

*Catalog Jan 2012 to
Dec 2012*



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ACD Computer College Profile

ADDRESS:

1654 Forman Ave
San Jose, CA 95124

CONTACT INFORMATION:

Main Phone: (408) 225-5559

Toll Free: (888) 777-4618

Fax Number: (408) 521-3777

Email: mjohnson@AdvCareerDev.com

Homepage: www.AdvCareerDev.com



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College Information

BPPE Approval to Operate Ed Code 94909

ACD Computer College is a private institution and it is approved to operate by the Bureau of Private Postsecondary Education (BPPE).

Questions regarding this catalog Ed Code 94909(a)

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 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number 888-370-7589 or by fax 916-263-1897.

Prospective Student Ed Code 94909(a)

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.

May file a complaint Ed Code 94909(a)

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site at www.bppe.ca.gov.

If you have any complaints, questions, or problems which you cannot work out with the school, write or call the Council for Private Postsecondary and Vocational Education Bureau for Private Postsecondary and Vocational Educations, 400 R street, Suite 5000 Sacramento, California 95814-6200 - Phone: (916) 445-3427 and Fax: (916) 322-2615

ACD Computer College makes every effort to ensure accuracy of the information contained in this catalog. The college reserves the right to change policies, regulations, fees, and courses of instruction during this catalog period upon direction of the Chief Executive Officer. The most current and complete information is available from the Office of the Executive Director. All information in the content of this college catalog is current and correct and is so certified as true by Michael C. Johnson, Chief Executive Officer.

If the student is not a resident of California, students are not eligible for protection under, and recovery from, the Student Tuition Recovery Fund.

Students whose entire tuition and fees are paid by a third party organization are not eligible for payments from the Student Tuition Recovery Fund.

If the student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed or reinsured by the state or federal government and the student defaults on the loan:

- a. The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- b. The student may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid.



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The institution has never filed, or has had filed against it, a petition in bankruptcy.

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

Certification Programs:

Program Title	Clock Hours
Microsoft Computer Security Specialist	65
Microsoft Customer Service and Desktop Support Specialist	48
Microsoft Office Specialist	47
Microsoft Windows Client Specialist	47
Microsoft Windows Server Specialist	54

Microsoft Computer Security Specialist – 65 hours

About this Course

This instructor-led course provides students with the knowledge and skills to design a secure network infrastructure. Topics include assembling the design team, modeling threats, and analyzing security risks in order to meet business requirements for securing computers in a networked environment. The course encourages decision-making skills through real-life scenarios that the target audience may encounter. Students are given the task of collecting the information and sorting through the details to resolve the given security requirement.

After completing this course, students will be able to:

- Plan a framework for network security.
- Identify threats to network security.
- Analyze security risks.
- Design security for physical resources.
- Design security for computers.
- Design security for accounts and services.
- Design security for authentication.
- Design security for data.
- Design security for data transmission.
- Design security for network perimeters.
- Design an incident response procedure.

- 2801C Microsoft Security Guidance Training I
- 2802C Microsoft Security Guidance Training II
- 2803A Microsoft Security Guidance Training III
- 2804A Microsoft Security Guidance Training IV
- 2808A Microsoft Security Guidance Training V
- 2830 Designing Security for Microsoft Networks

Microsoft Customer Service and Desktop Support Specialist – 48 hours

About this Course: Boost students IT support career with unmatched validation as a Microsoft Certified Desktop Support Technician (MCDST). This certification proves your ability to successfully troubleshoot desktop environments that run on the Windows operating system. It also shows that students have the necessary soft skills to educate users and help them solve hardware and software operation and application problems on Windows. This instructor-led course provides students with the knowledge and skills needed to isolate, document and resolve problems on a Windows desktop or laptop computer. This course is intended for Windows desktop support technicians who resolve Tier 1 and 2 problems on desktop computers. A minimum of three years of experience configuring and supporting desktop or laptop operating systems is recommended.



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After completing this course, students will be able to:

Identify and Resolve Desktop Application Issues
Identify the Cause of and Resolve Networking Issues
Manage and Maintain Systems That Run Windows 7
Support Mobile Users
Identify the Cause of and Resolve Security Issues

Before attending this course, students must have:

TCP/IP Troubleshooting skills
Experience working in a domain environment
Experience using desktop and command-line troubleshooting tools
Experience installing and troubleshooting desktop application problems
Experience configuring registry and group policy settings

Microsoft Office Specialist - 47 hours

About this Course: This premium collection of courses will help you become familiar with the basic and advanced features and tools of Microsoft Office and its component applications using hands-on demonstrations activities to master specific tasks.

After completing this course, students will be able to:

Exploring Office Programs and Interface
New and Improved Features in Office Programs
Customize the Ribbon
Managing Files in the Backstage View
Navigating Your Document
Adding and Enhancing Illustrations
Checking Spelling and Grammar
Creating Inspiring Content
Co-authoring and Sharing Documents
Translating Your Text
Working with the Word Web App
Using Word Mobile

Course 10280: What's New in Microsoft Outlook

Course 10281: What's New in Microsoft Word
Course 10282: What's New in Microsoft PowerPoint

Course 10283: What's New in Microsoft Excel
Course 10293: Beginner Skills in Microsoft Outlook

Course 10294: Beginner Skills in Microsoft Word

Course 10295: Beginner Skills in Microsoft PowerPoint

Course 10296: Beginner Skills in Microsoft Excel

Course 10353: Beginner Skills Training in Microsoft OneNote

Course 10354: Beginner Skills Training in Microsoft Publisher

Course 10385: Advanced Skills in Microsoft Outlook

Course 10386: Advanced Skills in Microsoft PowerPoint

Course 10391: Intermediate Skills in Microsoft Word

Course 10392: Advanced Skills in Microsoft Word

Course 10393: Intermediate Skills in Microsoft Excel

Course 10394: Advanced Skills in Microsoft Excel

Course 10397: What's New in Microsoft OneNote

Course 10399: What's New in Microsoft Publisher

Course 10523: Intermediate Skills in Microsoft PowerPoint

Course 10524: Intermediate Skills in Microsoft Outlook

Microsoft Windows Client Specialist - 47 hours

About this Course: This instructor-led course is intended for IT professionals who are interested in expanding their knowledge base and technical skills about Windows Client. In this course, students learn how to install, upgrade, and migrate Windows clients. Students then configure Windows client for network connectivity, security, maintenance, and mobile computing.

This course is intended for IT professionals interested in:



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Expanding their knowledge base and technical skills about Windows Client
Acquiring deep technical knowledge of Windows
Learning the details of Windows technologies
Focusing on the "how to" associated with Windows technologies

Most of these professionals use some version of Windows client at their work place and are looking at new and better ways to perform some of the current functions.

After completing this course, students will be able to:

Perform a clean installation of Windows, upgrade Windows, and migrate user-related data and settings from an earlier version of Windows
Configure disks, partitions, volumes, and device drivers to enable a Windows client computer.
Configure file access and printers on a Windows client computer
Configure network connectivity on a Windows client computer
Configure wireless network connectivity on a Windows client computer
Secure Windows client desktop computers
Optimize and maintain the performance and reliability of a Windows client computer
Configure mobile computing and remote access settings for a Windows client computer

Before attending this course, students must have: Experience installing PC hardware and devices
Basic understanding of TCP/IP and networking concepts
Basic Windows and Active Directory knowledge
The skills to map network file shares
Experience working from a command prompt
Basic knowledge of the fundamentals of applications
Basic understanding of security concepts such as authentication and authorization

Microsoft Windows Server Specialist – 54 hours

About this Course: This instructor-led course provides in-depth training on implementing, configuring, managing and troubleshooting Windows Server environments. It covers core concepts and functionality as well as implementing Policies, performing backup and restore and monitoring and troubleshooting Active Directory related issues. The Microsoft Technology Specialist on Windows Server credentials are intended for information technology (IT) professionals who work in the complex computing environment of medium to large companies.

After completing this course, students will be able to:

Describe the features and functionality of Active Directory Domain Services.
Perform secure and efficient administration of Active Directory.
Manage users and service accounts.
Manage groups.
Manage computer accounts.
Implement a Group Policy infrastructure.
Manage User Desktops with Group Policy.
Manage enterprise security and configuration by using Group Policy settings.
Secure administration.
Improve the security of authentication in an AD DS Domain.
Configure Domain Name System.
Administer domain controllers.
Manage sites and Active Directory Replication.
Monitor, maintain and back up directory Service to ensure Directory Service continuity.
Manage multiple domains and forests.

Before attending this course, students must have: Basic understanding of networking
Intermediate understanding of network operating systems
An awareness of security best practices
Basic knowledge of server hardware
Some experience creating objects in Active Directory
Basic concepts of backup and recovery in a Windows Server environment
A good knowledge of Windows Client operating systems



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Facilities/Class location Ed Code 94909(a)

ACD Computer College San Jose campus is located on U.S. Air force bases worldwide. Students are expected to treat facilities and equipment with care and will be held liable for the destruction of college property. Students may consume food and beverages in the Student Lounges, which is designated for this purpose. Smoking is prohibited within the campus. The classrooms appropriately furnished with laboratory and instructional furniture for the type of work performed. Well-equipped, up-to-date computer labs are available for all classes and for independent study. The facilities are readily accessible for handicapped students, and classrooms are conveniently located on the base installation. ACD Computer College is located at 1654 Forman Ave, San Jose, CA 95124 and contains no classrooms. The San Jose campus is a stand-alone, single-story building that occupies approximately 1800 square feet.

Officers and Key Personnel

Michael C. Johnson Founder, Instructor and Chief Executive Officer - Microsoft Certified Trainer

Administration and Business Office

Michael C. Johnson Founder, Instructor and Chief Executive Officer
Linda Partyka Chief Operations Officer

Blended Learning Classrooms

Blended courses at ACD Computer College combine traditional or face-to-face classroom instruction with an online learning environment and team study groups. Online chat rooms and threaded discussions provide opportunities for exciting and productive class interaction, as well as the opportunity to connect with faculty members for help and guidance. Each blended course also engages students with interactive learning exercises and animated activities while providing an audio visual advantage. Effective online learning requires more than simple text on a screen. Students are able to see and hear each lesson from any computer with access to the Internet. Because ACD Computer College is aware that students may have multiple ways of learning, the sights and sounds associated with blended courses add a valuable dimension to the educational experience. Moreover, animations, graphs, charts, and slide presentations are regularly integrated into the courses.

Mission Statement/Educational Philosophy

ACD Computer College is dedicated to the belief that all students have the right to succeed to their full potential. To meet this challenge in postsecondary education, ACD Computer College's mission is to provide adult learners with the skills and technical knowledge needed for initial employment in entry-level positions; along with continue education for current professional. ACD Computer College's goals include, but are not limited to, providing quality educational programs that can be completed in a timely fashion and are facilitated by an outstanding faculty and staff. The programs offered at ACD Computer College are designed to meet the needs of all communities of interest. Continual program reviews, through the assistance of advisory committees, helps to ensure that all programs are up-to-date and relevant to employers' needs.

Statement of Non-Discrimination

ACD Computer College does not discriminate on the basis of race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or status, marital, parental, familial, veteran, or military service status, age, or disability. The College complies with all local, state, and federal laws



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barring discrimination. Accordingly, equal opportunity for employment and admission shall be extended to all persons. All inquiries or complaints regarding these laws and regulations should be directed to the Executive Director of the campus who will provide students with procedures available in resolving complaints relating to alleged unlawful discriminatory actions.

Rehabilitation Act and Americans with Disabilities Act (ADA)

In accordance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA), ACD Computer College abides by the regulation that "no otherwise handicapped individual" shall be excluded from participation in programs and services offered by the College "solely by reason of the handicap." A student is eligible for consideration for accommodations and/or auxiliary aids and services if the student has a documented disability and the Disability Services Coordinator and/or Executive Director has consulted with the student and determined that the functional limitations of the disability require such accommodation, auxiliary aids and/or services. ACD Computer College is committed to providing reasonable accommodations including auxiliary aids and/or services to qualified individuals with a disability, unless providing such accommodations would result in undue burden or fundamentally alter the nature of the relevant program, benefit or service provided by the College. To request auxiliary aid or service, please contact the Student Services Office at the respective campus. Students should submit requests with supporting documentation at least two weeks prior to the beginning of the first day of classes or as soon as practical.

Hours of Operation

Office

Office hours are 8:00 AM to 8:00 PM from Monday through Friday.

Class room

Class hours are typically offered in 6-hour to 8-hour sessions between 8:00 AM and 5:00 PM, Monday through Friday. Schedules vary by program. To obtain exact times for classes offered, please check with the Operations Department prior to enrollment.

Holidays for All Programs

All Government approved holidays apply.

Admission Criteria

Pursuant to the mission of the institution, ACD Computer College desires to admit students who possess the appropriate credentials and have demonstrated capacity or potential indicating a reasonable probability of successfully completing the educational programs offered by the College. To that end, the College will evaluate all students and make admissions decisions on an individual basis following the admission policies set forth. Students should apply for admission as soon as possible for a specific program and starting date. Please see addendum to this catalog for scheduled start dates. Students must complete the admissions process and be in attendance on the first day of class for all programs. Students who fail to complete the admissions process and attend the first day will be required to reschedule to another start date.

General Admission Policies

Listed below are the specific requirements and procedures that ACD Computer College has established



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for admission to the College:

1. Students are required to visit ACD Computer College prior to enrollment so that they may obtain a better understanding of the College and view its facilities and equipment.
2. All applicants are required to complete an application form and engage in a personal interview with an Advisor.
3. All applicants must take and pass a standardized entrance exam.
4. All applicants must complete an enrollment agreement (must be signed by a parent or guardian if the applicant is under 18 years of age).
5. All Applicants must pay a \$75.00 registration fee upon enrollment.

Credit for Previous Training

Students with credit for previous training can apply for certification testing prior to beginning their training. The institution will conduct an evaluation of previous education and training for all veterans and eligible persons, grant appropriate credit, shorten the training period proportionately, and notify the Veterans Administration and student accordingly. The Program Director will evaluate previous education and training that may be applicable to an educational program offered at ACD Computer College. Credit may be given if the education and/or training were completed at another institution accredited by an agency recognized by the BPPE.

Notice Concerning Transferability of Credits

Notice Concerning Transferability of Credits and Credentials Earned at ACD Computer College
The transferability of credits you earn at ACD Computer College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in your educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution 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 educational goals. This may include contacting an institution to which you may seek to transfer after attending ACD Computer College to determine if your certificate will transfer.

English as a Second Language (ESL) Instruction

ACD Computer College does not offer ESL instruction. Students must be able to read, write, speak, understand and communicate in English.

Articulation Agreements

ACD Computer College does not currently have articulation agreements with other institutions.



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Academic Policies and Information

Attendance Policy

ACD Computer College emphasizes the need for all students to attend classes on a regular and consistent basis. Regular attendance and punctuality will help students develop good habits and attitudes necessary to compete in a highly competitive job market. Students are required to sign in and out of class daily. Attendance is recorded on a daily basis and excellent attendance may enhance a student's employability. Students are encouraged to schedule medical, dental and personal appointments before or after school hours and should notify the instructor or Program Director if they plan to be tardy or absent. However, a student will still be counted as absent or tardy if they miss class due to medical, dental, personal or legal appointments. However, students must make up absences that occur during externship experiences to ensure that the required practicum hours are completed prior to graduation.

Blended Courses

Attendance for students enrolled in a blended course is measured based on the scheduled online days and on-ground days. The on-ground attendance is recorded based on physical attendance on the scheduled dates and times for the course. The online attendance is measured by activity during a scheduled week. Students must submit at least one gradable activity per class every class week as prescribed by the course syllabi.

Military Service Students

Active Duty members who are required to participate in military duties and are absent from all of their scheduled classes for ten (10) consecutive school days will not be terminated from their training program. Students must notify the Program Director immediately of the required leave and provide written documentation verifying the required military leave and length of time requested upon return.

Tardiness/Early Departure

Students attendance record will reflect time missed if the student arrives for class after the scheduled start time or departs from class before the scheduled completion time. Excessive tardiness and/or early departures may lead to probation or dismissal from school. Cumulative time missed will count as time absent.

Note: The attendance policy stated in this catalog is a minimum policy. Individual programs may require stricter attendance to help ensure that the student meets the program requirements.

Leave of Absence

Occasionally, circumstances arise that require students to interrupt their training. Depending on the situation and length of time, students may be granted a leave of absence (LOA). Students who find it necessary to take an LOA must submit a written request and obtain a preliminary approval in writing from the Program Director and a final approval in writing from the Executive Director. The request must



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outline the extenuating circumstances and duration of the LOA. An LOA may not exceed 180 calendar days within a continuous 12-month period. If students do not return from an LOA on the scheduled return date and no prior arrangements have been made, he/she will be withdrawn from the College. Examples of extenuating circumstances include: Military Duty; Illness / Death in the family; maternity; or other mitigating circumstances as approved by the College. Students requesting an LOA in the accelerated schedule may be required to return to a standard schedule based on course and seat availability. Tuition will be applied accordingly.

Required Outside Preparation and Study Time

Outside preparation and study time, apart from regular classroom activities, is required to complete the class assignments. The amount of time spent for outside preparation will vary by course in the form of homework assignments, reading and required studying according to individual student abilities and complexity of the assignments. Students are responsible for reading all study materials issued by their instructors and must turn in homework assignments at the designated time.

Make-Up Work Assignments

Students are required to make up all assignments and work missed as a result of absences. The instructor may assign additional outside make-up work to be completed for each absence. Arrangements to take tests and/or quizzes missed because of an absence or tardy can only be made with the instructor's approval. Make-up hours in clock hour programs must be done on campus.

Maximum Students in a Typical Classroom

The number of students in a typical classroom lecture setting ranges from approximately 10 to 16 students. The number of students in a typical laboratory practical application setting ranges from approximately 10 to 16 students. Number of students in a classroom may also vary based on programmatic requirements.

Program Changes/Policy Guidelines

ACD Computer College has the right, at its discretion, to make reasonable changes in program content, materials and equipment as it deems necessary in the interest of improving the students' educational experience. ACD Computer College reserves the right to make changes in organizational structure, policy and procedures as circumstances dictate. When size and curriculum permit, classes may be combined to provide meaningful instruction and training and contribute to the level of interaction among students. When ongoing federal, state, accreditation, or professional changes occur which affect students currently in attendance, ACD Computer College is required to make appropriate changes.

Housing information

ACD Computer College has no responsibility to find or assist a student in finding housing. This institution does not have dormitory facilities under its control.

Dress Code

Students are expected to maintain a neat clean appearance during class time, as they will in their future



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roles and positions in the community. Employers may visit the college to interview students for jobs and to give guest lectures, so it is important that the student body convey a professional image at all times. Because a variety of business and industrial equipment is used during training, certain items of clothing, such as shorts and open shoes, may not be worn for obvious safety reasons.

Academic Honor Code

Academic honesty, integrity, and ethics are required of all members of the ACD Computer College community. Students are expected to conduct themselves in a manner reflecting the ideals, values, and educational aims of the College at all times. Academic integrity and honorable behavior are essential parts of the professionalism that will be required well beyond graduation from ACD. They are the foundation for ethical behavior in the workplace.

The general public, as well as professional organizations and accrediting bodies, hold individuals in the Information Technology industry to a high standard and expect us to monitor the professional behavior of our colleagues. As future IT professionals, students at ACD Computer College have a responsibility to follow this model and guide their actions to serve in the best interest of their fellow students, faculty and those they will care for as clients by maintaining the highest degree of personal and professional integrity. Students need to remain cognizant of the fact that they are representative of their profession in and out of the academic environment. Therefore, allegations of misconduct by any ACD Computer College student will be taken very seriously. Academic integrity requires that work for which students receive credit be entirely the result of their own effort. Acting honorably in an academic setting requires more than simple honesty. Academic dishonesty takes place whenever a student undermines the academic integrity of the institution or attempts to gain an unfair advantage over others. The following list includes some examples of Honor Code violations; the list is not intended to be exhaustive.

1. Cheating
 - Using unauthorized materials such as books, notes, cell phone or PDA accessories or crib sheets to answer examination questions
 - Taking advantage of information considered unauthorized by one's instructor regarding examination questions
 - Copying another student's homework, written assignments, examination answers, electronic media, or other data
 - Assisting or allowing someone else to cheat
 - Failure to report cheating to an academic official of the College
2. Plagiarism
 - Representing the ideas, expressions, or materials of another without due credit
 - Paraphrasing or condensing ideas from another person's work without proper citation
 - Failing to document direct quotations and paraphrases with proper citation
3. Other forms of academic dishonesty
 - Fraud, deception, and the alteration of grades or official records
 - Changing examination solutions after the fact, inventing, changing or falsifying laboratory



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data or research

- Purchasing and submitting written assignments, homework, or examinations
- Reproducing or duplicating images, designs, or Web pages without giving credit to the developer, artist, or designer
- Submitting work created for another course without instructor approval
- Misrepresenting oneself or one's circumstance to gain an unfair advantage
- Collaborating with another person(s) without instructor approval
- Selling or providing term papers, course work, or assignments to other students

There are four possible consequences for violating ACD Computer College's Honor Code:

1. Failure of the assignment
2. Failure of the course
3. Expulsion from the College
4. Rescinding a diploma or degree

All violations of the Honor Code will be reported to the College's administration to investigate. Individual reports will also be evaluated in the context of potential patterns of dishonesty. The faculty, in conjunction with administration, will make a determination of the effect on student status and/or course grades resulting from substantiated reports of honor code violations.

Academic dishonesty is a corrosive force in the academic life of a college. It jeopardizes the quality of education provided and depreciates the genuine achievements of others. It is the responsibility of all members of the campus community to actively deter it. Apathy or ignoring the presence of academic dishonesty is not acceptable. This type of response (or lack of) from students, faculty or staff members will reinforce, perpetuate, and enlarge the scope of such misconduct. Further, ignorance of the College's Honor Code is not a valid excuse for prohibited conduct. We are all responsible for knowing, and living, the Honor Code. All members of the College community, students, faculty, and staff share the responsibility and authority to challenge and make known acts of apparent academic dishonesty.

Conduct Policy

At all times when on school premises, students shall conduct themselves in an orderly and considerate manner and shall appear for classes in a coherent and receptive condition. Disruptive behavior, including but not limited to cheating, harassment, fighting, use of profanity, and stealing is not acceptable and may lead to probation, suspension or dismissal from ACD Computer College. Use of cell phones is not permitted during any class or lab sessions and should be kept to a minimum while on campus. In addition, children or other visitors are not allowed in class or on campus at any time.

Note:

Programs offered may have specific and varying conduct policies, and violation of those specific conduct policies may result in disciplinary action.



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Health Safety Requirements

ACD Computer College strives to provide its students with a secure and safe environment. Classroom and laboratories comply with the requirements of the various regulatory agencies.

ACD Computer College students are required to complete certain safety requirements according to individual program needs.

Security and Safety

Students are responsible for their own security and safety and must be considerate of the security and safety of others. The school is not responsible for any student's personal belongings that are lost, stolen, or damaged on campus, in parking lots, at clinical/externship sites, or during any college activities. Students should immediately report any medical, criminal, or other emergency occurring on campus to their Program Director or any other college employee if such managers are not available. Upon receipt of any report of a medical or criminal emergency, the college will, on behalf of the student, obtain the services of medical or security professionals, as deemed appropriate. Students are encouraged to promptly and accurately report all emergencies to college officials.

No Weapons Policy

ACD Computer College prohibits all persons who enter college property from carrying weapons of any kind onto ACD property regardless of whether the person is licensed to carry the weapon or not. Failure to abide by this policy will lead to dismissal from ACD.

Drug and Alcohol Abuse Prevention

The possession or use of drugs or alcohol is strictly forbidden on college premises or during any activities conducted off-campus. Faculty and student peers have an obligation to act on concerns regarding alcohol or drug abuse or dependency when encountered in the student. Students who need counseling assistance for drug or alcohol dependency should contact the Executive Director, Program Director or Student Services Manager for referrals. All referrals will be kept confidential. Information on drug abuse prevention is available at the college for all students and employees. ACD Computer College adheres to the following clear prohibitions regarding drugs and alcohol:

1. Students may not possess or be under the influence of alcohol while in clinical or classroom settings.
2. Students may not be under the influence of drugs, i.e. controlled substances, or prescription drugs, when there is the possibility that such use may impair the student's ability to safely perform patient care or impair the learning in a classroom setting.
3. Students may not be involved in the illegal possession, distribution, sale, diversion or purchase of a controlled substance.
4. Faculty are obligated to take immediate action if a student involved in the school program is



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suspected, based on inappropriate conduct, physical symptoms, or other indicators, of being under the influence of drugs or alcohol.

The following guidelines describe the actions that may be taken when students are suspected of violating drug or alcohol policies:

1. Faculty or peers who suspect a student of alcohol or drug use/dependency (based on a pattern of behavior consistent with impairment) will document specific behaviors or confirmed evidence of such impairment. This will be submitted in writing to the Director of Education who will determine the action to be taken. If the Director of Education and involved faculty feel the evidence is compelling and indicates violation of drug and alcohol policies, the student will be confronted with the concerns and evidence. The Director of Education and involved faculty will decide what type of follow-up is indicated, based on the outcome of this conference.
2. If reasonable suspicion of alcohol or drug use occurs in the classroom setting, the student will be immediately removed from that setting. The faculty member will discuss the concerns with the student.
3. If reasonable suspicion still exists, the Director of Education of the school program (or Executive Director in his/her absence) will be informed and will determine what actions need to be taken. Screening for drugs or alcohol will be required. The student will have to give consent for such testing, and authorization for results to be made available to the College.

Student Record Retention

ACD Computer College will maintain student records for each student, whether or not the student completes the educational service, for a period ending five years after the date of the student's graduation, withdrawal, or termination (with the exception of students who cancel their program). Student transcripts will be maintained indefinitely. The student records shall be retrievable by student name and shall contain all of the following applicable information:

Written records and transcripts of any formal education or training relevant to the student's qualifications for admission to the institution; copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid; copies of all tests given to the student before admission; records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation; a transcript showing all of the classes and courses or other educational services that were completed or were attempted but not completed and grades or evaluations given to the student; a copy of documents relating to student financial aid that are required to be maintained by law or by a loan guarantee agency; a document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received; a document specifying the amount of a refund, including the amount refunded for tuition and the amount for equipment, the method of calculating the refund, the date the refund was made, the check number of the refund, and the name and address of the person or entity to which the refund was sent; copies of any official advisory notices or warnings regarding the student's progress; and complaints



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received from the student, including any correspondence, notes, memoranda, or telephone logs relating to a complaint. The institution shall maintain records of student attendance.

Tuition Payment

Tuition for the program selected is due the first session of each module unless alternative arrangements are made with the Financial Department. Payment may be made with cash, check, credit card, or money order made payable to ACD Computer College. Tuition payments should be made in person at the Office during regular office hours or mailed prior to the due date. Checks that are returned for non-sufficient funds will be assessed a \$25 processing fee. If tuition payments by check are returned more than once for non-sufficient funds during the term of the enrollment agreement, all future payments must be paid in cash or by money order.

Past Due Account

Students who fail to make prompt payments, issue personal checks which are returned by banks, or fail to make a good-faith effort to keep their account current and in good-standing, may be subject to late fees and college disciplinary action. Students who have been dismissed for non-payment of tuition will not be re-admitted until all delinquent tuition payments have been paid in full. In addition, ACD Computer College reserves the right to withhold certificate and to deny requests for official or unofficial transcripts until the account is brought current.

Cancellation and Refund Policy

Student's Right to Cancel: You have the right to cancel your enrollment agreement including any equipment such as books, materials, and supplies or any other goods related to the instruction offered in the Agreement, if notice of cancellation is made within thirty (30) calendar days (excluding holidays) of enrollment or by the thirtieth (30th) calendar day following the scheduled program start date, whichever is later. Student's who remain enrolled beyond day 31 will be charged tuition and fees retroactive to day 1 of the program. Students who have already had the benefit of the thirty day cancel period and have transferred their campus or program, or withdrawn and re-entered, will have the right to cancel their agreement including any equipment such as books, materials, and supplies or any other goods related to the instruction offered in the Agreement, if notice of cancellation is made within seven (7) calendar days (excluding holidays) of enrollment or by the seventh (7th) calendar day following the scheduled program start date, whichever is later.

Cancellation shall occur when you give written notice of cancellation at the address of the school shown on top of the front page of the enrollment agreement. You can also do this by mail, hand delivery, or email. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement. Students who provide formal feedback regarding their reason for cancellation at the time of cancellation will be refunded their \$75.00 registration fee. If you cancel this agreement, the school will not charge institutional charges, however, the College may charge for equipment not returned in a timely manner in good condition.

Withdrawal from the College

Students who wish to withdraw from their training program should contact the Program Director. All



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students who withdraw are requested to meet with the Financial Director. Regardless of the circumstances of withdrawal or the date of notification to the college, the official withdrawal date is the last date on which a student attended classes.

Termination Policy

A student is subject to termination for violating any of the following:

1. Failure to maintain satisfactory academic progress
2. Failure to comply with the school's attendance policy
3. Failure to comply with the school's conduct policy
4. Failure to meet financial obligations to the school
5. Failure to fully comply with program requirements
6. Failure of the same course or module twice
7. Violation of any of the conditions as set forth and agreed to in the Enrollment Agreement

Withdrawal from Program:

You have the right to withdraw from a program of instruction at any time. For the purposes of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the program when any of the following occurs:

1. You notify the school of your withdrawal or the actual date of withdrawal; or
2. The school terminates your enrollment; or
3. For certification programs: You fail to attend any classes for ten (10) consecutive scheduled class days, excluding school holidays.

If you withdraw from the program after the period allowed for cancellation of the agreement and have completed less than 60% of the period of attendance, the school will calculate whether a refund is due, and if so, remit a refund within 45 days following your withdrawal. For students receiving funds through the Federal Student Aid program, unearned funds will be returned to the lenders in the order required under Federal Law. For nonfederal student financial aid program moneys, the institutional/California state refund policy shall be a pro rata refund of moneys paid for institutional charges for students who have completed 60 percent or less of the period of attendance. If any portion of those charges was paid from the proceeds of a nonfederal loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining balance will be paid to you. If the school has given you any equipment, including books or other materials, you shall return it to the school within 10 days following



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the date of your notice of withdrawal. If you fail to return this equipment, including books, or other materials, in good condition within the 10 day period, the school may deduct its documented cost for the equipment from any refund that may be due to you. Once you pay for the equipment it is yours to keep without further obligation. In any event, you will never be charged more than the equipment charges stated in the contract.

Determination of the Withdrawal Date

The student's withdrawal date is the last date of academic attendance as determined by the institution from its attendance records. The withdrawal date for a student who does not return from an approved leave of absence is set retroactively to the last date of attendance, as determined by the institution's attendance records.

Note:

A student who is on an approved leave of absence retains in-school status for purposes of Title IV loans. However, the student should be aware that if he or she does not return from a leave of absence, some or all of the grace period of the loan could have been used up, as the withdrawal date is set retroactive.

Student Tuition Recovery Fund

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 case, 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 charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The state of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary 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:



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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 with 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
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.

Return of Title IV Funds Policy

Effective 10/7/2000, all financial aid (Title IV) recipients who withdraw and have completed 60 percent or less of the payment period for which they have been charged are subject to the new federal refund regulations per 34 CFR 668, 682 and 685, published November 1, 1999. If a student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student is eligible for a loan guaranteed reinsured by the state or federal government and the student defaults on the loan:

The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan; and

The student may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid. Federal regulations state that the amount of a Title IV refund is based on the percentage of Title IV funds earned by the student at the time of withdrawal. In order to determine whether Title IV funds must be returned, the school must calculate the following:

1. To determine the percentage of the payment period completed, the number of days* attended in the payment period is divided by the total days* in the payment period. *Days = calendar days for purposes of this formula, and therefore include weekends and holidays. Only scheduled breaks of 5 days or more, and approved leave of absences are excluded.



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2. The net amount of Title IV funds disbursed, and that could have been disbursed for the payment period is multiplied by the percentage of the payment period completed. The result is the amount of earned Title IV aid.
3. The earned aid is subtracted from the aid that was actually disbursed to, or on behalf of the student.
4. The institution will return the lesser of the total earned aid or the unearned institutional charges for the payment period.
5. Unearned aid is allocated back to the Title IV programs

If excess funds remain after repaying all outstanding loan amounts, the remaining excess shall be credited in the following order:

- a) Federal Pell Grant Program
- b) Other assistance awarded under this title for which return of funds is required

Note:

After the institution has allocated the unearned aid, any amount owed by the student to a grant program is reduced by 50%. Unearned loan funds received by the student are paid back as per the terms of the borrower's promissory note. For additional guidance or information regarding the Return of Title VI Funds policies and rules or for questions regarding any financial aid matter, please contact the school's Director of Financial Aid.

Federal Refund Requirements vs. State Refund Requirements

In addition to the Return of Title IV requirements for federal financial aid recipients, the institution is required by the State to calculate a prorated refund for all students who have completed less than 60% of their period of attendance, regardless of whether or not the student received Title IV funds. However, the federal formula for Return of Title IV funds may result in a larger refund than the state refund policy. In that case, the institution and/or the student must return the sum resulting in the larger of the two calculations to the appropriate Title IV program. Therefore, the student may, after Title IV funds are returned, owe a balance to the institution.

Student Appeal Process

Students have the right to appeal decisions made and policies enforced by the school. Appeal considerations will be based on the student's overall attendance record, academic progress, professional development, instructors' recommendations, and, if applicable, the circumstances surrounding the occurrences that resulted in excessive absences or failure to maintain satisfactory academic progress. All appeals must be submitted in writing. The procedures for an appeal are as follows:

Appeals must be in writing and must be submitted to the Program Director or appropriate academic



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administrator who will forward it to the designated members of the Appeals Board. The Appeals Board will consist of a panel of 3 to 5 members. The appeal must be the result of mitigating circumstances; and documentation supporting claims of mitigating circumstances must be provided and retained.

A student who has been academically dismissed for failure to maintain satisfactory academic progress may appeal the decision if special or mitigating circumstances exist. Examples of mitigating circumstances include: death of an immediate family member, student illness requiring hospitalization including mental health issues or illness of an immediate family member where the student is a primary caretaker.

The Appeals Committee is responsible for determining the appropriateness of the mitigating circumstances in regards to severity, timeliness and the students ability to avoid the circumstance. Student life issues and making the transition to college are not considered mitigating circumstances under this policy. Students will be notified of the Appeal Committee's decision in writing within 14 calendar days from the date that the appeal was submitted. Students will not be entitled to appeal if they are terminated for exceeding the maximum program completion time. The result of the appeal (appeal granted or appeal denied) must be provided to the student and documented in the Student Information System as well as in the student's academic file.



Microsoft Computer Security Specialist - This course walks students through key concepts of understanding threats to a computing infrastructure, securing a network infrastructure, understanding encryption technologies, securing communications and applications, and responding to incidents.

What is a Microsoft Computer Security Specialist? Typical job responsibilities for Microsoft Security Specialist MCP includes: working in the typically complex computing environment of medium to large companies. An Microsoft Security Specialist MCP candidate should have at least one year of experience implementing and administering a network operating system in environments that have the following characteristics:

- 250 to 5,000 or more users
- Three or more physical locations
- Three or more domain controllers
- Network services and resources such as messaging, database, file and print, proxy server, firewall, Internet, intranet, remote access, and client computer management
- Connectivity requirements such as connecting branch offices and individual users in remote locations to the corporate network and connecting corporate networks to the Internet

In addition, candidate should have at least one year of experience in the following areas:

- Designing a network infrastructure
- Implementing and administering a desktop operating system.

MCP'S are individuals that have successfully completed at least one Microsoft professional certification. All certifications held by an individual are tracked via Microsoft Corporation using a number known as an MCP ID.

Microsoft Computer Security Specialist Course - This 65 hours of instructor led course is to provide individuals who are new to Microsoft Computer Security with the knowledge and skills necessary to troubleshoot basic to advance problems end users will face while running Microsoft Operating Systems in a home, workgroup or network environment.

Key Course Benefits

This course is intended for IT systems engineers and security specialists who are responsible for establishing security policies and procedures for an organization. Students should have one to three years of experience designing related business solutions. Hands-on experience troubleshooting issues related to system network security

After completing this course, students will be able to:

Creating the Conceptual Design for Network Infrastructure Security by Gathering and Analyzing Business and Technical Requirements

- Analyze business requirements for designing security. Considerations include existing policies and

procedures, sensitivity of data, cost, legal requirements, end-user impact, interoperability, maintainability, scalability, and risk.

- Analyze existing security policies and procedures.

- Analyze the organizational requirements for securing data.
- Analyze the security requirements of different types of data.
- Analyze risks to security within the current IT administration structure and security practices.
- Design a framework for designing and implementing security. The framework should include prevention, detection, isolation, and recovery.
 - Predict threats to your network from internal and external sources.
 - Design a process for responding to incidents.
 - Design segmented networks.
 - Design a process for recovering services.
- Analyze technical constraints when designing security.
 - Identify capabilities of the existing infrastructure.
 - Identify technology limitations.
 - Analyze interoperability constraints.
-
- Design security that meets interoperability requirements.
- Establish account and password requirements for security.
- Design security for network management.
 - Design the administration of servers by using common administration tools. Tools include Microsoft Management Console (MMC), Terminal Server, Remote Desktop for Administration, Remote Assistance, and Telnet.
 - Design security for Emergency Management Services.
 - Manage the risk of managing networks.
- Design a security update infrastructure.
 - Design a strategy for identifying computers that are not at the current patch level.
 - Design a Software Update Services (SUS) infrastructure.
 - Design Group Policy to deploy software updates.

Creating the Logical Design for Network Infrastructure Security

- Design a public key infrastructure (PKI) that uses Certificate Services.
 - Design a certification authority (CA) hierarchy implementation. Types include geographical, organizational, and trusted.
 - Design enrollment and distribution processes.
 - Establish renewal, revocation and auditing processes.
 - Design security for CA servers.
- Design a logical authentication strategy.
 - Design certificate distribution.
 - Design forest and domain trust models.

Creating the Physical Design for Network Infrastructure Security

- Design network infrastructure security.
 - Specify the required protocols for a firewall configuration.
 - Design IP filtering.
 - Design an IPSec policy.
 - Secure a DNS implementation.
 - Design security for data transmission.
- Design security for wireless networks.
 - Design public and private wireless LANs.
 - Design 802.1x authentication for wireless networks.

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- Design user authentication for Internet Information Services (IIS).
 - Design user authentication for a Web site by using certificates.
 - Design user authentication for a Web site by using IIS authentication.
 - Design user authentication for a Web site by using RADIUS for IIS authentication.
 - Design security for Internet Information Services (IIS).
 - Design security for Web sites that have different technical requirements by enabling only the minimum required services.
 - Design a monitoring strategy for IIS.
 - Design an IIS baseline that is based on business requirements.
 - Design a content management strategy for updating an IIS server.
 - Design security for communication between networks.
 - Select protocols for VPN access.
 - Design VPN connectivity.
 - Design demand-dial routing between internal networks.
 - Design security for communication with external organizations.
 - Design an extranet infrastructure.
 - Design a strategy for cross-certification of Certificate Services.
 - Design security for servers that have specific roles. Roles include domain controller, network infrastructure server, file server, IIS server, terminal server, and POP3 mail server.
 - Define a baseline security template for all systems.
 - Create a plan to modify baseline security templates according to role.
 - Design an access control strategy for directory services.
 - Design a permission structure for directory service objects.
 - Create a delegation strategy.
 - Analyze auditing requirements.
 - Design the appropriate group strategy for accessing resources.
 - Design an access control strategy for files and folders.
 - Design a strategy for the encryption and decryption of files and folders.
 - Design a permission structure for files and folders.
 - Design security for a backup and recovery strategy.
 - Analyze auditing requirements.
 - Design an access control strategy for the registry.
 - Design a permission structure for registry objects.
 - Analyze auditing requirements.
-
- Creating the Physical Design for Client Infrastructure Security**
- Design a client authentication strategy.
 - Analyze authentication requirements.
 - Establish account and password security requirements.
 - Design a security strategy for client remote access.
 - Design an authentication provider and accounting strategy for remote network access by using Internet Authentication Service (IAS).
 - Design remote access policies.
 - Design access to internal resources.
 - Design a strategy for securing client computers. Considerations include desktop and portable computers.

Designing an Access Control Strategy for Data

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- Design a strategy for hardening client operating systems.

- Design a strategy for restricting user access to operating system features.



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Microsoft | IT Academy
Program



AGD Computer College

Enrollment Agreement

(Date)

General Description: Course *Microsoft Computer Security Specialist*.

This program is new. We are not able to tell you how many students graduate, how many students found jobs, or how much money you can earn after finishing this course. This course teaches students, through lectures, discussions, scenarios, demonstrations, chapter review questions, textbook exercises, and classroom labs, the knowledge necessary to understand core concepts of computer security.

The chapters in this book walk you through key concepts of understanding threats to a computing infrastructure, securing a network infrastructure, understanding encryption technologies, securing communications and applications, and responding to incidents.

The textbook was developed for students who want to learn how to create and maintain a secure network infrastructure.

You are required to complete one 65 hour class and obligated to pay **TOTAL FEES** of \$4,500.00 dollars.

\$4,250.00 for instruction
\$175.00 for books (**non-refundable**)
\$75.00 for registration (**non-refundable**)
\$4,500.00 **TOTAL FEES**

YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU GET A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST.

Payment Plan Schedule:

- a. \$4,500.00 Up-Front: This payment method insures the availability of scheduled times for the completion of your course.
- b. \$4,500.00 Payment may be made up-front, in full by Visa/MasterCard.
- c. You may pay (\$2,250.00 of the fee up-front, and the remainder (\$2,250.00) before starting the third day of the course.

If you have any complaints, questions, or problems which you cannot work out with the school, write or call the Council for Private Postsecondary and Vocational Education Bureau for Private Postsecondary and Vocational Educations, 400 R street, Suite 5000 Sacramento, California 95814-6200 - Phone: (916) 445-3427 and Fax: (916) 322-2615

Student right to withdraw

You have the **RIGHT TO CANCEL** anytime before midnight of the first day after the course has started. For example; class started on Monday; you must submit your written notice of cancellation before 1:00 am Tuesday morning. All requests to cancel must be made by you in writing and delivered to the **School Director at 20 Great Oaks Blvd - Suite 236 - San Jose, California 95119**. If you want to cancel this course and receive full refund less \$250.00 non-refundable. The institution must receive your dated and signed “**Notice of Cancellation**” form by midnight of the first day of class. If you do not have this form please contact the School Director.

The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course: We deduct a registration fee not exceeding seventy-five dollars (\$75) from the total tuition charge of \$4,500.00, which totals \$4,425.00. If you take this amount (\$4,425.00) and divide it by the number of hours (65) in our program ($\$4,425 / 65$) you will have the per-hour of instruction charge of \$68.08. In order calculate your refund amount take the per-hour charge \$68.08 and multiply the total hours attended. For example based the above calculations if you were to cancel class after the first day we will refund \$3,880.38. The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course:

Number of Hours in Class	Hourly rate breakdown	Your refund amount
8	\$544.62	\$3,880.38
16	\$1,089.23	\$3,335.77
24	\$1,633.85	\$2,791.15
32	\$2,178.46	2,246.54
40	\$2,723.08	1,701.92
48	\$3,267.69	1,157.31
56	\$3,812.31	612.69
65	\$4,425.00	0.00

Student Tuition Recovery Fund

If the student is not a resident of California, students are not eligible for protection under, and recovery from, the Student Tuition Recovery Fund.

Students whose entire tuition and fees are paid by a third party organization are not eligible for payments from the Student Tuition Recovery Fund.

Disclosures

If the student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed or reinsured by the state or federal government and the student defaults on the loan:

- a. The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- b. The student may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid.

The institution is not a public institution.

The institution has never filed, or has had filed against it, a petition in bankruptcy.

Enrollment Agreement approval

I «Students Name»; do hereby agree to the stipulations in this legally binding contract as set forth above and do agree to the payment plan (A, B, C) schedule outlined above. **My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me. I further understand that this is a legally binding contract when signed by me and accepted by the school.**

Student Signature: _____

Date:

Student's Address:

Student’s Phone: _____

Work Phone: _____

Other Phone: _____

School Director Signature_____

Date:

School Address: 20 Great Oaks Blvd, Suite 236
San Jose, Ca. 95119

Main Phone: (408) 269-1881

Fax Number: (408) 445-0988



MCDST Combo classes - Supporting Users Running the Microsoft Windows Operating System and Supporting Users Running Application on a Microsoft Windows Operating System

What is MCDST? *Microsoft Certified Desktop Support Technician* (MCDST). Typical job titles for MCDST include Help Desk Technician, Customer Support Representative, PC Support Specialist, or Technical Support Representative. Candidates for this credential work in computing environments supporting end-users that use Microsoft Windows XP Professional or Microsoft Windows 2000 Professional as a desktop operating system.

This 48 hour instructor led course is to provide individuals who are new to Microsoft Windows with the knowledge and skills necessary to troubleshoot basic problems end users will face while running Microsoft Windows Professional in an Active Directory network environment, or Windows Home edition in a workgroup environment.

Key Course Benefits

Hands-on experience troubleshooting issues related to usage, hardware, drivers, system performance and network connectivity on the Windows desktop.

Exposure to real-world scenarios from Microsoft Product Support Services

After completing this course, students will be able to:

- Perform and troubleshoot an attended installation of the Windows operating system
- Perform post installation configuration (user configuration, apply service packs, etc.)
- Answer end user questions related to upgrading from a previous version of Windows
- Troubleshoot system startup and user logon problems
- Monitor and analyze system performance
- Monitor, manage, and troubleshoot access to files and folders
- Troubleshoot connecting to local and network print devices
- Configuring and Troubleshooting Hardware Devices and Drivers

- Configure and troubleshoot storage devices
- Configure and troubleshoot display devices
- Troubleshooting Network Protocols and Services
- Configure and troubleshoot Advanced Configuration and Power Interface (ACPI)
- Configure and troubleshoot input and output (I/O) devices
- Configure support for multiple languages or multiple locations
- Troubleshoot security settings and local security policy
- Configure and troubleshoot local user and group accounts
- Troubleshoot the TCP/IP protocol
- Configure and troubleshoot Windows Firewall (ICF) settings
- Troubleshoot name resolution issues
- Configure and troubleshoot remote connections
- Configure and troubleshoot end user systems using remote Desktop and Remote Assistance

Course provides individuals who are new to Microsoft Windows with the knowledge and skills necessary to troubleshoot basic problems end users will face related to configuring and maintaining applications such as Microsoft Office, Outlook Express, Internet Explorer and other applications that run on a Microsoft Windows Operating System.

Key Course Benefits

Hands-on experience troubleshooting issues related to configuring and maintaining applications such as Microsoft Office, Outlook Express, Internet Explorer and other applications that run on a Microsoft® Windows® Operating System
Exposure to real-world scenarios from Microsoft Product Support Services

Course Outline

Module 1: Introduction to Supporting Users Running Applications on Windows students will be able to:

- Describe the role of the DST in application support and the tools available for troubleshooting applications.
- Explain the importance of the Windows system architecture as it relates to troubleshooting applications running on Windows XP.
- Troubleshoot application installation issues.

Module 2: Troubleshooting Desktop Application Support Issues, students will be able to:

- Troubleshoot Win32 applications.
- Troubleshoot security issues related to applications.
- Troubleshoot application compatibility issues.
- Troubleshoot MS-DOS-based and Win16 applications.

Module 3: Troubleshooting Issues Related to Internet Explorer- students will be able to:

- Configure and troubleshoot general settings.
- Configure and troubleshoot security and privacy settings.
- Configure and troubleshoot content settings.
- Configure and troubleshoot connectivity settings.
- Configure and troubleshoot program and advanced settings.
- Customize Internet Explorer.

Module 4: Troubleshooting Issues Related to Outlook - students will be able to:

- Configure Outlook to use Microsoft Exchange Server.
- Manage Outlook data.
- Configure Outlook for Internet e-mail.
- Apply guidelines for troubleshooting Outlook.

Module 5: Troubleshooting Issues Related to Office - students will be able to:

- Repair a damaged Office installation.
- Enable document recovery.
- Use Shadow Copy to recover previous versions of documents.
- Configure and troubleshoot an Office installation.
- Configure Office security.
- Configure Office recoverability.
- Configure Office language features.

Module 6: Troubleshooting Issues Related to Outlook Express - students will be able to:

- Configure Outlook Express for e-mail.
- Troubleshoot issues related to Outlook Express data.
- Configure Outlook Express for newsgroups.
- Configure Outlook Express for e-mail.
- Import and export Outlook Express data.

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San Jose, Ca. 95124

Phone (408) 225-5559
or (888) 777-4618





AGD Computer College

Enrollment Agreement

(Date)

General Description: Course Microsoft Customer Service and Desktop Support Specialist on Microsoft Windows Operating System.

This instructor led course is to provide individuals who are new to Microsoft Windows® with the knowledge and skills necessary to troubleshoot basic problems end users will face while running Microsoft Windows in an Active Directory® network environment, or Windows Home edition in a workgroup environment. This is an introductory course designed to provide an overview of operating system concepts and how to troubleshoot Windows.

This program is new. We are not able to tell you how many students graduate, how many students found jobs, or how much money you can earn after finishing this course. This course is intended for new entrants and career changers new to the IT industry. They have experience using Microsoft Office and have basic Microsoft Windows navigation skills. Another audience is the current call center technician with six months experience looking to validate their support skills.

You are required to complete one 48 hour class and obligated to pay **TOTAL FEES** of \$3,250.00 dollars.

- \$3,000.00 for instruction
- \$175.00 for books (**non-refundable**)
- \$75.00 for registration (**non-refundable**)
- \$3,250.00 **TOTAL FEES**

YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU GET A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST.

Payment Plan Schedule:

- a. \$3,250 Up-Front: This payment method insures the availability of scheduled times for the completion of your course.
- b. \$3,250 Payment may be made up-front, in full by Visa/MasterCard.
- c. You may pay (\$1,625) of the fee up-front, and the remainder (\$1,625) before starting the third day of the course.

If you have any complaints, questions, or problems which you cannot work out with the school, write or call the Council for Private Postsecondary and Vocational Education Bureau for Private Postsecondary and Vocational Educations, 400 R street, Suite 5000 Sacramento, California 95814-6200 - Phone: (916) 445-3427 and Fax: (916) 322-2615

Student right to withdraw

You have the **RIGHT TO CANCEL** anytime before midnight of the first day after the course has started. For example; class started on Monday; you must submit your written notice of cancellation before 1:00 am Tuesday morning. All requests to cancel must be made by you in writing and delivered to the **School Director at 1654 Forman Ave - San Jose, California 95124**. If you want to cancel this course and receive full refund less \$250.00 non-refundable. The institution must receive your dated and signed “**Notice of Cancellation**” form by midnight of the first day of class. If you do not have this form please contact the School Director.

The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course: We deduct a registration fee not exceeding seventy-five dollars (\$75) from the total tuition charge of \$3,250.00, which totals \$3,175.00. If you take this amount (\$3,175.00) and divide it by the number of hours (48) in our program ($\$3,175 / 48$) you will have the per-hour of instruction charge of \$66.15. In order calculate your refund amount take the per-hour charge \$66.15 and multiply the total hours attended. For example based the above calculations if you were to cancel class after the first day we will refund \$2,645.83. The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course:

Number of Hours in Class	Hourly rate breakdown	Your refund amount
8	\$529.17	\$2,645.83
16	\$1,058.33	\$2,116.67
24	\$1,587.50	\$1,587.50
32	\$2,116.67	\$1,058.33
40	\$2,645.83	\$529.17
48	\$3,175.00	\$0.00

Student Tuition Recovery Fund

If the student is not a resident of California, students are not eligible for protection under, and recovery from, the Student Tuition Recovery Fund.

Students whose entire tuition and fees are paid by a third party organization are not eligible for payments from the Student Tuition Recovery Fund.

Disclosures

If the student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed or reinsured by the state or federal government and the student defaults on the loan:

- . The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- b. The student may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid.

The institution is not a public institution.

The institution has never filed, or has had filed against it, a petition in bankruptcy.

Enrollment Agreement approval

I «Students Name»; do hereby agree to the stipulations in this legally binding contract as set forth above and do agree to the payment plan (A, B, C) schedule outlined above. **My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me. I further understand that this is a legally binding contract when signed by me and accepted by the school.**

Student Signature: _____

Date:

Student's Address:

Student’s Phone: _____

Work Phone: _____

Other Phone: _____

School Director Signature _____

Date:

School Address: 1654 Forman Ave
San Jose, Ca. 95124

Main Phone: (408) 225-5559

Fax Number: (408) 521-3777



Microsoft Windows Client Specialist - This course walks students through key concepts of understanding Windows client operation system infrastructure, network infrastructure, understanding client technologies, communications and applications, and responding to incidents.

What is a Microsoft Windows Client Specialist? Typical job responsibilities for Microsoft Client Specialist MCP includes: should have at least one year of experience in the IT field. They typically provide phone support at the tier-1 or tier-2 level in a wide range of environments, including retail stores and the medium-sized organization or enterprise environment. Candidates should have experience resolving issues concerning network connectivity, desktop operating systems, security, and applications. Their experience should also include addressing logon problems, performing password resets, and resolving most issues with desktop applications.

MCP'S are individuals that have successfully completed at least one Microsoft professional certification. All certifications held by an individual are tracked via Microsoft Corporation using a number known as an MCP ID.

Microsoft Windows Client Specialist Course - This 47 hours of instructor led instructor-led course provides IT Professionals who work in enterprise organizations with the knowledge and skills to install, deploy, configure, secure, maintain, and troubleshoot Windows Client operating systems. This advanced course is aimed at enterprise desktop support technicians who want to gain an in-depth knowledge of Windows Client operating systems.

Key Course Benefits

This audience includes experienced IT professionals who focus on a broad range of desktop operating system, desktop application, mobile device, networking, and hardware support issues. As working professionals, students must combine technical expertise, problem solving and decision-making skills, and a deep understanding of their business and technical environments to quickly resolve support issues. They consider all variables, justify resolutions with a logical troubleshooting approach, and relate tradeoffs to business and technical requirements and constraints.

After completing this course, students will be able to:

Installing and upgrading Windows Vista

- Identify hardware requirements.
- Perform a clean installation.
- Upgrade to Windows Vista from previous versions of Windows.
- Upgrade from one edition of Windows Vista to another edition.
- Troubleshoot Windows Vista installation issues.
- Install and configure Windows Vista drivers.

Configuring and troubleshooting Post-installation system settings

- Troubleshoot post-installation configuration issues.
- Configure and troubleshoot Windows Aero.
- Configure and troubleshoot parental controls.
- Configure Microsoft Internet Explorer.

Configuring Windows security features

- Configure and troubleshoot User Account Control.
- Configure Windows Defender.
- Configure Dynamic Security for Microsoft Internet Explorer 7.
- Configure security settings in Windows Firewall.

Configuring network connectivity

- Configuring networking by using the Network and Sharing Center.
- Troubleshoot connectivity issues.
- Configure remote access.

Configuring applications included with Windows Vista

- Configure and troubleshoot media applications.
- Configure Windows Mail.
- Configure Windows Meeting Space.
- Configure Windows Calendar.
- Configure Windows Fax and Scan.
- Configure Windows Sidebar.

Maintaining and optimizing systems that run Windows Vista

- Troubleshoot performance issues.
- Troubleshoot reliability issues by using built-in diagnostic tools.
- Configure Windows Update.
- Configure data protection.

Configuring and troubleshooting mobile computing

- Configure mobile display settings.
- Configure mobile devices.
- Configure Tablet PC software.
- Configure power options.



AGD Computer College

Enrollment Agreement

(Date)

General Description: Course Microsoft Windows Client Specialist.

This program is new. We are not able to tell you how many students graduate, how many students found jobs, or how much money you can earn after finishing this course. This course teaches students, through lectures, discussion, scenarios, demonstration, chapter review questions, textbook exercises, and classroom labs, the skills and knowledge necessary for positions related to Administrative Assistant. This course facilitates classroom learning, enabling you to develop competence and confidence in using Office applications. You will learn to use Microsoft Office software productively and discover how to make the software work for you.

The lessons are based on tasks that you might encounter in the everyday work world. This approach allows you to quickly see the relevance of the training beyond just the classroom. The business focus is woven throughout the series, from business examples within procedures, to scenarios chosen for practice files, to examples shown in the e-learning tool.

You are required to complete one 47 hour class and obligated to pay **TOTAL FEES** of \$3,000.00 dollars.

- \$2,750.00 for instruction
- \$175.00 for books (**non-refundable**)
- \$75.00 for registration (**non-refundable**)
- \$3,000.00 **TOTAL FEES**

YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU GET A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST.

Payment Plan Schedule:

- a. \$3,000.00 Up-Front: This payment method insures the availability of scheduled times for the completion of your course.
- b. \$3,000.00 Payment may be made up-front, in full by Visa/MasterCard.
- c. You may pay (\$1,500.00 of the fee up-front, and the remainder (\$1,500.00) before starting the third day of the course.

If you have any complaints, questions, or problems which you cannot work out with the school, write or call the Council for Private Postsecondary and Vocational Education Bureau for Private Postsecondary and Vocational Educations, 400 R street, Suite 5000 Sacramento, California 95814-6200 - Phone: (916) 445-3427 and Fax: (916) 322-2615

Student right to withdraw

You have the **RIGHT TO CANCEL** anytime before midnight of the first day after the course has started. For example; class started on Monday; you must submit your written notice of cancellation before 1:00 am Tuesday morning. All requests to cancel must be made by you in writing and delivered to the **School Director at 20 Great Oaks Blvd - Suite 236 - San Jose, California 95118**. If you want to cancel this course and receive full refund less \$250.00 non-refundable. The institution must receive your dated and signed “**Notice of Cancellation**” form by midnight of the first day of class. If you do not have this form please contact the School Director.

The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course: We deduct a registration fee not exceeding seventy-five dollars (\$75) from the total tuition charge of \$3,000.00, which totals \$2,925.00. If you take this amount (\$2,925.00) and divide it by the number of hours (47) in our program ($\$2,925 / 47$) you will have the per-hour of instruction charge of \$62.23. In order calculate your refund amount take the per-hour charge \$62.23 and multiply the total hours attended. For example based the above calculations if you were to cancel class after the first day we will refund \$2,427.13. The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course:

Number of Hours in Class	Hourly rate breakdown	Your refund amount
8	\$497.87	\$2,427.13
16	\$995.74	\$1,929.26
24	\$1,493.62	\$1,431.38
32	\$1,991.49	\$933.51
40	\$2,489.36	\$435.64
47	\$2,925.00	\$0.00

Student Tuition Recovery Fund

If the student is not a resident of California, students are not eligible for protection under, and recovery from, the Student Tuition Recovery Fund.

Students whose entire tuition and fees are paid by a third party organization are not eligible for payments from the Student Tuition Recovery Fund.

Disclosures

If the student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed or reinsured by the state or federal government and the student defaults on the loan:

- a. The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- b. The student may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid.

The institution is not a public institution.

The institution has never filed, or has had filed against it, a petition in bankruptcy.

Enrollment Agreement approval

I «Students Name»; do hereby agree to the stipulations in this legally binding contract as set forth above and do agree to the payment plan (A, B, C) schedule outlined above. **My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me. I further understand that this is a legally binding contract when signed by me and accepted by the school.**

Student Signature: _____

School Director Signature_____

Date:

Date:

Student's Address:

School Address: 20 Great Oaks Blvd, Suite 236
San Jose, Ca. 95119

Student’s Phone: _____

Main Phone: (408) 269-1881

Work Phone: _____

Fax Number: (408) 445-0988

Other Phone: _____



ACD Computer College

Microsoft Office Specialist - This course walks students through key concepts of understanding Microsoft Office powerful tools to solve problems, and connect with people. ACD Computer College has the resources that you need to take full advantage of Microsoft Office.

What is a Microsoft Office Specialist? The Microsoft Office system includes an enhanced, intuitive design and improved features that help you get the greatest benefit from the programs you use every day. Whether you are an IT professional, a developer, or someone who uses Microsoft Office at work or at home, ACD Computer College provides the training to help you take full advantage of the Microsoft Office system, help you build skills and earn certifications.

Microsoft Office Specialist (MOS) are individuals that have successfully completed at least one Microsoft professional certification. All certifications held by an individual are tracked via Microsoft Corporation using a number known as an MCP ID.

[Microsoft Office Specialist Course](#) - This 47 hours of instructor-led course provides in-depth training that helps validate your proficiency in using Microsoft Office and meets the demand for the most up-to-date skills on the latest Microsoft technologies.

Key Course Benefits

You can earn a Microsoft Office Specialist (MOS) certification on Microsoft Office programs and Windows operating systems. This certification features Web-based pretests, program-specific certification exams, and a series of step-by-step instructor-led course that help you demonstrate expertise in accomplishing essential job tasks across multiple programs. After earning an MOS certification, you receive access to a member Web site where you can print transcripts to demonstrate proof of certification and receive a certificate that verifies your successful completion of the exam. Additionally, professionals who earn this certification gain access to a certification logo that they can display on their resumes and other business materials.

Earning a Microsoft Office Specialist certification can help you differentiate yourself in today's competitive job market, broaden your employment opportunities by displaying your advanced skills, and result in higher earning potential. Microsoft Office Specialist certification can also lead to increased job satisfaction. Research indicates that certified individuals have increased competence, productivity, and credibility with their employers, co-workers, and clients.

For employers, the certification provides skill-verification tools that not only help assess a person's skills in using Microsoft Office programs but also the ability to quickly complete on-the-job tasks across multiple programs in the Microsoft Office system.

Users would include people from a wide variety of job roles from almost all areas of professional, student, and personal life. Some of the roles users might take on include, but are not limited to, the following:

- Clerical, Office professionals
- Consultants
- Executives/Managers
- Help desk personnel
- Instructors/Trainers

- Marketing personnel
- Product developers
- Sales
- Students
- Writers
- Other members of the general population

Tasks that might be undertaken or work products created by members of the Microsoft Word 2010 Core-level User Target Audience might include, but are not be limited to, the following:

- Blogging
- Business plans
- Business reports
- Case studies
- Creating Forms
- Documentation
- Journals
- Letters
- Marketing materials
- Outlining
- Papers
- Publications (books, articles)
- Recipes
- Reports
- Scrapbooking
- Studies
- User manuals
- Web info/papers
- White papers

After completing this course, students will be able to:

Sharing and Maintaining Documents

- Apply different views to a document.
 - This objective may include but is not limited to: selecting zoom options, splitting and arranging windows (View Side by Side, Synchronous Scrolling), document views (reorganizing a document outline, master documents, subdocuments, web layout, draft), switching windows, opening a document in a new window
- Apply protection to a document.
 - This objective may include but is not limited to: applying protection by using the Microsoft Office Backstage view commands (applying controls and restrictions to document access, password-protect a document, Mark as Final), applying protection by using ribbon commands
- Manage document versions.
 - This objective may include but is not limited to: Recover draft versions, Delete all draft versions

- Share documents.
 - This objective may include but is not limited to: sending documents via E-mail, SkyDrive, or internet fax, changing file types, creating PDF documents, creating and publishing a blog post, registering a blog account
- Save a Document.
 - This objective may include but is not limited to: using compatibility mode, protected mode, and Save As options
- Apply a template to a document.
 - This objective may include but is not limited to: finding templates (locating a template on your disk, finding templates on the web)
- This objective may include but is not limited to: applying indents (first line, hanging), setting tabs, using the Tabs dialog box, setting tabs on the ruler, clearing tabs, setting tab stops, and moving tab stops
- Apply spacing settings to text and paragraphs.
 - This objective may include but is not limited to: Line spacing, paragraph spacing
- Create tables.
 - This objective may include but is not limited to: using the Insert Table dialog box, using Draw Table, inserting a Quick Table, converting text to tables, and using a table to control page layout
- Manipulate tables in a document.
 - This objective may include but is not limited to: sorting content, adding a row to a table, adding a column to a table, splitting, merging, moving, resizing, and deleting a row or column, defining the header row, converting tables to text, and viewing gridlines

Formatting Content

- Apply font and paragraph attributes.
 - This objective may include but is not limited to: Apply character attributes, apply styles, use Format Painter
- Navigate and search through a document.
 - This objective may include but is not limited to: using the Navigation Pane (headings, pages, results), Go To, Browse by button, and Highlight features, and setting Find and Replace options (format, special)
- Apply indentation and tab settings to paragraphs.
- Apply bullets to a document.
 - This objective may include but is not limited to: applying bullets, selecting a symbol format, defining a picture to be used as a bullet, using AutoFormat, and promoting or demoting bullet levels

Applying Page Layout and Reusable Content



ACD Computer College

www.AdvCareerDev.com

Email: trainer@AdvCareerDev.com

1654 Forman Ave
San Jose, Ca. 95124

Phone (408) 225-5559
or (888) 777-4618



- Apply and manipulate page setup settings.
 - This objective may include but is not limited to: setting margins, non-breaking spaces, hyphenation, and columns, working with breaks, forcing a page break, inserting a section break (continuous, Next page, Next Odd, Next Even), and inserting a blank page into a document
- Apply themes.
 - This objective may include but is not limited to: Use a theme to apply formatting, customize a theme
- Construct content in a document by using the Quick Parts tool.
 - This objective may include but is not limited to: adding built-in building blocks (quotes, text boxes, headers, footers, cover pages, watermarks, equations)
- Create and manipulate page backgrounds.
 - This objective may include but is not limited to: formatting a document's background, setting a colored background, adding a watermark, and placing page borders
- Create and modify headers and footers.
 - This objective may include but is not limited to: inserting and formatting page numbers, inserting the current date and time, inserting a built-in header or

footer, adding content to a header or footer (custom dialog box, manual entry), deleting a header or footer, changing margins, and applying a different first page attribute

Including Illustrations and Graphics in a Document

- Insert and format Pictures in a document.
 - This objective may include but is not limited to: adding captions, applying artistic effects and picture styles, compressing pictures, modifying a shape, adjusting position and size, and inserting screenshots
- Insert and format shapes, WordArt, and SmartArt.
 - This objective may include but is not limited to: adding text to a shape, modifying text on a shape, adding captions, setting shape styles (border, text), and adjusting position and size
- Insert and format Clip Art.
 - This objective may include but is not limited to: Organizing ClipArt, captions, artistic effects, compress pictures, corrections, modify the shape, reset, picture styles, arrange options, size
- Apply and manipulate text boxes.
 - This objective may include but is not limited to: Format, save selection to text box gallery, text box styles, text

direction, shadow effects, 3-D effects, arrange options

Proofreading documents

- Validate content by using spelling and grammar checking options
 - This objective may include but is not limited to: Grammar and style options
- Configure AutoCorrect settings
 - This objective may include but is not limited to: Add, remove, exceptions, AutoCorrect dialog
- Insert and modify comments in a document
 - This objective may include but is not limited to: inserting a comment, editing a comment, deleting a comment, and viewing a comment (view comments from another user, view comments inline, view comments as balloons)

Applying References and Hyperlinks

- Apply a hyperlink.
 - This objective may include but is not limited to: Hyperlink using text, hyperlink using graphic, headings and bookmarks, create new document, E-mail address
- Create Endnotes and Footnotes in a document.
 - This objective may include but is not limited to: Manage footnote and endnote location, configure footnote

and endnote format, presentation, and numbering

- Create a Table of Contents in a document.
 - This objective may include but is not limited to: Default formats, show levels, alignment, tab leader, formats, options, modify styles, update table

Performing Mail Merge Operations

- Setup mail merge
 - This objective may include but is not limited to: Perform a mail merge using the Mail Merge Wizard, perform a mail merge manually, Auto check for errors
- Execute mail merge
 - This objective may include but is not limited to: Print, preview

Managing the Worksheet Environment

- Navigate through a worksheet.
 - This objective may include but is not limited to: Hot keys, name box
- Print a worksheet or workbook.
 - This objective may include but is not limited to: printing only selected worksheets, printing an entire workbook, constructing headers and footers, and applying printing options (scale, print titles, page setup, print area, gridlines)
- Personalize environment by using Backstage.

- This objective may include but is not limited to: Manipulate the Quick Access Toolbar, manipulate the ribbon tabs and groups, manipulate Excel default settings, import data to Excel, import data from Excel, demonstrate how to manipulate workbook properties, manipulate workbook files and folders. apply different name and file formats for different uses by using save and save as features
- hyperlinked-cell attributes, remove a hyperlink

Formatting Cells and Worksheets

Creating Cell Data

- Apply and modify cell formats.
 - This objective may include but is not limited to: aligning cell content, applying a number format, wrapping text in a cell, and using Format Painter
- Merge or split cells.
 - This objective may include but is not limited to: using Merge & Center, Merge Across, Merge cells, and Unmerge Cells
- Create row and column titles.
 - This objective may include but is not limited to: Print row and column headings, print rows to repeat with titles, print columns to repeat with titles, configure titles to print only on odd or even pages, configure titles to skip the first worksheet page
- Hide and unhide rows and columns.
 - This objective may include but is not limited to: Hide a column, unhide a column, hide a series of columns, hide a row, unhide a row, hide a series of rows
- Manipulate Page Setup options for worksheets.
 - This objective may include but is not limited to: Configure page orientation, manage page scaling, configure page margins,
- Construct cell data.
 - This objective may include but is not limited to: using paste special (formats, formulas, values, preview icons, transpose rows and columns, operations, comments, validation, paste as a link), and cutting, moving, and select cell data
- Apply AutoFill.
 - This objective may include but is not limited to: Copy data using AutoFill, fill series using AutoFill, copy or preserve cell format with AutoFill, select from drop-down list
- Apply and manipulate hyperlinks.
 - This objective may include but is not limited to: Create a hyperlink in a cell, modify hyperlinks, modify

- change header and footer size
- Create and apply cell styles.
 - This objective may include but is not limited to: Apply cell styles, construct new cell styles

Managing Worksheets and Workbooks

- Create and format worksheets.
 - This objective may include but is not limited to: Insert worksheets, delete worksheets, copy, reposition, copy and move, rename, grouping, apply coloring to worksheet tabs, hiding worksheet tabs, unhiding worksheet tabs
- Manipulate window views.
 - This objective may include but is not limited to: splitting window views, arranging window views, and opening a new window with contents from the current worksheet
- Manipulate workbook views.
 - This objective may include but is not limited to: using Normal, Page Layout, and Page Break workbook views, and creating custom views

Applying Formulas and Functions

- Create formulas.
 - This objective may include but is not limited to: Use basic operators, revise formulas
- Enforce precedence.

- This objective may include but is not limited to: Order of evaluation, precedence using parentheses, precedence of operators for percent vs. exponentiation
- Apply cell references in formulas.
 - This objective may include but is not limited to: Relative, absolute
- Apply conditional logic in a formula.
 - This objective may include but is not limited to: Create a formula with values that match your conditions, edit defined conditions in a formula, use a series of conditional logic values in a formula
- Apply named ranges in formulas.
 - This objective may include but is not limited to: Define, edit and rename a named range
- Apply cell ranges in formulas.
 - This objective may include but is not limited to: Enter a cell range definition in the formula bar, define a cell range using the mouse, define a cell range using a keyboard shortcut

Presenting Data Visually

- Create charts based on worksheet data.
- Apply and manipulate illustrations.
 - This objective may include but is not limited to: Clip Art, SmartArt, shapes, screenshots

- Create and modify images by using the Image Editor.
 - This objective may include but is not limited to: making corrections to an image (sharpen or soften an image, changing brightness and contrast), using picture color tools, and changing artistic effects on an image
- Apply Sparklines.
 - This objective may include but is not limited to: using Line, Column, and Win/Loss chart types, creating a Sparkline chart, customizing a Sparkline, formatting a Sparkline, and showing or hiding data markers

Sharing worksheet data with other users

- Share spreadsheets by using Backstage.
 - This objective may include but is not limited to: sending a worksheet via E-mail or Skydrive, changing the file type to a different version of

Excel, and saving as PDF or XPS

- Manage comments.
 - This objective may include but is not limited to: inserting, viewing, editing, and deleting comments

Analyzing and Organizing Data

- Filter data.
 - This objective may include but is not limited to: Define, apply, remove, search, filter lists using AutoFilter
- Sort data.
 - This objective may include but is not limited to: using sort options (values, font color, cell color)
- Apply conditional formatting.
 - This objective may include but is not limited to: Apply conditional formatting to cells, use the Rule Manager to Apply Conditional Formats, use the IF Function and Apply Conditional Formatting, icon sets, data bars, clear rules.



AGD Computer College

Enrollment Agreement

(Date)

General Description: Course *Microsoft Office Specialist*.

This program is new. We are not able to tell you how many students graduate, how many students found jobs, or how much money you can earn after finishing this course. This course teaches students, through lectures, discussion, scenarios, demonstration, chapter review questions, textbook exercises, and classroom labs, the skills and knowledge necessary for positions related to Administrative Assistant. This course facilitates classroom learning, enabling you to develop competence and confidence in using Office applications. You will learn to use Microsoft Office software productively and discover how to make the software work for you.

The lessons are based on tasks that you might encounter in the everyday work world. This approach allows you to quickly see the relevance of the training beyond just the classroom. The business focus is woven throughout the series, from business examples within procedures, to scenarios chosen for practice files, to examples shown in the e-learning tool.

You are required to complete one 47 hour class and obligated to pay **TOTAL FEES** of \$3,150.00 dollars.

- \$2,900.00 for instruction
- \$175.00 for books (**non-refundable**)
- \$75.00 for registration (**non-refundable**)
- \$3,150.00 **TOTAL FEES**

YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU GET A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST.

Payment Plan Schedule:

- a. \$3,150 Up-Front: This payment method insures the availability of scheduled times for the completion of your course.
- b. \$3,150 Payment may be made up-front, in full by Visa/MasterCard.
- c. You may pay (\$1,575 of the fee up-front, and the remainder (\$1,575) before starting the third day of the course.

If you have any complaints, questions, or problems which you cannot work out with the school, write or call the Council for Private Postsecondary and Vocational Education Bureau for Private Postsecondary and Vocational Educations, 400 R street, Suite 5000 Sacramento, California 95814-6200 - Phone: (916) 445-3427 and Fax: (916) 322-2615

Student right to withdraw

You have the **RIGHT TO CANCEL** anytime before midnight of the first day after the course has started. For example; class started on Monday; you must submit your written notice of cancellation before 1:00 am Tuesday morning. All requests to cancel must be made by you in writing and delivered to the **School Director at 20 Great Oaks Blvd - Suite 236 - San Jose, California 95118**. If you want to cancel this course and receive full refund less \$250.00 non-refundable. The institution must receive your dated and signed “**Notice of Cancellation**” form by midnight of the first day of class. If you do not have this form please contact the School Director.

The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course: We deduct a registration fee not exceeding seventy-five dollars (\$75) from the total tuition charge of \$3,150.00, which totals \$3,075.00. If you take this amount (\$3,075.00) and divide it by the number of hours (47) in our program ($\$3,075 / 47$) you will have the per-hour of instruction charge of \$65.43. In order calculate your refund amount take the per-hour charge \$65.43 and multiply the total hours attended. For example based the above calculations if you were to cancel class after the first day we will refund \$2,551.60. The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course:

Number of Hours in Class	Hourly rate breakdown	Your refund amount
8	\$523.40	\$2,551.60
16	\$1,046.81	\$2,028.19
24	\$1,570.21	\$1,504.79
32	\$2,093.62	\$981.38
40	\$2,617.02	\$457.98
47	\$3,075.00	\$0.00

Student Tuition Recovery Fund

If the student is not a resident of California, students are not eligible for protection under, and recovery from, the Student Tuition Recovery Fund.

Students whose entire tuition and fees are paid by a third party organization are not eligible for payments from the Student Tuition Recovery Fund.

Disclosures

If the student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed or reinsured by the state or federal government and the student defaults on the loan:

- a. The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- b. The student may not be eligible for any other federal financial assistance for education at a different school or for government housing assistance until the loan is repaid.

The institution is not a public institution.

The institution has never filed, or has had filed against it, a petition in bankruptcy.

Enrollment Agreement approval

I «Students Name»; do hereby agree to the stipulations in this legally binding contract as set forth above and do agree to the payment plan (A, B, C) schedule outlined above. **My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution’s cancellation and refund policies have been clearly explained to me. I further understand that this is a legally binding contract when signed by me and accepted by the school.**

Student Signature: _____

School Director Signature_____

Date:

Date:

Student's Address:

School Address: 20 Great Oaks Blvd, Suite 236
San Jose, Ca. 95119

Student’s Phone: _____

Main Phone: (408) 269-1881

Work Phone: _____

Fax Number: (408) 445-0988

Other Phone: _____



Microsoft Windows Server Specialist - This course walks students through key concepts of understanding a series of Windows Server technologies that are used in common business scenarios, and are often the technical underpinnings for business applications. It guides students through the installation, configuration, management and troubleshooting of a Windows Server technology infrastructure for a large, comprehensive business application, assisting them with the foundational knowledge required for success in supporting such technologies.

What is a Microsoft Windows Server Specialist? Typical job responsibilities for Microsoft Server Specialist includes: IT Professional technical specialists who work in the complex computing environment of a medium to large company and are responsible for the underlying Microsoft technologies that support a business application infrastructure in Windows Server.

MCP'S are individuals that have successfully completed at least one Microsoft professional certification. All certifications held by an individual are tracked via Microsoft Corporation using a number known as an MCP ID.

[Microsoft Windows Server Specialist Course](#) - This 54 hours of instructor led instructor-led course provides in-depth training on implementing, configuring, managing and troubleshooting Active Directory Domain Services (AD DS) in Windows Server and Windows Server environments.

It covers core AD DS concepts and functionality as well as implementing Group Policies, performing backup and restore and monitoring and troubleshooting Active Directory related issues. For most organizations, the Active Directory deployment may be the single most important component in the IT infrastructure. When organizations deploy AD DS or any of the other Active Directory services within Windows Server, they are deploying a central authentication and authorization service that provides SSO access to many other network services in the organization. AD DS provides the primary security mechanism within most organizations, and it enables policy-based management for user and computer accounts. You can use the other Active Directory services to extend some of this functionality to users who are external to the organization.

The critical functionality that the Active Directory services provide means that you should design your Active Directory infrastructure to meet your organization's unique requirements

Key Course Benefits

This course is intended for Active Directory Technology Specialists, Server and Enterprise Administrators who want to learn how to implement Active Directory Domain Services in Windows Server and Windows Server environments. Those attending would be interested in learning how to secure domains by using Group Policies, back up, restore, monitor, and troubleshoot configuration to ensure trouble-free operation of Active Directory Domain Services.

After completing this course, students will be able to:

Module 1: Introducing Active Directory Domain Services

This module provides an overview of Active Directory components and concepts and

steps through the basics of installing and configuring an Active Directory domain

Lessons

- Lesson 1: Overview of Active Directory, Identity, and Access
- Lesson 2: Active Directory Components and Concepts
- Lesson 3: Install Active Directory Domain Services

Lab : Install an AD DS DC to Create a Single Domain Forest

- Perform Post-Installation Configuration Tasks
- Install a New Windows Server 2008 Forest with the Windows Interface
- Raise Domain and Forest Functional Levels

After completing this module, students will be able to:

- Describe the functionality of AD DS in an enterprise in relation to identity and access.
- Describe the major components of AD DS.
- Install AD DS and configure it as a domain controller.

Module 2: Administering Active Directory Securely and Efficiently

This module explains how to work securely and efficiently in Active Directory using Administration Tools and some best practices as well as use of Windows PowerShell.

Lessons

- Work with Active Directory Administration Tools

- Custom Consoles and Least Privilege
- Find Objects in Active Directory
- Use Windows PowerShell to Administer Active Directory

Lab : Administer Active Directory Using Administrative Tools

- Perform Administrative Tasks by Using Administrative Tools
- Create a Custom Active Directory Administrative Console
- Perform Administrative Tasks with Least Privilege, Run As Administrator, and User Account Control

Lab : Find Objects in Active Directory

- Find Objects in Active Directory
- Use Saved Queries

Lab : Use Windows PowerShell to Administer Active Directory

- Use PowerShell Commands to Administer Active Directory

After completing this module, students will be able to:

- Describe and work with Active Directory administration tools.
- Describe the purpose and functionality of custom consoles and least privilege.
- Locate objects in Active Directory.
- Administer Active Directory by using Windows PowerShell.

Module 3: Managing Users and Service Accounts

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This module explains how to create, manage and support user and Managed Service Accounts in Active Directory.

Lessons

- Create and Administer User Accounts
- Configure User Object Attributes
- Automate User Account Creation
- Create and Configure Managed Service Accounts

Lab : Create and Administer User Accounts

- Create User Accounts
- Administer User Accounts

Lab : Configure User Object Attributes

- Examine User Object Attributes
- Manage User Object Attributes
- Create Users from a Template

Lab : Automate User Account Creation

- Export and Import Users with CSVDE
- Import Users with LDIFDE
- Import Users by Using Windows PowerShell

Lab : Create and Administer Managed Service Accounts

- Create and Associate a Managed Service Account

After completing this module, students will be able to:

- Create and administer user accounts.
- Configure user object attributes.
- Automate user account creation.
- Create and configure managed service accounts.

Module 4: Managing Groups

This module explains how to create, modify, delete, and support group objects in Active Directory.

Lessons

- Overview of Groups
- Administer Groups
- Best Practices for Group Management

Lab : Administer Groups

- Implement Role-Based Management by Using Groups
- (Advanced Optional) Explore Group Membership Reporting Tools
- (Advanced Optional) Understand "Account Unknown" Permissions

Lab : Best Practices for Group Management

- Implement Best Practices for Group Management

After completing this module, students will be able to:

- Describe the role of groups in managing an enterprise.
- Administer groups with by using the built-in tools in Windows Server 2008

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- Describe the best practices for managing groups.

Module 5: Managing Computer Accounts

This module explains how to create and configure computer accounts.

Lessons

- Create Computers and Join the Domain
- Administer Computer Objects and Accounts
- Perform an Offline Domain Join

Lab : Create Computers and Join the Domain

- Join a computer to the Domain with the Windows Interface
- Secure Computer Joins
- Manage Computer Account Creation

Lab : Administer Computer Objects and Accounts

- Administer Computer Objects Through Their Life Cycle
- Administer and Troubleshoot Computer Accounts

Lab : Perform an Offline Domain Join

- Perform an Offline Domain Join

After completing this module, students will be able to:

- Create computer accounts and join them to a domain.

- Administer computer objects and accounts by using the Windows Interface and command-line tools.
- Describe and perform the Offline Domain Join process.

Module 6: Implementing a Group Policy Infrastructure

This module explains what Group Policy is, how it works, and how best to implement Group Policy in your organization.

Lessons

- Understand Group Policy
- Implement GPOs
- Manage Group Policy Scope
- Group Policy Processing
- Troubleshoot Policy Application

Lab : Implement Group Policy

- Create, Edit, and Link GPOs
- Use Filtering and Commenting

Lab : Manage Group Policy Scope

- Configure GPO Scope with Links
- Configure GPO Scope with Filtering
- Configure Loopback Processing

Lab : Troubleshoot Policy Application

- Perform RSoP Analysis
- Use the Group Policy Modeling Wizard
- View Policy Events

After completing this module, students will be able to:



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- Describe the components and technologies that comprise the Group Policy framework.
- Implement GPOs.
- Configure and understand a variety of policy setting types.
- Scope GPOs by using links, security groups, Windows Management Instrumentation filters, loopback processing, and preference targeting.
- Describe how GPOs are processed.
- Locate the event logs containing Group Policy-related events and troubleshoot Group Policy application.

Module 7: Managing User Desktop with Group Policy

This module explains how to manage and configure desktop environments using Administrative templates and Group Policy Preferences as well as how to deploy software using Group Policy

Lessons

- Implement Administrative Templates
- Configure Group Policy Preferences
- Manage Software with GPSI

Lab : Manage Administrative Templates and Central Store

- Manage Administrative Templates

Lab : Manage Group Policy Preferences

- Configure Group Policy Preferences
- Verify Group Policy Preferences Application

Lab : Manage Software with GPSI

- Deploy Software with GPSI
- Upgrade Applications with GPSI

After completing this module, students will be able to:

- Describe Administrative Templates
- Understand and Configure Group Policy preferences
- Manage software by using GPSI

Module 8: Managing Enterprise Security and Configuration with Group Policy Settings

This module explains how to use Group Policy to manage a variety of components and features of Windows. It will also explain how to audit files and folders and how to restrict access to applications using application control policies.

Lessons

- Manage Group Membership by Using Group Policy Settings
- Manage Security Settings
- Auditing
- Software Restriction Policy and Applocker

Lab : Using Group Policy to Manage Group Membership

- Configure the Membership of Administrators by Using Restricted Group Policies

Lab : Manage Security Settings

- Manage Local Security Settings
- Create a Security Template
- Use the security Configuration Wizard

Lab : Audit File System Access

- Configure Permissions and Audit Settings
- Configure Audit Policy
- Examine Audit Results

Lab : Configure Application Control Policies

- Configure Application Control Policies

After completing this module, students will be able to:

- Manage group membership by using Group Policy Settings
- Manage security settings
- Describe the purpose and functionality of auditing
- Describe the purpose of the Software Restriction Policy and Applocker

Module 9: Securing Administration

This module explains how to administer Active Directory Domain Services Securely.

Lessons

- Delegate Administrative Permissions
- Audit Active Directory Administration

Lab : Delegate Administration

- Delegate Permission to Create and Support User Accounts
- View Delegated Permissions
- Remove and Reset Permissions

Lab : Audit Active Directory Changes

- Audit Changes to Active Directory Using Default Audit Policy
- Audit Changes to Active Directory Using Directory Service Changes Auditing

After completing this module, students will be able to:

- Delegate administrative permissions.
- Audit Active Directory administration.

Module 10: Improving the Security of Authentication in an AD DS Domain

This module explains the domain-side components of authentication, including the policies that specify password requirements and the auditing of authentication-related activities.

Lessons

- Configure Password and Lockout Policies
- Audit Authentication
- Configure Read-Only Domain Controllers

Lab : Configure Password and Account Lockout Policies

- Configure the Domain's Password and Lockout Policies
- Configure a Fine-Grained Password Policy

Lab : Audit Authentication

- Audit Authentication

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Lab : Configure Read-Only Domain Controllers

- Exercise 1: Install an RODC
- Exercise 2: Configure Password Replication Policy
- Exercise 3: Manage Credential Caching

After completing this module, students will be able to:

- Configure password and lockout policies.
- Audit authentication.
- Configure read-only domain controllers.

Module 11: Configuring Domain Name System

This module explains how to implement DNS to support name resolution both within your AD DS domain and outside your domain and your intranet.

Lessons

- Install and Configure DNS in an AD DS Domain
- Integration of AD DS, DNS, and Windows
- Advanced DNS Configuration and Administration

Lab : Installing the DNS Service

- Add the DNS Server Role
- Configure Forward Lookup Zones and Resource Records

Lab : Advanced Configuration of DNS

- Enable Scavenging of DNS Zones

- Explore Domain Controller Location
- Configure Name Resolution for External Domains

After completing this module, students will be able to:

- Install and configure DNS in an AD DS domain.
- Describe the integration of AD DS, DNS, and Windows.
- Describe advanced DNS configuration and administration tasks.

Module 12: Administering AD DS Domain Controllers

This module explains how to add Windows Server 2008 domain controllers to a forest or domain, how to prepare a Microsoft Windows Server 2003 forest or domain for its first Windows Server 2008 DC, how to manage the roles performed by DCs, and how to migrate the replication of SYSVOL from the File Replication Service (FRS) used in previous versions of Windows to the Distributed File System Replication (DFS-R) mechanism that provides more robust and manageable replication.

Lessons

- Domain Controller Installation Options
- Install a Server Core Domain Controller
- Manage Operations Masters
- Configure Global Catalog
- Configure DFS-R Replication of SYSVOL

Lab : Install Domain Controllers



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- Create an Additional DC with the Active Directory Domain Services Installation Wizard
- Add a Domain Controller from the Command Line
- Create a Domain Controller from Installation Media

Lab : Install a Server Core Domain Controller

- Perform Post-Installation Configuration on Server Core
- Create a Domain Controller with Server Core

Lab : Transfer Operations Masters Roles

- Identify Operations Masters
- Transfer Operations Masters Roles

Lab : Configure the Global Catalog and Universal Group Membership Caching

- Configure a Global Catalog
- Configure Universal Group Membership Caching

Lab : Configure DFS-R Replication of SYSVOL

- Observe the Replication of SYSVOL
- Prepare to Migrate to DFS-R
- Migrate SYSVOL Replication to DFS-R
- Verify DFS-R Replication of SYSVOL

After completing this module, students will be able to:

- Identify the domain controller installation options.
- Install a Server Core DC.
- Manage operations masters.
- Configure Global Catalog
- Configure DFS-R replication of SYSVOL.

Module 13: Managing Sites and Active Directory Replication

This module explains how to create a distributed directory service that supports domain controllers in portions of your network that are separated by expensive, slow, or unreliable links and how to configure replication amongst those servers.

Lessons

- Configure Sites and Subnets
- Configure Replication

Lab : Configure Sites and Subnets

- Configure the Default Site
- Create Additional Sites
- Move Domain Controllers into Sites

Lab : Configure Replication

- Create a Connection Object
- Create Site Links
- Designate a Preferred Bridgehead Server
- Configure Intersite Replication

After completing this module, students will be able to:

- Configure sites and subnets.
- Configure replication.

Module 14: Directory Service Continuity



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This module explains about the technologies and tools that are available to help ensure the health and longevity of the directory service. You will explore tools that help you monitor performance in real time, and you will learn to log performance over time so that you can keep an eye on performance trends in order to spot potential problems.

Lessons

- Monitor Active Directory
- Manage the Active Directory Database
- Active Directory Recycle Bin
- Back Up and Restore AD DS and Domain Controllers

Lab : Monitor Active Directory Events and Performance

- Monitor AD DS with Performance Monitor
- Work with Data Collector Sets

Lab : Manage the Active Directory Database

- Perform Database Maintenance
- Work with Snapshots and Recover a Deleted User

Lab : Using Active Directory Recycle Bin

- Enable Active Directory Recycle Bin
- Restore Deleted Objects with Active Directory Recycle Bin

Lab : Back Up and Restore Active Directory

- Back Up Active Directory

- Restore Active Directory and a Deleted OU

After completing this module, students will be able to:

- Monitor Active Directory.
- Manage the Active Directory database.
- Describe the purpose of the Active Directory Recycle Bin.
- Back up and restore AD DS and domain controllers.

Module 15: Managing Multiple Domains and Forests

This module explains how to raise the domain and forest functionality levels within your environment, how to design the optimal AD DS infrastructure for your enterprise, how to migrate objects between domains and forests, and how to enable authentication and resources access across multiple domains and forests.

Lessons

- Configure Domain and Forest Functional Levels
- Manage Multiple Domains and Trust Relationships
- Move Objects between Domains and Forests

Lab : Administer Trust Relationships

- Configure Name Resolution between Contoso.com and Tailspintoys.com
- Create a Forest Trust

After completing this module, students will be able to:

- Configure domain and forest functional levels.
- Manage multiple domains and trust relationships.
- Move objects between domains and forests.



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Microsoft | IT Academy
Program



ACD Computer College

Enrollment Agreement

(Date)

General Description: Course Microsoft Windows Server Specialist.

This program is new. We are not able to tell you how many students graduate, how many students found jobs, or how much money you can earn after finishing this course. This course teaches students, through lectures, discussions, demonstrations, textbook exercises, and classroom labs, the skills and knowledge necessary to help prepare them to Managing and Maintaining a Microsoft Windows Server 2003 Environment. This course is intended for anyone who wants to learn how to install, configure, administer, and support the primary services in the Microsoft Windows Server 2003 operating system, as well as for those individuals seeking Microsoft certification.

The course begins by examining basic system administration procedures. Subsequent chapters are devoted to the creation and management of Windows Server 2003 user, group, and computer accounts, to the sharing of system resources, and to the installation and maintenance of system hardware. Students taking this course typically aspire to careers as Windows Server 2003 system administrators or support technicians and want an objective assessment of their skills.

You are required to complete one 54 hour class and obligated to pay **TOTAL FEES** of \$4,000.00 dollars.

\$3,750.00 for instruction

\$175.00 for books (**non-refundable**)

\$75.00 for registration (**non-refundable**)

\$4,000.00 **TOTAL FEES**

YOU ARE RESPONSIBLE FOR THIS AMOUNT. IF YOU GET A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN AMOUNT PLUS ANY INTEREST.

Payment Plan Schedule:

- a. \$4,000.00 Up-Front: This payment method insures the availability of scheduled times for the completion of your course.
- b. \$4,000.00 Payment may be made up-front, in full by Visa/MasterCard.
- c. You may pay (\$2,000.00 of the fee up-front, and the remainder (\$2,000.00) before starting the third day of the course.

If you have any complaints, questions, or problems which you cannot work out with the school, write or call the Council for Private Postsecondary and Vocational Education Bureau for Private Postsecondary and Vocational Educations, 400 R street, Suite 5000 Sacramento, California 95814-6200 - Phone: (916) 445-3427 and Fax: (916) 322-2615

Student right to withdraw

You have the **RIGHT TO CANCEL** anytime before midnight of the first day after the course has started. For example; class started on Monday; you must submit your written notice of cancellation before 1:00 am Tuesday morning. All requests to cancel must be made by you in writing and delivered to the **School Director at 20 Great Oaks Blvd - Suite 236 - San Jose, California 95118**. If you want to cancel this course and receive full refund less \$250.00 non-refundable. The institution must receive your dated and signed “**Notice of Cancellation**” form by midnight of the first day of class. If you do not have this form please contact the School Director.

The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course: We deduct a registration fee not exceeding seventy-five dollars (\$75) from the total tuition charge of \$4,000.00, which totals \$3,925.00. If you take this amount (\$3,925.00) and divide it by the number of hours (54) in our program ($\$3,925 / 54$) you will have the per-hour of instruction charge of \$72.69. In order calculate your refund amount take the per-hour charge \$72.69 and multiply the total hours attended. For example based the above calculations if you were to cancel class after the first day we will refund \$3,343.52. The following table is provided to illustrate the amount of refund to which the student would be entitled if student withdraws from this course:

Number of Hours in Class	Hourly rate breakdown	Your refund amount
8	\$581.48	\$3,343.52
16	\$1,162.96	\$2,762.04
24	\$1,744.44	\$2,180.56
32	\$2,325.93	\$1,599.07
40	\$2,907.41	\$1,017.59
48	\$3,488.89	\$436.11
54	\$3,925.00	\$0.00

Student Tuition Recovery Fund

If the student is not a resident of California, students are not eligible for protection under, and recovery from, the Student Tuition Recovery Fund.

Students whose entire tuition and fees are paid by a third party organization are not eligible for payments from the Student Tuition Recovery Fund.

Disclosures

If the student obtains a loan to pay for the course of instruction, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed or reinsured by the state or federal government and the student defaults on the loan:

- a. The federal or state government or the loan guarantee agency can take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
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