

# ***JBASS & Associates***

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## **Technical and Business Vocational School Catalog**

*January 1, 2013 to December 31, 2013*



**Starling Building**



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# **JBASS & Associates School Catalog**

## **Approval Disclosure Statement**

JBASS & Associates has been approved to operate by the Bureau for Private Postsecondary Education pursuant to California Education Code §94718.

Our School Code number is 4901211. The reapproval date is June 1, 2013.

1. The Bureau's approval means that the bureau has determined and certified that our institution and its operation meets minimum standards established by the bureau for integrity, financial stability, and educational quality, including the offering of bona fide instruction by qualified faculty and the appropriate assessment of the student's achievement prior to, during, and at the end of its program. This school's reapproval to operate has not been reviewed by BPPE for the June 1, 2013 reapproval date and the process of reapproval is in progress.

Institutional approval must be re-approved every three years and is subject to continuing review.

As a private vocational school our objective for you is to become competitive for employment in any of the programs we offer in which you are enrolled and do complete including:

- **Computer Operator**
- **Computer Information System Security Professional**
- **Customer Service Representative**
- **Information Systems Project Manager**
- **Administrative Assistant**
- **On-Line Small Business Administrator**

## **Welcome to JBASS & Associates**

We are happy to help you explore career ideas and plan a training program to meet your employment goals. Our staff is eager to talk with you about the many employment options available to you upon completion of training with us.

“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.”

### **Mission statement:**

*We are educators who champion the pursuit of right work for our students and job-seeking clients. We are committed to coaching, guiding, teaching, and mentoring our students toward their work goals. We are dedicated to staying on the leading edge of technology to develop the most timely and effective curriculum possible. We are inspired to glean the very best ideas, concepts, and skills from the massive pool of today’s knowledge. We promise to deliver that which we know and think and observe and believe in the most dynamic ways we can. We offer ourselves for a journey with **you**.*

### ***Disclaimer Statement***

To access the approved list of schools please visit the BPPE website at [www.bppe.ca.gov](http://www.bppe.ca.gov).

We are required to inform consumers of the information contained in this statement: Prospective students are encouraged to visit the physical facilities of the school and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements. This school currently does not internally process government grants to pay for portions of tuition and fees. At this time, JBASS & Associates does not offer any instruction in any language other than English.

“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).”

Prices are subject to change. No purchase and/or rental of computer equipment are required for enrollment in JBASS & Associates programs; therefore, the cost of purchase and/or rental of computer equipment are not included in the tuition fee for JBASS & Associates programs. Instruction takes place in our Sebastopol facility with an occupancy level accommodating 6 students at one time.

California statute requires that a student who successfully completes a course of study be awarded an appropriate certificate verifying the fact.

Students seeking to resolve problems or complaints about training services should first contact the instructor in charge of that instruction. Requests for further action need to be directed to Anne Elizabeth Pierce, director of JBASS & Associates.

“Any question 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](http://www.bppe.ca.gov), toll free telephone number (888) 370-7589 or by fax (916)263-1897.”

All information in the content of this school catalog is current and correct and is so certified by Anne Elizabeth Pierce, Director.

Signed,

Anne Elizabeth Pierce, Director

## A. Official Statement

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

This catalog covers the courses at JBASS & Associates from August 1, 2012 to June 1, 2013.

## B. Introduction

Anne Elizabeth Pierce founded JBASS & ASSOCIATES in 1983. The school campus was established in 1991 in Rohnert Park, Sonoma County. The school was first granted its license by the California BPPVE in 1995. It is located in Sebastopol at 130 Petaluma Ave., Suite 2E off HWY 12 at Hewitt Street and Petaluma Ave intersection in the award winning "Starling Building".

JBASS is an acronym and represents the names of Anne's children and grandchildren: Jennifer, Ben, Anne, Scott, Stephanie, Jesses, Jaime, R Joseph, Shaun and Samantha.

## C. Philosophy

JBASS and Associates has remained one of the leaders in computer training in the North Bay for over seventeen years because of our enthusiasm for information technology and our commitment to education. Acquisition of employable skills is the learning and teaching goal for our students. The teaching style at JBASS & Associates is positive and focuses on using the latest computer equipment and software. We believe in using a combination of teaching methods to accommodate individual learning modalities including traditional lecture and seminar presentations, workshops, hands-on experiential learning and self-paced learning by objectives. We incorporate teamwork among students whenever possible.

We are focused on employable results as we present relevant information and guide skill development in our students.

## D. Governing Body

Anne Elizabeth Pierce is the sole owner of JBASS and Associates.

## E. Facilities

JBASS & Associates is located in the city of Sebastopol, Sonoma County at 130 Petaluma Ave., Suite 2E and is conveniently located in an easily accessible downtown area close to restaurants and public transportation. The classroom occupies 200 sq. ft. of space. There are 6 workstations with internet access. A full compliment of resources are provided including printers, scanners, media peripherals and relevant reference library of text books and CDS plus access to the internet for relevant research with Google Scholar, WEBopedia, Microsoft Learn, GCFlearnfree.org, industry practice test programs, samples of resumes and employer contacts and job descriptions, etc.

The classroom provides a comfortable atmosphere that includes central heating and air conditioning, fully carpeted floors, there is nearby dining, lodging, and transportation. Parking is ample and free within walking distance.

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

## F. Schedule

JBASS & Associates holds computer and business classes Monday through Thursday from 9am to 4pm and by appointment. Evening and weekend classes are offered as well. (Please contact Anne Pierce /Director for information) The school recognizes legal holidays and informs students when classes and holiday schedules vary.

- A usual fulltime day schedule is for example:Monday, Tuesday 9am to 4pm for a 14 hours week.
- A Part time with required home study schedule is Monday through Thursday, 10 hours of scheduled study time.

## G. Enrollment Policy

Some classes are in continuous session throughout the year. Some classes are scheduled on specific dates. Depending on the choices of classes, a student may begin a course of instruction on an open enrollment basis. Maximum enrollment is limited to 6 students in the classroom at any given time. **There is no procedure for the award of credit for prior learning experiential learning and no provisions for appeal for all charges that a student may be required to pay.**

## H. Admission requirements

Students qualify for enrollment by presenting documentation of proof of High School :diploma or GED or an official transcript from a postsecondary education institute verifying C or better grades for at least 6 units. The documents must be in English. For ATB students this school currently does not offer testing therefore Ability to Benefit or ATB testing must be independently administered and can not

be administered at this school. Additionally a student must be evaluated favorably through an interview by the school director to determine the likely success of the student. This school does not offer provision for students whose primary language is not English.

#### I. Orientation

It is recommended that a new student attend an orientation prior to the first day of class. In this meeting a new student is introduced to the school's policies and procedures. The student will have the opportunity to tour the facilities and meet with the instructors and staff.

#### J. Attendance Policy

Absence - Absence will be considered excused under the following circumstances: illness, death or birth in the immediate family, and other valid reasons substantiated in writing, and at the discretion of the school director. All other absences will be considered unexcused. Hours missed due to excused absences may be made up by agreement with the director of the school.

PROBATION: A student who has missed more than 25% of his/her scheduled classes in a 30 day period can be placed on academic probation. At the instructor's discretion, a student on attendance probation may be required to do extra assignments to cover missed material prior to receiving a final grade in the class. Make up work may be required for any absence. The probationary period will extend for a period of 30 days and not more than two terms of probation will be permitted for each enrolled student.

Tardiness - Tardiness is a disruption of a good learning environment and is to be discouraged.

Leave of Absence - Written requests for leave of absence will be considered, and such leave may be granted to students at the discretion of the school director. An excused leave of absence may not exceed 60 calendar days at a time. A student who is absent for more than three weeks needs to be on an approved leave of absence or can be dismissed.

Interruption of training program: Student initiated Interruptions are honored by approval of the director for periods not to exceed 6 months each with no more than two interruptions.

Students are expected to attend classes as scheduled as they would be expected to be present themselves for work.

#### K. Progress and Grading System

Grades are given when there is formal testing. Participation and completion of assignments will receive a pass status and credits calculated as 20 hours =1 credit.

The school's grading system for formal testing for a class is:

1. Excellent	90-100	4.0
2. Above Average	80-89	3.0
3. Average	70-79	2.0
4. Below Average	60-69	1.0
5. Unsatisfactory	59-or below	

Grade average required for certifying completion of a course is a minimum average passing grade of 70 percent of total possible credits. All students are required to complete the classes listed in their individual program plan while maintaining a cumulative 2.0 grade point average. When progress is measured below 2.0 and/or 70% the student will be put on academic probation for a period of 30 days within which time the student will be required to increase the average grade to 70% minimum. No more than two probationary periods are allowed within a 6 month period. Otherwise the training program will be terminated by the director of the school. Re-enrollment is possible with the consent of the director and any third party sponsor that may be involved.

#### L. Dress Code

Students are expected to maintain proper personal hygiene and wear appropriate clothing and footwear while attending class.

#### M. Conduct

The standards of conduct for JBASS & Associates are patterned after those that prevail in business and industry. Students must observe class regulations, follow directions given by their instructor, and conduct themselves in a responsible manner. Conduct that disrupts the learning environment of any individual will not be tolerated and will be brought to the attention of the individual for resolution. Students who conduct themselves in a way that is found to be offensive or detrimental to the individual, community, the school, or other students can be dismissed.

#### N. Student Records

All grades in academic classes are recorded in the student's academic file. The information in student files is confidential. Students may review the information kept in their file at any time by receiving permission from the director. JBASS & Associates requires a signed release if the student wants the information released to anyone other than appropriate governmental, funding, or counseling agencies.

Students are reminded that state law requires this educational institution to maintain school and student records for at least a five-year period and in duplicate. Transcripts are kept indefinitely.

#### O. Counseling

The director of the school is available to advise students concerning their academic progress. JBASS & Associates refers students to outside agencies when the student requests assistance for non-academic purposes. JBASS & Associates maintains an "Open Door" policy. This means that anytime you have a

problem -- whether it is personal, academic, or a complaint concerning the school -- you can feel welcome to talk with the director, Anne Pierce. Anne's door is always open to you.

JBASS & Associates staff is informed of drug abuse/recovery programs and various human services available in the community that are available to all students and staff. Many of these resources are found on the Internet.

#### P. Complaint /Grievance Student Rights Procedure

From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration.

When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students & staff to communicate any problems that arise directly to the individual(s) involved. If the problem cannot be resolved in this manner, the Director of the School should be contacted. Often, the informal procedure of "discussing" the difference will resolve the problem.

"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)."

#### Q. Equal Opportunity Policy

JBASS & Associates has adopted the policy that students are admitted, trained, and referred for employment without regard to race, color, creed, sex, age, national origin, or physical/mental ability.

JBASS & Associates is obligated by the provisions of the Civil Rights Act of 1964, as amended, and pertinent regulations of the Equal Employment Opportunity Commission Executive Order 11246; as amended, pertinent regulations of the Office of Federal Contract Compliance of the Department of Labor, and high education guidelines and regulations of Office of Civil Rights of the Department of Health, Education and Welfare pertinent to the Executive Order; Section 503 and 504 of the Rehabilitation Act of 1973 and pertinent regulations issued by the Departments of Labor and Health, Education and Welfare; Section 2010 of the Vietnam Era Veterans' Readjustment Assistance Act of 1974; Title IX of the Education Amendments of 1972 and pertinent regulations of the Department of Health, Education and Welfare; the Equal Pay Act of 1963, as amended; and pertinent regulations of the Wage and Hour Division, Department of Labor, to operate in a non-discriminatory manner.

## R. Placement Assistance

JBASS & Associates offers no guarantee of job placement. However, we act as an informal job developer by being a part of the job search network for each student. We are an active employment services recruiter in the community and offer employment services at large and through our web site. Our resources are available to our graduates.

We address the requests of our students who are current job seekers and students who are nearing the completion of a training program. A sample of topics includes: resume preparation/editing, cover letter writing, interview techniques, appropriate dress, and how to find job openings.

Students are kept apprised of local job fairs and conferences that can help them connect with employers.

Alumni are invited on an on-going basis to give short talks about their experience as past job seekers and now as experienced workers. Our graduates are encouraged to network with our current student body. We regularly call and e-mail those who are within our referral base of employed and employers to be aware of openings and changes in skills needed for employment.

We participate as a school in community activities such as school fairs, workers compensation oriented conferences, EDD activities and Chamber of Commerce activities to stay a vital member of the business and employment services community.

We arrange tours from time to time of local employer facilities for our students.

Students are taught how to use and are encouraged to use Internet employment sites to list their qualifications with recruiters and employers. Our labs are completely connected with full access to the Internet for our students. We maintain an e-mail address for our students when they need a location. Our office equipment is available for use to support the job search process. We are a vocational school and as such are committed to ensuring the successful employment of our graduates.

## S. Graduation Requirements

A Certificate of Completion is awarded to the student who completes a minimum of 70% of their course requirements. When formal testing is involved, a passing score of 70 percent is required. Other proof of skill is measured by completion of hands-on projects, which demonstrate within a range of basic to advanced skill of operation of the particular computer software application or procedure.

All students are required to complete the classes listed in their individual program while maintaining a cumulative 2.0 grade point average. Testing out for a class or classes and substituting a class for another is permitted when approved by the director. Credit for previous training can be given with appropriate documentation and demonstration of skill and or knowledge or employer's statement of skill performance.

## T. Tuition

It is the policy of the school that all tuition and fees are due and payable within thirty days of the first day of attendance. Students and/or paying parties must make other payment arrangements in advance with school officials.

### **Policy for payment of program charges:**

For each and all of the training programs offered there are several ways to make payment: In any of the ways, a letter of agreement will be produced and signed by a school official and the student. When a program's length is more than four months, the training charges are pro-rated into not more than 4 month segments of payments at a time and this does not apply to third party payers such as Injured workers supplemental benefit training vouchers who do pay entirely upfront for programs that are longer than four months..

- a. Pay in full upon enrollment with cash, check or credit card payment ( JBASS & Associates has a merchant account that accepts Master Card, VISA, or American Express
- b. Make payments on a monthly basis or other regular payment schedule that is agreed upon. This kind of payment would be paying as the student goes for services rendered.
- c. Pay upfront but on a phase 1, 2, 3 basis dividing the full charges by the number of phases that are agreed upon.
- d. When a family member other than the student is paying the training charges, an agreement may be made with the other payer.
- e. It is at the student's option to delay making payment in full for tuition and fees including any funds received through institutional loans until after the student has been accepted and enrolled and the date of the first class session is disclosed on the enrollment agreement.

Tuition is as follows:: \$400 per 20-hour week, add materials

#### Examples of cost:

**Computer Operator – 100** HOURS, 5 credits – 4 to 6 weeks \$2000.00 tuition, add approximately \$100 for materials cost.

**Customer Service Representative - 200** HOURS, 10 credits - 6 to 8weeks \$4000.00 tuition, add approximately \$250.00 in materials cost.

**Administrative Assistant - 250** HOURS, 12.5 credits - 10 to 12 weeks \$5000.00 tuition, add approximately \$250.00 in materials cost.

**Small Business Administrator - 300** HOURS, 15 credits - 12 to 16 weeks

\$6000.00 tuition, add approximately \$400.00 in materials cost and include cost of a personal computer system ( \$1000 approximate cost)

**Information Systems Project Manager - 300** HOURS, 15 credits - 12 to 16 weeks \$6000.00 tuition, add approximately \$400 in materials cost and include cost of a personal computer system ( \$1000 approximate cost).

**Computer Information System Security Professional - 300 HOURS**, 15 credits  
- 12 to 16 weeks \$ 6000.00 tuition, add approximately \$400 in materials cost and include cost of a personal computer system ( \$1000 approximate cost)

## **T. STUDENT TUITION RECOVERY FUND**

The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California Resident, who attends a private post secondary institution, from losing money if you prepaid tuition and suffered a financial loss as a result of the school: closing; failing to live up to its enrollment agreement; or, refusing to pay a court judgment.

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

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

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

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total 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:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-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.

1. To be eligible, you must be a "California resident" and reside in California at the

time the enrollment is signed or when you receive lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas are not considered a "California resident". Refer to your catalog for details.

2. To be eligible your total charges are NOT being paid by any third party payer such as an employer, a government program, or other payer unless you have a separate agreement to repay the third party.

#### **U. Refund Provisions/Cancellation of Agreement**

You have the right to cancel the Agreement for a course of instruction, including any equipment such as books, materials and supplies or any other goods related to the instruction offered in the Agreement, until midnight of the date that is one business day for every ten days of scheduled program length, rounded up for any fractional increments thereof, to a maximum of 50 days of instruction, when you would have a cancellation period of midnight of the fifth business day from which you attended your first class. Business day means a day on which you were scheduled to attend a class session. Cancellation shall occur when you give written notice of cancellation at the address of the Institution. You can do this by mail, hand delivery, or telegram. The written notice of cancellations, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you are no longer wish to be bound by the Agreement. You will be given two notices of cancellation forms during your orientation; however, you can use any written notice. If the Institution has given you any equipment, including books or other materials, you need to return it to the Institution within 30 days following the date of your notice of cancellation. If you fail to return this equipment, including books, or other materials, in good condition within the 30 day period, the Institution can 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.

If you cancel the Agreement, the Institution will refund any unused tuition money that you paid, less any deduction for equipment not timely returned in good condition, within 30 days after your notice of cancellations is received. ( end of part that is not in force at this time: 3-30-09)

You have the right to withdraw from a course of instruction at any time. If you withdraw from the course of instruction after the period allowed for cancellation of the Agreement, the school will remit a refund less a registration fee, if applicable, not to exceed \$75.00 within 30 days following your withdrawal. You are obligated to pay only for educational services rendered and for unreturned equipment.

To determine the refund you would deduct a registration fee not to exceed seventy-five dollars (\$75) from the total tuition charge. You would divide this figure by the number of hours in the program. The quotient is the hourly charge for the program. The amount owed by the student for purposes of calculating a refund is derived by multiplying the hours attended by the hourly charge for instruction, plus

the registration fee and the documented cost of any equipment or books unreturned. It is the policy of the institution to pay the refund to any third party payers upon agreement of the refund amount.

IF THE AMOUNT THAT YOU HAVE PAID IS MORE THAN THE AMOUNT THAT YOU OWED FOR THE TIME YOU ATTENDED, THEN A REFUND WILL BE MADE WITHIN 30 DAYS OF WITHDRAWAL. IF THE AMOUNT THAT YOU OWE IS MORE THAN THE AMOUNT YOU HAVE ALREADY PAID, THEN YOU WILL HAVE TO MAKE ARRANGEMENTS TO PAY IT.

Hypothetical Refund Example:

Assume that a student, upon enrollment in a 400 hour course, pays \$2,000 for tuition, \$75.00 for registration, and \$150.00 documented cost to the institution for equipment as specified in the Enrollment Agreement and withdraws after completing 100 hours without returning the equipment he/she obtained. The pro rate refund to the student would be \$1,500.00 based on the calculation stated below. If the student returned the equipment in good condition within 30 days following his/her withdrawal, the institution shall refund the charge for the equipment paid by the student.

**EXAMPLE:**

Tuition plus registration	\$2,075.00
Less Registration fee	(75.00)
Total for calculation	\$2,000.00
\$2,000 divided by 400 hours = \$5.00 per hour	
Quotient: 100 hours completed x \$5.00 hour = \$500.00 tuition charge.	

Add Registration Fee \$75.00  
Documented cost of books unreturned \$150.00,  
Plus tuition \$500.00, total charges of attending school \$725.00, deducted from total paid of \$2,225.00. Refund due \$1,500.00.

For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:

- a. You notify the school of your withdrawal or the actual date of withdrawal.
- b. The institution terminates your enrollment.
- c. You fail to attend classes for a three-week period. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

**Student Loan statement:** “If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund and that 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.”

**State and Federal financial aid programs:** This school does not participate in state or federal financial aid programs.

**Any Financial aid:** This school does not offer any form of financial aid.

**Student housing:** No provisions for housing are provided.

**Admission policies:** This institution has not entered into an articulation or transfer of units or credits agreement with any other institution.

**Ability to Benefit Students:** JBASS & Associates does not have a policy for “ability to benefit” or offer ABT testing at this school.

**Transferability of credits earned** at this institution is completely at the discretion of the institution to which you wish to transfer credits. There is no agreement or obligation on any other institutions part to accept any credits or learning from this school.

**V.** Faculty on a fulltime basis are listed here. We also have an adjunct faculty that consists of contract teachers and professionals for specific courses and presentations.

**Anne Elizabeth Pierce, B.A., M.A. Director/Instructor**

Ms. Pierce holds a Bachelor of Arts BA Liberal Arts Global Studies degree from Sonoma State University and Associates of Arts degree, Child Development from Santa Rosa Junior College and a Masters of Psychology in Depth Psychology SSU 2010-2014. She is a Career Counselor and Life Skills Coach.

Ms. Pierce is an instructor and administrator at local private institutions, 1984 -1991. She holds a community college lifetime credential since 1981. She has 30 years of teaching and school administrative experience. She has owned and operated JBASS & Associates since 1983. She established this school campus in 1991.

Anne is a published poet and writes human-interest stories and professional journal articles. She is grandmother to five children with whom she participates as school volunteer and family outing enthusiast. She is a recipient of the United States Presidential Honorary Service/PTA award for outstanding service to youth. She is a past president and honorary service member of the National Parents Teachers Association. Anne currently participates with the Sonoma County Time Bank. She is a charter member of the Kiwanis Club of Cotati Rohnert Park.

# **Computer Operator – certificate**

Basic computer literacy added to transferable skill sets can lead to improved employability and improved information management. The objective of this training program is to acquire foundational tools upon which to build .

**CORE SERIES:** 100 HOURS - 4 weeks \$2000.00 tuition, add approximately \$150.00 in materials cost.

## **COMP 1**

### **Computer Operator Basics**

**Includes self paced style presentation of the following:**

**Microsoft Windows Basic Operation:**

An introductory course for the novice or new user of the Windows environment. Includes an overview of the Windows software program.

**Hardware Consumer:**

An overview of the selection process for purchasing a home computer; identifying and describing the function of the basic hardware components of a microcomputer system.

**Network Basic Operation:**

A hands-on introduction to the basics of operating a computer in a network environment.

**Browser Basics:**

Covers the use of Internet browsers as a tool to view and acquire information from the Internet.

**Keyboarding:**

An introduction to use of a tutorial program to begin to learn keyboarding techniques.

**E-mail:** – Setup account and process e-mail.

**Overview of Microsoft Office:** – Common tasks performed by office software are discussed followed by an on-line exploration.

***To receive a certificate of completion: Each student is required to have credit/ pass from the instructor in every subject listed and be able to demonstrate introductory to basic skill performance in each skill/subject.***

## **Customer Service Representative - certificate**

### **Sales and Support**

For sales, product or services support, dispatching, general office clerk - 200 HOURS - 6 to 8 weeks \$4000.00 tuition, add approximately \$250.00 in materials cost.

**Includes seminar style presentation of the following:**

**Microsoft Windows Basic Operation:**

An introductory course for the novice or new user of the Windows environment. Includes an overview of the Windows software program.

**Hardware Consumer:**

An overview of the selection process for purchasing a home computer; identifying and describing the function of the basic hardware components of a microcomputer system.

**Network Basic Operation:**

A hands-on introduction to the basics of operating a computer in a network environment.

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Covers the use of Internet browsers as a tool to view and acquire information from the Internet.

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An introduction to use of a tutorial program to begin to learn keyboarding techniques.

**E-mail:** – Setup account and process e-mail.

**Core classes:**

<b>Description</b>	<b>Hours</b>
	50
Computers in the workplace	
Microsoft Office 20XX LAB	100
What's New with MS Office 2007	50
Total hours	200

***To receive a certificate of completion: Each student is required to have a 70% over all grades and/or credit pass in every class demonstrating basic skill performance in each class or subject.***

## **Administrative Assistant - certificate**

For General Business Office or Medical Office Technologies

250 HOURS - 10 to 12 weeks \$5,000.00 tuition, add approximately \$250.00 in materials cost.

### **Core classes:**

<b>code</b>	<b>Description</b>	<b>Hours</b>
COMP 1	Computers in the workplace	25
COMP 2	Microsoft Office 20XX LAB	75
BUS 10	What's New with MS Office 2007	50
BUS 1,2	Advanced Microsoft Office with Medical billing/database	50
BUS 4/6	Desktop Publishing – Publisher/ Power Point	25
BUS 6	Bookkeeping software – QuickBooks	25
	Total hours	250

***To receive a certificate of completion: Each student is required to have a 70% over all grades and/or credit pass in every class demonstrating basic skill performance in each class or subject.***

# **Computer Information Systems Security Professional**

***For:***

***Microsoft Certified Professional***

***Microsoft Certified System Administrator /Engineer***

***Casino network tech and slot tech***

***IT Support***

***Network Administrator***

***Desktop Support***

This course is designed to prepare individuals for positions with businesses within the general business community that utilize computers extensively and therefore require technically skilled employees.

**Typical positions are:** IT Support, Desktop support, Trainer, Computer sales/service associates, computer training assistant, network administrator/assistant, PC support specialist, computer customer service representative, junior technical support technician, quality assurance technician, software support technician, technical product support of software products, help desk, computer field technician, administrative support technician, and technical sales representative.

**The work:** The Computer Information Systems Security Professional performs tasks that relate to the operation of the computer system, both stand-alone and network. Tasks include: installing and configuring desk top software and network systems, performing troubleshooting and resulting light repair or upgrades, file management, backups and restores, printer troubleshooting, and light repair, training of new or less skilled staff, attending training on new technologies and products, participating in equipment/software upgrade planning and purchasing, budgeting time and resources for the information system.

**Computer Information Systems and**  
**Security Professional**  
**certificate**

For industry certification test preparation : Microsoft, CISCO,  
Network Security, Hardware A++

300 HOURS - 12 to 16 weeks \$6000.00 tuition, add approximately \$400 for books and  
\$800 to \$1500 for a computer system ( you build or select)

**CLASSES**

COMP 1	Computers in the workplace	25
TECH 1	Hardware Technical	50
TECH 2	WINDOWS Technical	50
TECH 3	Network security	25
TECH 4	Networking Infrastructure	25
TECH 5	WINDOWS Network Server	50
TECH 2B	Network management	25
TECH 6	Industry test Preparation for MCP, CCNA, A+, network security	50
		300

***To receive a certificate of completion: Each student is required to have a 70% over all grades and/or credit pass in every class demonstrating basic skill performance in each class or subject.***

# **Information Systems Project Manager**

***For:***

***Project Manager, Knowledge Worker***

***Web Developer, Technology sales and event coordinator***

***WEB Monitor, Trainer – Project Team Leader***

***IT Support, Database Administrator***

This course is designed to prepare individuals for positions within businesses at large that incorporate information systems into their operations. Coursework addresses the hardware and technical requirements, as well as software used in a network/internet/intranet environment. Tools used to develop and maintain WEB sites are emphasized.

Job titles: WEB monitor, Project Manager, Team Leader, IT support, Technology sales and events coordinator, department supervisor, on-line power seller, business owner, outside sales, Technology Consultant, Web Master's Assistant, Web Site Administrator, WEB Master/Information Systems, Internet Technical Specialist, Marketing Specialist, Applications Specialist, Web Developer, On-line Business operator.

## **Information Systems Project Manager certificate**

For development of the business professional with advanced use of technologies for productivity and task efficiency

300 HOURS - 12 to 16 weeks \$6000.00 tuition, add approximately \$400 for books and \$800 to \$1500 for a computer system of your choice or build your own.

### **CLASSES**

COMP 1	Basic computer operations and Microsoft Office 20XX overview	25
TECH 1	Hardware Technical	50
TECH 2	WINDOWS XP PRO Technical	50
BUS	Advanced Microsoft Office 20XX	50
Electives	may be substituted to reach 300 hours	0
BUS	Project Management Database	50
WEB 3	Graphics for the WEB	25
WEB 4	Multi-media communications	50
	Total hours	300

# **Small Business Administrator certificate**

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***Home Office/Telecommuter***

***The Entrepreneur***

**On-Line WEB business**

**Knowledge Expert /Information Broker**

This course is designed to prepare the student for positions in a small entrepreneurial business or a division of a large company. Telecommuting all or part of the time utilizes remote communication and connectivity that are addressed in this training program. Typical positions are: department manager, administrative assistant, office manager, information director, human resources assistant, supervisor, business owner/operator, account executive or E-Business operator.

**The work:** Able to telecommute from a home office, the On-Line Business/ Small Business Administrator performs tasks that relate to the management and operation of a business/department/Web Site. A sample of tasks: creating budgets and reports, planning time lines and project management strategies, supervising personnel, interviewing, hiring, and evaluating personnel, creating marketing materials and publications, purchasing supplies, materials and services, conducting public relations activities, creating new approaches and ways to market and advertise, and perform accounting tasks; Perform research and compile reports form information accesses through the internet.

## **Small Business Administrator certificate**

300 hours - 12 to 16 weeks \$6000.00 tuition, add approximately \$400.00 for books and \$800 to \$1500 for a computer system of your choice or build your own.

### **Core classes:**

<b>Code</b>	<b>Description</b>	<b>hours</b>
COMP 1	Computers in the workplace	25
BUS 10	What's New with MS Office 2007	50
BUS 1,2	Microsoft Office 20XX: WORD, EXCEL	75
Elective classes, may be substituted to equal total hours		of 300
BUS 1A	Advanced Microsoft Office 20XX	50
BUS 4	Desktop Publishing: Publisher and Power Point	50
BUS 6/2	Bookkeeping with QuickBooks and Inventory with EXCEL	50
		300

## Class Descriptions

The following is a brief description of the classes offered at this school. Varying combinations of these classes may be added to any of the certificate study programs.

### **Subjects:**

**Learning style and cognitive mapping** Know your learning strengths and preferences to help you communicate what you need to teachers and employers.

**Basic Math review** for multiplication tables memorization, fractions, decimals, and word problems related to business administrator and technical support and customer support work.

Use on-line calculators

Use spreadsheet formulas

Use tables to calculate

Use hand held calculators

On-line tutorials for basic math

### **Basic Business writing**

Create a resume draft

Create a memo, thank you note; send by mail, by e-mail, by fax; use net meeting to ask questions in writing.

Materials: grammar tutorial

Use spell check in WORD

Use grammar check in WORD

*Basic language usage texts and references.*

*On-line coursework*

### **Preview Microsoft Office**

Lectures and discussion are in English along with Spanish speaking learning coaches who guide hands-on exercises and hold informal discussions.

**Job Retention Workshops:** Interactive small group sessions,

Use of Social Networks for self promotion, Teamwork skill building

Technical reading and note taking, Assertive learning, Active listening

Using adaptive learning devices: recorders, voice activated software, translating software, web sites in different languages, video, talking software.

Work Place values Clarification: Field trips and discussions, guest speakers from employment services, HR departments and, successful students.

### **Class Descriptions continued-**

The following descriptions are of classes that may be included in a specific program/course: Computer Operator, Administrative Assistant, Customer Service



A course presenting the basics of desktop publishing for form design and production of business publications. Microsoft Publisher or Advanced WORD; ADOBE PageMaker  
**lab practice for intermediate and advanced levels 25 to 50 hours**

**BUS 5** **Graphics for Publishing** **25 hours**  
A course presenting the basics of graphics design for form design and production of business publications and presentations. Microsoft Power Point ADOBE PHOTOSHOP,  
**lab practice for intermediate and advanced levels 30 to 60 hours**

**BUS 6** **Accounting Software** **25 hours**  
An introduction to computerized bookkeeping applying double-entry bookkeeping and check register methods for financial record keeping that meets standard bookkeeping accountability. Software choices: QuickBooks PRO Windows XP/VISTA

**BUS 7** **Construction Management** **50 hours**  
An overview of computerized accounting and management systems: General ledger, job costing, estimating, and project management specifically for use in the construction trades. INTUIT Quickbooks for Construction

**BUS 8** **Medical Office technologies** **100 hours**  
A complete study of computerized patient records and billing management systems. Specifically for use in medical office administration. Medisoft software. Includes self-paced medical terminology.

**Class Descriptions continued-**

**BUS 9** **Microsoft Project Manager** **50 hours**  
This class explores the application and imparts common uses of project management software: scheduling, printing specific forms, tracking items and time lines, graphing plans, etc.

**BUS 10** **Computers in the Workplace** **50 hours**  
This class describes how computer technology is utilized in the workplace and introduces various software programs to the student.  
Work tasks examples are given that reveal the common activity of the average businesses including on-line technologies and in house activities.

**KB I** **Keyboarding and Ten Key Basics** **50 hours**  
A computer keyboarding skills development course that develops touch typing skills for the keyboard and number pad (ten key). Includes keyboard review and hands-on skill development using a typing tutor software application. Software used: MAVIS Beacon

**KB II** **Keyboarding/Ten Key Speed/Accuracy** **20 hours**  
A practicum computer keyboarding and number pad skills development for speed \and accuracy beyond basic keyboard operations.  
Software used: MAVIS Beacon

**Technical Support skill development series:**

**TECH 1** **Hardware Technical** **50 hours**

A lecture and demonstration class identifying and describing component boards, settings, and installation procedures. Diagnostic software is demonstrated. Includes assembly and configuration lab

- TECH 2** **Windows XP PRO /Seven Technical** **50 hours**  
A class within which technical skills are developed in the Windows (Graphical User Interface/GUI) environment as it relates to software/hardware configuration and troubleshooting. Microsoft Windows XP Professional for the MCP 2003 track
- TECH 3** **Network Security +** **25 hours**  
A class that describes the various ways security can be applied to various network structures. The objective is a preparation to test for certification.
- TECH 4** **Networking Infrastructure Administration** **25 hours**  
A lecture course which presents an over view of networking topologies, techniques and definitions. This class leads to MCP/MCSE test preparation Microsoft Windows XP/2000 for the MCP 2003 track
- TECH 5** **Windows Network Server** **50 hours**  
Windows 2000 server installation, implementation and support for the network professional. This class leads to MCP/MCSE test preparation Microsoft Windows 2000 server for the MCSA 2003 track
- TECH 6** **Industry Test Preparation** **50 hours**  
A choice of seminars, each aimed at Microsoft Certified Professional / Microsoft Certified Systems Engineer (MCP/MCSE), CISCO CCNA, A+ hardware, Network Security +. Requires lab practice for each test preparation.
- TECH 7** **Network Management** **25 hours**  
Management techniques for MCSA track.

**Extended technical support skill development series:**

- IIS 2** **Telecommunications/Internet Hardware** **12 hours**  
An introduction to the technical connectivity of communication hardware (modems, routers, etc.) in a business environment. Including: DSL, RAS, VPN, NAT
- IIS 3** **Server Installation** **25 hours**  
A course, which prepares the student to install and configure an Internet server in a network environment for WWW and FTP management and security. Microsoft Internet Servers and LINUX
- IIS 4** **Server Administration** **25 hours**  
This will provide IT professionals the knowledge to install, configure, administer and troubleshoot Microsoft Exchange Server in single-site and multiple-site environments.

## **Real World learning series:**

<b>TRAIN I</b>	<b>Computer Training Techniques</b>	<b>100 hours</b>
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This is an elective class that usually follows completion of the technical classes for Computer Information System Professional or Internet Information Specialist training. The student participates in 10 hours of theory training and completes 90 hours of lab assistant practicum under the supervision of an instructor.

The objective of this training is to provide a basic foundation in training techniques to be applied in help desk, desktop support, or consulting environments. Techniques include: technical support of hardware and software, observation, assessment, lesson planning, progress evaluation and tracking. Texts and materials concerning learning styles are incorporated.

<b>Social Media/Networking Technologies</b>	<b>50 hours</b>
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An overview and establishing of several social network memberships to promote employment or business using the free network available through for example: Microsoft, FACE Book, ING, Google, Yahoo, UTUBE, MYSpace and more.

<b>INTERN</b>	<b>Internships/externship</b>	<b>100 hours</b>
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Practical experience in a working environment.

<b>INTERN</b>	<b>Software Configuration lab</b>	<b>100 hours</b>
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Practical hands on experience installing and configuring software.

<b>INTERN</b>	<b>Hardware Configuration lab</b>	<b>100 hours</b>
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Practical hands on experience assembling, configuring, testing hardware.

## **Database and Web site Development skill series**

<b>DATA 3</b>	<b>2XXX System Administration</b>	<b>25 hours</b>
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The 2003 Server Network Administration class introduces the architecture, including the underlying technical details. Included are hardware and software requirements and types of installations, and installation options. This includes: identifying the concepts, interfaces and fixed roles involved in performing backups, tools for transferring and transforming data, the tools for monitoring and maintaining 2003 Server.

## **Web Site Design/Development series:**

<b>WEB I</b>	<b>Web Page Design</b>	<b>25 hours</b>
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An introduction to the planning and development of web sites.

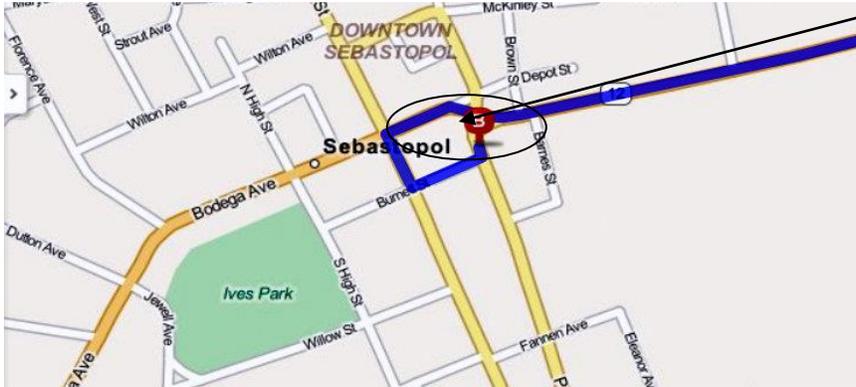
**WEB 2** **Web Page Editors** **50 hours**  
An class in web page design and implementation with layout of text, hypertext links, and graphics through the use of a variety of web page editors. ADOBE Dreamweaver, various alternatives: Microsoft, ING, Go Daddy, Google.

**WEB 3** **Graphics for the WEB** **25 hours**  
A class presenting the basic functions of a graphics software program used to create, draw, and assemble complex images for visual effect; includes an overview of the operation of a scanner and laser printer. Adobe Photoshop, InDesign, Illustrator, Flash

**WEB 4** **Multimedia Communications** **50 hours**  
This class will introduce the techniques for developing and implementing audio and video for the web. The various types of files and their uses will be studied and implemented into a ADOBEFlash web design.

**An Important Message from: Anne Pierce**  
**[jbassanne@yahoo.com](mailto:jbassanne@yahoo.com)**  
**JBASS & Associates 707-584-3488 [www.jbass-school.com](http://www.jbass-school.com)**

**Directions to our school**  
**707-584-3488**



130 Petaluma Ave Suite  
2E Sebastopol, CA 95472

Corner of Petaluma Ave  
and Burnett Street off S.  
Main Street



Take HWY 12 west to Sebastopol

As you enter Sebastopol and at the second traffic light notice the golden color building on Petaluma Ave on your left – Can't turn here, it is a One Way Street so proceed to the next traffic light - prepare to make a left turn at the next traffic light – turn left at S Main St onto HWY 116 E

Proceed one block and take a left onto Burnett St, notice Round Table and Hana Sushi on you left and turn into the public parking area on your right. The Starling Building is a golden color and is on the corner of Barnett St. and Petaluma Ave. We are in Suite E2 second floor.

OR from Rohnert Park/Cotati take HWY 116 west to Sebastopol, to Petaluma Ave ( one-way street just past McDonald's on your right) proceed 4 blocks approximately, see on your left a golden color three story building this is where we are located, take a left just before the building onto Burnett St. and an immediate right into the parking lot OR proceed on Burnett a little farther and turn left into a public parking area ( no fee)

**JBASS & Associates – Business and Technical School**  
**130 Petaluma Ave., Suite 2E Sebastopol, CA 95472**  
**707-584-3488 707-823-3731 Anne Pierce, Director**

Notes: