30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Cisco CCNA Prep

Courses:
Introduction to wireless network administration
Introduction to Cisco Networking Technologies
CCNA Prep
Job Placement Assistance

Course Code: CTC201 Clock Hours: 600
20 weeks (Day Classes), 30 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #031.262-014) Network Control Operator: Monitors data communications network to ensure that network is available to all system users and resolves data communications problems: Receives telephone call from user with data communications problem, such as failure of data to be transmitted to another location. Reviews procedures user followed to determine if specified steps were taken. Explains user procedures necessary to transmit data. Monitors modems and display screen of terminal to mainframe computer to detect error messages that signal malfunction in communications software or hardware. Enters diagnostic commands into computer to determine nature of problem, and reads codes on screen to diagnose problem. Attaches diagnostic equipment to phone line to learn if line meets specification. Reads technical reference manuals for communications hardware and software to learn cause of problem. Instructs user to enter specified commands into computer to resolve problem. Calls service technician for service when problem cannot be resolved. Enters operating commands into computer to restart program. Records number of daily data communications transactions and number of problems and actions taken, using computer terminal. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May inspect communications wires and cables. May train staff and users to use equipment. May coordinate installation of or install communications lines." This program is designed to provide students with the basic knowledge and skills in the installation and troubleshooting of PCs and managing a small Local Area Network using Windows.

Introduction to Wireless Network

Administration

120 Hours

This course covers fiber optic fundamentals with hands on to learn about terminations and troubleshooting. Wireless networking administration additionally provides and introductory foundation of knowledge for entering into the wireless networking industry.

Introduction to hubs, switches Networking Technologies

90 Hours

This course provides an overview of Cisco IOS, Catalyst switch startup and Cisco router startup details as well as basics of routing including IP routing and routing protocol configuration such as: IP addressing and TCP/IP protocols ARP, RARP, BOOTP, and ICMP routers and routing protocols, bridges, and switches.

CCNA Prep**360 Hours**

The CCNA certification (Cisco Certified Network Associate) indicates a foundation in and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Cisco CCNP Prep

Courses:
PC Core Hardware and OS Fundamentals (CompTIA A+ Certification Prep)
Introduction to Cisco Networking Technologies
CCNP Routing Exam Prep
CCNP Switching Exam Prep
CCNP Remote Access Exam Prep
CCNP Troubleshooting Exam Prep
Job Placement Assistance

Course Code: CTC201 Clock Hours: 750
25 weeks (Day Classes), 38 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #031.262-014) Network Control Operator: Monitors data communications network to ensure that network is available to all system users and resolves data communications problems: Receives telephone call from user with data communications problem, such as failure of data to be transmitted to another location. Reviews procedures user followed to determine if specified steps were taken. Explains user procedures necessary to transmit data. Monitors modems and display screen of terminal to mainframe computer to detect error messages that signal malfunction in communications software or hardware. Enters diagnostic commands into computer to determine nature of problem, and reads codes on screen to diagnose problem. Attaches diagnostic equipment to phone line to learn if line meets specification. Reads technical reference manuals for communications hardware and software to learn cause of problem. Instructs user to enter specified commands into computer to resolve problem. Calls service technician for service when problem cannot be resolved. Enters operating commands into computer to restart program. Records number of daily data communications transactions and number of problems and actions taken, using computer terminal. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May inspect communications wires and cables. May train staff and users to use equipment. May coordinate installation of or install communications lines.” This program is designed to provide students with the basic knowledge and skills in the installation and troubleshooting of PCs and managing a small Local Area Network using Windows. Students are also prepared for the A+, Network+, and Microsoft Certified Professional exams.

A+ Certification Prep

120 Hours

This certification exam measures your ability to install, configure, and troubleshoot desktop computers. In addition, this test measures the skills required to setup and manage small Local Area Network.

Introduction to Cisco Networking Technologies

90 Hours

This course provides an overview of Cisco IOS, Catalyst switch startup and Cisco router startup details as well as basics of routing including IP routing and routing protocol configuration such as: IP addressing and TCP/IP protocols ARP, RARP, BOOTP, and ICMP routers and routing protocols, bridges, and switches.

CCNP Prep

270 Hours

The CCNP certification (Cisco Certified Network Professional) indicates advanced or journeyman knowledge of networks. With a CCNP, a network professional can install, configure, and troubleshoot local and wide area networks for enterprise organizations with networks from 100 to more than 500 nodes. The content emphasizes topics such as security, converged networks, quality of service (QoS), virtual private networks (VPN) and broadband technologies. CCNA knowledge is a prerequisite.

Building Scalable Cisco Networks (BSCN)

60 Hours

This course provides the students with the knowledge and skills necessary to use advanced IP addressing and routing in implementing scalability for Cisco routers connected to LANs and WANs. Topics include advanced IP addressing, routing principles, configuring the EIGRP, configuring the open shortest path first protocol, configuring IS-IS, manipulating routing updates, and configuring basic BGP.

Building Cisco Multilayered Switched Networks (BCMSN)

60 Hours

This course provides the students with the knowledge and skills necessary to build scalable multilayer switched networks; create and deploy a global intranet, and implement basic troubleshooting techniques in environments that use Cisco multilayer switches for client hosts and services. Topics include switching technology, implementation and operation, planning and design, and troubleshooting.

Building Cisco Remote Access Network (BSRN)

60 Hours

This course provides the students with the knowledge and skills necessary to describe, configure, operate, and troubleshoot WAN and remote access solutions. Topics include general knowledge of WAN technologies, implementation and operation, planning and design, and troubleshooting.

Cisco Internetwork Troubleshooting (CIT)

60 Hours

This course provides the students with the knowledge and skills necessary to troubleshoot sub-optimal performance in a converged network environment. Topics include establishing a baseline, determining an effective troubleshooting strategy, resolving problems at the physical and data link layers, resolving problems at the network layer, and resolving problems at the transport and application layers.

Job Placement

30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

UNIX Administration

Courses:
Introduction to Cisco Networking Technologies
Basic UNIX System Administration
UNIX Utilities Shell Programming
Advanced UNIX System Administration - Network Administration
UNIX Administration with DNS, NIS, NFS
Job Placement Assistance

Course Code: CTC-Unix Clock Hours: 600
20 weeks (Day Classes), 30 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #033.162-018) Technical Support Specialist (profess. & kin.) (alternate titles project development coordinator; technical operations specialist):”Performs any combination of following duties to provide technical support to workers in information processing departments: Develops work goals and department projects. Assigns and coordinates work projects, such as converting to new hardware or software. Designates staff assignments, establishes work priorities, and evaluates cost and time requirements. Reviews completed projects or computer programs to ensure that goals are met and that programs are compatible with other programs already in use. Evaluates work load and capacity of computer system to determine feasibility of expanding or enhancing computer operations. Makes recommendations for improvements in computer system. Reviews and tests programs written by PROGRAMMER-ANALYST (profess. & kin.) 030.162-014 or COMPUTER PROGRAMMER (profess. & kin.) 030.162-010 to ensure that programs meet objectives and specifications. Consults with QUALITY ASSURANCE ANALYST (profess. & kin.) 033.262-010 to ensure that program follows establishment standards. Modifies, tests, and corrects existing programs. Evaluates and tests vendor-supplied software packages for mainframe computer or microcomputers to determine compatibility with existing system, ease of use, and if software meets user needs. Enters commands into computer to place programs in production status. Inactivates, individually or in combination, each component of computer system, such as central processing unit, tape drives, and mainframe coolers. Tests computer system to determine criticality of component loss. Prioritizes importance of components and writes recommendations for recovering losses and using backup equipment. Assists user to resolve computer-related problems, such as inoperative hardware or software. Trains workers in use of new software or hardware. Reads technical journals or manuals and attends vendor seminars to learn about new computer hardware and software. Writes project reports and documentation for new or modified software and hardware.”

Introduction to Cisco Networking Technologies

90 Hours

This course provides an overview of Cisco IOS, Catalyst switch startup and Cisco router startup details as well as basics of routing including IP routing and routing protocol configuration such as: IP addressing and TCP/IP protocols ARP, RARP, BOOTP, and ICMP routers and routing protocols, bridges, and switches.

Basic UNIX System Administration**60 Hours**

This course covers the administrative concepts of UNIX including startup and shutdown, disk administration, directory structure and setup procedures. Also covers managing user logins, adding and removing users, setting up terminals, printer and performance monitoring and hands-on labs.

UNIX Utilities Shell Programming**150 Hours**

This course covers understanding of the UNIX operating system, structure and components and basic features and capabilities including file and directory manipulation. Also covers variants of the UNIX system, shell command lines and common commands, basic screen editor vi and simple shell scripts.

Advanced UNIX**150 Hours**

This advanced course covers UNIX system administration, file system, managing disk space, backing up and restoring, maintaining system database files and managing system services including more detailed UNIX shell programming:

- i. Using the awk to create formatted output from a structured file.
- ii. Using the grep to select lines of a file.
- iii. Using the sed to edit a file.

UNIX Administration with DNS, NIS+, NFS**120 Hours**

This course covers the setup of DNS, NIS, NIS+, NFS and sendmail services.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Web Design and Computer Graphics

Courses:
Microsoft Windows
HTML
Macromedia Dreamweaver
Adobe Photoshop and ImageReady
Web Layout & Design Principles
Job Placement Assistance

Course Code: WGP Clock Hours: 600 hours
20 weeks (Day Classes), 30 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #203.582-054) Data Entry Operator: "Operates keyboard or other data entry device to enter data into computer or onto magnetic tape or disk for subsequent entry: Enters alphabetic, numeric, or symbolic data from source documents into computer, using data entry device, such as keyboard or optical scanner, and following format displayed on screen. Compares data entered with source documents, or re-enters data in verification format on screen to detect errors. Deletes incorrectly entered data, and re-enters correct data. May compile, sort, and verify accuracy of data to be entered. May keep record of work completed." The course focuses on the development of your design skills and creativity as well in comprehensive training in HTML, Adobe Photoshop and Macromedia Dreamweaver.

Microsoft® Windows Operating Systems and PC Basics **30 Hours**

Introduction to PC basics and Microsoft's® standard Window Operating Systems for IBM and IBM-compatible computers with focus on standard commands to set up systems, manage files and run software. Study of computer vocabulary related to the Microsoft® Windows operating system, as well as general computer hardware, software, and networking terminology.

HTML- Introduction and Intermediate **150 Hours**

This course provides an overview of the constituents of an HTML page including the construction of web pages with hyperlinks, tags and HTML syntax, constructing tables and nested tables, working with images and text, and cascading style sheets (CCS).

Dreamweaver- Basic to Advanced Concepts **150 Hours**

This course introduces the student to using Dreamweaver features to construct and manage websites on a local hard drive including creating and maintaining hyperlinks, adding transparent images and backgrounds to web pages, working with mail links, creating and managing templates and working with libraries.

Adobe Photoshop and ImageReady **150 Hours**

This course provides a tour of important features and tools and familiarity with the workspace including using layers and saving layered files, creating gradients, working with transparency, selection techniques, image masking, image resizing, color corrections, basics of image manipulation, building textures, backgrounds, and patterns, creating

compositions from more than one source, saving images in various popular graphic formats, image optimization for the web, using Photoshop filters, motion design and animations for the web.

Web Design and Layout

90 Hours

This course covers the layout and design principles including best industry practices, use of color on the web, planning navigation architecture, interface usability and design conceptualization.

Job Placement

30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Microcomputer Support Specialist

Courses:
Navigating Windows Operating System
LANs, WANs and the Internet
PC Technologies
Job Placement Assistance

Course Code: CTC-205 Clock Hours: 180
6 Weeks (Day Classes), 9 weeks (Day Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #039.264-010) Microcomputer Support Specialist: "Installs, modifies, and makes minor repairs to microcomputer hardware and software systems and provides technical assistance and training to system users: Inspects microcomputer equipment and reads order sheet listing user requirements to prepare microcomputer for delivery. Installs or assists service personnel in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives on user's premises, following design or installation specifications. Loads specified software packages, such as operating systems, word processing, or spreadsheet programs into computer. Enters commands and observes system functions to verify correct system operation. Instructs user in use of equipment, software, and manuals. Answers client's inquiries in person and via telephone concerning systems operation; diagnoses system hardware, software, and operator problems; and recommends or performs minor remedial actions to correct problems based on knowledge of system operation. Replaces defective or inadequate software packages. Refers major hardware problems to service personnel for correction. Attends technical conferences and seminars to keep abreast of new software and hardware product developments." This course is offered as an on-line self-study.

Navigating Windows Operating System

60 Hours

This course covers Windows basic administration support, to make directories, edit files, run programs, print, and go online.

LANs, WANs and the Internet

60 Hours

This course covers the integration of Local and Wide Area Networks (including the Internet) in the business environment. Topics include hardware, software, Clients/Servers, TCP/IP, IPX, Email, FTP, telnet, HTTP (WWW) IRC, News, Listserv, and MUD.

PC Technologies

30 Hours

This course covers Personal Computer basics such as repairs, upgrades, software installation, Internet connectivity/troubleshooting, home/office networking, virus removal, CD duplications, cable installation and data recovery/elimination.

Job Placement

30 Hours

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Network Support Specialist

Courses:
Network + application fundamentals
Communication data design emerging information transport system technologies
BICSI/ Fiber/OSI Model and TCP/IP Fundamentals
Job Placement Assistance

Course Code: CTC-206 Clock Hours: 220 hours

8 weeks (30 hours/wk), 11 weeks (20 hours/wk)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #031.262-014) Network Control Operator: Monitors data communications network to ensure that network is available to all system users and resolves data communications problems: Receives telephone call from user with data communications problem, such as failure of data to be transmitted to another location. Reviews procedures user followed to determine if specified steps were taken. Explains user procedures necessary to transmit data. Diagnostics and troubleshooting to determine nature of problem. Attaches diagnostic equipment to phone line to learn if line meets specification. Reads technical reference manuals for communications hardware and software to learn cause of problem. Instructs user to enter specified commands into computer to resolve problem. Calls service technician for service when problem cannot be resolved. Enters operating commands into computer to restart program. Records number of daily data communications transactions and number of problems and actions taken, using computer terminal. Updates documentation to record new equipment installed, new sites, and changes to computer configurations. May inspect communications wires and cables. May train staff and users to use equipment. May coordinate installation of or install communications lines.” This program is designed to provide students with the basic knowledge and skills in the installation and troubleshooting of PCs and managing a small Local Area Network using Windows. This course is offered as an instructor led and on-line self-study.

Telecommunication Fundamentals

40 Hours

This course covers basic telecommunication and networking strategies such as cabling, network protocols (TCP/IP), hubs, switches, routers, repeaters, gateways, and peer-to-peer, server-based.

Network Fundamentals

90 Hours

This course utilizes the fundamentals to design, implement, support and troubleshoot networks.

OSI Model and TCP/IP Fundamentals**60 Hours**

This course covers OSI concepts such as communications standards, the OSI reference model, function structure, and application service elements. Also covered are Transmission Control and Internet Protocol features such as independent protocol standards, hardware/software unity and common addressing schemes.

Job Placement**30 Hours**

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Web Master

Courses:
HTML Protocols, Internet Connectivity Issues, Internet URL Functions and Diagnosis, Learning about Web Databases and Security Surrounding the Web (180 Hours)
Job Placement Assistance (30 Hours)

Course Code: CTC-207 Clock Hours: 210 hours
7 weeks (Day Classes), 11 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #031.262-022) Systems Programmer: Coordinates installation of computer operating system software and tests, maintains, and modifies software, using computer terminal: Reads loading and running instructions for system software, such as task scheduling, memory management, computer file system, or controlling computer input and output, and loads tape into tape drive or transfers software to magnetic disk. Initiates test of system program and observes readout on monitor of computer system to detect errors or work stoppage. Enters code changes into computer system to correct errors. Analyzes performance indicators, such as system's response time, number of transactions per second, and number of programs being processed at once, to ensure that system is operating efficiently. Changes system software so that system performance will meet objectives. Reviews computer system capabilities, workflow, and scheduling limitations to determine if requested changes to operating system are possible. Writes description of steps taken to modify system and procedures required to implement new software. Assists users having problems with use of system software. May train users, COMPUTER OPERATOR (clerical) 213.362-010, and COMPUTER PROGRAMMER (profess. & kin.) 030.162-010 to use system software. May prepare workflow charts and diagrams to modify system software. May visit vendors to observe demonstration of systems software. May administer and monitor computer program that controls user access to system. May review productivity reports and problem records to evaluate performance of computer system." This series of courses covers Web page design and administration such as HTML, interface elements, compatibility, accessibility, quality assurance, operating speed, internet tools and connectivity, and maintaining security.

Job Placement

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Linux

Courses:
Linux Workstations, Installation and Configuration, System Administration, Tools and Utilities (210 Hours)
Job Placement Assistance (30 Hours)

Course Code: CTC-208 Clock Hours: 240 hours
8 weeks (Day Classes), 12 weeks (Night Classes)

Course Description

This program is designed to prepare individuals for positions related to (Dictionary of Occupational Titles Code #033.162-018) Technical Support Specialist (profess. & kin.) (alternate titles project development coordinator; technical operations specialist):”Performs any combination of following duties to provide technical support to workers in information processing departments: Develops work goals and department projects. Assigns and coordinates work projects, such as converting to new hardware or software. Designates staff assignments, establishes work priorities, and evaluates cost and time requirements. Reviews completed projects or computer programs to ensure that goals are met and that programs are compatible with other programs already in use. Evaluates work load and capacity of computer system to determine feasibility of expanding or enhancing computer operations. Makes recommendations for improvements in computer system. Reviews and tests programs written by PROGRAMMER-ANALYST (profess. & kin.) 030.162-014 or COMPUTER PROGRAMMER (profess. & kin.) 030.162-010 to ensure that programs meet objectives and specifications. Consults with QUALITY ASSURANCE ANALYST (profess. & kin.) 033.262-010 to ensure that program follows establishment standards. Modifies, tests, and corrects existing programs. Evaluates and tests vendor-supplied software packages for mainframe computer or microcomputers to determine compatibility with existing system, ease of use, and if software meets user needs. Enters commands into computer to place programs in production status. Inactivates, individually or in combination, each component of computer system, such as central processing unit, tape drives, and mainframe coolers. Tests computer system to determine criticality of component loss. Prioritizes importance of components and writes recommendations for recovering losses and using backup equipment. Assists user to resolve computer-related problems, such as inoperative hardware or software. Trains workers in use of new software or hardware. Reads technical journals or manuals and attends vendor seminars to learn about new computer hardware and software. Writes project reports and documentation for new or modified software and hardware.” The Linux professional provides basic installation, operation, administration, and troubleshooting services for the Linux operating system on workstations and servers. This series of courses covers Linux administration such as file management, shell commands, expression searches, documentation, text editing, running processes, Filesystems, system booting, database management, software installation (including Red Hat), loading kernel modules, TCP/IP and other networking, running DNS and email services, and Apache configuration.

Job Placement

Students are encouraged to participate in mock interviews, resume development, and Internet job search. Students are assisted with their resume writing, after which these resume are posted on the Internet and also forward to potential employers.

Administrative Courses Price List

Course	Program Length	Program Clock Hours.	Program Cost	Course Times
Microsoft® Office User Specialist	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Computerized Accounting	14 weeks (Days)/ 21 weeks (Nights)	420	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Computerized Accounting and Office Skills	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Administrative Assistant	14 weeks (Days)/ 21 weeks (Nights)	420	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Administrative Assistant (Bilingual)	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Medical Billing and Medical Office	16 weeks (Days)/ 24 weeks (Nights)	480	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Office, Clerical and Computer Skills	17 weeks (Days)/ 26 weeks (Nights)	510	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Desktop Publishing Specialist	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Legal Secretary	13 weeks (Days)/ 20 weeks (Nights)	390	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Micro Computer Operator	6 weeks (Days)/ 9 weeks (Nights)	180	\$2995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm

All programs include books, tuition and registration fees.

IT Courses Price List

Course	Program Length	Program Clock Hours.	Program Cost	Course Times
Computer LAN Technician	19 weeks (Days)/ 28 weeks (Nights)	550	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Computer Network Administration	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Computer Internetworking LAN (MCSE Cisco Unix)	25 weeks (Days)/ 38 weeks (Nights)	750	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
MCSE Windows	25 weeks (Days)/ 38 weeks (Nights)	750	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Cisco CCNA Prep	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Cisco CCNP Prep	25 weeks (Days)/ 38 weeks (Nights)	750	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Unix Administration	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Web Design and Computer Graphics	20 weeks (Days)/ 30 weeks (Nights)	600	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Microcomputer Support Specialist	6 weeks (Days)/ 9 weeks (Nights)	180	\$2995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Network Support Specialist	8 weeks (Days)/ 11 weeks (Nights)	220	\$3995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Webmaster	7 weeks (Days)/ 11 weeks (Nights)	210	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm
Linux	8 weeks (Days)/ 12 weeks (Nights)	240	\$5995.00	M-F 9am-5pm M-F 6-10pm Sat 9-1pm

All programs include books, tuition and registration fees.

Student Tuition Recovery Fund

Student Tuition Recovery Fund (STRF)

The State of California maintains Student Tuition Recovery Fund in the event of a school's closure. According to state law, California residents who make tuition payments (including grants and loans) may be eligible to receive a refund of their tuition if the college closes. The law mandates that students must pay the assessment fee of \$2.50 for every \$1,000 of tuition charges rounded to the nearest thousand. If the student is not a resident of California, or is the recipient of third-party payer tuition and course costs, such as Workforce Investment funds or Vocational Rehabilitation funding, the student is not required to pay the assessment and is not eligible for protection under or recovery from the Student Tuition Recovery Fund. For more details on the Student Tuition Recovery Fund, please refer to your School Catalogue or contact the BPPE at (916) 574-7720.

Per 94909(1)(14), 76215(1)(b) "You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. 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:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total chargers 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 students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Post Secondary Education.

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

1. The school closed before the course of instruction was completed
2. 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.
3. 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 costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-day prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act"

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

CTC School Rules

1. Day classes are held between 9:00 am and 5:00 pm, Monday through Friday. Night classes are held between 6:00 pm and 10:00 pm Monday through Friday and Saturdays between 8 am and 12 pm. unless special arrangements have been made. Please be here on time. Instructor-Led classes begin promptly. Students will be considered and marked as late after a grace period of 10 minutes.
2. In the daytime program lunch is for 30 minutes and is between 12:00 pm and 12:30 pm or 12:30 pm and 1:00 pm. Classes will begin on time so it is important that you not be late returning.
3. Breaks are at 10:30 am and 8:00 pm for 15 minutes. Rest periods are also allowed if you become fatigued or experience eyestrain. In these cases, please feel free to move about the facility. Please do not leave the building during rest breaks.
4. **No food or drink is allowed in any of the classrooms** (closed water bottles only). All drinks, snacks and food items are to be eaten in the break area.
5. Parking has been provided at the north side of the building.
6. For those that smoke, please place cigarette butts in the garbage can outside (make sure they're out of course).
7. All Students must enter and exit the building through the Student Entrance.
8. **All cell phones must be turned off during school hours.**
9. The City of San José requires recycling. The trash containers in the break room have been set up for cans, paper and garbage. Please place items in the proper can. Only paper should go into the class wastebasket.
10. After eating, please pick up after yourself. The break room is for everyone and they should not have to clean up after you.
11. Book exercises ask you to print the projects. This is not always necessary. Only print completed exercises when you feel you need to view a hard copy.
12. Job search should not begin before the last week of training. Your instructors are available to help design your resume.

Classroom Policies

1. **NO** food and/or drinks are allowed in any classroom (except closed water bottles).
2. **NO** alterations are allowed to be made on computers (i.e. screen savers).
3. **NO** programs are to be installed on CTC Machines (AOL, etc).
4. **NO** programs are to be downloaded via Internet onto CTC Machines.
5. **ALL** classes will start on time - please be prepared.
6. Break Times are:
 - i. 10:30 am - 10:45 am
 - ii. 12:00 pm - 12:30 pm or 12:30pm -1:00pm (Lunch)
 - iii. 8:00 pm – 8:15 pm

CTC Extension Policy

Computer Training Consultants strives to ensure that all students are able to complete their programs on time; however, we recognize that some students under certain circumstances may require additional time to complete their program.

Your program start and end dates are established when you begin training and it is your responsibility to complete your program on time. Computer Training Consultants must follow the State of California Department of Consumer Affairs rules for granting extensions as well as those of agencies such as WIA and NOVA.

Program extensions can be granted for students who can provide a documented medical reason for their inability to complete their program on time.

In limited cases CTC may grant a student an extension for reasons other than medical. In order to receive an extension other than medical of your training program, the following criteria must have been met:

- A request in writing for the extension explaining why you feel you need more time.
- Minimum of 95% attendance in your program.
- Minimum of 95% on time attendance in your program.
- A demonstrated ability to observe CTC school rules and policies during the program time.

Computer Training Consultants will NOT grant an extension to any student who has had excessive lateness or poor attendance practices. If you are unable to complete your program requirements for these reasons CTC will not be able to grant an extension or provide a certificate of completion.

As per your agreement with the school and your agency, where applicable (WIA, NOVA or Rehabilitation), program times are from 9:00 am to 5:00 pm (Monday-Friday) daily or 6:00 pm to 10:00pm (Monday-Friday) nightly & Saturday 8 am to 12 pm.

All students are expected to be on time and to attend the full hours of their program. Leaving early and/or excessive break or lunchtime overages will be considered when determining whether or not a student should receive an extension.

Make up time for absences is possible please see your instructor to schedule make-up time. Students will be considered and marked as late after a 10-minute grace period.

Computer Training Consultants will review any request carefully and will refer to class attendance statistics in making a final determination.