

# COMPUTER TRAINING ACADEMY

## CATALOG

January 1, 2014 – December 31, 2014

Main Campus  
1285 Columbia Ave.  
Riverside, CA 92507  
951.276.1414

Extension Campus  
27715 Jefferson Avenue  
Suite 105  
Temecula, CA 92590  
951.541.2787

[www.cta.edu](http://www.cta.edu)

# TABLE OF CONTENTS

Introduction.....	2
Mission .....	2
Instruction .....	2
Instructors .....	3
Approval and Accreditation .....	3
Facilities and Equipment .....	3
<b>Admission Policies and Procedures .....</b>	<b>4</b>
Admissions Requirements.....	4
Enrollment Process .....	4
Equipment Requirements.....	5
Foreign Students .....	5
Transfer of Credit.....	5
Enrollment Periods .....	6
Programs.....	6
Course Descriptions .....	9
<b>Academic Policies.....</b>	<b>14</b>
Individualized Training Plan Agreement .....	14
Attendance .....	14
Student Academic Progress and Grading.....	15
Grading Policy.....	15
Leave of Absence .....	16
Graduate Requirements.....	16
Withdrawal from Program .....	16
Conduct Requirements .....	16
Appeals .....	17
Reinstatement .....	17
Satisfactory Academic Progress Policy .....	17
<b>Student Services .....</b>	<b>20</b>
Housing .....	20
Library .....	21
Advising Services.....	21
Career Placement Assistance.....	21
Suggestion and Grievance Policy .....	21
<b>Administrative Policies.....</b>	<b>22</b>
Student Records .....	22
Holiday Schedule .....	22
<b>Tuition and Fees.....</b>	<b>22</b>
Program Cost .....	22
Additional Costs .....	23
Student Tuition Recovery Fund.....	23
Financial Assistance .....	24
Refund Policy .....	24
Return of Federal Student Aid Policy.....	25
<b>Financial Assistance.....</b>	<b>26</b>
<b>Management, Staff, and Faculty .....</b>	<b>30</b>
<b>Consumer Protection &amp; Information .....</b>	<b>31</b>

*The information in this catalog is true and correct in content and policy and so certified as true by the Director, Mike Bostock.*

  
 \_\_\_\_\_  
 Mike Bostock, Director

April 14, 2014  
 Date

## **INTRODUCTION**

Welcome to Computer Training Academy

### *Our Philosophy*

We are dedicated to the belief that all students who want the opportunity to develop technical skills that will enable them to secure and retain productive, rewarding career positions should have that opportunity. Computer Training Academy is committed to providing an education that delivers the maximum amount of training in the minimum amount of time with the most flexibility. Our dedication to the overall success of the student compels the team to continually strive to maintain its reputation of delivering the highest quality training possible with a combination of a qualified, experienced staff; current, well-organized curriculum; and an array of modern equipment that reflects current industry standards.

The focus of all instruction is "hands on" training with actual hardware and software used in today's modern businesses. Computer Training Academy develops all curricula to relate directly to the needs of businesses and industry.

## **MISSION**

*The mission of Computer Training Academy is to provide innovative, cutting edge technical training in the most flexible environment available. Our goal is to successfully educate and prepare individuals seeking a career in Information Technology and Business Office Applications careers for certification in a variety of computer environments, including Microsoft, Novell, CISCO, and CompTIA. Our unique way of training provides the individual with the highest level of flexibility, providing anytime, anywhere learning, which is in high demand by students who need to remain in the workforce while they train. We are also committed to assisting students who are not employed by upgrading their skills, and preparing them for certification and re-entry into the workforce.*

Computer Training Academy is committed to providing individuals the training needed to transition into high tech jobs in Network Engineering, Network Administration, Technical Support, Database Administration, Programming, Office Administration, as well as other areas in the computer industry. Computer Training Academy will help meet the growing demand for technical professionals and assist individuals in reaching their high tech career goals. In keeping with our mission and purpose, Computer Training Academy strives to:

1. Educate and train students with the current equipment found in today's automated offices;
2. Assist students in developing their technical skills to meet industry standards;
3. Provide students with support from the most skilled and experienced staff available who are devoted to the personal and career development of every student;
4. Offer job placement assistance services in the pursuit of securing employment.

## **INSTRUCTION**

In order to provide our students with innovative and progressive technical training in the most flexible environment imaginable, Computer Training Academy has implemented an educational system that allows students to train with scenario-based environments that replicate real world situations anytime, anywhere. Computer Training Academy offers 100% training flexibility and support from the beginning to the end of the certification process. Our unique CTA 5 approach to learning will provide students

with the information they need for exam preparation and provide the scenario-based environments for the experience needed to build a strong foundation in each course of study.

Each student will receive a laptop computer with OMNI award winning computer based training, which includes the best instructional design and graphic learning systems, advanced simulations and exam preparation software to create an unparalleled learning experience. Also included is a set of authorized study manuals for selected courses of study. Students have the convenience of studying the theory at home or in an environment of their choosing, and when their schedule allows. Students then frequent our hi-tech networking labs to complete hands-on lab training, attend lectures and complete testing. Computer Training Academy's revolutionary training products use "applied simulation" to give students career level experience with each course of study. Also, Certified Professional guided study groups are available in the day and evening and on weekends to provide direction and answers to questions. Support is also available through e-mail, telephone, and online through student services.

## **INSTRUCTORS**

Computer Training Academy is committed to employing instructors who are qualified to instruct each course, as well as committed to addressing different learning styles and training goals for each individual student. Our instructors assist students in setting up their own individual training goals and tailor the training schedule to meet each student's needs. Instructors are available to students during lab hours, lecture times or by appointment for one-on-one consultation and assistance. Telephone conference and on-line support are also available. Our instructors are committed to tracking each student's progress and providing support from beginning to end.

## **APPROVAL AND ACCREDITATION**

Computer Training Academy is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

Computer Training Academy is approved by the California State Approving Agency to enroll veterans and other eligible persons.

Computer Training Academy is institutionally accredited by the Commission of the Council on Occupational Education.

Computer Training Academy is approved by the Workforce Investment Act (WIA) to be on the list of California's Eligible Training Providers. State aid through a WIA contract is accepted at Computer Training Academy.

## **FACILITIES AND EQUIPMENT**

A portion of Computer Training Academy's mode of training is completed through distance education. The theory coursework is completed at a location determined by the student.

All other training, completion of labs, attending lectures and taking practice tests, finals, and certification takes place at the main or extension campus selected at the time of enrollment and

documented on the enrollment agreement. Distance Education students have the choice to complete the theory coursework at the main or extension campus location.

Main Campus  
1285 Columbia Ave.  
Riverside, CA 92507  
951.276.1414

Satellite/Extension Campus  
27715 Jefferson Avenue, Suite 105  
Temecula, CA 92590  
951.276-1414

Computer Training Academy's main campus is approximately 11,000 square feet and includes a lecture hall, training lab, I.T. study hall, office study hall, practice testing center, certification testing center, student break room, staff lounge and administrative offices. The extension site consists of approximately 7,000 square feet and consists of a lecture hall, training lab, I.T. study hall, office study hall, practice testing center, certification testing center, student break room, staff lounge, and one administrative office.

The training labs of both facilities contain 28 Personal Computers (PCs) 7 servers, 7 routers all designed so the Information Technology students can perform hands on training exercises. The I.T. study halls at both facilities contain 26 Personal Computers and 34 Laptop Stations for students to perform academic and pre-testing exercises, and to view previously recorded lectures; as well as for Business Office Applications Specialist students to perform their hands-on exercises. The Business Office Applications Specialist study hall contains 8 Personal Computers and 28 Laptop Stations. The lecture halls of both facilities have 30 seats, a projector, and the capability for any student to hook up his/her laptop to the educational network and perform academic and pre-testing exercises, to view previously recorded lectures, and to perform hands-on exercises. The practice testing centers in both facilities contain 16 computers so students can take practice tests in preparation for the certification test. The certification testing centers of both facilities contain 8 computer testing stations to provide Prometric, VUE and Certipoint Authorized Testing. Both facilities have a student break room with a fridge, microwave, table, and chairs.

## **ADMISSION POLICIES AND PROCEDURES**

The Admissions office is open Monday through Thursday 9:00 a.m. to 8:00 p.m. and Friday and Saturday 9:00 a.m. to 1:00 p.m. Admission appointments need to be established through one of our Computer Training Academy locations and take place at the main campus in Riverside, CA. If a prospective student is unable to meet with a member of our administrative staff during the hours of operation, he/she is asked to contact the Admissions department for other arrangements.

## **ADMISSIONS REQUIREMENTS**

An applicant must:

- A. Be a high school graduate; have a GED; or have successfully completed a homeschool program. An applicant must provide documentation to verify the academic credential, for example, a high school diploma, a high school transcript, a GED diploma/certificate, DD-214, or evidence of completing a homeschool secondary education with appropriate approvals.
- B. Earn a passing grade on an institutionally administered entrance examination
- C. CTA does not admit ability-to-benefit students.

## **ENROLLMENT PROCESS**

Applicants must schedule a personal interview with an admission representative. The applicant will tour the campus during the admissions appointment.

Applicants must complete the CTA Distance Learning Questionnaire, which is used to advise students regarding program readiness.

Computer Training Academy will distribute the following disclosures, evidenced by collecting the applicant's signature.

- School Performance Fact Sheet
- School Catalog
- Harassment Policy

When an individual has decided Computer Training Academy is his/her school choice, the applicant will be asked to complete all required admissions paperwork and sign an enrollment agreement.

## **EQUIPMENT REQUIREMENTS**

Each student is required to have access to a Personal Computer (PC) and Internet access. Macintosh computers are not compatible with the training programs offered at Computer Training Academy. Purchasing a laptop computer with the program is an option for every student.

## **FOREIGN STUDENTS**

Computer Training Academy does not offer visa services to prospective students from other countries or English language services. Computer Training Academy does not offer English as a Second Language instruction. All instruction occurs in English. English language proficiency is documented by: the admissions interview and receipt of prior education documentation.

## **TRANSFER OF CREDIT**

Computer Training Academy does not accept transfer credit from any other educational institution or award credit for challenge examinations, achievement tests, or experiential learning. Computer Training Academy does however accept transfer hours for courses based on documentation of passed industry certification exams that correspond directly with Computer Training Academy courses. If Computer Training Academy accepts a transfer of hours, there will be a written record of the previous education and training in the student's file, and it will clearly indicate that a transfer of hours has been granted. (NOTE: ALL PRIOR TRAINING MUST BE EVALUATED)

If a student wishes to transfer between programs at Computer Training Academy, the student must receive prior approval from the Director.

## **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Computer Training Academy is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational

goals. This may include contacting an institution to which you may seek to transfer after attending Computer Training Academy to determine if your hours or certificate will transfer.

Computer Training Academy has not entered into an articulation or transfer agreement with any other college or university.

### **ENROLLMENT PERIODS**

Computer Training Academy's educational offerings are structured around flexible and individualized attendance schedules that meet the personal requirements of each student; therefore there are no "pre-set" enrollment periods, as well as no beginning and end date for terms.

A student may enroll any of the training programs on any day that the school is open after he/she has been accepted as a student. The start date offered to students will be a Tuesday, available twice a month. A representative and the student will create his/her instructional schedule, which will include the student's specific beginning and end dates. This schedule is based on the student's needs and to meet the minimum attendance requirements.

### **PROGRAMS**

#### **Information Technology Systems Engineer**

##### **Objective**

This course is designed to prepare the student for the CompTIA A+ I.T. Technician and Microsoft Certified Systems Engineer certification exams. This course will teach the student how to properly install, configure, upgrade, troubleshoot, repair microcomputer hardware; and design, deploy, support, and administer a Windows Server based network. This course is intended for individuals entering the IT industry, as well as current support professionals who support other networks. The A+ I.T. Technician and MCSE credentials are the most widely recognized technical certifications in the industry. By completing this course, individuals are demonstrating that they have the skills necessary to lead organizations in the successful design, implementation, and administration of the most advanced Microsoft Windows platform and Microsoft Server products.

##### **Occupations**

- Systems Engineer
- Technical Support Engineer
- Systems Analyst
- Network Analyst
- Technical Consultant

##### **Program Length**

51 Weeks / 717 Hours

<b>Course Title</b>	<b>Lecture Hours</b>	<b>Lab Hours</b>	<b>CBT Hours</b>	<b>Total Hours</b>
IT101 – A+ Essentials	15	15	35	65
IT102 – A+ Practical Application	10	16	30	59
IT103 – Microsoft Technical Associate Networking	8	10	18	36
IT104 – Microsoft Technical Associate Security	8	10	18	36
IT105 – Microsoft Certified Technical Specialist Windows 7	20	36	50	106

IT106 – Microsoft Technical Associate Server Administrator	8	10	18	36
IT107 – Microsoft Windows Server Active Directory	20	36	50	106
IT108 – Microsoft Server Network Infrastructure	20	36	50	106
IT109 – Microsoft Certified I.T. Professional – Systems Administrator	20	36	50	106
IT110 – Microsoft Server Application Configuration	20	36	50	106
IT111 – Microsoft Certified I.T. Professional – Enterprise Administrator	20	36	50	106
<b>Total Hours</b>	169	277	419	717

## Information Technology Systems Administrator

### Objective

This course is designed to prepare the student for the CompTIA A+ I.T. Technician and Microsoft Certified Systems Administrator certification exams. This training targets those individuals who want a career helping administer and manage network environments that use Windows Server technology. Considered mid-level training, the Information Technology Systems Administrator is a stepping stone to the Systems Engineer program. This training will advance your career by ensuring you have the skills to successfully manage and troubleshoot system environments running on the Windows Operating System and Windows Server Technology.

### Occupations

- Systems Administrator
- Systems Analyst
- Network Administrator

### Program Length

45 Weeks / 468 Hours

Course Title	Lecture Hours	Lab Hours	CBT Hours	Total Hours
IT101 – A+ Essentials	15	15	35	65
IT102 – A+ Practical Application	10	16	30	59
IT103 – Microsoft Technical Associate Networking	8	10	18	36
IT104 – Microsoft Technical Associate Security	8	10	18	36
IT105 – Microsoft Certified Technical Specialist Windows 7	20	36	50	106
IT106 – Microsoft Technical Associate Server Administrator	8	10	18	36
IT107 – Microsoft Windows Server Active Directory	20	36	50	106
IT108 – Microsoft Server Network Infrastructure	20	36	50	106
IT109 – Microsoft Certified I.T. Professional – Systems Administrator	20	36	50	106
<b>Total Hours</b>	129	205	219	468

## Information Technology Computer Technician

## Objective

The Information Technology Computer Technician course teaches students to properly install, configure, upgrade, troubleshoot and repair microcomputer hardware. This course prepares students to pass the CompTIA A+ I.T. Technician certification exam. Students will also learn essential operating system competencies and basic knowledge of DOS, Windows Operating Systems. The A+ certification is a CompTIA-sponsored testing program that certifies the competency of entry-level computer service technicians.

## Occupations

Computer Technician  
Helpdesk Support Specialist  
Desktop Support Technician

## Program Length

10 Weeks / 121 Hours

Course Title	Lecture Hours	Lab Hours	CBT Hours	Total Hours
IT101 – A+ Essentials	15	15	35	65
IT102 – A+ Practical Application	10	16	30	59
<b>Total Hours</b>	25	31	65	121

## Business Office Applications Specialist

### Objective

This course is designed for beginners as well as seasoned Microsoft Office Users to teach essential skills needed to advance one's career and pass the Microsoft Certified Applications Specialist certification tests. This comprehensive course will cover Windows Vista, Word, Excel, Outlook, Power Point, and Access.

### Occupations

- Administrative Assistant
- Office Manager
- Front Desk Professional
- Billing Assistant
- Executive Assistant

### Program Length

38 Weeks  
318 Hours

BA101 - Windows 7 for Business	10	15	25	50
BA102 - Microsoft Word	18	32	50	100
BA103 - Microsoft Excel	18	32	50	100
BA104 - Microsoft Outlook	14	28	39	81
BA105 - Microsoft Access	18	32	50	100
BA106 - Microsoft PowerPoint	14	28	39	81
<b>Total Hours</b>	92	167	153	318

## **COURSE DESCRIPTIONS**

### **IT101 Computer Training Essentials**

**Prerequisite: None**

The IT101 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and basic networking. The exams also cover domains such as security, safety and environmental issues, and communication and professionalism. Topics include:

- Personal computer components
- Laptops and portable devices
- Operating systems
- Printers and scanners
- Networks
- Security
- Safety and environmental issues
- Communication and professionalism

### **IT102 I.T. Technician**

**Prerequisite: IT101**

The IT102 Course validates the ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance, and basic networking. The exams also cover domains such as security, safety and environmental issues, and communication and professionalism. Topics include:

- Personal computer components
- Laptops and portable devices
- Operating systems
- Printers and scanners
- Networks
- Security
- Safety and environmental issues
- Communication and professionalism

### **IT103 Microsoft Technical Associate – Networking Fundamentals**

**Prerequisite: IT101 and IT102**

The IT103 Course validates the ability to understand network theory, topology, hardware, and protocols for both wired and wireless networking. Topics include:

- Understanding Local Area Networking
- Defining Networks with OSI Model
- Understanding Wired and Wireless Networks
- Understanding Internet Protocol
- Implementing TCP/IP in the Command Line
- Working with Networking Services
- Understanding Wide Area Networks
- Defining Network Infrastructures and Network Security.

## **IT104 Microsoft Technical Associate – Security Fundamentals**

### **Prerequisite: IT103**

The IT104 Course validates the ability to understand Security Theory and the methods and mechanisms used to uphold security on networks. Topics include:

- Understanding Security Layers
- Authentication, Authorization, and Accounting
- Understanding Security Policies
- Understanding Network Security
- Protecting the Server and Client

## **IT105 Installing, Configuring and Administering Windows 7**

### **Prerequisite: IT104**

The IT105 Course validates the ability to perform tasks such as implementing, administering, and troubleshooting information systems that incorporate Microsoft Windows 7. Topics include:

- Installing Windows 7
- Implementing and Conducting Administration of Resources
- Implementing, Managing, Monitoring, and Troubleshooting Hardware Devices and Drivers
- Monitoring and Optimizing System Performance and Reliability
- Configuring and Troubleshooting the Desktop Environment
- Implementing, Managing, and Troubleshooting Network Protocols and Services
- Configuring, Managing, and Troubleshooting Security

## **IT106 Microsoft Technical Associate – Server Administration**

### **Prerequisite: IT106**

The IT106 Course validates the ability to perform basic and routine tasks associated with administering Windows Server 2008. Topics include:

- Server Overview
- Managing Windows Server 2008 R2
- Managing Storage, Monitoring
- Troubleshooting Servers
- Essential Services
- File and Print Services
- Popular Windows Network Services
- Applications

## **IT107 Microsoft Windows Server Active Directory**

### **Prerequisite: IT06**

The IT107 Course validates the ability to perform tasks such as planning, implementing, and maintaining a Windows Server 2008 Active Directory infrastructure. Topics include:

- Overview of Active Directory Domain Services

- Active Directory Administration
- Security Planning and Administrative Delegation
- Configuring Name Resolution and Additional Services
- Implementing Active Directory
- Working with Active Directory Sites
- Global Catalog and Flexible Single Master Operations (FSMO) Roles
- Introduction to Group Policy
- Configuring the User and Computer Environment Using Group Policy
- Performing Software Installation with Group Policy
- Planning a Group Policy Management and Implementation Strategy
- Configuring Active Directory Certificate Services
- Active Directory Maintenance
- Troubleshooting and Disaster Recovery

### **IT108 Microsoft Server Network Infrastructure**

#### **Prerequisite: IT107**

The IT108 Course validates the ability to perform tasks such as planning and maintaining a Windows Server 2008 network infrastructure. Topics include:

- Introduction to Networking Concepts
- Installing Microsoft Windows Server 2008
- Configuring and Managing the DHCP Server Role
- Configuring and Managing the DNS Server Role
- Configuring Routing and Remote Access (RRAS) and Wireless Networking
- Securing Data Transmission and Authentication
- Maintaining Network Health
- Configuring File Services
- Configuring Print Services
- Maintaining Windows Server 2008 File Services
- Maintaining and Updating Windows Server 2008

### **IT109 Microsoft Certified I.T. Professional – Systems Administrator**

#### **Prerequisite: IT08**

The IT109 Course validates the ability to perform the duties of a Server Administrator on Windows Server 2008. Topics include:

- Planning Server Deployments
- Planning Infrastructure Services
- Planning File and Print Services
- Planning Application Services
- Planning Storage Solutions
- Planning Server and Network Security
- Planning an Active Directory Deployment
- Securing Infrastructure Services
- Planning for High Availability
- Managing Servers
- Monitoring Servers

- Backing Up

### **IT110 Microsoft Server Application Configuration**

**Prerequisite: IT109**

The IT110 Course validates the ability to configure a Windows Server 2008 Applications Infrastructure. Topics include:

- Deploying an Application Server
- Deploying a File Server
- Using the File Services Role
- Using Highly Available Technologies
- Deploying Print and Fax Servers
- Using Network Application Services
- Using Terminal Services
- Configuring Terminal Services
- Configuring Terminal Services Clients
- Using the Terminal Service Gateway
- Deploying IIS Services
- Securing IIS Services
- Deploying Web Applications

### **IT111 Microsoft Certified I.T. Professional – Enterprise Administrator**

**Prerequisite: IT110**

The IT111 Course validates the ability to perform the duties of an Enterprise Administrator on Windows Server 2008. Topics include:

- Naming and Addressing
- Deploying Applications
- Planning for Network Access
- Designing an Active Directory Hierarchy
- Building an Active Directory Topology
- Securing Infrastructure Services
- Planning for Migration and Interoperability
- Planning a Branch Office Deployment
- Deploying Software Updates
- Selecting Data Management Solution
- Virtualizing Applications and Servers
- Ensuring Business Continuity

### **BA101 Windows 7 for Business**

**Prerequisite: None**

The following topic areas are covered in this course.

- Protecting Your Computer
- Managing Mobile and Remote Computing
- Managing Software, Disks, and Devices

- Managing Files and Folders
- Customizing Your Windows Vista Experience

### **BA102 Microsoft Word**

**Prerequisite: None**

The following topic areas are covered in this course.

- • Creating and customizing documents
- • Formatting content
- • Working with visual content
- • Organizing content
- • Reviewing documents
- • Sharing and securing content

### **BA103 Microsoft Excel**

**Prerequisite: BA102**

The following topic areas are covered in this course.

- • Creating and manipulating data
- • Formatting data and content
- • Creating and modifying formulas
- • Presenting data visually
- • Collaborating on and securing data

### **BA104 Microsoft Outlook**

**Prerequisite: BA103**

The following topic areas are covered in this course.

- • Managing Messaging
- • Managing Scheduling
- • Managing Tasks
- • Managing Contacts and Personal Contact Information
- • Organizing Information

### **BA105 Microsoft PowerPoint**

**Prerequisite: BA104**

The following areas are covered in this course.

- • Creating and Formatting Presentations
- • Creating and Formatting Slide Content
- • Working with Visual Content
- • Collaborating on and Delivering Presentations

### **BA106 Microsoft Access**

**Prerequisite: BA105**

The following topic areas are covered in this course.

- • Structuring a Database
- • Creating and Formatting Database Elements

- • Entering and Modifying Data
- • Creating and Modifying Queries
- • Managing and Maintaining Databases

## **ACADEMIC POLICIES**

### **INDIVIDUALIZED TRAINING PLAN AGREEMENT**

Every student will meet with his/her primary instructor on the first day of training for orientation and to complete and sign his/her Training Plan Agreement. The purpose of the Training Plan Agreement is to set up a training schedule that meets the minimum attendance requirements, inform the student of completion dates, attendance requirements, tracking/performance Policy, and ensure that the student receives the course materials and information needed to be successful in his/her program of study.

### **ATTENDANCE**

Due to the flexible nature of the Computer Training Academy Program, attendance at the networking lab will vary from student to student. Upon enrollment, all students must meet with their instructor to develop their individualized training plan and to fill out the Training Plan Agreement. The attendance policy is based on hours per week required on campus and hours per week required using the Interactive Computer Based Training and Simulation Software (CBT) and will be monitored by the instructor through the automated log in system, attendance reports and weekly progress reports. All students are required to log in and log out on the automated system located in the front lobby to monitor in-school attendance. To maintain satisfactory attendance, the student must follow the outlined training agreement and meet minimum weekly attendance requirements. If a student does not meet the minimum requirements the student may be required to make up assignments and or lab time.

Excessive absence and failure to meet minimum requirements may lead to probation or withdrawal from the school. There are no policies governing tardiness at Computer Training Academy; however, showing up on time for scheduled lab sessions is required and demonstrates the professionalism required in the field. A student who has failed to attend class for three (3) consecutive weeks will be withdrawn. If the student is a veteran utilizing VA benefits, the VA will be notified immediately.

Every student is required to complete a minimum of 18 hours a week of combined Lab, Lecture, and Theory.

Lecture on-campus = 2 Lectures (approximately 3 hours)

Lab on-campus = 5 hours

Theory (CBT) / Simulated Labs off-campus = 10 hours

Every student is required to meet with his/her primary instructor every other week and a minimum of once a week to have the Student Progress Checklist signed off and to turn in weekly progress reports.

Every student is required to attend two live or previously recorded lectures per week. Every student is required to sign in and out upon arrival at and departure from the facility.

All student questions and lessons submitted electronically Sunday through Monday will receive a response within 24 hours, and questions or lessons submitted electronically on Saturday will receive a response in 48 hours.

## **STUDENT ACADEMIC PROGRESS AND GRADING**

Every student will receive a Lab notebook upon enrollment. Included in every notebook is the Student Progress Checklist, Syllabus, and Lesson Plan for the course the student is enrolled in.

All students will be tracked through the course using the Student Progress Checklist provided in the Lab Notebook and the submission of Progress Reports printed out from the CBT by the instructor. Each course is divided up into Modules and Sections, with a quiz for each section and a test for each module. These quizzes and tests are delivered by the instructor and are graded pass/fail. For a student to successfully complete a section and/or module, he/she must pass the section and/or module test. The goal of Computer Training Academy is to prepare the student for industry certification. Successfully completing the quizzes and tests is a good determination of the ability of the student to pass the industry certification exam and is a qualitative measure of academic progress. To have an instructor sign off on the appropriate box on the Student Progress Checklist, the student must successfully complete the corresponding quiz and/or test. Industry certification exams will be scheduled only after the student has successfully completed the section quizzes and module tests and passed an oral exam delivered by his/her primary instructor. Upon successful completion of all of the section quizzes and module tests for the course, the student will receive a certificate of completion for that course and will be scheduled to take the industry certification exam for that course. At any time a student may meet with his/her primary instructor to discuss his/her academic progress.

All section quizzes, module tests, and certification tests are administered by the instructor on a pass/fail basis. To achieve a pass, the student will be required to answer a minimum of 86% of the questions correctly. The student will be allowed to retake the quiz or test as needed; however, the student will not see the exact same test twice. Computer Training Academy has developed a battery of thousands of test questions, thus eliminating the ability for a student to memorize test questions and not benefit from the educational process.

Every student must meet with his/her primary instructor once every two weeks to review the Student Progress Checklist and discuss the student's progress.

If a student does not attain a passing score, he/she will receive a testing report that will clarify the blocks that he/she is weak in. The student will then review those blocks, take practice tests to verify mastery of the concepts, and then retake the certification exam. If a student fails to pass a certification exam by the fourth try, the student will be withdrawn. If the student is a veteran utilizing VA benefits, the VA will be notified immediately.

Failure to meet with the primary instructor for 8 consecutive weeks will result in probation and possibly withdrawal. If the student is a veteran utilizing VA benefits, the VA will be notified immediately.

### **Grading Policy**

<u>Grade</u>	<u>Definition</u>
P: Pass	Has satisfactorily met all minimum course requirements.
F: Fail	Has not satisfactorily met all minimum course requirements.

### **LEAVE OF ABSENCE**

We realize emergencies occur and we understand the impact these emergencies can have on a student's ability to learn. In cases of serious illness, death in the family, or any other emergency

circumstances, a student may request a leave of absence in writing. This request must be submitted to the Director for approval. Requests for a leave of absence (LOA) will be considered on an individual basis and must be approved by the Director.

A leave of absence cannot exceed 90 days. One 60-day extension may be granted due to extenuating circumstances if the request is put in writing and provided to the Director. If the leave of absence exceeds 90 days and the Director has not received and approved an extension request, the last day a class was attended shall be considered as the date for calculating refunds.

## **GRADUATION REQUIREMENTS**

Students of Computer Training Academy that meet the following requirements will receive a certificate of completion for their program of study:

1. Pass all modules and module final exams with an 86% or better
2. Pass industry certification exams associated with each module
3. Meet the minimum attendance requirement of 18 hours per week

Computer Training Academy does not have a cumulative final test or examination required for the completion of any of the programs.

## **WITHDRAWAL FROM PROGRAM**

A student shall be withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class for three (3) consecutive weeks.
- The student fails to return from a leave of absence.

## **CONDUCT REQUIREMENTS**

Students are expected to dress and act in a businesslike manner while on campus. Students will need to keep voice levels to a minimum in the study groups and lab areas. At the discretion of the school administration, a student may be placed on probation, suspended or dismissed from school for not following school regulations or for displaying unprofessional behavior.

Computer Training Academy will not tolerate any form of sexual harassment; intoxication or drugged state of behavior; possession of weapons on school premises; behavior creating a safety hazard to the persons at school; disobedient or disrespectful behavior to another student, an administrator, or facility member; or failure to conform to student requirements.

If a student believes that he/she has encountered one of the conduct violations, he or she is asked to report the event to an instructor, staff or management member of the school. An investigation of such report will be conducted and appropriate action taken based on facts obtained.

## APPEAL PROCESS (NON ACADEMIC)

Students who feel they have been unjustly placed on probation, suspension or terminated from a program for non-academic reasons have the right to appeal the decision. This appeal must be in writing to the Director. In the request, the student must state the reason(s) for the appeal. The Director will review all appeals. Appeals must be submitted within three (3) days of the start of probation, suspension or termination. A written response will be provided within ten (10) days of receipt of the appeal. All appeal decisions are final. Students who fail to meet satisfactory academic progress standards and want to file an appeal should follow the policy on Page 18 of this catalog.

## REINSTATEMENT

Students who wish to request reinstatement may provide a letter to the Director. The letter should describe the reason for withdrawal and any changes in circumstances that will allow the student to successfully complete the enrollment if granted reinstatement.

A written response will be provided within ten (10) days of receipt of the reinstatement request. All reinstatement decisions are final.

## SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory academic progress refers to the minimum academic standards that students must maintain. The satisfactory academic progress standards include a Qualitative requirement or Grade (Cumulative Grade Point Average {CGPA}), and a Quantitative requirement or Pace (program completion rate). The Maximum Time Frame in which to complete the program is 150% of the length of the program.

Satisfactory academic progress standards apply to all students regardless of enrollment status, program, or financial aid eligibility. Satisfactory academic progress standards are cumulative for all periods of enrollment.

### Evaluation Periods

There are two evaluation periods for each program. The first evaluation period covers the first half of the program, while the second evaluation period covers the second half of the program. Evaluations are done after a student attends the requisite clock hours in each evaluation period.

Program	1 <sup>st</sup> Evaluation Period	2 <sup>nd</sup> Evaluation Period
Information Technology Systems Engineer	1 – 358.5 (Evaluated at 358.5 Hours)	358.6 – 717 (Evaluated at 717 Hours)
Information Technology System Administrator	1 – 234 (Evaluated at 234 Hours)	235 – 468 (Evaluated at 468 Hours)
Information Technology Computer Technician	1 – 60.5 (Evaluated at 60.5 Hours)	60.6 – 121 (Evaluated at 121 Hours)
Business Office Applications Specialist	1 – 159 (Evaluated at 159 Hours)	160 – 318 (Evaluated at 318 Hours)

### **Qualitative Requirement or Grade**

The Cumulative Grade Point Average (CGPA) measures the quality of a student's coursework. Students are graded on a Pass/Fail basis, with 86% necessary to pass. A student must have a Cumulative Grade Point Average (CGPA) of at least 86% to be making satisfactory academic progress.

### **Quantitative Requirement or Pace**

Pace measures a student's progress in completing the program within the Maximum Time Frame. Pace is calculated by dividing the number of clock hours attended by the number of clock hours offered/scheduled, which is the student's attendance percentage. A student must have cumulative attendance of 70% at the end of each evaluation period.

### **Maximum Time Frame**

A student who successfully completes only the minimum pace percentage as outlined above will be enrolled beyond the normal program length.

A student must complete his/her program within 150% of the normal program length. Time spent on leave of absence or withdrawn is not used in this calculation. A leave of absence will extend the student's completion date and maximum time frame.

Maximum time frame is measured in clock hours offered/scheduled and expressed in weeks. For example, if the program is 717 clock hours in length, the Maximum Time Frame is 1076 hours (717 X 150%). This means a student cannot be offered or scheduled for more than 1076 clock hours of coursework to earn the 717 clock hours needed to complete the program.

Program	Weeks in Program	Maximum Timeframe	
		Clock Hours	Weeks
Information Technology Systems Engineer	51	1076	76.5
Information Technology System Administrator	45	702	67.5
Information Technology Computer Technician	10	181.5	15
Business Office Applications Specialist	38	477	57

The Maximum Time Frame for a transfer student is adjusted based on the number of clock hours the student needs to complete the program. Transfer hours will be subtracted from the normal program length, with the new program length multiplied by 150% to determine the Maximum Time Frame for completing the program. For example, if the program is normally 717 clock hours, and the student transfers in 200 hours, he/she needs to complete only 517 clock hours to complete the program. The Maximum Time Frame is 776 clock hours (517 X 150%) expressed in weeks (517 total hours / 18 hours per week = 43 weeks).

### **Probation**

Students who fail to meet minimum requirements for attendance or academic progress at the evaluation point will be deemed ineligible for Title IV funding for the next payment period. Students

may appeal this decision. See “Appeal” for additional instructions. Additionally, only students who have the ability to complete their program within the maximum timeframe would be eligible for Probation.

### **Appeals**

If a student is determined to not be making satisfactory academic progress at the evaluation point and therein denied eligibility for Title IV funding, the student may appeal the determination within ten calendar days. The student must submit a written appeal to the school on the designated form describing why he/she failed to meet satisfactory academic progress standards. This information should include what has changed about the student’s situation that will allow him/her to achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed and a decision will be made and reported to the student in writing within 30 calendar days. The appeal and decision documents will be retained in the student file. If the student prevails upon appeal, the student will be placed on probation for the current payment period and federal financial aid will be reinstated, if applicable.

### **Dismissal**

A student who fails to meet the conditions of his/her Academic Plan will be dismissed. Only under mitigating circumstances will the Director allow the student to remain in school.

A student who is dismissed for satisfactory academic progress reasons, and fails to win his/her appeal, may apply to be readmitted after a wait period of no less than four weeks.

### **Loss of Federal Student Aid**

A student who fails to meet the satisfactory academic progress standards at the end of the Academic Probation with an Academic Plan period will lose eligibility for federal student aid. If permitted by the Director, the student may continue in school without federal student aid. The student must make satisfactory payment arrangements to continue in school.

A student who loses federal student aid for failing to meet satisfactory academic progress standards may appeal to the Financial Aid Office for reinstatement of aid. The student must have mitigating circumstances and submit a written appeal according to the schedule stated in the notification letter

### **Mitigating Circumstances**

Computer Training Academy understands that a student may encounter unusual or unexpected circumstances that may impact his/her satisfactory academic progress. A student who feels his/her lack of satisfactory academic progress is due to mitigating circumstances may appeal academic dismissal as outlined in his/her notification. The Director of Student Services may waive satisfactory academic progress standards for mitigating circumstances.

Mitigating circumstances include, but are not limited to, injury or illness, the death of a relative or other personal or family crisis, or other special circumstances outside the control of the student.

The student must submit a written request for a satisfactory academic progress review due to mitigating circumstances to the Director of Student Services according to the schedule stated in the notification letter. The written request must include the reason for not making satisfactory academic progress and what has changed that will allow the student to regain and maintain satisfactory progress. Documentation of special circumstances should be submitted along with the request. The request should demonstrate that these conditions had an adverse impact on the student’s satisfactory progress.

### **Repeating Coursework**

Students who do not receive a passing grade in a course will be required to review the blocks that they are weak in as determined by the testing report or complete make-up work as determined with their primary instructor. A make-up work plan is developed that may include meeting with an instructor and/or assignments. Students who do not complete the plan by the required date or successfully complete the course will be withdrawn from the program.

### **Incomplete Grades**

Due to the self-paced nature of the coursework, no incomplete grades are awarded. Students must complete all tests to earn a passing grade.

### **Withdrawals**

A student may not withdraw from an individual course and continue on with the program. The student must continue to review the educational materials in the course until he/she is able to successfully pass the course.

### **Non-credit/Remedial Coursework**

Computer Training Academy does not offer non-credit or remedial courses as part of its approved programs.

### **Changing Programs/Additional Credentials**

When a student changes programs or wants to enroll in another program to seek an additional credential, any courses applicable to the new program/credential must be included in the CGPA and Maximum Time Frame for the new program. The Maximum Time Frame will be adjusted for the new program/additional credential, just as it is for students who transfer in hours from another institution.

### **Financial Aid Ramifications**

A student may receive Federal Student Aid while enrolled and making satisfactory academic progress.

A student will be notified, in writing, if an unsatisfactory academic progress determination results in the loss of federal student aid eligibility. A student may have aid reinstated upon successful appeal of the loss of federal student aid.

In addition to making satisfactory academic progress, a student must successfully complete the hours, weeks, and coursework in the first half of the program (payment period) to receive the next disbursement of aid.

## **STUDENT SERVICES**

### **HOUSING**

Computer Training Academy does not assume responsibility for student housing, does not have dormitory facilities under its control, nor offers student housing assistance. According to rentals.com for Riverside, CA, rental properties start at approximately \$1,000 per month; for Temecula, CA, rental properties start at approximately \$750 per month.

### **LIBRARY**

Every student receives all of the texts (study guides and lab manuals) that he/she will need to complete the training. Both training facilities maintain all of the student's texts in hard and digital copy

in the instructor's main office. If a student forgets his/her text and needs to borrow one, he/she can check out either a hard or digital copy by turning in his/her student I.D., which is returned to the student when he/she checks the book back in. Both facilities have two computers that can be utilized for researching purposes and accessing viable websites for information. Library hours are Monday through Thursday 9:00 a.m. to 8:00 p.m., Friday 9:00 a.m. to 1:00 p.m., and Saturday 9:00 a.m. to 5:00 p.m.

## **ADVISING SERVICES**

Computer Training Academy offers career advising to prospective students on information technology careers and academic advising to enrolled students on a weekly basis. Enrolled students can seek referrals to outside agencies by meeting with the Director of Student Services.

## **CAREER PLACEMENT ASSISTANCE**

Students do not have wait until they are completely done with the training to start career placement assistance. Students who are passing the certification tests as they go through the program are career ready at approximately the halfway point.

The Career Services Department will assist students in applying for positions that match the student's industry qualifications. Contacts are maintained with local and national companies, and interviews will be coordinated for graduates who follow the Computer Training Academy Career Assistance Program.

The Computer Training Academy Career Service objective is to work in partnership with all qualified students who successfully complete their program.

One-on-One Consultations	Career Goals	Interviewing Techniques
Career Coaching	Resume Preparation	Long-Term Commitment
Dress & Behavioral Methods	Research	Self-Marketing
Career Planning	Mock Interviews	Lead Generation
Placement Assistance	Headhunter Assistance	Outside Placement Agencies

Computer Training Academy does not and cannot promise or guarantee either employment or level of income or wage rate to any Student or Graduate.

## **SUGGESTION AND GRIEVANCE POLICY**

Students are encouraged to bring all suggestions and concerns to their instructor. The instructor will attempt to resolve any concerns or advise the student to discuss the situation with the appropriate staff member.

If the instructor is unable to resolve the concern(s), the student should make an appointment to talk to the Director and provide a written statement of the concern(s) at the time of the meeting. The statement must state the issue and desired outcome, and should include any documentation that supports the concern. The Director will review the written statement and any supporting documentation, gather facts, and provide a written response to the student within ten (10) working days. The Director's decision is final.

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

## **ADMINISTRATIVE POLICIES**

### **STUDENT RECORDS**

Student records are confidential and secured at the main campus in Riverside, CA. The school maintains student records for not less than five (5) years from the student's last day of attendance. Transcripts are maintained permanently.

Students have a right to request access to review their educational records. A written request for review must be provided to the Director or Director of Student Services, who will set an appointment with the student to review his/her records.

Students who request that educational records be disclosed to other parties must provide a written release indicating which records and to whom the information is to be disclosed for each instance the request is made. Should the student be under an educational contract that requires reporting of educational information, it shall be done in accordance to the contract.

Students requesting official transcripts should submit their request in writing to the Director or Director of Student Services. Transcripts will be sent within 21 days.

### **HOLIDAY SCHEDULE**

Computer Training Academy will be closed in recognition of the following holidays:

- January 1st
- Presidents Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving and the day after
- December 25<sup>th</sup>

## **TUITION AND FEES**

### **PROGRAM COST**

Information Technology Systems Engineer	\$100.00	\$6.50	\$9,861.00	\$1,000.00	\$700.00	\$1,800.00	\$13,467.50
Information Technology Systems Administrator	\$100.00	\$5.50	\$8,466.00	\$700.00	\$700.00	\$1,500.00	\$11,471.50
Information Technology Computer Technician	\$100.00	\$2.00	\$2,195.00	\$100.00	\$700.00	\$1,200.00	\$4,297.00
Business Office Applications Specialist	\$100.00	\$4.50	\$6,466.00	\$625.00	\$700.00	\$1,000.00	\$8,895.50

\*\$.50 for every \$1,000 rounded to the nearest \$1,000.

\*\*Non-Refundable upon removal from original packaging.

\*\*\*For the period of attendance and entire program.

## **ADDITIONAL COSTS**

**Transcripts:** Students receive one official transcript upon graduation at no charge. Thereafter the official transcript is \$26.00 for the first request and \$2.00 each for the following requests. Unofficial copies are provided at no charge.

**Returned Check Fee:** \$15.00

## **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 who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
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 an educational program 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, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other cost.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. There was 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 without a social security number or a taxpayer identification number.

## **FINANCIAL ASSISTANCE**

Computer Training Academy participates in federal financial aid programs and private student loan programs. Flexible tuition payment options are also available. Payment plans will be discussed and agreed upon during the enrollment process.

## REFUND POLICY

### **Student's Right To Cancel**

1. You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the seventh calendar day after enrollment, whichever is later. After the end of the cancellation period, you also have the right to stop school at any time; and you have the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance.
2. Cancellation may occur when the student provides a written notice of cancellation at the following address: Computer Training Academy, 1285 Columbia Avenue, Riverside, CA 92507. This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.
5. If the Enrollment Agreement is cancelled, the school will refund the student any money he/she paid, less a registration or administration fee not to exceed \$100.00; except for VA students for whom it will not exceed \$10.00, and less any deduction for equipment not returned in good condition, within 45 days after the notice of cancellation is received.

### **Withdrawal From The Program**

You may withdraw from the school at any time after the cancellation period (described above) and receive a pro rata refund if you have completed 60 percent or less of the scheduled days in the current payment period in your program through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$100.00; except for VA students for whom it will not exceed \$10.00, and less any deduction for equipment not returned in good condition, within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

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

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.
- The student has failed to attend class for three (3) consecutive weeks.
- The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. For the purpose of determining when the refund must be paid, the student shall be deemed to have withdrawn at the end of three (3) consecutive weeks. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For programs beyond the current “payment period,” if you withdraw prior to the next payment period, all charges collected for the next period will be refunded. If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. Any amount of the refund in excess of the unpaid balance of the loan shall be first used to repay any student financial aid programs from which the student received benefits, in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

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

## **RETURN OF FEDERAL STUDENT AID POLICY**

A student should contact the Director of Student Services to officially withdraw. The school encourages the student to withdraw in person, but accepts written or verbal notification.

If a student withdraws or is dismissed from Computer Training Academy, the school and/or the student may be required to return a portion of the federal student aid received. The last date of attendance at an academically-related activity is used to calculate the amount of any federal student aid that must be returned.

The amount of federal student aid a student has earned at the time of withdrawal is equal to the percentage of the period of enrollment completed. The percentage of the period of enrollment completed is determined by dividing the number of hours the student was scheduled to complete in the period of enrollment, as of the last date of attendance, by the total number of clock hours in the period of enrollment.

If the number of hours scheduled to complete in the period of enrollment, as of the last date of attendance, is greater than 60% of the clock hours in the period of enrollment, the student has earned 100% of the federal student aid, and no return is due. If the number of clock hours scheduled to complete in the period of enrollment is less than 60% of the clock hours in the period of enrollment, a return of federal student aid may be necessary. The amount of federal student aid to be returned is calculated by subtracting the amount of earned federal student aid from the total amount of federal student aid received.

The student is required to return any unearned federal student aid less the amount returned by Computer Training Academy. If a student needs to return loan funds, the funds are repaid as required by the normal loan repayment terms. If the student is required to return federal grant aid, Computer Training Academy will notify the student of the repayment amount within thirty days of determining the student withdrew. If the student fails to return the grant aid as instructed, the student is considered to be in overpayment and thus ineligible for any additional federal student aid at any school until that amount is repaid to the U.S. Department of Education or satisfactory repayment arrangements are agreed to by the student and the U.S. Department of Education. Computer Training Academy will report overpayments to the U.S. Department of Education for collection if the student does not return the funds to the school within 45 days of notification.

Computer Training Academy returns unearned federal student aid within 45 calendar days of the date the school becomes aware the student is no longer enrolled.

Federal student aid funds are returned in the following order: 1) Unsubsidized Stafford Loan; 2) Subsidized Stafford Loan; 3) PLUS Loan; 4) Federal Pell Grant; 5) Federal Supplemental Educational Opportunity Grant (FSEOG); 6) Other federal student aid programs.

If a student has earned more federal student aid than has been posted to his/her account, the student may be entitled to a post withdrawal disbursement of federal student aid. The post withdrawal disbursement is first used by the school to pay outstanding charges; any remaining amount is offered to the student or parent borrower.

Computer Training Academy will send the borrower a written notice of any loan funds returned to the lender as a result of the withdrawal calculation. A student borrower who fails to attend in-person exit counseling prior to or at the time of withdrawal will be mailed loan counseling materials.

The Return of Federal Student Aid Policy applies only to the federal student aid programs. Assistance received from other aid programs will be returned to those programs in accordance with the funding source's refund policies.

The Return of Federal Student Aid calculation is performed to determine the amount of federal student aid that must be returned to the U.S. Department of Education. It is not used to calculate the amount of tuition and fees a student owes the school upon withdrawal. A separate refund policy is provided to assist students in determining the amount of tuition and other charges owed Computer Training Academy.

Computer Training Academy will send an invoice to withdrawn students if a balance is owed the school. Any balance due will be calculated by determining earned charges using the institutional refund policy, and then subtracting the amount of earned aid as determined using the return to federal student aid policy.

Additional information on the return of federal student aid funds calculation procedures and requirements, including examples, may be obtained by contacting the Financial Aid Office.

## **FINANCIAL ASSISTANCE**

CTA participates in several Federal Student Aid programs as a service to its students. Federal Student Aid is provided by the U.S. Department of Education. For specific information about the Federal Student Aid programs offered at CTA, contact the Financial Aid Office. For general information about Federal Student Aid visit [www.studentaid.gov](http://www.studentaid.gov). CTA participates in the following Federal Student Aid Programs.

### **Federal Pell Grant**

- The Federal Pell Grant does not need to be repaid.
- The maximum award for 2012-13 is \$5,550. The maximum award for 2013-2014 is \$4,645.
- Recipients must be undergraduates without a bachelor's or higher degree.

### **Iraq and Afghanistan Service Grant**

- The Iraq and Afghanistan Service Grant does not need to be repaid, except in cases of early withdrawal from the program. Based on the Return of Title IV calculation, there may be a Pell Grant that the student has not earned.
- The grant is intended for undergraduate students who are not Pell-eligible; whose parent or guardian died as a result of military service in Iraq or Afghanistan after 9/11; and who, at the

time of the parent's or guardian's death, were less than 24 years old or were enrolled at least part-time at an institution of higher education.

- The maximum award for 2013-2014 is \$4,645.

#### **William D. Ford Direct Subsidized Stafford Loan**

- The Subsidized Stafford Loan must be repaid to the U. S. Department of Education with interest.
- Students must demonstrate financial need to receive a subsidized loan.
- The U.S. Department of Education will pay the interest on (subsidize) the loan while the student is enrolled in school, and during periods of deferment.
- The maximum loan is \$3,500 for first year students who attend a full academic year. The loan amount is prorated if student is enrolled for less than a full academic year.
- Recipients must be undergraduates.
- The interest rate is 3.86% for the 2013-2014 award year, and may change for the 2014-2015 award year beginning July 1, 2014.

#### **William D. Ford Direct Unsubsidized Stafford Loan**

- The Unsubsidized Stafford Loan must be repaid to the U. S. Department of Education with interest.
- Students do not need to demonstrate financial need to receive an unsubsidized loan.
- The student borrower is responsible for paying all interest on the loan.
- The maximum loan is \$2,000 for dependent students who attend a full academic year. The loan amount is prorated if student is enrolled for less than a full academic year.
- The maximum loan is \$6,000 for independent students who attend a full academic year. The loan amount is prorated if student is enrolled for less than a full academic year.
- Recipients must be undergraduates.
- The interest rate is 3.86% for the 2013-2014 award year, and may change for the 2014-2015 award year beginning July 1, 2014.

#### **William D. Ford Direct Parent Loan for Undergraduate Students (PLUS Loan)**

- The PLUS Loan must be repaid to the U. S. Department of Education with interest.
- A parent may borrow a PLUS loan on behalf of the dependent student. Independent undergraduate students are not eligible for a PLUS Loan.
- Financial need is not required to receive a PLUS Loan.
- To qualify for a PLUS loan, parent borrowers must not have an adverse credit history, as defined by the U.S. Department of Education.
- The maximum loan is calculated by subtracting all other aid received from the cost of attendance.
- The interest rate is 6.41% for the 2013-2014 award year, and may change for the 2014-2015 award year beginning July 1, 2014.

#### **General Eligibility Requirements**

Applicants must:

- Demonstrate financial need for the Pell Grant, Iraq and Afghanistan Service Grant, and William D. Ford Direct Subsidized Stafford Loan.
- Be enrolled at least half time to receive a Stafford or PLUS loan.
- Be a U.S. citizen or eligible non-citizen.
- Have a high school diploma, GED, an equivalent academic credential or have successfully completed a high school education in a homeschool setting approved under state law.

- Have a valid social security number.
- Be enrolled or accepted for enrollment as a **regular student** leading to a degree or certificate in an **eligible program**.
- Be registered with Selective Service, if required.
- Make satisfactory academic progress toward program completion.
- Not be in default or in an overpayment status on previously received Federal Student Aid.
- Not be convicted for the possession or sale of illegal drugs for an offense that occurred while receiving federal student aid. Applicant will be ineligible for a period of time based on the type and number of convictions.

### **Applying for Federal Student Aid**

The first step in applying for Federal Student Aid is to complete the Free Application for Federal Student Aid (FAFSA). The easiest way to complete the FAFSA is via the Internet at [www.fafsa.gov](http://www.fafsa.gov). You and your parent will need to electronically sign FAFSA on the Web (FOTW) using a Personal Identification Number (PIN). You will be offered the option of getting one in real time when you fill out the online FAFSA. You can also apply for a PIN in advance at [www.pin.ed.gov](http://www.pin.ed.gov).

The FAFSA is the only application needed for the Federal Pell Grant and Iraq and Afghanistan Service Grant. To receive a Stafford Loan, the student borrower must complete a Master Promissory Note (MPN), promising to repay the loan amount borrowed plus interest, in addition to completing the FAFSA. Parent PLUS borrowers must complete a Federal Direct PLUS Loan Request for Supplemental Information and the Master Promissory Note. Students and parents can complete the loan application process at [www.studentloans.ed.gov](http://www.studentloans.ed.gov) by selecting the correct option. The student and parent must use a PIN to sign the MPN and PLUS Request for Supplemental Information forms.

If you need assistance, contact the Financial Aid Office.

### **Awarding Federal Student Aid**

CTA will calculate your grant and loan eligibility. The amount of grant and loan funds you receive will depend on your application (FAFSA) data and your eligibility for each Federal Student Aid program. Based on your eligibility and program requirements, CTA will award Federal Student Aid in the following order: Pell Grant, Iraq and Afghanistan Service Grant, Subsidized Stafford Loan, Unsubsidized Stafford Loan, and then PLUS Loan, if eligible. Students have the right to accept, decline, or modify aid awards as long as federal requirements for each aid program are followed. Students who meet the eligibility requirements of each Federal Student Aid program will be awarded funds as allowed/requested. CTA initially awards aid to cover the cost of institutional charges. Students may borrow additional funds, if eligible, to pay non-institutional expenses included in the cost of attendance budget calculated for each student.

Students enrolled in a program of less than one academic year (900 clock hours earned over a period of at least 26 weeks) will not receive the maximum awards amount stated earlier. Funds will be prorated based on the length of the program.

### **Paying Federal Student Aid Funds**

CTA will disburse Federal Student Aid funds in compliance with all applicable federal laws, regulations, and guidance. All Federal Student Aid must be disbursed in two installments, one payment for each half of the program. The first disbursement of Federal Pell Grant and PLUS Loan will be paid during the first week of school. The first disbursement of Stafford Loans will be paid after the student has attended 30 calendar days. The second disbursement of all Federal Student Aid is

paid at the midpoint of the program as long as the student is meeting satisfactory academic progress requirements and has successfully completed the coursework in the first half of the program.

CTA receives Federal Student Aid funds via electronic funds transfer from the U.S. Department of Education. Funds are posted to student accounts. Loan borrowers will receive notification when loan funds are posted to the student's account. Borrowers have the right to cancel any loan disbursement within thirty days of notification.

### **Verification**

The U.S. Department of Education selects a sample of student FAFSAs for a process it calls verification. When selected for verification, the student is required to provide additional documentation and information to the Financial Aid Office to verify (confirm) the accuracy of the data reported on the FAFSA. The Financial Aid Office will notify an applicant if his/her FAFSA has been selected for verification and what documents must be submitted to the Financial Aid Office. To expedite the verification of tax return information reported on the FAFSA, students and parents are encouraged to use the IRS Data Retrieval process, available when completing the FAFSA or making corrections to the FAFSA.

### **Loan Counseling**

Student borrowers of Stafford Loans are required to complete entrance counseling and exit counseling. Entrance counseling must be completed before the first disbursement can be made. Exit counseling for graduates must be done shortly before completing the program. Loan counseling is required to give borrowers the information they need to minimize the amount of loans borrowed, to understand the terms of the loan(s), to manage their loan debt, to prepare for repaying their loans, and to seek assistance because of unemployment, returning to school, health or any other reason that might make repaying their student loans unmanageable for a brief period of time. In general, student borrowers can complete entrance and exit counseling at [www.studentloans.gov](http://www.studentloans.gov). PLUS borrowers are not required to complete entrance or exit loan counseling.

### **Borrower Rights and Responsibilities**

If a student receives a loan to pay for the educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

For a complete list of loan rights and responsibilities, read the Borrower's Rights and Responsibilities Statement that accompanies the Master Promissory Note for additional information about the terms and conditions of the loans you receive.

## **MANAGEMENT, ADMINISTRATION AND FACULTY – FULL-TIME**

Mike Bostock, Director  
Eric Bostock, Director of Student Services  
Julie Bostock, Office / Account Manager  
McKinzie Utley, Financial Aid Officer  
Stephonie Richter, Administrative Assistant

### **Faculty:**

*Note: Faculty experience stated is in the subject matter currently taught:*

Trent Emmich, Director of Education/Senior Instructor – Microsoft Certified Trainer  
Certifications – CompTIA A+, MCP, MCSA, MCSE, CCNA, MCDBA, Security+, MOS, MCDST, MCAD, MCSA, MTA, MCTS, MCITP  
Six years of Information Technology experience - Full-time

Phil Abod, Senior Instructor/Supervisor – Microsoft Certified Trainer  
Industry Certifications – CompTIA A+, MCP, MCDST, MCSA, MCSE, Security+, Network+, MOS, MTA, MCTS, MCITP  
Eight years of Information Technology experience - Full-time

Robert Duben, Senior Instructor  
Industry Certifications - CompTIA A+, MCP, MCSA, MCSE, MCITP Security+, Network+, MTA, MOS  
Associate's Degree, Information Technology/Computer Electronics – Palomar College  
Seventeen years of Information Technology experience – Full-time

Donald Eberhart, Senior Instructor  
Industry Certifications – CompTIA A+, MCP, MOS, MTA, MCTS, MCSA, MCITP  
Three years of Information Technology experience - Full-time

Jonathan Hohenberger, Senior Instructor – Microsoft Certified Trainer  
Industry Certifications – CompTIA A+, MCP, MCSA, MCSE, MOS, MTA, MCTS, MCITP  
Six years of Information Technology experience - Full-time

Dwayne Edwards, Senior Instructor  
Industry Certifications - CompTIA A+, MTA, MCTS, MCSA, MCSE  
Bachelors Degree – Wichita State University  
Three years of Information Technology experience - Full-time

Greg Gutierrez, Senior Instructor  
Industry Certifications - CompTIA A+, MCP, MCSA, Network+, MTA, MCITP  
Bachelor's Degree, Information Technology/Security – ITT Tech  
Five years of Information Technology experience – Full-time

Vanessa Payne, Associate Instructor  
Industry Certifications – MOS, CompTIA A+, MCP, MCSA, MCSE, Security+, Network+  
Three years of Business Office Applications and Information Technology experience - Full-time

Teresa Mantegna, Senior Instructor  
Industry Certifications - MOS  
Three years of Business Office Applications experience - Full-time

## **FACULTY – PART-TIME**

John Bryant, Associate Instructor  
Industry Certifications - CompTIA A+, MCP, MCSA, MCSE, Security+, Network+, MTA, MCTS  
Associate in Science Degree, Information Technology – ITT Tech  
Eight years of Information Technology experience - Part-time

David Brown, Associate Instructor  
Industry Certifications - CompTIA A+, MTA, MCTS, MCITP, MCSA  
Three years of Information Technology experience - Part-time

Justin Arnold, Associate Instructor  
Industry Certifications - CompTIA A+, MCP, MCSA, Network+  
Three years of Information Technology experience - Part-time

Mike Nadih, Associate Instructor  
Industry Certifications - CompTIA A+, MCP, MCSA, Network+  
Three years of Information Technology experience - Part-time

James Hall, Associate Instructor  
Industry Certifications - CompTIA A+, MCP, MCSA, Network+  
Three years of Information Technology experience - Part-time

Brandon Haskins, Associate Instructor  
Industry Certifications - CompTIA A+, MCP, MCSA, Network+  
Three years of Information Technology experience - Part-time

## **CONSUMER PROTECTION AND INFORMATION**

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

Any questions a student may have regarding this enrollment agreement 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](http://www.bppe.ca.gov), toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

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.

## **CAMPUS SECURITY**

CTA is committed to assisting all members of the CTA community in providing for their own safety and security. The annual campus security report is available from the Director of Student Services.

Computer Training Academy distributes its campus security report, including policies, procedures, and crime statistics, to its students and staff on an annual basis in July.

The campus security policy contains information regarding campus security and personal safety including topics such as crime prevention, fire safety, enforcement authority, crime reporting policies, disciplinary procedures, and other matters of importance related to security and safety on campus. They also contain information about crime statistics for the three previous calendar years concerning reported crimes that occurred on campus; in certain off-campus buildings or property owned or controlled by CTA; and on public property within, or immediately adjacent to and accessible from the campus.

## **DRUG & ALCOHOL ABUSE PREVENTION POLICY**

The Computer Training Academy prohibits students from the unlawful manufacture, distribution, dispensation, possession, sale or use of a controlled substance or alcohol, or being under the influence of the same while at the institution or while attending or participating in school related activities on or off school grounds.

Computer Training Academy distributes its Drug & Alcohol Abuse Prevention Policy, including policies and procedures, to its students and staff on an annual basis in July. In addition, CTA offers an annual drug-free awareness program to all students and staff. Students should contact the Director of Student Services for a copy of the policy.

The following information is included in the policy: information on preventing drug and alcohol abuse; standards of conduct; federal, state, and local legal sanctions; available counseling and treatment programs; and a description of health risks associated with the use of illicit drugs and alcohol.

CTA provides every student, upon enrollment, a separate, clear, and conspicuous written notice with information on the penalties associated with drug-related offenses, including the loss of federal student aid funds.