



Catalog

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Our Mission

Career Technical Institute's mission is to provide our students with the knowledge, hands-on practical experience and employment skills necessary for them to successfully compete in today's job market.

Background Information

Civil Rights Policy

Career Technical Institute admits students of any sex, religion, race, color, nationality and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school. It does not discriminate on the basis of sex, religion, race, color, disability, nationality or ethnic origin in administration of its educational policies, admissions policies and other school administered programs.

Accreditation

Career Technical Institute is accredited by the Council on Occupational Education.

Licensing

Career Technical Institute is a registered school operating under a license from the Washington, DC Education Licensure Commission.

Statement of Ownership

In 2002, Moses Rabi, President and CEO, acquired Career Blazers Learning Center and in 2007 the name was changed to Career Technical Institute, Inc., a DC Corporation located at 1101 Vermont Avenue, NW, Suite L002, Washington, DC 20005. Since acquisition, the school has grown from 80 to over 375 students. Mr. Rabi is responsible for the overall operations of the institution.

Facilities and Equipment

Career Technical Institute is conveniently located in a modern office building in the downtown business district and has access to public transportation. The classroom facilities contain up-to-

date computers and overhead projectors in each classroom. The facilities are accessible to physically-challenged students. The Media Center is available to students during class hours. Also, each student has access to the CareerTech e-Reference Library (24/7).

Educational Objective

Our educational objective is focused on preparing students who enroll in one of the comprehensive training programs for careers in office, health care, hospitality and information technology. This includes training for entry-level positions in any of several areas of the industry. The education is designed to provide students with skills that will enable them to work and steadily advance into more professionally and financially rewarding positions. In addition our objective is to provide short-term continuing education training to those individuals who do not want vocational training but simply wish to upgrade existing skills or learn new ones for personal development.

School Mission

Career Technical Institute's mission is to provide our students with the knowledge, hands-on practical experience, and employment skills necessary for them to successfully compete in today's job market.

Core Values

We treat our students as we would expect to be treated; they are our #1 priority.

We respect and value everyone's diverse thoughts and opinions.

We demonstrate professionalism and lead by example.

We are always in compliance with ALL REGULATIONS.

We are ethical. We do what is right. We are trusted.

We do what we say we will do and hold OURSELVES accountable for OUR commitments.

We put our policies and procedures in writing, communicate them to all employees before implementing them, and enforce them consistently.

We have fun and enjoy working with each other and with our students.

We collaborate, work together, and include others in our decisions and problem-solving.

We challenge the "norm" by thinking outside the box and taking intelligent risks.

Vision

Career Technical Institute is committed to providing training programs which deliver the maximum amount of training in the minimum amount of time. The focus of our programs is "hands-on" training with the hardware and software used in today's industry. Career Technical Institute stresses the development of skills and knowledge to industry standards so that upon graduation, employment in today's technologically advanced offices can become a reality.

Educational Methodology

CTI utilizes a unique training methodology (proficiency-based training) that incorporates various learning styles such as audio, visual, and kinesthetic. Students will participate in a combination of “Instructor Led” and “Multimedia Delivery” classes as they progress through their training program. This training methodology has proven to be the most effective for the adult learner. It includes learning new information in small components and applying the newly-learned concepts into an actual lab exercise. This methodology contributes not only to efficient and complete skill development, but to a high degree of retention of new skills and knowledge as well. Instructors work closely with students during this entire process and welcome any questions or feedback.

Classes are scheduled in 25, 22.5, or 15 hours per week. Due to CTI’s blended methodology, with the exception of the Medical Assistant program, students who must miss a scheduled session are able to pick up where they left off upon their return to school without missing any portion of their training.

Program Organization and Structure

CTI offers students training programs designed to provide the knowledge, hands-on practical experience and employment skills necessary for them to successfully compete in today’s job market. Students may enroll in one of CTI’s comprehensive training programs which consist of 18 to 90 quarter credit hours of training; or, they may enroll in one or more individual courses consisting of 15 to 150 clock hours. Scheduling for all of CTI’s programs is flexible, with both day and evening classes available. Formal reviews of progress for all programs will be completed at the conclusion of the scheduled midpoint of the program and at the scheduled completion date of the program. (A complete description of each program and individual courses offered by CTI may be reviewed on pages 29 - 76.)

- 1) **585-Hour and 630-Hour Programs:** CTI offers one intensive Help Desk Professional training program consisting of 585 clock hours of training and one 630-clock hour Hospitality program. Modules consist of 45 clock hours and 2.25 quarter credits. Morning, afternoon and evening students are scheduled to complete a module every two or three-weeks.

- 585-Hour Programs: 39 quarter credits
 - Help Desk Professional

Students complete training in either 26 or 39 weeks, depending on their schedule.

- 630-Hour Program: 37 quarter credits
 - Hospitality

Students can complete training in either 28 or 42 weeks, depending on their schedule.

- 2) **720-Hour Programs:** CTI offers four comprehensive (long-term) programs organized into 720 clock hours; one with 47 quarter credits, two with 36 quarter credits and one with 33 quarter credits:

- IT Professional (47 quarter credits)
- PC Specialist Plus – Generalist Specialization (36 quarter credits)
- PC Specialist Plus – Bookkeeping Specialization (36 quarter credits)
- Medical Office Administration (33 quarter credits)

These programs, two of which are 36 quarter credits are delivered in 16 modules, one with 33 quarter credits in length is delivered in 15 modules, and one with 47 quarter credits is delivered in 21 modules. Modules consist of 45 clock hours and 2.25 quarter credits. Morning, afternoon and evening students are scheduled to complete a module every two or three weeks. Students

can complete training in either 32 or 48 weeks, depending on their schedule. Students in the Medical Office Administration and IT Professional programs must complete an externship consisting of 135 clock hours.

3) 810-Hour Program: CTI offers one 810 clock hour program.

- Medical Assistant (58 quarter credits): The Medical Assistant program is primarily conducted in an instructor-led setting or hybrid setting and includes lab sessions in which students apply the theories and principles learned during lectures in order to acquire the proficiency and dexterity that is required in the occupation. Modules in the Medical Assistant program consist of 90 clock hours and are delivered in 9 modules. Morning and afternoon students are scheduled to complete a module every four weeks, while evening students are scheduled to complete a module every six weeks.

Students can complete training in 40 weeks attending the day session and 60 weeks attending the evening session.

4) 900-Hour Programs: CTI offers two additional comprehensive (long-term) training programs:

- Medical Office Professional (45 quarter credits): The Medical Office Professional program is delivered in 20 modules. Modules consist of 45 clock hours and 2.25 quarter credits. Morning, afternoon and evening students are scheduled to complete a module every two or three weeks. Students can complete training in 40 or 60 weeks, depending on their schedule.
- VESL I (45 quarter credits): The VESL I program is vocational and modules consist of 150 clock hours and 7.5 quarter credits. Morning and afternoon students are scheduled to complete a module every six weeks, while evening students are scheduled to complete a module every ten weeks. Students can complete training in 36 weeks attending the day session (25 hours per week), 50 weeks attending the evening session (18 hours per week), and 60 weeks attending weekends (15 hours per week).

5) Associate Degrees of Applied Science (1,260 hours, 90 quarter credits)

Associate Degrees of Applied Science Degrees. The degree programs are delivered in 28 modules. Modules consist of 45 or 30 clock hours and 2.25 quarter credits. Morning, afternoon and evening students are scheduled to complete a module every two or three weeks. Students can complete training in 60 or 84 weeks, depending on their schedule.

- Associate Degree of Applied Science in Information Technology (1,260 hours and 90 quarter credits).
- Associate Degree of Applied Science in Hospitality (1,260 hours and 90 quarter credits).
- Associate Degree of Applied Science in Human Resource Administration (1,260 hours and 90 quarter credits).
- Associate Degree of Applied Science in Allied Healthcare – Medical Assistant Concentration (1,260 hours and 90 quarter credits).

Role of the Instructor

CTI has a unique training methodology that incorporates technology-based instructional components with traditional instructional lectures and methods. CTI employs qualified instructors with industry experience that are trained to deliver CTI's curriculum in a standardized manner that best prepares students with the knowledge and skills necessary to meet their career objectives. For classes that are supported with technology-based components, theory is presented by instructors in a variety of

manners, including multimedia delivery such as discussion boards, lectures, and one-on-one sessions. For classes that primarily utilize the traditional training methods, instructors will combine lecture and practical experience exercises in the lab to ensure both theoretical and technical comprehension.

Hours of Operation

Administration

CTI's administrative offices are open 8:00 a.m. to 7:00 p.m., Monday through Thursday and from 8:00 a.m. to 5:00 p.m. on Fridays (Saturdays are available as scheduled). If students are unable to meet with members of the administrative staff during these hours, other appointment times may be arranged by contacting the school in advance.

Classroom Hours

Classroom hours are currently:
Monday through Wednesday
8:00 a.m. — 9:30 p.m.
Thursday
8:00 a.m. — 8:30 p.m.
Friday
8:00 a.m. — 5:30 p.m.

VESL I Classroom Hours

Day – Monday, Wednesday & Friday
8:00 a.m. – 12:30 p.m.
Tuesday & Thursday - Remote
Evening – Mon & Wed
5:30 p.m. – 9:30 p.m.
Tuesday & Thursday - Remote

Faculty Office Hours

Morning Session - Fri
12:00 p.m. – 12:30 p.m.
Afternoon Session - Fri
5:00 p.m. – 5:30 p.m.
Evening Session - Thur
8:00 p.m. – 8:30 p.m.

Morning and afternoon certificate students attend school 22.5 hours per week and evening students attend 15 hours per week. Associate of Applied Science Degree students attend school 22.5 hours per week, and evening students attend 15 hours per week.

Holidays

Career Technical Institute is open year-round, with the exception of the following national holidays:

- Thanksgiving Day and the day after
- Christmas Day through New Year's Day
- Martin Luther King Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day

There is limited coverage both in the administrative offices and in the classrooms on other public holidays. Please check with a school official regarding hours of operation on these days.

Training Programs and Courses

In addition to the programs listed in this catalog, CTI offers short-term/continuing education courses. Students may choose to enroll in one or more of our individual courses listed on pages 55 – 76 of the Catalog. This training is often pursued by individuals: whose goals include developing specific skills (or skill levels) in a short, intensive timeframe; individuals who are currently employed and can only participate in evening or weekend classes; or individuals with exceptional demands on their time who are unable to attend school on a full-time basis. Career Technical Institute has a wide range of individual courses available.

Corporate Training

CTI is not solely a training source for individuals. We are happy to offer specialized training to companies that have a need to provide employees with new skills training or upgrading on a contractual basis. Please contact our Admissions Office for details regarding corporate training programs.

Distance Education Training

CTI offers students an alternative to the physical classroom through providing a wide range of courses that may be taken electronically via the Internet. The Distance Education program is dedicated to

providing a learner-centered environment that offers a high-quality educational opportunity for the development of knowledge and skills so that students can achieve their educational goals.

CTI incorporates technology-based instructional components with traditional instructional lectures and methods. CTI employs qualified instructors with industry experience that are trained to deliver CTI's curriculum in a standardized manner that best prepares students with the knowledge and skills necessary to meet their career objectives. For technology-based components, theory is presented by instructors in a variety of manners, including multimedia delivery such as discussion boards, lectures, and one-on-one sessions. Students can elect 100% distance learning to fulfill eligible program requirements. Students enrolled in distance learning programs must have access to the internet and a computer. Additionally, they must meet the same academic requirements as students enrolled in campus-based courses. For programs offered via distance learning, the current in-school tuition rate will apply.

The minimum configuration necessary to successfully navigation through the distance education portal is as follows:

Component	Minimum requirement	Recommended
Disk Space	16 GB (for 32-bit) 20 GB (for 64-bit)	
Processor	1 GHz 32-bit (x86) or 64-bit (x64) processor	1 GHz or higher
Memory	1 GB RAM (32-bit) 2 GB RAM (64-bit)	More improves performance
Graphics	DirectX 9 graphics device with WDDM 1.0 or higher driver	
USB Port	USB 2 USB 2.0	
USB Drive	512 MB 512 MB	

The institution stipulates that there is regular collaboration and communication with distance education students, and CTI instructors and Student Services are required to respond to student questions within 24 hours.

To ensure a distance education student has access to a media device, they must complete the Online Orientation and the questionnaire that follows. Once that's completed, the instructor knows the student has passed the system configuration test and is able to access their courseware.

Distance education students have a responsibility to use the educational portal in an ethical and lawful manner. Disciplinary action may be taken on anyone known to abuse these privileges. Unauthorized attempts to defeat or circumvent security or privacy features on Provider Services, to use the system for other than intended purposes, access, obtain, alter, damage, or destroy information, or otherwise to interfere with the system or its operation are prohibited.

Admissions Policies and Procedures

All applicants are required to complete an admissions application, a personal interview with an Admissions Advisor and take the Wonderlic Scholastic Level Exam (SLE) as part of the admissions process. VESL-1 applicants are required to take an assessment test as part of the admissions process. During the Admission interview, we evaluate the individual's reasons for seeking training and assess their background, experience and previous training. We educate the applicant about our method of training and the programs that we offer. Based upon this exchange of information, a mutual decision is made as to which program or course will best fill their educational need and help them achieve their career goals. The prospective student is informed of program costs (tuition and fees for all programs and certification testing fees), and all supplemental equipment and services provided by Career Technical Institute (CTI).

Applicants enrolling into a vocational program must attest that they possess either a high school diploma, a state issued General Educational Development (GED) certificate, a certification of secondary school home school completion, or submit documented proof that they passed an Ability to Benefit (ATB) test prior to July 1, 2012. Applicants for admission into a degree program must provide

independent verification that they possess either a high school diploma or a GED certificate.

Applicants admitted to the vocational VESL I program must possess job skills as evidenced by documentation, such as credentials, test scores, job experience, or verification of skill competencies by a third party. Only those applicants who need instruction in English to be able to use their knowledge and skills that they already possess in order to obtain employment will be enrolled in the program.

In order to be enrolled as an Ability to Benefit (ATB) student, the candidate must have passed the ATB test prior to July 1, 2012. For the full Ability to Benefit Admissions Policies and Procedure, please refer to your Admissions Advisor, Chief Academic Officer or VP of Online Operations.

Applicants referred to CTI by agencies with which CTI has a contractual agreement must satisfy the admissions requirements of CTI as well as the aforementioned agency's requirements.

Applicants for admission are also required to pay a registration fee of \$50 and complete an Enrollment Agreement. Applicants will be notified of their official acceptance within one week of completion of the above requirements.

The Admissions Office is open Monday through Thursday from 8:30 a.m. to 8:00 p.m. and from 8:30 a.m. – 5:00 p.m. on Fridays. Individuals interested in learning more about the school and its training programs/courses should contact the school at (202) 552-3040 to schedule an appointment to meet with an Admissions Advisor. All applicants, including those who are physically challenged, are considered for acceptance according to CTI admissions standards. In order for CTI to assist students with disabilities under the provisions of the Americans with Disabilities Act (ADA), prospective students are required to notify their Admissions Advisor during the admissions interview regarding any requests for accommodations. Documentation of the disability is required. If, however, it is felt by CTI administration that a disability might limit employment opportunities, the school will share its opinion in this regard with the applicant so that the applicant has full information with which to make the decision whether or not to pursue the training.

Veteran's Education Benefits

During the admissions process, the veteran/eligible person will complete a "Record of Veteran Previous Education and Training" form. Students with previous experience and/or training in any of the subject areas included in their program of enrollment may receive credit for courses in order to satisfy program requirements or to receive advanced standing in their program. Morning and afternoon students attend school 22.5 hours per week and evening students attend 15 hours per week. As mandated by the Department of Veteran's Affairs (VA), veterans who attend the evening session will not receive full benefits.

The institution will obtain written records on a Veteran's previous education and experience. A complete evaluation of the student's transcripts and previous experience will be made and credit granted where appropriate. Upon completion of the evaluation, the Veteran candidate and Department of Veteran's Affairs will be advised of the outcome and copies of all documents will be placed in the candidate's file. CTI will notify the VA of any change in the enrollment status of students certified to receive veterans' education benefits. This would include when a student is placed on attendance and/or academic probation, changes schedules, or terminates training.

Title 38 USC 3679 Compliance

It is the CTI policy that a covered Title 38 individual is anyone who is entitled to educational assistance under Chapter 31, Vocational Rehabilitation and Employment, or Chapter 33, Post-9/11 GI Bill benefits. We permit the covered individual to attend and or participate in the course education during the period beginning on the date on which the individual provides CTI a certificate of eligibility for entitlement to educational assistance under Chapter 31 or 33 (a "certificate of eligibility" can also include a "Statement of Benefits" obtained from the Department of Veterans Affairs (VA) website – eBenefits or a VAF 28-1905 form for Chapter 31 authorization purposes) and ending on the earlier of the following dates:

1. The date on which payment from the VA is made to the institution
2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate

of eligibility.

CTI will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligation to the institution due to the delayed disbursement funding from VA under Chapter 31 or 33.

Veterans Readiness and Employment (VR & E) (Chapter 31)

Requirements:

1. Did not receive a dishonorable discharge.
2. Have a service-connected disability rating of at least 10%.
3. Eligibility ends 12 years from the date of separation or first VA service-connected disability rating.

Class Starts

Career Technical Institute utilizes a technology-based training (TBT) methodology and traditional instructional methods, and students are generally able to begin class every two weeks. Day vocational VESL I classes start every three weeks and evening classes start every four weeks. Classes in the Medical Assistant program start every four weeks. A typical student teacher ratio is 20-to-1.

Credit for Previous Training and Advanced Standing (Equivalent Transfer Credits)

Students with previous experience and/or training in any of the subject areas included in their program of enrollment may "test-out" of courses in order to satisfy program requirements or to receive advanced standing in their program. There is no fee for each "Test-Out" application. Equivalent transfer credit will be awarded to students who can demonstrate course competencies by passing an industry certification examination or receive a passing grade of 70% or better on the final examination for the course. Any equivalent transfer credits are included in the credits attempted and the credits earned. Students may not test out of more than 49% of the total number of credits in a program in order to receive a *Diploma* upon completion of that program.

Transfer of Credit from Outside Institutions

Career Technical Institute (CTI) accepts eligible transfer credits earned at other institutions previously attended. Students wishing to transfer academic credits earned from another accredited institution must submit official college transcripts from each institution attended and should have college transcripts sent prior to the start date of the program. All transcripts submitted become part of the applicants file and will not be returned to the applicant. To be considered official, transcripts either may be sent directly to CTI from the issuing institution or be hand-delivered or mailed in a sealed envelope sealed by the institution. Faxed transcripts are not considered official. Transcripts submitted should be in sufficient detail to establish that the coursework and/or clinical work is comparable to CTI's courses. Courses will be listed as a transfer credit by course name, and number of credits awarded will not be included in the final grade point average. Course grades will not be recorded on the CTI transcript.

Transfer Credits will be reviewed according to the following factors prior to their acceptance as satisfying degree requirements:

1. The educational institution from which coursework is being considered for transfer must be accredited by a regional or national institutional accreditation body recognized by the U.S. Department of Education. International transcripts must be evaluated by a recognized private educational evaluating agency before CTI can review international credits for transfer.
2. Students applying for transfer credit will be requested to submit an official transcript and a

copy of the institution's catalog.

3. Transfer of credits will not be accepted from applicants of outside institutions who have been out of school for more than five years. Military service members and veterans' transcripts will be accepted for evaluation regardless of the years out of school if the veteran is utilizing veteran benefits.
4. Only passing grades of C (70%) or better will be considered;
5. 51% of courses must be completed at CTI.
6. After all paperwork, transcripts, and required documents are received and completely reviewed, the applicant may be interviewed and considered for admission.
7. Transfer credits are not counted in the calculation of the student's GPA. However, transfer credits will be counted as attempted and earned credits in the completion percentage and the maximum time frame requirement.

Transfer of Credits within CTI

Former CTI students interested in re-enrolling or currently-enrolled students interested in changing their program should submit a request to Student Services.

Although CTI alumni are not limited to grades earned within the prior 5 year time frame, an evaluation of the course content will be done to ensure the student possesses the competencies of the current course offering. Only passing grades of C (70%) or better will be considered.

Academic credit will be given for any course completed that is part of the new or continuing program. All courses attempted (plus equivalent transfer credits) that apply to the new or continuing program of study will be included in the calculation of the CGPA, pace of completion and maximum timeframe.

Transfer of CTI Credits

Every educational institution sets its own standards and criteria for the acceptance of course work completed by a student at another institution. The decision whether to accept any courses or course credits earned at CTI rests entirely with the institution to which the student desires to transfer. CTI has an articulation agreement with the Martinsburg Institute (www.martinsburginstitute.com), which provides for the acceptance of up to 20 credits from CTI students towards their degree programs.

The Certificate and Associate of Applied Science Degree programs at CTI are occupational programs and the credits earned are not generally applicable to other degrees.

Attendance Policy

It is difficult to successfully develop marketable skills without regular, consistent attendance. All students are expected to progress and complete their courses according to their program schedule and are encouraged to attend their training sessions as scheduled.

Policy for Campus and Distance Education Students:

Students, who do not maintain regular attendance may be locked out of the computer system after 7 consecutive days (depending on the circumstances) and will be required to meet with an Academic Advisor. Failure to attend class for 14 consecutive calendar days will result in dismissal from school.

Policy for students receiving VA Benefits:

All students receiving VA benefits must maintain a minimum attendance of 80% of scheduled class time.

- Should a student miss more than 20% of the scheduled classes in a program, that student's enrollment for VA education benefits must be terminated, effective the last date the student

- attended prior to exceeding 20% absenteeism.
- Student may apply to be recertified following 30 days of termination when they have met attendance requirements for a period of one month.

Make-Up Sessions

Students are strongly encouraged to make-up all missed training sessions as soon as possible. Make-up classes for all programs are available during the week and on scheduled Saturdays. Students should check with their instructor or Academic Advisor regarding the availability of make-up hours.

Procedures for Make-Up Sessions:

Classroom Admit Slips

- When students come in to make-up missed time, a *Classroom Admit Slip* will be provided by the Front Desk receptionist or instructors to those students who will be in their classroom.
- Prior to providing the slip to students, instructors will initial and record the time of the student's arrival.
- Instructors must remind students that they will need to turn in the slip to the same instructor who provided it for their final signature. Failing to do so, will result in the student not receiving appropriate credit for the make up time.
- Instructors will attach the slips to the classroom roster and submit all to the Registrar in a timely manner. To calculate a student's overall attendance, the database Attendance Report shows the actual on-time classroom attendance and the make-up attendance separately.

Procedure for Make-Up Sessions for Distance Education:

- Student have the ability to make up missed hours 24/7. Make up hours are recorded electronically through the Learning Management System and an attendance report is generated each morning and sent to the Instructor Manager and they are properly recorded in the Student Information System.

Tardiness and Early Departures

Career Technical Institute encourages students to be "on time" for all activities, appointments and sessions. Each student is guaranteed a computer only during their scheduled time. If a student is more than 15 minutes late for class, they will not receive attendance credit for that hour and their computer workstation may be given out to a student who wishes to make up or work extra hours. Likewise, students who depart early will have their attendance hours adjusted accordingly.

Leave of Absence

Requests for leaves must be submitted to Student Services in writing and must include an effective date, anticipated return date, reason for absence, and student signature. Failure to return from a Leave of Absence on the anticipated return date may result in dismissal from school. Students enrolled in any of the comprehensive programs may take a leave of absence for a minimum of two weeks and up to a maximum of 180 days. Students on an approved leave of absence must continue to pay their monthly student loans during this period.

Student Conduct

Students are expected to dress and act in a professional manner at all times, including attending classes, visiting the school, and completing an externship. At the discretion of CTI administration, students may be dismissed from school for any incident or repeated incident of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons on school premises, behavior creating a safety hazard to other persons at school, disobedient or disrespectful behavior to other students, an administrator, or faculty member, sexual harassment, failure to conform to building policies, or any other stated or determined infractions of conduct.

Building policies include, but are not limited to, the following provisions: students must use only the L Street entrance to the school unless otherwise authorized; students are not permitted in the stairwells or on the other floors of the building unless they are conducting bonafide business with a tenant on another floor; smoking is prohibited within 25 feet of the building; student comportment inside and outside of our building must meet the standard for a business professional. Please see page 22 of this catalog for the school's written drug policy and page 27 for crime reporting information.

Academic Standards and Grading

In measuring students' academic performance, progress is measured through the assignment of grades and grade points. The school measures progress using a 4-point scale as follows:

A	100% - 90%	4.0
B	89% - 80%	3.0
C	79% - 70%	2.0
D	69% - 60%	1.0
F	Failed (Below 60%)	0.0
P	Passed	
I	Incomplete	
IP	Scheduled	
W	Withdrawal	

A grade of "Incomplete" may be granted to the student in the event of extraordinary circumstances at the discretion of the instructor. However, it is against the policy of the school to grant incompletes under normal circumstances. The student should make prior arrangements and receive, from the instructor, an understanding of the work needed to complete the requirements of the course. An "Incomplete" will be changed to an "F" grade if the course work is not satisfactorily completed within one (1) module of assignment of the "Incomplete" grade. Incomplete grades are not included in the grade point average, but are counted in credits attempted. Medical Assistant students, who earn less than 60% in a module, will receive a "F" grade for the module.

To avoid the possibility of earning a failing grade for the course, students must submit all required coursework, homework, final exams, and discussion board responses when appropriate to the instructor by the date the course is scheduled to end. A student receiving a grade of "F" has failed a course. A failed course that is a program requirement must be repeated and passed to meet CTI graduation requirements. A student may withdraw from a course as a result of an approved written request to change programs when the dropped course is not a requirement of the new program.

Scheduled (IP)

A grade of "IP" is generated when a student does not take a scheduled course.

Financial Aid Standards for Satisfactory Academic Progress

Federal regulations which govern the various federal financial aid programs stipulate that in order for a student to continue to receive financial aid funding, he or she must maintain "Satisfactory Academic Progress" as defined by CTI. These standards are applicable to all programs funded by the federal government including Federal Pell Grants, Federal Supplemental Educational Opportunity Grants, Iraq and Afghanistan Service Grants, Federal Work-Study, Federal Direct Loans, and and Federal Direct PLUS Loans.

CTI is required to evaluate components of a student's academic record, including: qualitative measure - cumulative grade point average; quantitative measure – pace of completion, to determine if a student has achieved good academic standing and is making satisfactory progress toward graduation.

Veterans Benefits Standards for Satisfactory Academic Progress

The U.S. Department of Veterans Affairs mandates Veteran Benefits recipients maintain Satisfactory Academic Progress Standards. Regulations stipulate a student must make successful progress toward the completion of his/her program of study in order to continue receiving Veterans Benefits.

“Satisfactory Academic Progress” as defined by CTI. These standards are applicable to all programs funded by the U.S. Department of Veterans Affairs including The Montgomery GI Bill®–Active Duty Educational Assistance Program (MGIB, Chapter 30), Vocational Rehabilitation (Chapter 31), The Post–Vietnam Era Educational Assistance Program (Chapter 32), The Post-9/11 GI Bill (Chapter 33), Yellow Ribbon Program, Transfer of Post-9/11 GI Bill Benefits to Dependents Marine Gunnery Sergeant John David Fry Scholarship, The Survivors’ and Dependents’ Educational Assistance Program (Chapter 35), Montgomery GI Bill–Selected Reserve Educational Assistance Program (Chapter 1606), and Montgomery GI Bill–Reserve Educational Assistance Program (Chapter 1607).

Career Technical Institute has set standards in the areas of grade point average (qualitative) and pace of completion (quantitative) within an established timeframe as a measure of satisfactory progress for Veterans Benefits. These standards are applicable to all education assistance programs administered by U.S. Department of Veterans Affairs. Veterans Benefits Probation details are listed below. Detailed information on all assistance programs is available on the Department of Veterans Affairs website at www.gibill.va.gov

Evaluation Schedule

A student’s academic progress will be measured at the end of each term/payment period. A term/payment period is generally 50% of an academic year; however, some programs like MOP and MA stretch into two academic years. As an example MOP is 2 terms/payment periods of 16 weeks and one term/payment period of 8 weeks. At the end of each term/payment period students will be evaluated for the minimum CGPA and pace of completion according to the standards in this policy.

Academic Year

Academic year for Degree Programs are defined as 45 quarter credit and 30 weeks. Non-degree programs are 36 quarter credits and 32 weeks.

Qualitative

A student must maintain a Cumulative Grade Point Average (CGPA) of 2.00 or higher to remain in good academic standing. If at the end of a term/payment period the CGPA is below 2.00, the student is ineligible to receive federal student aid funds unless placed on financial aid probation, and may be dismissed from CTI. A student not achieving the minimum CGPA will receive written notification that they will be placed on financial aid suspension.

Quantitative - Pace of Completion

A student must successfully complete 66.66% of all credits attempted to remain in good academic standing. A student must earn credits toward graduation at a pace that ensures successful completion within the maximum timeframe. The pace of completion is calculated by dividing the total number of hours successfully completed by the total number of hours attempted. Students must receive passing grades (A, B, C, D, and P) in 66.66% of credits attempted. Credit hours attempted include withdrawals (W), drops (DR), in progress (IP) failures (F) and repeats (R). A student must successfully complete the cumulative minimum percentage of all attempted credits at the end of each payment period/term in order to be considered progressing toward the completion of their program of study. If a student’s pace of completion is below the 66.66% he or she is ineligible to receive federal student aid funds unless placed on financial aid probation, and may be dismissed from CTI. A student not achieving minimum pace of completion will receive written notification that they will be placed on financial aid suspension.

Maximum Timeframe

A student must complete his or her program of study within 150% of the published length of the program to remain in good academic standing. A student who exceeds this maximum and has not completed graduation requirements is subject to dismissal. A student not achieving satisfactory academic

progress will receive written notification.

MAXIMUM TIMEFRAME CHART

<u>Program Length</u>	<u>Time Frame</u>
90 Credit Hours	135.0 Attempted Credit Hours
58 Credit Hours	87.0 Attempted Credit Hours
47 Credit Hours	70.5 Attempted Credit Hours
45 Credit Hours	67.5 Attempted Credit Hours
39 Credit Hours	58.5 Attempted Credit Hours
37 Credit Hours	55.5 Attempted Credit Hours
36 Credit Hours	54.0 Attempted Credit Hours
33 Credit Hours	49.5 Attempted Credit Hours
29 Credit Hours	43.5 Attempted Credit Hours

Policies and Procedures

Procedures:

The academic progress of students is monitored through several mechanisms:

- confirmation period
- identification of early warning signs
- tests and grades
- progress reviews

Confirmation Period

CTI is committed to ensuring the successful graduation and career placement outcomes of all students. In order to fulfill its mission, CTI is only interested in admitting students who are willing to make the necessary sacrifices enabling them to attend classes regularly, achieve appropriate levels of academic progress, participate in class discussions and exercises, and display a positive attitude. Displaying all of these characteristics highly increases the probability of a successful outcome for individual students and their classmates. While it may be easy for a candidate to promise these things in the admissions consultation, we have found that reviewing the students' attendance, progress, and conduct throughout the first 30 days, the "Confirmation Period", will show their willingness to follow through with their commitment. Throughout the confirmation period and on the students' 30th day of enrollment, reviews and student counseling sessions will be conducted by various members of the faculty and staff, including the Instructor, Academic Advisor, and the Chief Academic Officer. On the 30th day, a decision will be made to either "Confirm" or "Decline" the students' enrollment. The decision to "Confirm" a student will indicate the Education Department's acceptance of the student, which will allow him/her to continue as planned. Acceptance of the student will be based on the student obtaining the following benchmarks:

- 2.0 GPA
- 75% attendance
- 4.5 credits (2 modules)

Should the Education Department "Decline" a student, the enrollment will immediately stop and further attendance will not be allowed. Students who have been reinstated will be required to successfully complete another Confirmation Period.

Early Warning Signs

It is important that students having difficulty be identified early so that corrective measures may be implemented early. The instructor should notify Student Services of students who they feel are experiencing difficulty in class. Common academic concerns to be reported to Student Services include:

- irregular attendance

- tardiness
- very slow in moving through course material
- poor performance on quizzes or tests
- very weak skills in comprehending course matter

In these cases, the Academic Advisor should follow up with the student by contacting the student and inviting him/her to discuss the situation. The Advisor will explore concerns that may underlie academic performance, such as, family or development issues, anxiety, depression, or other concerns. Depending on the situation, an advisor may refer the student to the appropriate Admissions Advisor. In either case, monitoring the student's progress is essential.

Tests and Grades

Students will be evaluated at the end of each course and grades are awarded to students based on several factors, such as, their academic performance on the final exam, classroom participation, homework assignments, discussion boards, attendance, etc.

Academic Reviews

All students enrolled in one of CTI's vocational programs will have an informal academic progress review at the end of each module, and at their scheduled midpoint and scheduled end date.

Academic Records

All student records are stored either in hard copy for campus based students or electronically for Distance Education students and maintained indefinitely.

Financial Aid Probation

A student whose financial aid is denied due to unsatisfactory academic progress is placed on financial aid suspension status. A student assigned the status of financial aid suspension is not considered making satisfactory academic progress and no financial aid will be disbursed, unless the student files a successful appeal and is placed on financial aid probation (and agrees to enter into an academic plan). If the student does not file an appeal or an appeal is not successful, the student may continue at CTI without receiving Title IV financial aid for one term/payment period. Students in a financial aid suspended status are charged tuition and must make arrangements to pay for charges incurred. The financial aid probationary/suspension period will last one term/payment period. The student's progress will be evaluated again at the end of this probationary term/payment period. If at the conclusion of the financial aid probationary term/payment period, the student meets the standards of satisfactory academic progress, he or she regains good academic standing. If the student does not meet the standards, the student will be subject to dismissal. A student not achieving satisfactory academic progress will receive written notification of their status.

Veterans Benefits Probation

Students who receives VA educational benefits and are not making Satisfactory Academic Progress as defined above, will be placed on academic probation and the VA will be notified. Students will have the right to appeal this decision. The student also may request tutoring services from the institution, or contact the VA which offers free Educational –Vocational Counseling services (also called Chapter 36 counseling). If the appeal is denied due to unsatisfactory academic progress the student will be allotted one payment period to improve their progress. If at the conclusion of the academic probationary payment period the student meets the standards of satisfactory academic progress, he or she regains good academic standing. If the student does not meet the standards, they will be subjected to dismissal. A student not achieving satisfactory academic progress will receive written notification of their status and notification will be sent to the VA.

Effect of Remedial Courses, Course Repetition, Incompletes, Withdrawals and Equivalent Transfer Credits

Incompletes

A grade of "Incomplete" will be granted to students in the event that they have not successfully completed the course requirements at the end of each scheduled module. An "Incomplete" will be rescheduled for the next scheduled module. If the student does not successfully complete the course requirements at the end of that module, they will receive an "F" for that course. Incomplete grades are not included in the grade point average calculation but are counted as credits attempted for the purpose of calculating pace of completion.

To avoid the possibility of earning a failing grade for the course, students must submit all required coursework and final exams to the instructor by the date the course is scheduled to end. Students receiving a grade of "F" have failed a course. A failed course that is a program requirement must be repeated and passed to meet CTI graduation requirements.

Satisfactory Academic Progress Appeal Process

A student who believes there were mitigating circumstances (student injury, illness, or trauma, illness of a relative, death in the immediate family, or other special circumstances beyond the student's control) that negatively impacted his or her academic progress may submit a written appeal with supporting documentation within one week (7 calendar days) of being notified of their financial aid suspension status. If no other date is provided, the postmark on the letter of notification sent to a student will be used. The written appeal should include a statement as to why the student failed to make satisfactory academic progress and what has changed in the student's situation that will allow him or her to demonstrate satisfactory academic progress at the end of the next evaluation period. The supporting documentation should demonstrate mitigating circumstances that existed during the term(s) the student failed to meet the minimum standards of academic progress.

Appeals should be submitted to the Chief Operating Officer. A decision on the appeal is made by a committee composed of members of the school administration and staff. A decision will be made within one week of receipt of the appeal by CTI.

If the committee approves a student's appeal, the student may be placed on financial aid probation. The student may also be required to meet with their Academic Advisor to develop an academic plan that may extend beyond one probationary term/payment period and if met, will ensure the student meets satisfactory academic progress by a specific point in time. The student is notified of the official decision. The decision regarding a satisfactory academic progress appeal made by the committee is final.

Reinstatement

A student denied federal financial aid due to unsatisfactory academic progress may regain financial aid eligibility by satisfactorily completing, at their expense, courses required to achieve the minimum CGPA and successfully complete 66.66% of total cumulative hours attempted at CTI and equivalent transfer credits.

Credit Hours

Academic progress is measured in quarter credit hours. The credit values assigned are based on the following ratios of clock hours to quarter credit hours: 10:1 for lecture, 20:1 for lab and 30:1 for work-based activities. These formulas are in compliance with both COE and ELC standards. One clock hour consists of 50 minutes of instruction in a 60-minute period. In determining the amount of financial aid a student is eligible for, the maximum clock hour to quarter credit hour conversion is 25:1, which includes in-class hours and allowable homework clock hours as determined by CTI's accreditation organization, the Council on Occupational Education (COE).

Course Withdrawal

Students may drop or withdraw from an elective course by meeting with an Academic Advisor and

submitting a written request. For students who withdraw from an individual course a grade of “W” (Dropped) will be assigned. Students may also withdraw from a course as a result of an approved written request to change programs and when the dropped course is not a requirement of the new program. Course substitution is permitted with the approval of the Chief Operating Officer. Grades of “W” receive no grade penalty but credits will be considered attempted credits for the purpose of determining pace of completion.

Course Repetition

In the event of course repetition, the higher grade is used to calculate the GPA. Courses may be repeated for the purpose of improving academic standing. Each attempt counts in the calculation of pace of completion, but only the highest grade earned will be included in the calculation of the GPA and CGPA.

Non-Credit Remedial Courses

Career Technical Institute does not offer non-credit remedial courses.

Change of Program

Students interested in re-enrolling or changing their program should submit a written request to Student Services. Academic credit will be given for any course completed that is part of the new or continuing program and additional financial aid may be required for the new program. All courses attempted (plus equivalent transfer credits) that apply to the new or continuing program of study will be included in the calculation of the CGPA, pace of completion and maximum timeframe.

Extensions

Students must complete their curriculum within the number of scheduled hours for which the student was initially enrolled. Students may be allowed an extension only when they can show extenuating circumstances. Extensions are available to students on a space available basis during the school's prescribed make-up hours and must have the approval of the Academic Advisor. Students in extended enrollment status are not eligible to receive federal student aid funds. A student who re-establishes SAP by improving his/her CGPA and course completion percentage to the minimum required while on extended enrollment may apply for re-instatement and regain eligibility for federal student aid funds.

Academic Integrity

Students may be terminated immediately for cheating, misrepresenting their work, or consulting with any person during the course of taking an examination. The receipt of this catalog to a new student confirms acknowledgement that academic dishonesty is grounds for immediate expulsion.

Termination, Appeal and Reinstatement

Should students find it necessary to discontinue their training, they are required to meet with Student Services to discuss their situation and submit written notification of their request. Students may be terminated for failure to (1) attend classes for 14 consecutive calendar days, (2) meet minimum standards for academic progress, (3) meet the minimum conduct standards of the school, or (4) fulfill their financial obligations according to their agreement with the school.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due the school based on the refund policy. Students may appeal dismissal decisions made by the school administration by submitting a written request to the Chief Operating Officer describing any mitigating circumstances or conditions that warrant special consideration. Students must submit appeals within three business days of the student being notified of the dismissal. (If no other date is provided, the postmark on the letter of termination sent to a student will be used.) A decision on the appeal is made by a group composed of members of the school administration and staff. A decision will typically be made within ten business days of receipt of the appeal by the school.

If the appeal is accepted, the student may be reinstated according to special terms and conditions stipulated by the school administration. If an appeal is denied or if the student chooses not to appeal the decision, a special application for reinstatement may be submitted to the school no earlier than ninety (90) days from the date of termination. If approved, the student will be reinstated in a 30-day confirmation period. Students may be reinstated earlier under special conditions with the prior approval of the Chief Operating Officer.

Graduation Requirements

The requirements which must be met by CTI students to be considered for graduation are as follows:

1. Successful completion of all requirements of the program with a minimum GPA of 2.0.
2. Students who meet the minimum requirements to graduate will receive a *Diploma* and students in the degree program will be awarded an *Associate of Applied Science Degree*.
3. Students who have not met all their financial obligations to the school and/or completed all required exit procedures will have their diploma or degree withheld until satisfactory arrangements have been made with the Registrar and Student Services.

Credentials

A *Diploma* will be awarded to all students who meet the minimum requirements to graduate from a vocational program and an *Associate of Applied Science Degree* will be awarded to students who fulfill all the minimum requirements to graduate from the degree programs. The Institution will issue credentials and official transcripts and attendance records only to students who have successfully completed the academic requirements of the program and have no outstanding tuition balance. A *Certificate of Completion* will be awarded to continuing education students who successfully complete their course/s.

Externship Policies

Externships are a requirement for the Medical Assistants, IT Professional, Hospitality, Medical Office Administration and most degree programs. Upon completion of required coursework, students will complete an unpaid, extern experience. An externship can enable a student to translate knowledge gained in an academic setting into the world of work outside the school. An externship can also assist the student in gaining first-hand knowledge of the expectations in his/her career field and the etiquette of the workplace. It is important that the student make the link between academic preparation and the world of work. During this experience, the student assumes a responsible role in an organization and actively reflects on what he or she is observing and learning. Students who have conscientiously met the responsibilities of an externship have valuable assets to discuss with potential employers.

Externship Assignment. In order to qualify for an externship placement, students must meet the following externship eligibility requirements:

- Complete all core and elective courses with a GPA of 2.0 or higher
- Achieve an overall attendance rate of 75% while completing classroom studies
- Complete the Externship Orientation.

CTI reserves the right to refuse externship placement to students who do not meet these criteria and to revoke externship privileges to students who violate any of CTI's externship policies. Students who do not meet the eligibility requirements may be considered for an externship upon receipt of written documentation of the extenuating circumstances.

All students participating in the externship program are supervised by approved onsite personnel. CTI maintains professional liability insurance on all students and faculty while at externship sites. The Externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. Some externship sites may require:

- A current CPR certification that is valid for the length of the externship. CPR training **is** part of the Medical Assistant program and students must have a valid CPR certificate prior to commencement of the clinical externship. If an externship requires CPR certification, CTI incurs the cost associated with these additional requirements.
- A statement of general health signed by a health practitioner certifying that the student's health does not preclude him/her from working in a healthcare setting; and/or
- Drug testing and personal background checks may also be required by externship sites.

Attendance and Tardiness. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Students are expected to arrive and leave on time and to notify the site and the school of any anticipated absences. If a site or the School determines that a student is not reliable for any reason, including absences, the student may be removed from the site and terminated from the program. CTI course hours and breaks do not apply to students on externships. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are not considered to have completed all the hours of the externship until documented by the site supervisor. A student absent more than 10% of their schedule will forfeit their externship and may be required to repeat another class term and externship. Each case will be evaluated independently. Upon satisfactory completion of the externship and receipt of all original evaluations, the student will be processed as a graduate of the program.

Conduct. Students participating in the externship program are expected to conduct themselves in a mature and professional manner appropriate for the workplace. Students are required to follow standards of conduct that are deemed appropriate for a workplace, including arriving on time, leaving on time, and acting in a reliable and responsible manner. Students must demonstrate a professional image, demeanor and personal hygiene at all times during the externship. Dress must meet site standards and scrubs must be clean and neatly pressed at all times. Students are required to obey all rules and regulations regarding the externship site and arrangement and must adhere to the student dress code. The externship site has the right to remove any student who demonstrates disregard for program and/or site policies and procedures. Students may be placed on probation, suspended, or terminated for violation of CTI's standards of professional conduct.

Clinical Courses

The Medical Assistant clinical objective is to assist students in acquiring satisfactory skills to demonstrate competency in a variety of medical office procedures and laboratory techniques under direct supervision. The clinical courses are designed to provide the basics of administrative and clinical competency combined with background knowledge of anatomy and physiology. The lesson plans are designed to promote active student learning and get students involved in class discussions and activities. They include assessment tools to help gauge students' understanding of the course material and adapt lessons to their needs. This outcome-based education is directed toward preparing students to perform the prescribed tasks of their occupation under "real world" conditions at a level of accuracy and speed required of the entry-level practitioner.

The clinical courses are conducted within a fully-equipped classroom and laboratory under the supervision of an instructor with experience in the medical field. The medical procedures and lab techniques include injections, EKG's, vital signs, urinalysis, phlebotomy, assisting in minor surgery and emergency situations. Front office skills include patient data collection, scheduling patients, answering phone inquiries, insurance claims processing, bookkeeping, billing/collection, keyboarding, and word processing.

Dress Code

CTI's dress code requires that all students be careful in their grooming and considerate of the appropriateness of clothing for school. Our dress standards have been established in order to enable

our students to become comfortable with the kind of dress expected by the majority of our employers. Students are encouraged to pursue the development of these attitudes and behaviors because they will serve in their best interest when it comes time to seek employment.

Students are required to dress and act in an ethical and professional manner. Clothing for classes is business casual. Shorts and skirts should be moderate in length. The following are considered inappropriate attire:

- Skirts shorter than 6 inches above the knee
- Tops for women that are too revealing (such as halters, midriffs, spaghetti straps, tube tops, one-shoulder straps, etc.)
- Formal and semi-formal dresses that are backless, strapless and/or too revealing
- Women wearing short shorts, “daisy dukes” and visible thongs
- Revealing athletic attire
- Hats, skull caps, head gear, and headphones (except as issued by CTI)
- Men wearing opened or inappropriately buttoned shirts, revealing bare chest or abs
- Men wearing form-fitted T-shirts or pants
- Men wearing short shorts

The school reserves the right to interpret this policy based upon its professional expectations and it has the right to dismiss any student who fails to adhere to school policies.

Medical Assistant and Associate Degree of Applied Science in Allied Healthcare – Medical Assistant Concentration Programs

- White lab coat provided by CTI.
- Dark blue scrubs provided by CTI. Students must be in complete uniform at all times. No exceptions.
- Rubber sole, closed toe and heel, non-canvas shoes (clear or white bottoms preferred).
- Socks and/or stockings must be worn at all times.
- No hats, scarves, or outside jackets are to be worn during class.
- Uniforms should be clean, neat, wrinkle free, and loose fitting.
- Tops may be worn tucked inside or outside of the uniform pants.
- White t-shirts, long or short sleeve and turtlenecks may be worn under scrub tops and must be tucked in.
- Long hair must be pulled back off the collar and shoulders.
- Nails should be short and clean with neutral, clear or no polish. No acrylic nails allowed.
- Jewelry, hair, nails and make-up must be moderate and appropriate for a medical professional.
- Facial piercing, i.e., eyebrow, nose, lip, tongue, etc. is not considered appropriate and may be considered hazardous to both professional and patient. Therefore, such piercings are not allowed.

Medical Office Administration, Information Technology Professional, Associate Degree of Applied Science in Information Technology, Hospitality, and Associate Degree of Applied Science in Hospitality

- Students on externships should follow site protocol for proper dress attire.
- Scrubs issued by CTI should be clean, neat, wrinkle free, and loose fitting if required in a medical setting.
- Tops may be worn tucked inside or outside of the uniform pants.
- White t-shirts, long or short sleeve and turtlenecks may be worn under scrub tops and must be tucked in, in a medical setting.
- Long hair must be pulled back off the collar and shoulders.

- Nails should be short and clean with neutral, clear or no polish.

Our “Open Door” Policy

Any member of the faculty and administrative staff is available to a student for private counseling. Career Technical Institute welcomes feedback from students regarding policy, instruction and curriculum. The Chief Operating Officer’s door is always open should a problem arise. We would also like to share your enthusiasm and excitement when you find suitable employment.

Student Records and Transcripts

Career Technical Institute allows only authorized access to student records in accordance with the Family Educational Rights and Privacy Act of 1974. As part of their orientation, students are informed of Career Technical Institute’s student records policy, which describes their right to inspect and review educational records, defines directory information, and lists officials to whom educational records will be released with prior student permission. Students who wish to review their educational records should speak with Student Services.

Academic transcripts are prepared at the scheduled completion dates of each evaluation period when grades and academic progress are formally reviewed for each student. Copies of the academic transcript are available to students upon request, at no charge. An official transcript will be mailed to students upon meeting the graduation requirements at no charge. CTI will assess a fee for additional copies of the final transcript. The school reserves the right to deny a student’s request for an official transcript if the student has not met their financial obligations to the school.

Drug Program and Counseling

Career Technical Institute is committed to a drug-free environment for both students and employees. As part of its commitment to a safe and healthy environment in which students and staff may learn and work, the school makes available an alcohol and drug abuse prevention program through referral to local agencies. The school distributes literature describing the dangers of drugs and alcohol and a listing of various public and private organizations which provide professional counseling regarding drug addiction and rehabilitation. This information is made available to students and is reviewed with them during orientation and is contained in the Student Handbook and Orientation Manual. Please see the Chief Academic Officer regarding this program.

Student Complaint Procedure

Most problems or complaints that students may have with the school or its administration can be resolved through a personal meeting with the school staff. If, however, this action does not bring the situation to a close to the satisfaction of the student, they may submit a written complaint to Career Technical Institute, Attn: Chief Operating Officer, 1101 Vermont Avenue, NW, Suite L002, Washington, DC 20005. The written complaint should contain (1) the nature of the problem(s), (2) approximate date(s) that the problem(s) occurred, (3) name(s) of the individual(s) involved in the problem(s) - staff and/or other students, (4) copies of important information regarding the problem(s), (5) evidence demonstrating that the institution's complaint procedure was followed prior to this point in time, and (6) student signature.

Students may, of course, call the Chief Operating Officer to schedule an appointment at any time if they prefer not to follow the written complaint procedure. Students who file a written complaint can generally expect to receive a written response within 10 business days.

If a problem arises, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution. Students will not be subject to unfair action and/or treatment by any school official as a result of the initiation of a complaint.

After exhausting the institution’s complaint process without a satisfactory resolution, a student may file a complaint with the District of Columbia Higher Education Licensure Commission, 1050 First Street,

NE, 5th Floor, Washington D.C. 20002.

If no resolution is received, the student may file a grievance with The Council on Occupational Education by writing them at 7840 Roswell Road, Bldg. 300, Suite 325, Atlanta, GA 30350, Tel: (770) 396-3898 or (800) 917-2081, www.council.org.

Financial Aid Assistance

Career Technical Institute maintains a Financial Aid Office staffed with trained advisors to assist the individual applicant in the completion of all documents applicable to the various federal, state and/or private sources of student financial aid. The School participates in the Federal Financial Aid program. Students may be eligible for Federal Pell Grants, Stafford Subsidized and Unsubsidized loans and Parent PLUS Loans. Any questions concerning Career Technical Institute's Financial Aid Program can be directed to the Chief Operating Officer.

Financial Aid Award

Financial aid is awarded to student based on the results of their FAFSA. These awards come in the form of Federal Pell Grants, Federal subsidized Stafford loans, Federal unsubsidized Stafford loans and Federal parent Loans for Undergraduate Students (PLUS Loans). Award notifications are sent to students to alert them of what types of aid they have been approved for. Disbursement letters are sent to students once their funds have been disbursed with a right to cancellation.

Federal Pell grants and subsidized loans are awarded based on the student's need, derived by the EFC (Expected Family Contribution) number on their FAFSA. First disbursements of Pell grants are available once the student starts the program. First disbursements of Stafford and Plus loans are made thirty (30) days after students have been actively enrolled, and the second disbursements of AID (Pell and Student Loans) are made once they have completed 50% of their program.

In order to maintain their eligibility for financial aid, students must maintain Satisfactory Academic Progress. Satisfactory Academic Progress is discussed in detail in this catalog. Please refer to this section for requirements.

Student Financial Aid Rights and Responsibilities

You have a right to:

- Know what financial assistance is available, including information on all Federal, State, and Institutional Financial Aid Programs and how it will be disbursed or applied to your account.
- Know how and when payments will be made and the refund policy for students who withdraw.
- Know how the institution determines whether you are making Satisfactory Academic Progress and what happens if you are not meeting those requirements.
- Be fully informed of the terms and provisions of loan payments, including typical repayment schedules.

You have a responsibility to:

- Pay special attention to your Application for Financial Aid, complete it accurately, and submit it on time to the proper place.
- Provide complete and accurate information.
- Provide all documentation, corrections, and new information requested by the Financial Aid Office or the agency to which the application is submitted.
- Notify the institution of any information that has changed since first applying for Financial Aid, including name and address changes
- Read, understand, and keep copies of all forms that you are asked to sign.

- Attend any necessary loan entrance and exit interview sessions.
- Repay student loans.
- Maintain Satisfactory Academic Progress (SAP) to maintain financial aid eligibility

Tuition Payment Methods

Career Technical Institute accepts payment for tuition, books and other fees through cash payments, major credit cards, personal or company check and student financial aid. At the school's discretion, individual payment plans may be arranged for students. All outstanding student account balances are billed directly to the student and must be paid in full upon graduation or termination. The school reserves the right to terminate students' enrollment for failure to satisfy delinquent accounts according to the prearranged agreement. This can also result in the account being submitted to a collection agency for processing.

Scholarships

For first-time students who qualify and are interested in pursuing an administrative or hospitality career, CTI is currently offering partial scholarships in either (1) PC Specialist Plus-Generalist Specialization, or (2) Hospitality program.

In order to qualify for a scholarship in either program, you must be a first-time CTI student who lives in proximity to the CTI campus or who is available via distance education. Transfer credits cannot be applied to either of these programs if a Scholarship is approved

The partial scholarships are being offered to individuals in the following categories:

1. General Public
2. Government Agency sponsored students who are not receiving agency funds.
3. Government Agency sponsored students who are receiving agency funds.

*****Scholarship amounts differ, depending on the category above.**

Both the PC Specialist Plus-Generalist Specialization and Hospitality programs are Financial Aid eligible for those that qualify. However, for any participant who is sponsored by a Government Agency, please check with that agency to determine whether their contract precludes you from taking out Financial Aid Loans if you participate in their program.

Withdrawal

Official Withdrawal

A student must provide official notification of his or her intent to withdraw from CTI by contacting their Academic Advisor and completing the withdrawal form. It is recommended that the student meet with their Academic Advisor in person to complete this form. Students who are unable to meet with their Academic Advisor should request a withdrawal form and fax/email the completed form to their Academic Advisor. Students who notify his or her Academic Advisor orally will be required to confirm oral notification of withdrawal in writing. The withdrawal date is the last date of attendance at an academically related activity. Official withdrawal from CTI prior to the end of the term/course results in the recording of grades of (W) for all courses.

Unofficial Withdrawal

A student who decides to leave CTI without completing the official withdrawal process will be considered unofficially withdrawn. The withdrawal date is the last date of attendance at an academically related activity. An unofficial withdrawal may result in the recording of failing grades for the term/course.

Institutional Tuition Cancellation and Refund Policies

The terms and obligations related to tuition and cancellation are only binding once the applicant has been accepted for admission to CTI.

Cancellation Policy

1. If the applicant is not accepted by CTI, all monies received will be refunded
2. If the applicant requests cancellation of enrollment within three business days (72 hours – until midnight of the third day excluding Saturdays, Sundays, and legal holidays) of signing the enrollment agreement and prior to the first class session, CTI will make a full refund of any portion of tuition or fees collected.
3. If the applicant requests cancellation of enrollment after three business days but prior to the first class session, CTI reserves the right to retain the registration fee not to exceed \$100.
4. Refunds due to the student's cancellation of enrollment or CTI's denial of admission will be made within forty-five (45) days of the date of notification.

Following official enrollment, termination of a student's enrollment can be made either by the student or by Career Technical Institute. CTI may terminate a student's enrollment for failure to (1) attend classes for 14 consecutive calendar days, (2) meet minimum standards of academic progress, (3) meet CTI's minimum conduct standards, or (4) fulfill financial obligations according to a written binding agreement with CTI.

Tuition Refund Policy

Students who begin training and then withdraw will be subject to the following refund policy:

1. Refund computations will be based on scheduled program/course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled classes.
2. The effective date of termination for refund purposes will be the student's last date of attendance.
3. If tuition and fees are collected in advance of program/course start date, and if after expiration of the 72 hours cancellation privilege the student does not enter school, not more than \$100 in non-refundable enrollment or registration fees will be retained by CTI.
4. If the student begins instruction in a program/course of study and withdraws or his or her instruction is discontinued for any reason, CTI may retain not more than \$100 in non-refundable enrollment or registration fees.
5. If the student begins instruction in a program/course of study and withdraws or his or her instruction is discontinued for any reason, prior to the completion of sixty percent (60%) of the scheduled program/course, a pro-rata portion of tuition collected will be refunded. The prorated amount of refundable tuition shall be determined by the ratio of weeks completed to the total number of weeks in the scheduled program/course, rounded to the nearest (10%). Any portion of a week in attendance is considered a full week of attendance for this purpose. Withdrawal after completion of 60% of the scheduled program/course will obligate the student for the entire amount of tuition. In all cases, refunds will be calculated based on the student's last date of attendance.
6. If a refund is due, it will be made within 45 days of receipt of written notification from the student or applicant or within 45 days from the date the institution terminates the student. Refunds when due, will be made without requiring a request from the student. Books and other materials issued for courses already taken are the property of the student. No additional books or materials will be issued after withdrawal.
7. Students enrolled in programs longer than 12 months and have a financial obligation longer than 12 months will be rereleased from the obligation to pay beyond the 12 months if the student withdraws during the first 12 months.
8. The calculation for the refund of any unused portion of the first 12 months will be based on the

procedures as outlined above in "Item 5".

9. If the student withdraws during any subsequent period following the first 12 months, the student's refund for the unused portion of the tuition applicable to the period of withdrawal will be based on the procedures as outlined above in "Item 5".

Return of Title IV Funds Policy

When a student withdraws during the term, the amount of Title IV program assistance that the student has earned up to that point is determined by a specific formula. The financial aid earned by the student prior to withdrawal is determined by calculating the amount of the payment period the student completed as of the last date of attendance. If the student received less assistance than the amount the student earned, the student may be able to receive those additional funds. If the amount of federal aid disbursed is more than the amount of federal aid earned as of the last date of attendance, either the school or the student, or both, are required to return some portion of Title IV funds.

The amount of assistance that the student has earned is determined on a pro rata basis. The amount of the payment period completed by the student as of the last date of attendance is calculated by counting the number of calendar days that have elapsed and dividing that number by the total number of calendar days in the payment period. Scheduled breaks of five days or longer are excluded from the calculation.

For example, if the student completed 30% of the term, the student earned 30% of the assistance they were originally scheduled to receive for that period. Calculation would be as follows:

Payment Period: 100 Days Financial Aid Award: \$ 1,000 Student Attended: 30 Days

$30 \text{ (Attended Days)} / 100 \text{ (Payment Period)} = 30\% \text{ (% Earned)}$

$30\% \text{ (% Earned)} \times \$ 1,000 \text{ (Financial Aid Award)} = \$ 300 \text{ ($ Earned)}$

$\$ 1,000 \text{ (Financial Aid Award)} - \$ 300 \text{ ($ Earned)} = \$ 700 \text{ (Amount Returned)}$

Once the student has completed more than 60% of the payment period or period of enrollment, the student earns all the assistance that they were scheduled to receive for that period.

If the student did not receive all of the funds that were earned, the student may be due a post-withdrawal disbursement. If the student's post-withdrawal disbursement includes loan funds, CTI must get the student's permission before it can disburse them. The student may choose to decline some or all of the loan funds so that student does not incur additional debt. However, it may be in the student's best interest to allow CTI to keep the funds to reduce the student's debt at the school. CTI may automatically use all or a portion of the student's post-withdrawal disbursement of grant funds for tuition and fees. CTI will notify the student within 30 days of the date of determination of official or unofficial withdrawal or termination of any eligible post-withdrawal disbursement.

If the student or CTI receives unearned Title IV program funds that must be returned, CTI must return a portion of the unearned funds equal to the lesser of:

1. The student's institutional charges multiplied by the unearned percentage of scheduled funds, or
2. The entire amount of the unearned funds

CTI will return Title IV in the following order:

- 1) Direct Unsubsidized Stafford Loans
- 2) Direct Subsidized Stafford Loans
- 3) Direct PLUS loans

- 4) Federal Pell Grants
- 5) Other federal aid programs.

The required return of Title IV funds under this policy is made to the Title IV programs within 45 calendar days of the date of determination of withdrawal or termination.

The student is required to return any unearned funds less the amount returned by CTI. For any loan funds that the student must return, the student (or parent for a PLUS Loan) will repay in accordance with the terms of the promissory note. That is, the student makes scheduled payments to the holder of the loan over a period of time.

If the student is required to return any grant aid (Federal Pell Grant), the student is considered to be in overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You do not have to repay a grant overpayment if the original amount of the overpayment is \$50 or less. The student is ineligible for any additional Title IV funds until the amount of the grant overpayment is repaid. The student may make payment arrangements with either CTI or the U.S. Department of Education. A student who owes an overpayment will be notified in writing by CTI within thirty days of the date of determination of withdrawal.

When a student withdraws, the requirements for Title IV program funds are separate from any refund policy that CTI may have. Therefore, the student may still owe funds to CTI to cover unpaid institutional charges. CTI may also charge the student for any Title IV program funds that the school was required to return. Students will receive a written notice of any federal funds returned by CTI and an invoice for any balance owed the school. If the student has questions about the return of Title IV funds or the Title IV program funds, they can contact the financial aid office at (202) 552-3045.

Changes to Course Content and Materials

The school reserves the right to change course content, material and textbooks. No additional charges are made to currently enrolled students for these types of changes.

Refunds for Books and Materials

Once received by the student, books and other materials are the property of the student. Once distributed, the school does not accept merchandise returns and makes no refunds for these items.

Non-Immigrant Students

Career Technical Institute is authorized by the U.S. Department of Homeland Security to enroll nonimmigrant alien students.

Crime Reporting

Any student who witnesses or is the victim of a criminal act, should immediately report that act to building security and a member of the Career Technical Institute's staff.

Inclement Weather/Emergency

Inclement weather school closings or delays will be decided by the Chief Operating Officer and will be announced on the telephone voice mail system and on local television stations. Please call the main number, 202-467-4223, and listen to the outgoing message for an update on school closings or delays due to inclement weather or other emergency.

Xtended Learning

At Career Technical Institute we want your education to be long lasting. Any student who successfully completes their curriculum by their enrolled graduation date is invited to refresh their completed courses for up to one year from graduation. This complimentary access for review applies specifically to Career Technical Institute graduates and the courses and software versions reflected on their Enrollment

Agreement and that was successfully completed while enrolled. For campus students, scheduling is based on availability of computer stations.

Career Services

All students who attend one of CTI's vocational programs are offered the opportunity to participate in the Career Services Program and to utilize the resources of the department. In addition to the services provided by the department, students are expected to be active participants in the job search process and to work alongside a Career Services staff member in their search for employment. While placement assistance is always available, CTI cannot guarantee employment to any student.

Career Services assistance usually begins after the student has obtained 12 credits and attended the following workshops: *Effective Written Communications*, *Interviewing Skills*, and *Building a Powerful Resume*. At this time, students have the opportunity to meet one-on-one with a Career Services staff member to receive counseling and assistance in preparing a resume, developing effective interview skills and in implementing a successful job search strategy. The expansion of such skills increases the students' chances of moving into a position of more responsibility and prestige as he/she moves through his/her career.

In addition to individual career counseling, students are required to participate in informational and interactive Employment Skills Workshops. These seminars deal with such topics as cover letters, resume writing, interviewing techniques, how to target specific employers, internet searches, and job-hunting record keeping. Finally, in order to ensure that a student is prepared to meet with an employer, he/she can request a mock interview session with a Career Services staff member. During this time the student is able to practice the interviewing process in a simulated environment. Any questions concerning CTI's Career Services Program can be directed to a Career Services staff member.

Student Services

The Student Services Department provides support services to students who need tutoring, referral to community services and other related activities. From 10:30AM until 7:00PM, a representative is available to meet and or speak with students. Student Services also oversees school related activities that include Student Surveys from both campus and distance education students. The surveys are used to solicit feedback from students and are reviewed at staff and Advisory Board meetings. Social media and other electronic venues are also used to communicate with students and includes using Emails, Facebook, Instagram, Skype, Google Mail and other forms of video conferencing. The CTI community has a chance to evaluate and improve the curriculum and review school policies at the Annual Managers' Meetings.

Completion and Placement Rates

The school is required by the Council on Occupational Education to report completion and placement rates annually covering the time period of July 1 through June 30. In accordance, CTI's 2021 completion and placement rates are 62% and 76%, respectively. Individual program completion and placement rates are listed in the Program Descriptions section of this catalog. For additional information on the Institution's graduation rates, visit <http://nces.ed.gov/collegenavigator/?id=420370#retgrad>.

Campus Annual Security Report

Career Technical Institute (CTI) is committed to providing a safe and secure environment to students, faculty, staff, and all members of the CTI community. Annually in October, CTI publishes its Annual Security Report online at: www.careertechnical.edu/asr-2018 that contains statistics on reported crimes that occurred on CTI's campus and on public property within or immediately adjacent to and accessible from campus during the last three years. The report also includes important information regarding campus security and personal safety, crime prevention and awareness programming, disciplinary policies, and emergency notification and response procedures. You may request a paper copy of the report by contacting

the School's Financial Aid Office at (202) 552-3044.

Program Descriptions

PC SPECIALIST PLUS - GENERALIST SPECIALIZATION 720 HOURS/36 QUARTER CREDITS

****Available On Campus and via Distance Education****

The PC Specialist Plus – Generalist Specialization program offers individualized learning in computer software, business skills, employment skills and keyboarding. This program is ideal for people with some work experience but who lack up-to-date computer knowledge to be competitive in today's job market. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 32 weeks attending the day session and 48 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to, Administrative Assistant, Office Assistant, Front Office Clerk, Customer Service Representative, Data Entry Clerk, or a variety of other general administrative positions. Job titles will vary among different types of businesses and industries. Program completion and placement rates for 2021 are 79% and 73%, respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours*
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Systems	30	1.5
<i>PC Applications</i>	Word Fundamentals I	30	1.5
	Word Fundamentals II	30	1.5
	Excel Fundamentals I	30	1.5
	Excel Fundamentals II	30	1.5
	Outlook Fundamentals I	30	1.5
	Outlook Fundamentals II	30	1.5
	PowerPoint Proficient	30	1.5
	<i>Business Skills</i>	Business Communications (I & II)	60
	Customer Service & Communication Skills (I, II & III)	45	2.25
	Office Procedures (I & II)	30	1.5
	Business Problem Solving (I & II)	30	1.5
	Business Math	30	1.5
	Business Writing (I, II & III)	45	2.25
	Business Etiquette (I & II)	45	2.25
	Administrative Assistant Skills (I & II)	60	3
<i>Employment Skills</i>	Employment Skills (Select 2: I, II, III or IV)	30	1.5
<i>Keyboarding</i>	Keyboarding Skills (I, II, III, IV, V & VI)	90	4.5
	<i>TOTAL PROGRAM HOURS/CREDITS</i>	720	36

***Not including Course Prep Hours.**

Upon completion a Certificate of Completion will be awarded.

**PC SPECIALIST PLUS – BOOKKEEPING SPECIALIZATION
720 HOURS/36 QUARTER CREDITS**

****Available On Campus and via Distance Education****

The PC Specialist Plus – Bookkeeping Specialization program offers individualized learning in computer software, business skills, employment skills and keyboarding, as well as Basic Accounting Principles, and QuickBooks accounting software. This program is ideal for people with some work experience but who lack up-to-date computer knowledge to be competitive in today’s job market. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 32 weeks attending the day session and 48 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to, Accounting Assistant, Bookkeeper, Payroll Clerk, Accounts Payable Clerk, Accounts Receivable Clerk, Administrative Assistant, Office Assistant, Front Office Clerk, Customer Service Representative, Data Entry Clerk, or a variety of other general administrative positions. Program completion and placement rates for 2021 are 67% and 79% respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours*
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Office	30	1.5
<i>PC Applications</i>	Word Fundamentals I	30	1.5
	Word Fundamentals II	30	1.5
	Excel Fundamentals I	30	1.5
	Excel Fundamentals II	30	1.5
	Outlook Fundamentals I	30	1.5
	PowerPoint Proficient	30	1.5
	Access Fundamentals	30	1.5
<i>Business Skills</i>	Business Communications (I & II)	60	3
	Customer Service & Communication Skills (I, II & III)	45	2.25
	Business Problem Solving (I & II)	30	1.5
	Office Procedures (I & II)	30	1.5
	Business Math	30	1.5
	Business Writing (I, II & III)	45	2.25
<i>Accounting**</i>	Accounting Fundamentals (I & II)	60	3
	Get Going with QuickBooks	30	1.5
	Keep Going with QuickBooks	30	1.5
<i>Employment Skills</i>	Employment Skills (Select 2: I, II, III or IV)	30	1.5
<i>Keyboarding</i>	Keyboarding Skills (I, II, III, IV & V)	75	3.75
<i>TOTAL PROGRAM HOURS/CREDITS</i>		720	36

***Not including Course Prep Hours.**

****Based on enrollment, CTI may offer the instructional hours via Distance Learning. Upon completion a Certificate of Completion will be awarded.**

HELP DESK PROFESSIONAL
585 HOURS/39 QUARTER CREDITS
****Available On Campus and via Distance Education****

This program provides students with skills in software applications, hardware troubleshooting and local network support. Upon successful completion of the Help Desk Professional program, the student should be able to: install, configure and troubleshoot DOS and the Windows family of operating systems; support users of the Microsoft Office Suite or applications, use statistical information retrieval to diagnose and resolve common hardware and software problems; and provide local network support. Students can complete this program in approximately 26 weeks attending the day session and 39 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to, PC Support Technician, PC Technician, Computer Repair & Maintenance Technician, Customer Service/Support Representative, Help Desk Support Technician, Network Administrator, Network Support Technician, Computer Floor Sales Representative, and/or a variety of other computer and administrative support positions. Job titles will vary among different types of businesses and industries. This program is available on campus, as well as via distance education. Program completion and placement rates for 2021 are 61% and 79% respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours*
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Office	30	1.5
	Hard Disk Management	15	.75
<i>PC Applications</i>	Word Fundamentals I	30	1.5
	Excel Fundamentals I	30	1.5
	Outlook Fundamentals I	30	1.5
<i>Business Skills</i>	Business Communications I	30	1.5
	Customer Service and Communications Skills I	15	.75
	Business Problem Solving I	15	.75
	Business Problem Solving II	15	.75
<i>Networking</i>	Network+ I	45	3.75
	Network+ II	45	3.75
	Network+ III	15	1.5
<i>Computer Support and Maintenance (A+)</i>	Computer Repair I	45	3.75
	Computer Repair II	45	3.75
	Computer Repair III	45	3.75
	Computer Repair IV	45	3.75
<i>Employment Skills</i>	Employment Skills (Choose 2 of 4)	30	1.5
<i>Keyboarding</i>	Keyboarding Skills I, II and III	45	2.25
<i>TOTAL PROGRAM HOURS/CREDITS</i>		585	39

***Not including Course Prep Hours.**

Upon completion a Certificate of Completion will be awarded.

**MEDICAL OFFICE PROFESSIONAL
900 HOURS/45 QUARTER CREDITS
Available On Campus and via Distance Education**

The Medical Office Professional program offers individualized learning in computer software, business skills, employment skills and keyboarding, as well as Medical Vocabulary, Anatomy, Physiology, Advanced Medical Terminology, Medical Office Procedures, Health Insurance Processing, and Medical Billing and Coding. This program is ideal for people with some work experience but who lack up-to-date computer knowledge to be competitive in today's job market. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 40 weeks attending the day session and 60 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to: Medical Receptionist, Health Information Technician, Medical Records Administrator, Medical Transcriber, Medical Claims Clerk, Medical Insurance Biller or Coder, Technician, Office Assistant, Administrative Assistant, Customer Service Representative, Data Entry Clerk, Front Office Clerk, or a variety of other general administrative positions. Job titles will vary among different types of businesses and industries. Program completion and placement rates for 2021 are 60% and 71% respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours*
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Office	30	1.5
<i>PC Applications</i>	Word Fundamentals I	30	1.5
	Word Fundamentals II	30	1.5
	Excel Fundamentals I	30	1.5
	Outlook Fundamentals I	30	1.5
	PowerPoint Proficient	30	1.5
<i>Medical</i>	Medical Vocabulary	15	.75
	Medical Terminology (I, II & III)	90	4.5
	Medical Office Procedures	45	2.25
	Medical Health Insurance Processing (I & II)	60	3
	Medical Billing (I & II)	60	3
	Medical Coding (I & II)	30	1.5
	Introduction to ICD	15	.75
	ICD Practical	15	.75
	CPT Practical	15	.75
	Coding Practical	15	.75
	Introduction to Electronic Health Records (I & II)	60	3
	Working with Electronic Health Records (I & II)	60	3
	Health Insurance Portability and Accountability Act (HIPAA) (I & II)	30	1.5
<i>Business Skills</i>	Customer Service & Communication Skills (I & II)	30	1.5
	Business Communications I	30	1.5
	Business Writing I	15	.75
	Business Etiquette (I & II)	45	2.25
<i>Employment Skills</i>	Employment Skills (Select 2: I II, III or IV)	30	1.5
<i>Keyboarding</i>	Keyboarding Skills (I, II & III)	45	2.25

	<i>TOTAL PROGRAM HOURS/CREDITS</i>	900	45
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****Not including Course Prep Hours***

Upon completion a Certificate of Completion will be awarded.

MEDICAL ASSISTANT*
810 HOURS/58 QUARTER CREDITS
****Available On Campus and via Hybrid****

The Medical Assistant program is designed to prepare students to assist medical providers by performing front office administrative duties and basic clinical tasks; such as: administering medications, vital sign measurement, phlebotomy, and assisting with physical examinations and patient education. The program includes an unpaid externship experience at a local medical office or health care facility. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 36 weeks during the day session and 54 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, Medical Receptionist, Medical Assistant, Medical Records Administrator, Medical Office Assistant, or a variety of other general administrative and clinical positions. Job titles will vary among different types of businesses and industries. Program completion and placement rates for 2021 are 67% and 72% respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours**
	Medical Assisting I: Health Care I and Anatomy & Physiology	30	2.62
	Medical Assistant I: Health Care II and Anatomy & Physiology	30	2.63
	Medical Assisting II: Circulatory System, Phlebotomy and Hematology	60	4.2
	Medical Assisting III: Nervous System, The Senses and The Clinical Laboratory	60	4.4
	Medical Assisting IV: Integumentary System, Pharmacology and Minor Office Surgery	60	4.8
	Medical Assisting V: Gynecologic Examination & Prenatal Care, The Reproductive System and Specialty Examinations	60	4.95
	Medical Assisting VI: Digestive and Urinary Systems	60	5
	Medical Assisting VII: Endocrine and Respiratory Systems I	30	2.6
	Medical Assisting VII: Endocrine and Respiratory Systems II	30	2.6
	Medical Assisting VIII: Skeletal and Muscular Systems	60	5.15
	Medical Records	15	1.5
	Medical Office Computerization	15	1.5
	Medical Office General Management	30	3.0
	Medical Insurance	15	1.5
	Medical Procedural Coding	15	1.5
	Managing Practice Finances	15	1.5
	Medical Billing and Collections	15	1.5
<i>Employment Skills</i>	Success as a Medical Professional I	15	.75
	Success as a Medical Professional II	15	.75
<i>Externship</i>	Medical Assistant Externship	180	6
	TOTAL PROGRAM HOURS/CREDITS	810	58

Not available via Distance Learning.

****Not including Course Prep Hours.**

Upon completion a Certificate of Completion will be awarded.

Students will complete an unpaid on-the-job extern experience at a local medical office or healthcare facility. Prior to starting the externship, students must meet the following externship eligibility requirements:

- complete all core and elective courses with a GPA of 2.0 or higher,
- achieve an overall attendance rate of 75% while completing classroom studies, and
- complete the Externship Orientation.

CTI reserves the right to revoke externship privileges to students who violate any of CTI's externship policies. The externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. The site supervisor will schedule the student for a total of 180 hours. CTI course hours and breaks do not apply to students on externships. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Failure to attend 75% or more of the externship will result in dismissal. The student must notify the site and the school of anticipated absences. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are expected to conduct themselves in a mature and professional manner and to obey all rules and regulations regarding the externship site and arrangement.

**ASSOCIATE DEGREE OF APPLIED SCIENCE IN ALLIED HEALTHCARE -
MEDICAL ASSISTANT CONCENTRATION*
1260 HOURS/90 QUARTER CREDITS**

****Available On Campus and via Hybrid****

This Associate Degree of Applied Science is designed to equip students with knowledge and skills that will position them for a range of career opportunities in health-related fields. In addition to obtaining training in basic coursework (Math, Science, and English), students will be prepared to assist medical providers by performing front office administrative duties and basic clinical tasks; such as: administering medications, vital sign measurement, phlebotomy, and assisting with physical examinations and patient education. The program includes an unpaid externship experience at a local medical office or health care facility. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 60 weeks attending the day session and 84 weeks attending the evening session. Graduates will be well prepared for success in their fields of expertise; such as, Medical Assistant, Medical Records Administrator, Medical Office Assistant, Health Information Technician and a variety of other general administrative and clinical positions. Job titles will vary among different types of businesses and industries. Program completion and placement rates for 2021 are 37% and 86% respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours**
	Medical Assisting II: Circulatory System, Phlebotomy and Hematology	60	4.2
	Medical Assisting III: Nervous System, The Senses and The Clinical Laboratory	60	4.4
	Medical Assisting IV: Integumentary System, Pharmacology and Minor Office Surgery	60	4.8
	Medical Assisting V: Gynecologic Examination & Prenatal Care, The Reproductive System and Specialty Examinations	60	4.95
	Medical Assisting VI: Digestive and Urinary Systems	60	5
	Medical Assisting VII: Endocrine and Respiratory Systems I	30	2.6
	Medical Assisting VII: Endocrine and Respiratory Systems II	30	2.6
	Medical Assisting VIII: Skeletal and Muscular Systems	60	5.15
	Medical Records	15	1.5
	Medical Office Computerization	15	1.5
	Medical Office General Management	30	3.0
	Medical Insurance	15	1.5
	Medical Procedural Coding	15	1.5
	Managing Practice Finances	15	1.5
<i>Medical</i>	Medical Billing and Collections	15	1.5
	Success as a Medical Assistant Professional I	15	.75
	Success as a Medical Assistant Professional II	15	.75
	Business Problem Solving I	15	.75
	Business Problem Solving II	15	.75
	Business Problem Solving III	15	.75
	Business Etiquette I	30	1.5
	Business Etiquette II	15	.75
<i>Business Skills</i>	Business Writing I	15	.75

	Business Writing II	15	.75
	Business Writing III	15	.75
<i>Externship</i>	Medical Assistant Externship	180	6
	Medical Assisting I: Health Care I and Anatomy & Physiology	30	2.63
	Medical Assisting I: Health Care II and Anatomy & Physiology	30	2.62
	Communications I	45	4.5
	Communications II	15	.75
	American Government I and II	60	4.5
	Biology I and II	60	5.25
	College Math	30	1.5
	Intro to Psychology I and II	60	5.25
<i>General Education</i>	Intro to Law	45	3.75
	<i>TOTAL PROGRAM HOURS/CREDITS</i>	1260	90

Upon completion an Associate of Applied Science Degree will be awarded.

Students will complete an unpaid on-the-job extern experience at a local medical office or healthcare facility. Prior to starting the externship, students must meet the following externship eligibility requirements:

- complete all core and elective courses with a GPA of 2.0 or higher,
- achieve an overall attendance rate of 75% while completing classroom studies, and
- complete the Externship Orientation.

CTI reserves the right to revoke externship privileges to students who violate any of CTI's externship policies. The externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. The site supervisor will schedule the student for a total of 180 hours. CTI course hours and breaks do not apply to students on externships. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Failure to attend 75% or more of the externship will result in dismissal. The student must notify the site and the school of anticipated absences. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are expected to conduct themselves in a mature and professional manner and to obey all rules and regulations regarding the externship site and arrangement.

VESL I*
900 HOURS/45 QUARTER CREDITS
****Available On Campus and via Distance Education****

This vocational program is designed to provide the language skills necessary for students to effectively communicate in English in everyday situations. The program is designed for those individuals who need instruction in English to be able to use the knowledge and skills they already possess in order to obtain employment or enhance their command of English for professional purposes. This program is ideal for people with some work experience, but lack effective oral and written skills to communicate in English with accuracy and fluency. Students admitted to the program must possess job skills as evidenced by documentation, such as, credentials, test scores, job experience, or verification of skill competencies by a third party. The program covers the four skills of listening, speaking, reading, and writing. The focus of the program is on both fluency and accuracy and the development of linguistic and communication skills. Students can complete training in 36 weeks attending the day session, 50 weeks attending evening sessions and 60 weeks attending weekend sessions. Program completion and placement rates for 2021 are 67% and 100% respectively.

Course Breakdown	Course Hours	Academic Qtr. Credit Hours**
Introduction to English as a Second Language	150	7.5
Beginning ESL	150	7.5
Intermediate ESL I	150	7.5
Intermediate ESL II	150	7.5
Advanced ESL I	150	7.5
Advanced ESL II	150	7.5
TOTAL PROGRAM HOURS/CREDITS	900	45

****Not including Course Prep Hours.**

Upon completion a Certificate of Completion will be awarded.

HOSPITALITY
630 HOURS/37 QUARTER CREDITS
****Available On Campus and via Distance Education****

The Hospitality program offers individualized learning computer software, business skills, employment skills and keyboarding, as well as foodservice, hotel management and travel and tourism. Graduates will be equipped with the foundational knowledge and relevant skills that can be applied in a variety of hospitality disciplines. This program is ideal for people with some work experience but who lack up-to-date computer knowledge to be competitive in today's job market. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 28 weeks attending the day session and 42 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to: Front Desk Agent, Concierge, Housekeeper, Cashier, Sales Coordinator, Server, Hostess, Call Center Representative, Events Coordinator, Guest Services Agent, Receptionist, Sales Consultant, Office Coordinator, Facilities Attendant, Food and Beverage Attendant, Marketing Representative and Office Coordinator. Job titles will vary among different types of businesses and industries. Program completion and placement rates for 2021 are 64% and 86% respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours*
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Office	30	1.5
<i>PC Applications</i>	Word Fundamentals I	30	1.5
	Excel Fundamentals I	30	1.5
	Outlook Fundamentals I	30	1.5
<i>Hospitality</i>	Hospitality I – Food Service	30	3.0
	Hospitality II – Hotel Management	30	3.0
	Hospitality III – Travel and Tourism	30	3.0
	Hospitality - Systems	45	4.5
	Hospitality - Property Administration	15	1.5
	Hospitality – Point of Sales	15	1.5
<i>Business Skills</i>	Business Communications I	30	1.5
	Business Writing I	15	.75
	Business Etiquette I	30	1.5
	Customer Service & Communication Skills (I, II & III)	45	2.25
	Business Math	30	1.5
<i>Employment Skills</i>	Employment Skills (Select 3: I, II, III or IV)	45	2.25
<i>Externship</i>	Hospitality Externship	135	4.5
<i>TOTAL PROGRAM HOURS/CREDITS</i>		630	37

***Not including Course Prep Hours.**
Upon completion a Certificate of Completion will be awarded.

Students will complete an unpaid on-the-job extern experience. Prior to starting the externship, students must meet the following externship eligibility requirements:

- complete all courses with a GPA of 2.0 or higher,
- achieve and overall attendance rate of 75% while completing classroom studies, and
- complete the Externship Orientation.

CTI reserves the right to revoke externship privileges to students who violate any of CTI's

externship policies. The externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. The site supervisor will schedule the student for a total of 135 hours. CTI course hours and breaks do not apply to students on externships. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Failure to attend 75% or more of the externship will result in dismissal. The student must notify the site and the school of anticipated absences. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are expected to conduct themselves in a mature and professional manner and to obey all rules and regulations regarding the externship site and arrangement.

**ASSOCIATE DEGREE OF APPLIED SCIENCE IN HOSPITALITY
1260 HOURS/90 QUARTER CREDITS**

****Available On Campus and via Distance Education****

The Associate Degree of Applied Science in Hospitality program is designed to equip students with the knowledge and skills that will position them for a range of career opportunities in the Hospitality industry. In addition to obtaining training in basic course work (Math, Science, and English), students will be equipped with the foundational knowledge and relevant skills that can be applied in a variety of hospitality disciplines. The program provides the opportunity for individuals already in the industry to upgrade skills and broaden their area of expertise. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 60 weeks attending the day session and 84 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to: Front Desk Agent, Concierge, Housekeeper, Cashier, Sales Coordinator, Server, Hostess, Call Center Representative, Events Coordinator, Guest Services Agent, Receptionist, Sales Consultant, Office Coordinator, Facilities Attendant, Food and Beverage Attendant, Marketing Representative and Office Coordinator. Job titles will vary among different types of businesses and industries. Program completion and placement rates for 2021 are 91% and 80%, respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours*	
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75	
	Introduction to Microsoft Office	30	1.5	
<i>PC Applications</i>	Word Fundamentals I	30	1.5	
	Excel Fundamentals I	30	1.5	
	PowerPoint Proficient	30	1.5	
	Outlook Fundamentals I	30	1.5	
	Hospitality I – Food Service	30	3	
<i>Hospitality</i>	Hospitality II – Hotel Management	30	3	
	Hospitality III – Travel and Tourism	30	3	
	Hospitality - Systems	45	4.5	
	Hospitality - Property Administration	15	1.5	
	Hospitality – Point of Sales	15	1.5	
	Managing Beverage Operations	30	3	
	Managing Beverage Operations II	30	3	
	Hospitality Sales and Marketing I	30	3	
	Hospitality Sales and Marketing II	45	4.5	
	Leadership and Management in Hospitality I	15	.75	
	Leadership and Management in Hospitality II	45	4.5	
	Managing Technology in Hospitality I	15	.75	
	Managing Technology in Hospitality II	45	4.50	
	<i>Business Skills</i>	Business Communications I	30	1.5
		Business Writing (I & II)	30	1.5
		Business Etiquette I	30	1.5
		Customer Service & Communication Skills (I, II & III)	45	2.25
Business Problem Solving (I, II & III)		45	2.25	
<i>Employment Skills</i>	Employment Skills (Select 3: I, II, III or IV)	45	2.25	
<i>Externship</i>	Hospitality Externship	135	4.5	
<i>General Education</i>	Communications I	45	4.5	
	Communications II	15	.75	

	American Government I and II	60	4.5
	Biology I and II	60	5.25
	College Math	30	1.5
	Intro to Law	45	3.75
	Intro to Psychology I and II	60	5.25
	<i>TOTAL PROGRAM HOURS/CREDITS</i>	1260	90

Upon completion an Associate of Applied Science Degree will be awarded.

Students will complete an unpaid on-the-job extern experience. Prior to starting the externship, students must meet the following externship eligibility requirements:

- complete all courses with a GPA of 2.0 or higher,
- achieve and overall attendance rate of 75% while completing classroom studies, and
- complete the Externship Orientation.

CTI reserves the right to revoke externship privileges to students who violate any of CTI's externship policies. The externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. The site supervisor will schedule the student for a total of 135 hours. CTI course hours and breaks do not apply to students on externships. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Failure to attend 75% or more of the externship will result in dismissal. The student must notify the site and the school of anticipated absences. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are expected to conduct themselves in a mature and professional manner and to obey all rules and regulations regarding the externship site and arrangement.

**MEDICAL OFFICE ADMINISTRATION
720 HOURS/33 QUARTER CREDITS**

****Available On Campus and via Distance Education**
Available States are FL, TX, VA, MD and DC**

The Medical Office Administration program offers specialized courses in patient and administrative support. Students are prepared with the real-world knowledge and practical skills needed to pursue and advance in a career in the healthcare industry. The program also provides instruction in computer applications, communications, and organizational skills. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 32 weeks attending the day session and 48 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to: Medical Administrator, Medical Assistant, Medical Secretary, Health Information Technician, Medical Records Administrator, Medical Transcriber, Medical Claims Clerk, Medical Insurance Biller or Coder, Technician, Administrative Assistant, Front Office Clerk, or a variety of other general administrative positions. Job titles will vary among different types of businesses and industries. This program is available on campus, as well as via distance education. Program completion and placement rates for 2021 are 100% and 100%, respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours**
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Office	30	1.5
<i>PC Applications</i>	Word Fundamentals I	30	1.5
	Excel Fundamentals I	30	1.5
	PowerPoint Proficient	30	1.5
<i>Medical</i>	Medical Vocabulary	15	.75
	Medical Terminology (I, II & III)	90	4.5
	Medical Office Procedures	45	2.25
	Medical Health Insurance Processing (I & II)	60	3
	Medical Billing (I & II)	60	3
	Medical Coding (I & II)	30	1.5
	Introduction to ICD	15	.75
	ICD Practical	15	.75
	CPT Practical	15	.75
	Health Insurance Portability and Accountability Act (HIPAA) (I & II)	30	1.5
<i>Business Skills</i>	Business Communications I	30	1.5
<i>Employment Skills</i>	Employment Skills I & II	30	1.5
<i>Keyboarding</i>	Keyboarding Skills I	15	.75
<i>Externship</i>	Medical Office Externship	135	4.5
<i>TOTAL PROGRAM HOURS/CREDITS</i>		720	33

****Not including Course Prep Hours**

Upon completion a Certificate of Completion will be awarded.

Students who meet the minimum requirements to qualify will be allowed to complete an unpaid on-the-job extern experience at a local medical office or healthcare facility. In order to qualify for an externship placement, students must meet the following externship eligibility requirements:

- Complete all core and elective courses with a GPA of 2.0 or higher
- Achieve an overall attendance rate of 75% while completing your classroom studies
- Complete the Externship Orientation

CTI reserves the right to revoke externship privileges to students who violate any of CTI's externship policies. The externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. The site supervisor will schedule the student for a total of 135 hours. CTI course hours and breaks do not apply to students on externships. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Failure to attend 75% or more of the externship will result in dismissal. The student must notify the site and the school of anticipated absences. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are expected to conduct themselves in a mature and professional manner and to obey all rules and regulations regarding the externship site and arrangement.

INFORMATION TECHNOLOGY PROFESSIONAL 720 HOURS/47 QUARTER CREDITS

****Available On Campus and via Distance Education****

The Information Technology Professional program will provide students with skills in software applications, hardware troubleshooting, security issues, Cloud computing and local network support. Upon successful completion of the Information Technology program, graduates will be able to install, configure, and troubleshoot DOS and the Windows family of operating systems, support users in the Microsoft Office Suite of applications, use statistical information retrieval to diagnose and resolve common hardware and software problems, and provide local network support. The Information Technology Professional program is designed to equip our students with knowledge and skills that will position them for a wide range of career opportunities in computer technology. Students can complete training within approximately 32 weeks attending the day session and 48 weeks attending the evening session. Our graduates will be well prepared for success in their field of expertise in positions such as, PC Support Technician, PC Technician, Computer Repair & Maintenance Technician, Customer Service/Support Representative, Help Desk Support Technician, Network Administrator, Network Support Technician Cloud Computing Service Providers, etc. This program is available on campus, as well as via distance education. Program completion and placement rates for 2021 are 41% and 75%, respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours**
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Office	30	1.5
<i>PC Applications</i>	Word Fundamentals I	30	1.5
<i>IT Technical Skills</i>	Hard Disk Management	15	.75
	Network+ I-III	105	9
	Computer Repair I-IV	180	15
	Security Plus I and II	60	4.5
	Cloud Computing I and II	45	4.5
<i>Business Skills</i>	Business Problem Solving I	15	.75
	Business Writing I	15	.75
<i>Professional Skills</i>	Employment Skills I & II	30	1.5
	Customer Service & Communication Skills I & II	30	1.5
<i>Keyboarding</i>	Keyboarding Skills I	15	.75
<i>Externship</i>	Externship	135	4.5
<i>TOTAL PROGRAM HOURS/CREDITS</i>		720	47

****Not including Course Prep Hours**

Upon completion a Certificate of Completion will be awarded.

Students who meet the minimum requirements to qualify will be allowed to complete an unpaid on-the-job extern experience with a local information technology company. In order to qualify for an externship placement, students must meet the following externship eligibility requirements:

- Complete all core and elective courses with a GPA of 2.0 or higher

- Achieve an overall attendance rate of 75% while completing your classroom studies
- Complete the Externship Orientation

CTI reserves the right to revoke externship privileges to students who violate any of CTI's externship policies. The externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. The site supervisor will schedule the student for a total of 135 hours. CTI course hours and breaks do not apply to students on externships. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Failure to attend 75% or more of the externship will result in dismissal. The student must notify the site and the school of anticipated absences. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are expected to conduct themselves in a mature and professional manner and to obey all rules and regulations regarding the externship site and arrangement.

**ASSOCIATE DEGREE OF APPLIED SCIENCE
IN INFORMATION TECHNOLOGY
1260 HOURS/90 QUARTER CREDITS**

****Available On Campus and via Distance Education****

The Associate Degree of Applied Science in Information Technology program includes general education classes as well as specialized technical training in computer hardware and software. The Information Technology degree aims to help individuals gain or enhance their skills to enable them to proficiently provide practical IT solutions to various business challenges. The focus of the program is to provide students with the ability to interpret and manage the technological information and resources of an organization. Students can complete this program in approximately 60 weeks attending the day session and 84 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to, Help Desk Associate, Applications Analyst, Information Systems Assistant, Information Systems Technician, System Administrator, Computer System Administrator, PC Support Technician, Network Administrator, Network Support Technician and/or a variety of other computer and administrative support positions. Job titles will vary among different types of businesses and industries. This program is offered both on campus, as well as via distance education. Program completion and placement rates for 2021 are 37% and 86% respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours**
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75
	Introduction to Microsoft Office	30	1.5
	Hard Disk Management	15	.75
<i>PC Applications</i>	Word Fundamentals I	30	1.5
<i>Business Skills</i>	Business Problem Solving I	15	.75
	Customer Service & Communications Skills I-III	45	2.25
	Business Writing I and II	30	1.5
	Business Etiquette I and II	45	2.25
<i>Network+ Skills</i>	Network+ I-III	105	9
<i>Computer Repair</i>	Computer Repair I-IV	180	15.0
<i>IT Technical Skills</i>	Security Plus I and II	60	4.5
	Cloud Computing I and II	45	4.5
	Information Security Best Practices I and II	60	5.25
	Certified Ethical Hacker I and II	45	4.5
	IT Fundamentals I and II	45	3.75
<i>Employment Skills</i>	Employment Skills (2 of 4)	30	1.5
<i>Keyboarding</i>	Keyboarding Skills I	15	.75
<i>General Education</i>	Communications I and II	60	5.25
	Biology I and II	60	5.25
	American Government I and II	60	4.5
	College Math	30	1.5
	Intro to Psychology I and II	60	5.25
	Intro to Law	45	3.75
<i>Externship</i>	IT Externship	135	4.5

	<i>TOTAL PROGRAM HOURS/CREDITS</i>	1260	90
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Upon completion an Associate of Applied Science Degree will be awarded.

Students who meet the minimum requirements to qualify will be allowed to complete an unpaid on-the-job extern experience at a local IT organization. In order to qualify for an externship placement, students must meet the following externship eligibility requirements:

- Complete all core and elective courses with a GPA of 2.0 or higher
- Achieve an overall attendance rate of 75% while completing your classroom studies
- Complete the Externship Orientation

CTI reserves the right to revoke externship privileges to students who violate any of CTI's externship policies. The externship site is required to complete an Externship Affiliation Agreement and document hours attended by the student. The site supervisor will schedule the student for a total of 135 hours. CTI course hours and breaks do not apply to students on externships. The student is expected to attend **all** scheduled hours and to make-up any hours missed. Failure to attend 75% or more of the externship will result in dismissal. The student must notify the site and the school of anticipated absences. It is the student's responsibility to provide the school with a timesheet signed by the site supervisor documenting externship hours completed for each week. Students are expected to conduct themselves in a mature and professional manner and to obey all rules and regulations regarding the externship site and arrangement.

**ASSOCIATE DEGREE OF APPLIED SCIENCE
IN HUMAN RESOURCE ADMINISTRATION
1260 HOURS/90 QUARTER CREDITS**

****Available On Campus and via Distance Education****

The Associate Degree of Applied Science in Human Resource Administration program is designed to equip students with a well-rounded education that combines general education courses and specialized courses in the field of Human Resources. The program provides students with real-world knowledge and career-relevant skills. Courses within the program discipline provide in-depth instruction in administering recruitment, interviewing and hiring procedures for a variety of industries. Scheduling is flexible, with both day and evening hours available. Students can complete training within approximately 60 weeks attending the day session and 84 weeks attending the evening session. Generally, entry-level career options available to graduates of this program include, but are not limited to: Human Resources Generalist, Human Resources Recruiter, Human Resources Administrator, Human Resources Specialist, Personnel Assistant, and Personnel Coordinator. Job titles will vary among different types of businesses and industries. This program is offered both on campus, as well as via distance education. Program completion and placement rates for 2021 are 44% and 80%, respectively.

Course Breakdown		Course Hours	Academic Qtr. Credit Hours**	
<i>Operating Systems</i>	Introduction to Operating Systems	15	.75	
	Introduction to Microsoft Office	30	1.5	
<i>PC Applications</i>	Word Fundamentals I and II	60	3.0	
	Excel Fundamentals I and II	60	3.0	
	PowerPoint Proficient	30	1.5	
	Outlook Fundamentals I	30	1.5	
	Human Resource Core Knowledge	45	4.5	
<i>Business Skills</i>	Business Management and Strategy	45	4.5	
	Workforce Planning and Employment	45	4.5	
	Human Resources Development	45	4.5	
	Compensation and Benefits	45	4.5	
	Employee and Labor Relations	30	3.0	
	Risk Management	45	4.5	
	Strategic Human Resource Management	45	4.5	
	Business Communications I and II	60	3.0	
	Business Writing I-III	45	2.25	
	Customer Service and Communications Skills I-III	45	2.25	
	Business Problem Solving I-III	45	2.25	
	Business Etiquette I	30	1.5	
	Office Procedures I and II	30	1.5	
	<i>Employment Skills</i>	Employment Skills I-IV	60	3.0
	<i>Keyboarding Skills</i>	Keyboarding Skills I-IV	60	3.0
<i>General Education</i>	Communications I and II	60	5.25	
	Biology I and II	60	5.25	

	American Government I and II	60	4.5
	College Math	30	1.5
	Intro to Psychology I and II	60	5.25
	Intro to Law	45	3.75
	<i>TOTAL PROGRAM HOURS/CREDITS</i>	1260	90

Upon completion an Associate of Applied Science Degree will be awarded.

CONTINUING EDUCATION CHOICES

<u>Office Applications</u>	<u>Course Hours</u>	<u>Qtr. Credit Hours</u>
Word Fundamentals I	30	1.5
Word Fundamentals II	30	1.5
Word Proficient	30	1.5
Word Expert	30	1.5
Excel Fundamentals I	30	1.5
Excel Fundamentals II	30	1.5
Excel Proficient	30	1.5
Excel Expert	30	1.5
PowerPoint Proficient	30	1.5
PowerPoint Expert	30	1.5
Access Fundamentals	30	1.5
Access Proficient	30	1.5
Access Expert	30	1.5
Outlook Fundamentals I	30	1.5
Outlook Proficient	30	1.5
Outlook Expert	30	1.5
Introduction to Internet Explorer	30	1.5
Introduction to Microsoft Office	30	1.5
 <u>Keyboarding Skills</u>		
Keyboarding Skills I	15	.75
Keyboarding Skills II	15	.75
Keyboarding Skills III	15	.75
Keyboarding Skills IV	15	.75
Keyboarding Skills V	15	.75
Keyboarding Skills VI	15	.75
Keyboarding Skills VII	15	.75
Keyboarding Skills VIII	15	.75
 <u>General Office & Business Skills</u>		
Administrative Assistant Skills I	30	1.5
Administrative Assistant Skills II	30	1.5
Business Problem Solving I	15	.75
Business Problem Solving II	15	.75
Business Problem Solving III	15	.75
Business Writing I	15	.75
Business Writing II	15	.75
Business Writing III	15	.75
Business Etiquette I	30	1.5
Business Etiquette II	15	.75
Business Communications I	30	1.5
Business Communications II	30	1.5
Business Math	30	1.5
Customer Service & Communication Skills I	15	.75
Customer Service & Communication Skills II	15	.75
Customer Service & Communication Skills III	15	.75
Office Procedures I	15	.75
Office Procedures II	15	.75
 <u>Bookkeeping Skills</u>		
Accounting Fundamentals I	30	1.5
Accounting Fundamentals II	30	1.5
Get Going with QuickBooks	30	1.5

Keep Going with QuickBooks	30	1.5
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Continuing Education Choices Continued:

<u>Medical Skills</u>	<u>Course Hours</u>	<u>Qtr. Credit Hours</u>
Medical Vocabulary	15	.75
Medical Terminology I	30	1.5
Medical Terminology II	30	1.5
Medical Terminology III	30	1.5
Medical Office Procedures	45	2.25
Introduction to Electronic Health Records I	30	1.5
Introduction to Electronic Health Records II	30	1.5
Working with Electronic Health Records I	30	1.5
Working with Electronic Health Records II	30	1.5
Health Insurance Portability and Accountability Act (HIPAA) I	15	.75
Health Insurance Portability and Accountability Act (HIPAA) II	15	.75
<u>Computer Support & Maintenance Skills</u>		
Computer Repair I	45	3.75
Computer Repair II	45	3.75
Computer Repair III	45	3.75
Computer Repair IV	45	3.75
Cloud Computing I	30	3.0
Cloud Computing II	15	1.5
Information Security Best Practices I	45	4.5
Information Security Best Practices II	15	.75
Certified Ethical Hacker I	30	3.0
Certified Ethical Hacker II	15	1.5
IT Fundamentals I	30	3.0
IT Fundamentals II	15	.75
<u>Employment Skills</u>		
Employment Skills I	15	.75
Employment Skills II	15	.75
Employment Skills III	15	.75
Employment Skills IV	15	.75
Employment Skills V	15	.75
Employment Skills VI	15	.75
<u>Operating Systems</u>		
Introduction to Operating Systems	15	.75
Introduction to Microsoft Office	30	1.50
Hard Disk Management	15	.75

Course Descriptions

Access Expert

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course students will learn how to create reports in Design View and by using a wizard. Other functions include learning how to configure report controls that include group and sort fields, modify data courses, add report controls and learn how to add and modify labels. Students will also learn how to format a report in Access 2016. (Prerequisite: Access Proficient)

Access Fundamentals

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course, students will learn about the new interface and key new features introduced in Access 2016. They will learn how to structure and construct a database design for a particular purpose. Included in this course is a section on adding and modifying tables and table fields using different methods of views. This course teaches the student to manage relationships and keys in Access 2016. They will learn how to navigate and protect and maintain databases in Access 2016. The student will also learn how create tables in Access 2016.

Access Proficient

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course, students will learn how to create relationships, queries and forms in Access 2016. Students will learn how to create and update queries using Access 2016. They will also learn how to create forms in Access 2016. They will learn how to modify and delete data on a form. They will learn how to export and import data in different file formats. The student should be able to create a form from a template with application parts.

(Prerequisite: Access Fundamentals)

Accounting Fundamentals I

(30 Clock Hours/1.5 Quarter Credit Hours)

In Accounting Fundamentals I, students become familiar with basic accounting concepts and terms, enabling them to track business transactions that affect assets, liabilities, and owner's equity. They learn how to use universal accounting tools; such as, the general journal,

general ledger, and trial balance to ensure an organization follows sound accounting practices.

Accounting Fundamentals II

(30 Clock Hours/1.5 Quarter Credit Hours)

In Accounting Fundamentals II, students develop an in-depth understanding of the purpose and uses of each of the four financial statements: the income statement, the balance sheet, the cash flow statement, and the statement of stockholder's equity. Students also practice preparing and interpreting each of these tools. (Prerequisite: Accounting Fundamentals I)

Administrative Assistant Skills I

(30 Clock Hours/1.5 Quarter Credit Hours)

This course covers the skills you need to be successful as an administrative professional, including communication skills, organizing and managing skills, problem-solving skills, and basic office skills. It also describes strategies for anticipating your boss's needs, for making your boss look good, and for keeping your boss informed. Finally, you are presented with techniques for effectively communicating your boss's messages and decisions.

Administrative Assistant Skills II

(30 Clock Hours/1.5 Quarter Credit Hours)

This course focuses on ways to analyze your current use of time. It covers how to use a time log to document and then assess your time use. It also describes how your energy levels and personality affect how you manage time, and outlines ways to better manage time in accordance with your personality type and energy cycle. This course focuses on ways to prioritize your workload. It discusses how to prepare a useful to-do list and prioritize the items on it. The course also outlines how to sequence and queue tasks to help improve your time management. Finally, it describes how to estimate time frames so you can schedule your tasks effectively and meet your deadlines.

(Prerequisite: Administrative Assistant Skills I)

American Government I

(30 Clock Hours/3 Quarter Credit Hours)

This is the first of two course on the American Governmental structure. In this course, students will explore the result of their vision-the American

government. They will discover how the founders created a democracy based upon the ideals of liberty, equality and self-government.

**American Government II
(30 Clock Hours/1.5 Quarter Credit Hours)-
Lab**

Prerequisite: American Government I

This is the second of two courses in American Government. In this course, students will explore how the government is structured and how it operates under the three branches of government-legislative, executive, and judicial that make up the system of checks and balances.



**Biology I
(45 Clock Hours/4.5 Quarter Credit Hours)**

This is a comprehensive introductory course that covers biology in a traditional order from the structure and function of the cell to the organization of the biospheres. Topics also include bioenergetics, DNA and structure and function, cell reproduction, taxonomy, evolution, ecology, and an overview of the anatomy and physiology of the major organ systems.

**Biology II
(15 Clock Hours/.75 Quarter Credit Hours)**

Prerequisite: Biology I

This is the lab portion of the Biology I course and students will complete virtual labs for each of the chapters. (Prerequisite: Biology I)

**Business Communications I
(30 Clock Hours/1.5 Quarter Credit Hours)**

This course is designed to give you an understanding of the prime causes of poor communication, and, more importantly, the skills required to minimize their impact. This course explains how to develop a voice that people want to listen to, and give some valuable remedies to use to make your speaking voice the best it can be. Similarly, good listening involves more than just hearing what is being said. To be an accomplished listener you must be prepared to become actively involved in the process, demonstrating your willingness to truly understand what the other person is saying. In this course, you will be given strategies to assist you to improve your listening skills.

**Business Communications II
(30 Clock Hours/1.5 Quarter Credit Hours)**

This course covers the basic requirements for using e-mail to communicate effectively. Specifically, you will be introduced to tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain, and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail. This course covers the techniques for addressing and redistributing e-mails appropriately. Specifically, you will be introduced to the best practices for deciding who to send e-mails to, and how to flag e-mails appropriately. The course also covers proper etiquette for forwarding e-mails.

(Prerequisite: Business Communications I)

**Business Etiquette I
(30 Clock Hours/1.5 Quarter Credit Hours)**

In this course you will learn how to conduct yourself in the standard business environment with poise and confidence. You will learn the subtleties of communication etiquette in the world of business and the proper conduct to display during both formal and informal meetings, negotiations, and entertainments. In this course, the student will explore the special etiquette of being a supervisor, the etiquette of one-on-one interactions with subordinates, the etiquette of listening as a supervisory tool, and the supervisor's role in sharing information between his subordinates and the rest of the company.

**Business Etiquette II
(15 Clock Hours/.75 Quarter Credit Hours)**

In this module, the student is given an overview of etiquette guidelines for business functions and meals. The program details how to dine with proper manners and use formal table settings appropriately. In addition, the program teaches the student how to be a courteous traveler and prepare for international business trips.

**Business Management and Strategy
(45 Clock Hours/4.5 Quarter Credit Hours)**

In this course, students will learn about various elements of an organization's corporate strategy, the role of the HR function in the strategic planning process, and the key elements in corporate governance. Students will learn about the vital contributions HR professionals often make in the development and organization-wide communication of the mission, vision, values, strategic goals, and objectives. The strategic planning process and

the role of the human resource function in this process is reviewed. Students will learn how the HR function can support organizational budgeting and organizational decision-making to achieve organization's objectives. Finally, students will learn about enterprise risk management to ensure that organization's risks are identified, analyzed, handled effectively, and monitored on a regular basis.

Business Math

(30 Clock Hours/1.5 Quarter Credit Hours)

The objectives of this course are to familiarize the student with the basic and advanced theories of business math. Students will review basic arithmetic functions: addition, subtraction, multiplication and division. They will analyze horizontal and vertical applications. Students will also learn how to manipulate fractions, percentages and formulas, in addition to performing conversions and using a calculator.

Business Problem Solving I

(15 Clock Hours/.75 Quarter Credit Hours)

This course takes you through the essentials of problem solving and explores some of its challenges. This course helps you assess and develop your problem-solving skills, and also aims to help you recognize and overcome several types of bias. The course first takes you through the process of assessing and interpreting your existing problem-solving styles. It then introduces approaches for identifying areas for improvement in your problem-solving skill set and recommends strategies for enhancing key skills. Finally, it explains how to recognize and overcome biases in a problem-solving situation.

Business Problem Solving II

(15 Clock Hours/.75 Quarter Credit Hours)

This course helps you recognize the value of honest, fact-based analysis and demonstrates how the application of a few tools greatly assists you when determining the root cause of a problem and the best solution.

Business Problem Solving III

(15 Clock Hours/.75 Quarter Credit Hours)

This module provides students with processes and guidelines for both quantitative and qualitative analysis techniques.

Business Writing I

(15 Clock Hours/.75 Quarter Credit Hours)

This course addresses ways to identify your readers and to create messages that convey the appropriate tone for different reader roles. It also

outlines how to write effectively for the three most common reasons for writing a business document—to inform, respond, or persuade. This course describes ways to make your writing more clear. Specifically, it covers the importance of using short, familiar words, appropriate connotations, concrete and specific language, and transitional words and phrases. This course highlights the importance of editing and proofreading your business documents.

Business Writing II

(15 Clock Hours/.75 Quarter Credit Hours)

This course defines the functions of the eight parts of speech: nouns, pronouns, verbs, adverbs, adjectives, prepositions, interjections, and conjunctions and focuses on how to use them effectively and correctly. This course explains how to use words correctly, including some key rules on how to spell correctly. Students will learn the basic rules for using capital letters, abbreviations, and numbers. The standard rules and guidelines for using punctuation appropriately will be reviewed. The course also describes rules for using different connecting and separating marks, such as colons, semicolons, dashes and hyphens. In addition, it shows how to properly use apostrophes, parentheses, brackets, and quotation marks.

Business Writing III

(15 Clock Hours/.75 Quarter Credit Hours)

This course examines the parts of a sentence—the subject and predicate, for example—and distinguishes between phrases and clauses. It shows the importance of subject-verb agreement, as well as agreement between pronouns and their antecedents. You'll also find out how to identify and fix some of the most common types of sentence errors. This course describes how to use commonly confused words correctly, including word pairs that sound alike and those that have related meanings. It also covers verbs that are often misused—for example, affect and effect or apprise and appraise. In addition, the course reviews some idiomatic combinations of verbs and prepositions that can be confusing.



ertified Ethical Hacker

Certified Ethical Hacker I

(30 Clock Hours/3.0 Quarter Credit Hours)

An ethical hacker is a person who attacks an organization's security on behalf of its owners in

order to discover vulnerabilities. Instead of taking advantage of these vulnerabilities, the ethical hacker reports them to the organization who can then put in place the appropriate countermeasures to protect themselves against malicious hackers. This course will provide students with the necessary skills, techniques and methodologies involved to become an ethical hacker.

Certified Ethical Hacker II

(15 Clock Hours/1.5 Quarter Credit Hours)

Continuation of Certified Ethical Hacker I, covering topics such as perimeter defense, how to apply countermeasures to secure a system against threats, how to implement real-world hacking techniques to test system security, detecting an intruder and how to secure a system, and how to employ complex tools to identify and analyze your company's risks and weaknesses. In addition, the course covers how to find vulnerabilities in a network infrastructure, understanding policy creation, social engineering, DDos attacks, buffer overflows and virus creation. (Prerequisite: Certified Ethical Hacker I)

Cloud Computing I

(30 Clock Hours/3.0 Quarter Credit Hours)

This course covers standard methodology required to securely implement and maintain cloud technologies. It covers how to identify and understand the different types of cloud services and service models available, and the unique characteristics of cloud services and object storage. In addition, it instructs how to identify the key benefits of using virtualization, provides an understanding of storage and network infrastructure of the data center and the configuration and provisioning of its components, and how to demonstrate an understanding of how to manage the cloud provider data center.

Cloud Computing II

(15 Clock Hours/1.5 Quarter Credit Hours)

This course covers network security concepts as well as how to secure information using encryption, access control, and system hardening. It focuses on how to plan and document cloud policies and procedures, as well as how to monitor the VM host for performance issues and perform testing in the cloud. (Prerequisite: Cloud Computing I)

Coding Practical

(15 Clock Hours/.75 Quarter Credit Hours)

This is the last of courses in a series of six

courses and the focus here is to apply the lessons learned throughout the previous courses and be able to select the proper diagnostic and procedural codes as requested. The student will complete scenarios in all the body systems. The satisfactory completion of this course will help prepare the student for real life scenarios and as practice for the insurance and coding national certification examinations.

(Prerequisite: CPT Practical)

College Math

(30 Clock Hours/1.5 Quarter Credit Hours)

This course will provide you with the tools necessary to review mathematical arithmetic including whole numbers, fractions, decimals, percents, ratios, rates, proportions, geometry, measurement, basic statistics, and signed numbers. Students will gain knowledge of these mathematical concepts through the use of real world scenarios. **This course is only for students in an associate degree program.**

Communications I

(45 Clock Hours/4.5 Quarter Credit Hours)

This course provides students with the skills necessary to write in a clear and concise manner. The student will learn basic grammar skills that include; understanding parts of speech, the mechanics of writing that include; punctuation, sentence construction and common usage errors.

Communications II

(15 Clock Hours/.75 Quarter Credit Hours)

This course focuses on the effective use of electronic messaging. Students will learn the components of the email environment that includes; writing, addressing, redistributing and managing accounts. Students will also learn how to effectively communicate by improving their listening skills. **(Prerequisite: Communications I)**

Compensation and Benefits

(45 Clock Hours/4.5 Quarter Credit Hours)

In this course, students will learn about the importance, impact, and regulations pertaining to corporate compensation and benefits programs. Students will learn about compensation policies, programs, and activities. Students will learn about noncash compensation methods such as equity programs and noncash rewards, as well as common benefits programs such as health coverage and employee assistance programs.

Computer Support & Maintenance (A+)

Computer Repair I

(45 Clock Hours/3.75 Quarter Credit Hours)

This course will enable students to understand various features and parts of mobile devices and how to install some of these parts. It will also introduce students to various networking concepts including how to setup SOHO networks. Students will also learn about various hardware components and peripherals in computer systems. Finally, students will learn about print technologies, virtualization, cloud computing, and how to apply troubleshooting skills to hardware and networking issues.

(Prerequisite: Hard Disk Management)

Computer Repair II

(45 Clock Hours/3.75 Quarter Credit Hours)

This course will introduce students to various networking concepts including how to setup SOHO networks. Students will also learn about various hardware components and peripherals in computer systems.

(Prerequisite: Computer Repair I)

Computer Repair III

(45 Clock Hours/3.75 Quarter Credit Hours)

This course will enable students to understand the features of mobile and workstation operating systems. Students will also explore how to use physical and logical security controls to secure mobile devices, workstations, and networks.

(Prerequisite: Computer Repair II)

Computer Repair IV

(45 Clock Hours/3.75 Quarter Credit Hours)

This course will enable students to troubleshoot and resolve common software issues. Finally, it will review operational procedures such as professionalism, safety procedures, and disaster recovery methods.

(Prerequisite: Computer Repair III)

CPT Practical

(15 Clock Hours/.75 Quarter Credit Hours)

This is the fifth course in a series of six courses and the student will be given opportunities to practice their knowledge through a series of CPT coding scenarios. The focus in this course is to learn the CPT and HCPCS codes. As in the ICD practical course, the students will be required to answer coding questions from the workbook and textbooks as directed by the instructor.

(Prerequisite: ICD Practical)

Customer Service & Communication Skills I

(15 Clock Hours/ .75 Quarter Credit Hours)

This course covers how to build rapport with

customers by being customer-focused. This includes being able to connect with your customers, being positive, paying close attention to the customers' needs, and understanding their feelings by empathizing with them. In this course, you will learn you can enhance the impressions you make in the field by using a few tried-and-true techniques, including being prepared, practicing customer recognition, and employing active listening so the customer feels reassured by your presence.

Customer Service & Communication Skills II (15 Clock Hours/ .75 Quarter Credit Hours)

This course covers the basic rules for answering a customer call, including greeting the customer and offering your assistance. It includes information on how to make a good impression by listening and using questions to probe for more information, using your tone, and being able to empathize and be sincere with the customer. This course also describes way of reflecting or adapting to your customer's style. This course explores who internal customers are, the expectations placed on serving internal customers, and how to treat your coworkers as you would your external customers.

Customer Service & Communication Skills III (15 Clock Hours/.75 Quarter Credit Hours)

This course explores typical trouble spots in dealing with angry customers, including reasons for customer dissatisfaction and things customer service people should refrain from saying or doing to avoid adding to the customer's frustration. This course explores strategies used to shape the direction of customer service in your organization, including defining moments of truth, the creation and implementation of quantifiable service standards and methods of evolving your customer strategy to meet the changing needs of your customers.



Employee and Labor Relations

Employee and Labor Relations

(30 Clock Hours/3.0 Quarter Credit Hours)

In this course, students will learn about individual employment rights, the Equal Employment Opportunity Commission (EEOC) complaint process, and the role HR plays in the employment litigation process. Students will learn that positive and constructive relations between employers, employees, and unions are important for the success and growth of any organization. Students will also learn how to

deal with employee related-behavioral and disciplinary issues that might threaten the positive and productive work environment. Finally, students will learn about the unionization process laid out by the National Labor Relations Act.

Employment Skills I

(15 Clock Hours/.75 Quarter Credit Hours)

This course assists students in developing their current personal assets into job-related employability skills. In addition, this course emphasizes the techniques required to become a role-model job applicant. It covers strategies for effective market research, written communication, and interviewing skills. Students will also build a powerful resume.

Employment Skills II

(15 Clock Hours/.75 Quarter Credit Hours)

This module covers effective oral communication skills, resume writing workshops, accessing the job offer, and strategies for success in the first 90 days of employment.

Employment Skills III

(15 Clock Hours/.75 Quarter Credit Hours)

In this module students learn how to establish priorities and make their daily life reflect those priorities. They explore ways to identify and manage the sources of stress in their life and pursue lifestyle changes in order to help manage various sources of stress.

Employment Skills IV

(15 Clock Hours/.75 Quarter Credit Hours)

In this module, students learn how to apply self-discipline and practice self-leadership concepts in order to foster motivation and perform at a high level.

Employment Skills V

(15 Clock Hours/.75 Quarter Credit Hours)

This module details how to communicate effectively in writing, in one-on-one and one-to-many conversations, and through nonverbal cues.

Employment Skills VI

(15 Clock Hours/.75 Quarter Credit Hours)

This module covers details on how the student can enhance his or her level of influence by listening actively, understanding Satir modes and sensory systems, building rapport, and responding appropriately to verbal attacks.

English as a Second Language (ESL) Introduction to English as a Second

Language

(150 Clock Hours/7.5 Quarter Credit Hours)

The Introduction course teaches elementary conversation and basic principles of English spelling, pronunciation, and grammatical structure. Students learn to identify and write the English alphabet, to understand basic spelling patterns, and to participate in simple conversations. Listening comprehension is stressed, as students learn to identify key words and phrases from recorded or spoken passages and to follow simple spoken commands. Reading and writing skills are emphasized, as students learn to fill out basic forms, to find the main idea and details in short passages, and to answer questions demonstrating comprehension. Grammatical structures covered included the present continuous, simple past and simple future tense.

Beginning ESL

(150 Clock Hours/7.5 Quarter Credit Hours)

Beginning ESL expands on basic grammatical structures to complete the introduction of basic verb tenses (present, past, future) while reinforcing conversational skills and vocabulary. Students learn to understand and use all simple tenses as well as modal auxiliaries when expressing preferences, likes, dislikes, needs, obligations, and abilities. Listening comprehension is stressed, as students learn to identify key words and phrases from recorded or spoken passages. Reading and writing skills are emphasized, as students learn to read and write complete simple sentences and short descriptive paragraphs.

Intermediate ESL I

(150 Clock Hours/7.5 Quarter Credit Hours)

Intermediate ESL I introduces perfect continuous tenses and essential idiomatic expressions. Students learn to understand and use simple, progressive and perfect tenses when making suggestions, giving advice, inquiring about the expressing intention, and expressing opinions. Listening comprehension is stressed. Reading and writing skills are further emphasized; students express opinions, give reasons and explanations in writing, and learn to identify the main idea and details of a reading and listening exercises. Students also learn to understand and use a variety of structures and phrases to make comparisons.

Intermediate ESL II

(150 Clock Hours/7.5 Quarter Credit Hours)

Intermediate Level II reinforces the use of simple, progressive, and perfect tenses, and

improves fluency and the speed at which the student is able to converse. Listening comprehension is stressed, with a focus on understanding spoken English in a variety of everyday situations. Reading and writing skills are developed, as students learn to write complex paragraphs of different types and have clear topic sentences and supporting details. Students are taught to articulate logical conclusions from reading and listening exercises. Grammatical structures covered include gerunds and infinitives, quoted and reported speech and conditionals.

Advanced ESL I

(150 Clock Hours/7.5 Quarter Credit Hours)

Advanced ESL I students review how to form and apply all simple tenses, and all perfect tenses as they express probability and possibility, make wishes, and talk about consequences. Listening comprehension is stressed, with a focus on understanding spoken English in a variety of everyday situations, Reading and writing skills are developed as students are taught to write short compositions of various types that have clear thesis statements and supporting paragraphs. Students learn to speak and write about abilities and obligations in the past, present, and future, and to use and understand a variety of common idiomatic expressions and phrasal verbs.

Advanced ESL II

(150 Clock Hours/7.5 Quarter Credit Hours)

This course seeks to develop fluency and accuracy of students at the upper-intermediate to advanced level of proficiency. Student's communicative competence is extended by developing their ability to expand the range of subjects they can discuss and comprehend in English, extend their knowledge and use of grammar, and broaden their vocabulary.

Excel Expert

(30 Clock Hours/1.5 Quarter Credit Hours)

Microsoft Excel Advanced 2016 is a very powerful data analysis tool, but its functionality can be enhanced even further using third-party applications. This course covers how to find, install, and manage apps. Using Power Pivot in Microsoft Excel 2016, you can pull together huge amounts of data from different sources and analyze it. In this course you will learn how to use Power Pivot, which was formerly an add-in and is now a feature of Excel 2016. Microsoft Excel 2016 makes ensuring Workbooks are accessible to all who need them very easy. This course covers using the accessibility checker to

identify accessibility issues, altering the tab order, and making sure a workbook is modified appropriately for use in other jurisdictions.

(Prerequisite: Excel Proficient)

Excel Fundamentals

(30 Clock Hours/1.5 Quarter Credit Hours)

Microsoft Excel 2016 makes it easy to create worksheets and workbooks, and to manage and manipulate data. In this course, you will learn how to cut, copy, and paste data; navigate between data cells and worksheets; and customize your Excel workspace. Making your data look good is easy in Microsoft Excel 2016. You can format numbers and text, and apply styles to make your data stand out. In this course, you will learn how to create custom formatting and styles, and copy formatting from cell to cell. In addition to formatting and styling data in Excel 2016, you will learn how to position the data in your spreadsheet. Microsoft Excel 2016 gives you many options for improving the presentation of your data. In this course, you will learn about adding visual impact to your data using Sparklines, linking to different locations using hyperlinks, and creating custom formatting rules.

Excel Fundamentals II

(30 Clock Hours/1.5 Quarter Credit Hours)

This is the second of two courses that will provide students with a basic understanding of how to communicate effectively in challenging business situations. In this course, students will explore preventing, working through, and adapting to conflict in the workplace as well as dealing various conflict styles.

(Prerequisite: Excel Fundamentals)

Excel Proficient

(30 Clock Hours/1.5 Quarter Credit Hours)

Microsoft Excel 2016 gives you a number of options for sorting and organizing data. In this course, you will learn about basic alphabetical and numerical sorts through color sorting and custom configured sorts. Using macros in Excel 2016 lets you save time when performing repetitive tasks. This course covers the options available when you are running macros, and also how to create your own custom macro.

(Prerequisite: Excel Fundamentals II)



(15 Clock Hours/.75 Quarter Credit Hours)

Designed for students who have had some DOS

operating system experience and want to primarily learn how to manage files, work with directories format disks, create back-up files and use the Editor program and Command Prompt.

**Health Insurance Portability and Accountability Act (HIPAA) I
(15 Clock Hours/.75 Quarter Credit Hours)**

This course helps employers evaluate the impact of HIPAA privacy requirements upon their organizations. It teaches them which practices they will need to change and whether they may qualify for certain exceptions. In addition, this course will help employers develop strategies to meet requirements by assessing the gap between what is required by the privacy rule and their organizations' current practices. The course explores specific standards set within HIPAA rules and legally-mandated implementation standards as well as areas where the law allows flexibility in adopting the new rules.

**Health Insurance Portability and Accountability Act (HIPAA) II
(15 Clock Hours/.75 Quarter Credit Hours)**

This course helps employers evaluate the HIPAA privacy requirements upon their organizations. It teaches them which practices they will need to change and whether they may qualify for certain exceptions. In addition, this course will help employers develop strategies to meet requirements by assessing the gap between what is required by the privacy rule and their organization's current practices. The course will advise them what is involved in adopting new procedures and fulfilling administrative responsibilities. This course offers a practical guide to implementing and complying with the HIPAA privacy rules. The course helps healthcare professionals, managers, and staff personnel understand HIPAA regulations and how to implement the changes required for compliance. This course describes precautions employers should take when complying with HIPAA Administrative Simplification rules.

(Prerequisite: Health Insurance Portability and Accountability Act (HIPAA) I)

**Hospitality Externship
(135 Clock Hours/4.5 Credit Hours)**

This course is a work-based learning experience that enables the student to apply specialized occupational theory, skills and concepts. Not only does this allow the students to begin their new career with the confidence that one really has the experience needed to succeed, but it also helps to build the students' resumes, get

valuable job recommendations and maybe even job offers, and to begin networking with individuals who are in the field.

(Prerequisite: Completion of all courses)

**Hospitality I – Foodservice
(30 Clock Hours/3 Credit Hours)**

This module covers foodservice management in general and food preparation and service in particular. Issues range from "back of the house" to "front of the house" topics for any type of foodservice operation. The foodservice and restaurant industry's rapid growth is highlighted, while specialized topics focus on the latest innovations and developments in food services. Other entries cover purchasing, market feasibility, foodservice operation, types of foodservices, food preparation, sanitation, and service.

**Hospitality II – Hotel Management
(30 Clock Hours/3 Credit Hours)**

This module provides basic information on the most common service and operational functions that make up the day-to-day activities of a traditional hotel. Basic managerial functions—such as finance, marketing, human resources, and operations—are presented first so that proper grounding in these concepts is established. Using these concepts as the basic foundation for understanding how hotels work, subsequent entries build upon this base and explain in detail how various tasks and activities are carried out. Front office, maintenance, security, safety, and conference activities are among the topics covered.

**Hospitality III – Travel and Tourism
(30 Clock Hours/3 Credit Hours)**

This module includes selections that represent the breadth and depth of tourism, from the definition to the psychology of tourism, from the traditional to the newly-related disciplines. The course begins with basic concepts and definitions and continues with entries on the sociology, psychology, anthropology, and economics of tourism to assist in the understanding of more complex topics such as ethnocentrism and seasonality. Other entries cover tourism law, infrastructure and development, need assessment through brainstorming, the nominal group technique, measurement and analysis of tourism-related data, global information technologies in airlines and the linkage between airlines and tourism.

**Hospitality – Point of Sales
(15 Clock Hours/1.5 Credit Hours)**

The student will learn Frontdesk Anywhere POS (Point-of-Sales), the system that enables hotel properties to add changes and sell items. The software comes complete with cash accounting, credit card integration and transferability to guests' accounts. The student will learn other functions that include using the POS system to handle dining charges, gift shop and bar sales, miscellaneous fees and gift certificate sales and receipts.

Hospitality – Property Administration (15 Clock Hours/1.5 Credit Hours)

Hotel Management Software (HMS) is a product designed to teach students the functionalities of the software in order to better manage relationships with hotel guests and travelers. Students will learn both the administrative and user functions of the software, be able to distinguish between the various hotel room classifications, and learn how to make room reservations based on customer needs.

Hospitality Sales and Marketing I (30 Clock Hours/3.0 Quarter Credit Hours)

This course focuses on a customer-oriented and practical approach for effectively marketing hotels and restaurants. The textbook explores the "four Ps" (price, product, promotion, and place) as they relate to specific market segments, providing a customer-focused perspective. Students will focus on marketing, personal and telephone sales, advertising and public relations and publicity.

Hospitality Sales and Marketing II (45 Clock Hours/4.5 Quarter Credit Hours)

This course focuses on a customer-oriented and practical approach for effectively marketing hotels and restaurants. This course focuses on marketing to businesses and leisure travelers and travel agents. It also discusses how to market to planners, restaurants and catered events.

Hospitality Systems (45 Clock Hours/4.5 Credit Hours)

This course is divided into three areas: (1) Housekeeping Status Check, (2) Online Booking Engine (OBOE), and (3) Reports. Students will learn the functions of the Online Booking Engine and be able to configure various attributes of the booking engine. Here the student will learn how to customize their facility by promoting special periods, feedback surveys and accommodating special requests. Lastly, the student will learn how to use the GDS/OTA integration and Channel Management systems and run key

reporting data.

Human Resources Core Knowledge (45 Clock Hours/4.5 Quarter Credit Hours)

Human resources professionals are involved in various aspects of the organization and need to have a range of core skills and knowledge. This course covers concepts such as leading and motivating others, and ethics and professional standards that every organization should follow. This course also provides insight into how to perform environmental scans, and discusses organizational structures as well as change management. Students will learn about personnel and administrative functions such as organizational documentation requirements to ensure compliance with key regulations, how to gauge employee attitudes and opinions, and the job analysis process. Financial and vendor management is also discussed as well as tools and techniques used to support HR activities. Finally, this course provides instruction on project management approaches and applications.

Human Resource Development (45 Clock Hours/4.5 Quarter Credit Hours)

In this course, students will learn about Human Resource Development (HRD) and Organizational Development (OD) activities and initiatives. The course examines human resources development theories and activities used to help increase individual and organizational effectiveness. The course examines performance appraisals and talent management. Mentoring and coaching approaches used to help manage organizational talent are also discussed.

Human Resources Management (45 Clock Hours/3.75 Credit Hours)

This course is an introduction to Human Resource Management and its key concepts. The course focuses on the different elements of human resource management and how to apply them in the real world. In today's fast paced business environment, organizations need to ensure they are utilizing their employee to their fullest potential. This course examines the benefits of using the HR department as a strategic resource to ensure the organization's goals are aligned with the employee's responsibilities and objectives. Each Module, the course will examine different aspects of human resource management and how to excel at each aspect



CD Practical

(15 Clock Hours/.75 Quarter Credit Hours)

This is the fourth course in a series of six courses and is designed to allow the student opportunities to practice their knowledge through a series of coding scenarios. In addition, the student will be required to answer ICD coding questions from the workbook and textbook as directed by the instructor. (Prerequisite: Introduction to ICD)

Information Security Best Practices I (45 Clock Hours/4.5 Quarter Credit Hours)

In this course, students will learn about information security best practices. Students will learn about operational information security, malicious code and information security, and information security and the internet.

Information Security Best Practices II (15 Clock Hours/.75 Quarter Credit Hours)

This course is a continuation of Information Security Best Practices. This course covers the main concepts of IT security including keylogging, browser settings and zones, SSID, and MAC filters; describes secure practices for networked and mobile users, software piracy, and social engineering; how malicious code works and how to defeat it in a wired and wireless environment; how to identify best practices for firewalls, inspections, access protection, and other security features.

Information Technology Externship (135 Clock Hours/4.5 Quarter Credit Hours)

Upon completion of required course work, students will complete an unpaid, extern experience. An externship can enable a student to translate knowledge gained in an academic setting into the world of work outside the school. An externship can also assist the student in gaining first-hand knowledge of the expectations of his/her career field and the etiquette of the workplace. It is important that the student make the link between academic preparation and the world of work. During this experience, the student assumes a responsible role in an organization and actively reflects on what he or she is observing and learning. Students who have conscientiously met the responsibilities of an externship have valuable assets to discuss with potential employers.

Introduction to Electronic Health Records I

(30 Clock Hours/1.5 Quarter Credit Hours)

This course covers the rapidly changing technology in the health care environment. The course will introduce the basic functions of the Electronic Health Record, its benefit to health care workers, physicians and patients.

Introduction to Electronic Health Records II (30 Clock Hours/1.5 Quarter Credit Hours)

This course will explore the technological required for an Electronic Health Record system and discuss some of the available options. The course will also introduce the best practices for transition from a paper-based record to an Electronic Health Record. It also discusses the current health information technology standards as well as the rules and regulations that govern the Electronic Health Record Software.

(Prerequisite: Introduction to Electronic Health Record I)

Introduction to ICD (15 Clock Hours/.75 Quarter Credit Hours)

This is the third course in a series of six courses and introduces ICD-9 and ICD-10-CM. The course provides a comprehensive overview of ICD-9 and ICD-10-CM and presents coding steps along with official coding guidelines that the student must follow. The student will also learn how to distinguish between a myriad of diseases and how to apply the proper codes. (Prerequisite: Medical Coding II)

Introduction to Internet Explorer (30 Clock Hours/1.5 Quarter Credit Hours)

This course presents basic Internet Explorer features and provides a solid foundation on which to develop more advanced Internet skills. It also covers working with email using Outlook Express. Students will learn how to browse the Internet, save favorite sites, and customize Internet Explorer. They will also learn how to send, receive, and manage email.

Introduction to Law (45 Clock Hours/3.75 Quarter Credit Hours)

This course introduces students to basic legal concepts, the American legal system, sources of law, cases, statutes and the constitution. Students will develop legal vocabulary and analytical skills.

Introduction to Microsoft Office (30 Clock Hours/1.5 Quarter Credit Hours)

Students will learn how to navigate through Microsoft Office applications, including Word, Excel and PowerPoint, before they start the application. It is important that students become

familiar with the essentials of each application before moving forward. In Microsoft's newest office productivity suite, Microsoft Word 2016 makes it easy to create, manipulate, and work with documents, Microsoft PowerPoint 2016 makes it easy to create professional presentations that make an impact and Microsoft Excel 2016 makes it easy to create worksheets and workbooks, and to manage and manipulate data. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for beginners.

Introduction to Operating Systems (15 Clock Hours/.75 Quarter Credit Hours)

This course guides you through different options to sign in to the operating system, and briefly introduces the new interface - including the Start menu, the Charm bar, the Task menu, and notifications. This course is one of a series that covers the features and capabilities of the new Windows 10 operating system. Securing your PC is a challenge everyone faces in today's interconnected computing environment. Microsoft Windows 10 has some unique answers to these challenges and we explore them in this course. Personalization options in Windows 10 are unparalleled, and the configuration experience has changed dramatically since Windows 7. This course guides you through the configuration options available, from desktop visual settings through to the settings app, which replaces the old Control Panel interface.

Introduction to Psychology I (45 Clock Hours/4.5 Quarter Credit Hours)

This is the first of two courses and provides a general survey of psychology including the relationship between biology and behavior, such as how stress impacts personal health. Topics include understanding the nervous, sensory processes that include altered states of consciousness, sleep and dream cycles and drug use.

Introduction to Psychology II (15 Clock Hours/.75 Quarter Credit Hours)- Lab

Prerequisite: Intro to Psychology I
This is the second of two courses in Psychology and covers motivation, definition of sex and gender. Students will learn how to define personality and explain personality theories.

**IT Fundamentals I
(30 Clock Hours/3.0 Quarter Credit Hours)**
The IT Fundamentals course will provide you with an introduction to the skills required for

entry into the IT field. The course is designed to help you learn more about the world of information technology (IT). It is ideal for those considering a career in IT or for those who work in an allied field that requires a broad understanding of IT. IT Fundamentals is also a stepping stone to more advanced courses in the IT field.

IT Fundamentals II (15 Clock Hours/.75 Quarter Credit Hours)

The IT Fundamentals II course cover the security and best practices scenarios. The course is designed to further your understanding of the world of information technology (IT). It is ideal for those considering a career in IT or for those who work in an allied field that requires a broad understanding of IT. IT Fundamentals is also a stepping stone to more advanced courses in the IT field.

Keyboarding Skills I

(15 Clock Hours/.75 Credit Hours)

This module covers the alphabetic keys. Students are drilled on new keys and move from keying letters to words. After completing Level I, the student will be able to keyboard 15 wpm/2 errors, 1-minute drill.

Keyboard Skills II (15 Clock Hours/.75 Credit Hours)

This module covers the numeric and punctuation/symbol keys. After completing Level II, the student will be able to keyboard 20 wpm/2 errors, 1-minute drill.
(Prerequisite: Keyboarding Skills I)

Keyboarding Skills III (15 Clock Hours/.75 Credit Hours)

This module covers the 10-key numeric keypad. The numeric keypad allows you to enter numeric data with one hand. The keypad may be used instead of the numeric row on the alphabetic keypad. After completing Level III, the student will be able to keyboard 25 wpm/2 errors, 1-minute drill.
(Prerequisite: Keyboarding Skills II)

Keyboarding Skills IV (15 Clock Hours/.75 Credit Hours)

This module provides practice at thinking and composing at the keyboard. Mastering this skill will speed up your preparation of documents.

After completing Level IV, the student will be able to keyboard 30 wpm/2 errors, 3-minute drill.
(Prerequisite: Keyboarding Skills III)

Keyboarding Skills V
(15 Clock Hours/.75 Credit Hours)

This module is devoted to skill building reinforcement. After completing Level V, the student will be able to keyboard 35 wpm/2 errors, 3-minute drill.
(Prerequisite: Keyboarding Skills IV)

Keyboarding Skills VI
(15 Clock Hours/.75 Credit Hours)

This module continues skill building reinforcement. After completing Level VI, the student will be able to keyboard 40 wpm/2 errors, 3-minute drill.
(Prerequisite: Keyboarding Skills V)

Keyboarding Skills VII
(15 Clock Hours/.75 Credit Hours)

This module is designed to increase the student's keyboarding words-per-minute. After completing Level VIII, the student will be able to keyboard at 45 wpm/2 errors, 3-minute drill.
(Prerequisite: Keyboarding Skills VI)

Keyboarding Skills VIII
(15 Clock Hours/.75 Credit Hours)

This module is designed to increase the student's keyboarding words-per-minute. After completing Level VIII, the student will be able to keyboard at 50 wpm/2 errors, 3-minute drill.
(Prerequisite: Keyboarding Skills VII)

 **Leadership and Management in**

Hospitality I
(15 Clock Hours/.75 Quarter Credits)

This course shows students how to keep every area of a hotel property running smoothly. The textbook takes a systems approach to hospitality facilities issues, while also providing a summary based on functional spaces within a property. Students will focus on managing organizational change in leadership and the quest for equality.

Leadership and Management in Hospitality II
(45 Clock Hours/4.5 Quarter Credits)

This course shows students how to keep every area of a hotel property running smoothly. The textbook takes a systems approach to hospitality facilities issues, while also providing a summary based on functional spaces within a property.

Students will learn how technology can streamline operations procedures, how to balance environmental concerns with guest satisfaction, and how to communicate effectively with hotel engineering personnel.

 **Managing Practice Finances**

(15 Clock Hours/.75 Credit Hours)

In this course, students will learn to compare and contrast manual and computerized methods of maintaining patient accounts and how to differentiate between a simple charge slip and a charge slip with diagnosis and procedure codes. They will be able to describe how a charge slip is completed and identify the information contained on a fee schedule and describe how it is used. Students will also be able to describe the information contained in a patient account ledger and list the steps to post charges, payments and/or adjustments to the patient account. The day sheet and various banking functions are also covered.

Managing Beverage Operations I
(30 Clock Hours/3.0 Quarter Credit Hours)

This course discusses current trends in bar operations relating to beverages (both alcoholic and nonalcoholic), food and sustainability. The process of beverage service in different establishments, staffing, legal restrictions and liability issues are covered. Leadership and supervision skills, bar operations, financial management, marketing and sales are included in the course.

Managing Beverage Operations II
(30 Clock Hours/3.0 Quarter Credit Hours)

Students will be provided with an overview of whiskeys and spirits, including mixology basics and recipes. Beer essentials such as brewing, storage, handling and serving will be presented. Finally, students will be introduced to the wine making process, including wine classification systems in different countries, labeling regulations, and the location of major wine producing regions around the world.

Managing Technology in Hospitality I
(15 Clock Hours/.75 Quarter Credit Hours)

This course provides an overview of the information needs of lodging properties and food service establishments. Students will focus on essential operations of property management systems, examine internal and external

components of the computer. They will also review the reservation systems.

**Managing Technology in Hospitality II
(45 Clock Hours/4.5 Quarter Credit Hours)**

This edition has been updated with new information on gesture interfacing, multicore processors, PCI DSS with regard to POS systems, and a new section on tablet POS systems. Students will cover room management and guest accounting applications. It cover POS-food and beverage management, sales and catering and accounting applications.

Medical Assisting I: Health Care I and Anatomy & Physiology

(30 Clock hours/2.63 Quarter Credit Hours)

This course will give students the opportunity to learn how a medical assistant works with health care professionals as an important member of the health care team. Students will be introduced to the process of ethical decision making based on the principles of rights and duties and specific laws related to the medical office setting. Students will learn the fundamentals of infection control and medical asepsis. This course will also give students the opportunity to learn the structure and function of the human body and its various parts.

Medical Assisting I: Health Care II and Anatomy & Physiology

(30 Clock Hours/2.62 Quarter Credit Hours)

OSHA regulations and standard precautions and how those precautions can be implemented when working with patients and equipment are discussed in this class.

(No prerequisite).

Medical Assisting II: Circulatory System, Phlebotomy and Hematology

(60 Clock Hours/4.2 Quarter Credit Hours)

This course introduces the circulatory system and the fundamentals of phlebotomy, hematology, and blood chemistry testing and serological procedures. It will give students the opportunity to learn about the functions of the heart, to obtain the skills in preparing and performing venipuncture, including how to prevent patient discomfort and injury. Students will have the opportunity to develop a sound grasp of hematology, including its key terms and the components and function of blood. They will learn the purpose and function of blood chemistry testing will be exposed to quality control issues involved in the collection and handling of specimens.

Medical Assisting III: Nervous System, The Senses and The Clinical Laboratory

(60 Clock Hours/4.4 Quarter Credit Hours)

This course will cover the organization and functions of the nervous system and the senses. It will also provide the student with the opportunity to learn about eye and ear assessments and procedures, obtaining and documenting vital signs, methods of taking temperatures and pulses. The purpose of laboratory testing as a diagnostic tool and the steps that are taken when specimens are tested at an outside laboratory are also covered. The student will be shown how to read a laboratory directory and fill out a laboratory request form and will be exposed to quality control issues involved in the collection and handling of specimens.

Medical Assisting IV: Integumentary System, Pharmacology and Minor Office Surgery

(60 Clock Hours/4.84. Quarter Credit Hours)

This course will provide the student with the opportunity to learn about the functions of the integumentary system and introduce the student to the foundations of pharmacology, including the uses, sources, forms, and delivery routes of medications. In addition, this course will cover calculation of dosages of medications to safely administer to patients as directed. It will provide the student with the opportunity to learn about the medical assistant's responsibilities during a minor surgical procedure.

Medical Assisting V: Gynecology Examination & Prenatal Care, Reproductive System and Specialty Examinations

(60 Clock Hours/4.95 Quarter Credit Hours)

This course prepares the student for the fundamentals of assisting the patient and physician during specialty examinations and procedures in: gynecology and prenatal care, colon, male reproductive health, radiology and diagnostic imaging. The course introduces the student to the male and female reproductive systems.

Medical Assisting VI: Digestive and Urinary Systems

(60 Clock Hours/5 Quarter Credit Hours)

In this course the student will learn the structure and function of the digestive system, including organs of the digestive tract and the accessory organs of digestion. The students will learn the fundamentals about the structure and function of the urinary system, how to collect specimens for

proper urinalysis, and medical microbiology. Students will also learn how to use and care for a microscope.

Medical Assisting VII: Endocrine and Respiratory Systems I
(30 Clock Hours/2.6 Quarter Credit Hours)

This course presents information about the structure and function of the endocrine and respiratory systems.

Medical Assisting VII: Endocrine and Respiratory Systems II
(30 Clock Hours/2.6 Quarter Credit Hours)

This course covers cardiopulmonary and emergency procedures, as well as CPR training.

Medical Assisting VIII: Skeletal and Muscular Systems
(60 Clock Hours/5.15 Quarter Credit Hours)

This course presents basic information about the structure and function of the skeletal and muscular systems. The energy supply for muscle movement is covered, as well as information about common diseases of the muscles and the muscular system. The fundamentals in the preparation and completion of pediatric and physical examinations, as well as the physical agents used to promote tissue healing are also covered.

Medical Assistant Externship
(180 Clock Hours/6 Quarter Credit Hours)

This module is designed to provide students with an opportunity to put the medical assistant skills developed in class and the laboratory to practice in an actual job setting under the direction of seasoned professionals. Not only does this allow the students to begin their new career with the confidence that one really has the experience needed to succeed, but it also helps to build the students' resumes, get valuable job recommendations and maybe even job offers, and begin networking with individuals who are in the field.

(Prerequisite: Completion of all courses)

Medical Billing and Collections
(15 Clock Hours/1.5 Quarter Credit Hours)

This course focuses on the process of billing and collecting in a medical office. Students will be able to solve problems that can occur when patients pay by check, explain how to adjust patient accounts for an overpayment and process a refund. They will learn how to develop a collection system, identify past due accounts and the action needed. Students will be able to write information that is included in a collection

letter, identify legal requirements that affect collections for the medical office and be able to handle special circumstances affecting collections in the medical office.

Medical Billing I
(30 Clock Hours/1.5 Quarter Credit Hours)

This course serves as an introduction to current medical software applications. Emphasis is placed on medical accounting records, patient scheduling, patient billing, and maintaining health records on the computer. Students will learn and practice the fundamentals of a computerized accounting system for a medical provider. Success in this course requires a basic level of competency with computers and word processing, spreadsheet, and database (electronic records) concepts.

Medical Billing II
(30 Clock Hours/1.5 Quarter Credit Hours)

This course is the second course in a series of two courses and continues to introduce students to current medical software applications. Students will learn to create claims, post insurance payments and create patient statements, and print reports. The collections process in a medical office and using office hours to schedule appointments are also covered.

(Prerequisite: Medical Billing I)

Medical Coding I
(15 Clock Hours/.75 Quarter Credit Hours)

This is the first course in a series of six courses and covers patient encounters and billing information. The student will be able to differentiate between new and established patients. The course discusses patient eligibility issues as they relate to insurance benefits. It also introduces the student to procedural coding, which is an introduction to CPT.

Medical Coding II
(15 Clock Hours/.75 Quarter Credit Hours)

This course is the second in a series of six courses and covers procedural coding with a more in depth analysis of CPT and HCPCS. The course provides the fundamental foundation for the coding process and teaches students how to assign ICD-9-CM, CPT and HCPCS codes. The course also discusses HCPCS coding and billing procedures and Lesson 5 is continued in this course.

(Prerequisite: Medical Coding I)

Medical Health Insurance Processing I
(30 Clock Hours/1.5 Quarter Credit Hours)

This course is designed to introduce the student

to the basics of medical insurance, including insurance terminology, government programs, and general insurance procedures.

**Medical Health Insurance Processing II
(30 Clock Hours/1.5 Quarter Credit Hours)**

This course will examine the various 3rd party vendors that include Medicare, Medicaid, TRICARE, and CHAMPVA, Workers' Compensation and Disability Insurance. (Prerequisite: Medical Health Insurance Processing I)

**Medical Insurance
(15 Clock Hours/1.5 Quarter Credit Hours)**

In this course, students will be able to trace the history of health insurance in the United States and identify and describe three ways to obtain health insurance. Additionally, students will be able to complete the insurance claim form and work with local, state and federal officials to prevent insurance fraud.

**Medical Office Computerization
(15 Clock Hours/1.5 Quarter Credit Hours)**

This course focuses on the basic fundamentals of using computers, which is the most frequently-used piece of equipment in today's medical office. It is essential that the medical assistant be familiar with computer systems used in a medical environment and the programs (e.g., medical practice management program, electronic medical record program) being run on that system. This course presents an overview of the parts of the medical office computer system, as well as its uses which range from scheduling appointments and processing patient statements and insurance claims to maintaining computerized medical records.

**Medical Office Externship
(135 Clock Hours/4.5 Quarter Credit Hours)**

This module is designed to provide students with an opportunity to put the office skills developed in class to practice in an actual job setting under the direction of seasoned professionals. Not only does this allow the students to begin their new career with the confidence that one really has the experience needed to succeed, but it also helps to build the students' resumes, get valuable job recommendations and maybe even job offers, and begin networking with individuals who are in the field. (Prerequisite: Completion of all courses)

**Medical Office General Management
(30/Clock Hours/3 Quarter Credit Hours)**

This course will examine the various office

procedures that must be followed to ensure a patient is handled in the proper manner. They will learn the basic front office responsibilities that include; opening and closing the medial office, the proper use of equipment, setting appointments, and the effective use of written communications. They will learn the importance of using correct grammar and spelling in written communications. In addition, they will learn how to handle patient charts and folders and the importance of effective telephone courtesy. This course will also teach them how to stock and restock supplies in a medical facility.

**Medical Office Procedures
(45 Clock Hours/2.25 Quarter Credit Hours)**

This course is designed to acquaint students with the specific knowledge and skills needed to pursue a career as a medical office assistant. Students will learn about tasks involved in being an administrative medical assistant, how to manage patient records, how to maintain the appointment schedule, and draft medical correspondence. Students will also learn procedures for preparing and filing patient charts, and the legal and ethical issues surrounding confidentiality of information.

**Medical Procedural Coding
15 Clock Hours/1.5 Quarter Credit Hours)**

In this course, students will learn the procedural coding system used in the medical profession. They will be able to describe the history and rationale for using coding systems in medical care and be able to describe the type of codes included in each section of the CPT manual. Students will also learn how to locate an accurate CPT code, describe the levels of HCPCS codes, identify when HCPCS Level II codes should be used and describe how to locate an accurate HCPCS Level II code. Formatting and using ICD-9-CM codes will also be covered.

**Medical Records
(15 Clock Hours/1.5 Quarter Credit Hours)**

This course will examine the various office procedures that must be followed to ensure that the patient records are being handled in the proper manner. The student should be able to identify the different types of medical records: paper versus electronic, and be able to place the proper documents in the patient's file. Students will learn the policies and procedures to follow using the proper guidelines as dictated by industry.

Medical Terminology I

(30 Clock Hours/1.5 Quarter Credit Hours)

Students will be introduced to healthcare terminology--the basics of word components, spelling and definitions that are needed to be successful in a health-related career. Exercises focus on learning prefixes, suffixes, root words, and combining forms. Students will learn medical abbreviations, acronyms, and medical symbols in order to achieve fluency with terminology used in a medical official environment. Students will cover from the introduction to healthcare terminology to gastrointestinal systems.

Medical Terminology II

(30 Clock Hours/1.5 Quarter Credit Hours)

This is designed to help students learn healthcare terminology proficiently and effectively. Students will cover the urinary to the cardiovascular system. They will review medical terminology involving the following: the male and female reproductive systems, functions of the blood, lymphatic, and immune systems and lastly, the cardiovascular system.

(Prerequisite: Medical Terminology I)

Medical Terminology III

(30 Clock Hours/1.5 Quarter Credit Hours)

This course is designed to help students learn healthcare terminology proficiently and effectively. Students will cover the respiratory system to oncology. They will review medical terminology involving the following: respiratory and nervous systems, mental health and behaviors, special senses that include the eye and ear, endocrine system and oncology.

(Prerequisite: Medical Terminology II)

Medical Vocabulary

(15 Clock Hours/.75 Quarter Credit Hours)

This course serves as an introduction to basic medical vocabulary. Emphasis is placed on medical prefixes and suffixes. Students will learn and appreciate the fundamentals of medical vocabulary. Success in this course requires a basic level of competency with computers and word processing.

Microsoft Windows 10: Configuring Windows Devices I (30 Clock Hours and 1.5 Quarter Credit Hours)

This is the first of three courses and will cover configuring devices for IPv4, DHCP, and DNS for network communication. The student will explore networking fundamentals as they are integrated to Windows 10 systems. This course also covers how to maintain, optimize and recover Windows 10 systems. (Prerequisite: None)

Microsoft Windows 10: Configuring Windows Devices II

(45 Clock Hours and 2.25 Quarter Credit Hours)

This is the second of three courses in Microsoft Windows 10: Configuring Windows Devices. Protecting corporate data, how to manage access to data that includes cloud based options as well. The student will explore the details of how logins work as well as key concepts behind authentication. In addition, the student will explore the built-in security features that come with Windows 10 and are designed to resist many know threats.

(Prerequisite: Microsoft Windows 10: Configuring Windows Devices I)

Microsoft Windows 10: Configuring Windows Devices III

(30 Clock Hours and 1.50 Quarter Credit Hours)

In the third courses, of Configuring Windows 10 Devices the student explores data protection methods for local and enterprise systems. This course will examine the new universal application model and the new Windows Store. In this courses, the student will explore various tools and methods to manage client devices, with a special focus on Windows 10.

Introduction to Windows 10 I

(30 Clock Hours and 1.5 Quarter Credit Hours)

This is the first of three courses In Introduction to Windows 10 which is an operating system built for today's needs addressing the current expectations of familiarity, communication, security, reliability, performance, and support of more devices. This course will over the introduction to Windows 10.

(Prerequisite: None)

Introduction to Windows 10 II

(45 Clock Hours and 2.25 Quarter Credit Hours)

This is the second of three courses and is called Deploy Windows 10 with New and traditional Tools. Deployment is often expensive and Windows 10 offers new approaches through upgrading or provisioning with the potential of dramatically reducing costs while speeding up adoption. In this course, we explore installation and deployment scenarios for current and new devices. Student will also learn about the boot process and Windows to Go.

(Prerequisite: Introduction Windows 10 I)

**Introduction to Windows 10 III
(15 Clock Hours and .75 Quarter Credit Hours)**

This is one of three courses and will cover Configure Devices and Disks in Windows 10. In this course, students will explore the supported hardware technologies of Windows 10, configuring drivers and disks, and managing Storage Spaces. A new range of new and old hardware technologies including USB 3.1, Miracast, AllJoyn, DirectX12 and software defined Storage will be discussed.

(Prerequisite: Introduction to Windows 10 II)

Microsoft Windows 10: Supporting Windows 10-I

(15 hours and .75 Quarter Credit Hours)

This is the first of three courses in Supporting Windows I and covers installation and configuration procedures for the Windows 10 operating systems. The student will learn the importance of how to decide on an effective strategy for installing the Microsoft Windows 10 operation system and applications on PCs and other devices.

(Prerequisite: None)

Microsoft Windows 10: Supporting Windows 10-II

(45 Clock Hours and 2.25 Quarter Credit Hours)

This is the second of three course in Supporting Windows. Students will learn how to provide support for effective and secure remote access. This course also provides information about network connectivity and remote access settings. In addition, this course explains how to configure authenticate and permission, as well as how to secure data on a Windows 10 device.

(Prerequisite: Supporting Windows 10-I)

Microsoft Windows 10: Supporting Windows 10-III

(45 Clock Hours and 2.25 Quarter Credit Hours)

This is the last of three courses in Supporting Windows 10. In this course the student will learn how to troubleshoot operating system broadband connectivity. Students will also learn how to manage client compliance and security using intune, as well as how to support Group Policy in a Window 10 environment.

(Prerequisite: Supporting Windows 10-II)

**Microsoft Windows Server 2012: Configuring Advanced Services I
(30 Clock Hours and 1.5 Quarter Credit Hours)**

This is the first of three courses In Windows Server 2012 Configuring Advanced Services. In this course you will learn as a system administrator to configure and manage the advanced functions of Windows Server 2012. This course covers: configuring NLB clusters, quorum nodes, VM and features of iSCSI. The optimization of storage is also discussed.

Microsoft Windows Server 2012: Configuring Advanced Services II

(45 Clock Hours and 2.25 Quarter Credit Hours)

This is the second of three courses in Configuring Advanced Services

In this course you will learn as a system administrator to configure and manage the advanced functions of Windows Server 2012. This course deals specifically with the configuration of advanced network services in Windows Server 2012.

Among the subjects covered are: domains and forests, FCI, DHCP, DNS settings, IPAM, AD DS, RODC among others.

(Prerequisite: Microsoft Windows Server 2012: Configuring Advanced Services I)

Microsoft Windows Server 2012: Configuring Advanced Services III

(15 Clock Hours and .75 Quarter Credit Hours)

This is the last of three courses in Microsoft Windows Server 2012: Configuring Advanced Services. In this course you will learn as a system administrator to configure and manage the advanced functions of Windows Server 2012. This course deals specifically with the configuration of advanced network services in Windows Server 2012. Among the topics covered include; PKI components, CA installations, AD RMS and AD FS

(Prerequisite: Microsoft Windows Server 2012: Configuring Advanced Services II)

Microsoft Windows Server 2012: Installing and Configuring I

(30 Clock Hours and 1.5 Quarter Credit Hours)

This is the first of three courses in Windows Server 2012 Installing and Configuring.

In this course you will learn to install and configure Windows Server 2012. Students will learn about storage management and shares & permissions.

**Microsoft Windows Server 2012: Installing and Configuring II
(45 Clock Hours and 2.25 Quarter Credit Hours)**

This is the second of three courses in Installation and Configuration.

In this course you will learn to install and configure Windows Server 2012. Students will learn about Hyper-V, virtualization, IPv4 and IPv6, security, Active Directory, DHCP, DNS and more. The three courses are designed to prepare you for the Microsoft MCSA 410 certification examination.

(Prerequisite: Windows Server 2012 Installing and Configuring I)

**Microsoft Windows Server 2012: Installing and Configuring III
(30 Clock Hours and 1.5 Quarter Credit Hours)**

This is the third course in Windows Server 2012 Installing and Configuring. In this course you will learn how to create GOPs, configure security policies and Windows Firewalls. Upon completion of this course, you will be able to install and configure Windows Server 2012 in an existing enterprise environment. The three courses are designed to prepare you for the Microsoft MCSA 410 certification examination.

(Prerequisite: Windows Server 2012 Installing and Configuring II)

**Microsoft Windows Server 2012: Administration I
(15 Clock Hours and .75 Quarter Credit Hours)**

This is the first of three courses in Microsoft Windows Server 2012: Administration.

In this course, students will learn the knowledge and skills necessary to implement core services of Windows Server 2012. Among the subjects covered are WDS and monitoring.

**Microsoft Windows Server 2012: Administration II
(45 Clock Hours and 2.25 Quarter Credit Hours)**

In this course, students will learn the knowledge and skills necessary to implement core services of Windows Server 2012. Among the subjects covered are WDS and monitoring, WSUS, DFS and FSRM, bitLocker, EFS, auditing, and DNS

(Prerequisite: Microsoft Windows Server 2012: Administration)

Microsoft Windows Server 2012: Administration III

(45 Clock Hours and 2.25 Quarter Credit Hours)

This is the last of three courses in Microsoft Windows Server 2012: Administration.

In this course, students will learn the knowledge and skills necessary to implement core services of Windows Server 2012. Among the subjects covered are RADIUS, NPS, NAP, service accounts, WDC, FSMO & virtual DC cloning, RODC and password policies, backup and recovery, policies and templates, GPO manipulation and far more.

(Prerequisite: Microsoft Windows Server 2012: Administration II)



(45 Clock Hours/3.75 Quarter Credit Hours)

The Network+ course is divided into three sections and will provide the learners with the basic concepts of networking, including network models, such as the OSI model and the TCP/IP model, and the protocols and applications that function within these models. The first course will cover ports, protocols, routing switching & IP Addresses. It will also cover Topologies and technologies, cloud concepts, network services and cable solution. Students will learn the basics of routing and switching operations and the protocols used on most networks today.

Network+ II

(45 Clock Hours/3.75 Quarter Credit Hours)

This is the second of three Network + courses. In this course students will learn storage, virtualization and WAN technologies. They will also cover documentation and diagrams and business continuity, Network Monitoring and Remote Access, policies and best practices, security devices, network attacks and access control.

(Prerequisite: Network+ I)

Network+ III

(15 Clock Hours/1.5 Quarter Credit Hours)

This is the last of three Network + courses. In this course students will focus on troubleshooting methodologies and how these can be applied to resolving connectivity, performance, and service issues on networks. The courseware in these three courses, will provide the learner with a view of securing networks using physical, logical and technical controls.

(Prerequisite: Network+ II)



Office Procedures I

(15 Clock Hours/ .75 Quarter Credit Hours)

This course will teach some of the skills necessary for office work. The student will focus on developing perceptual skills that include the fundamentals of proofreading documents, how to scan documents, and how to correctly format letters, reports, memos, e-mails and faxes.

Office Procedures II

(15 Clock Hours/.75 Quarter Credit Hours)

This course will teach some of the skills necessary for office work. Students will learn how to file documents; transfer data correctly, take telephone messages and use basic telephone courtesy.

(Prerequisite: Office Procedures I)

Organizational Behavior I

(45 Clock Hours/4.5 Quarter Credit Hours)

This is the first of two courses in Organizational Behavior and students will learn diversity, outsourcing, virtual teams, downsizing, and changing forms of work, some of the challenges facing companies today. Managers must be prepared to deal with the organizational issues that such challenges give rise to. This course includes an examination of the fundamentals of organizational behavior for both the individual and for groups, organizational structure and employee behavior, workplace diversity, and organizational change.

Organizational Behavior II

(15 Clock Hours/.75 Quarter Credit Hours)-Lab

Prerequisite: Organizational Behavior I

This is the second of two courses in Organizational Behavior and students will cover topics that focus on the three types of paradigm changes: best practices, best practices of building self-motivation and the idea of reframing. Students will also study workplace stresses and ways to manage it on the job.

Outlook Expert

(30 Clock Hours/1.5 Quarter Credit Hours)

Microsoft Outlook 2016 includes many options and features that help make messages more visually appealing. In this course, you will learn about using different message formats, as well as using and applying formatting options that can be applied to text and backgrounds of e-mail messages. This course also covers how to

verify spelling and grammar in messages and use the Insights feature and language options. (Prerequisite: Outlook Proficient)

Outlook Fundamentals I

(30 Clock Hours/1.5 Quarter Credit Hours)

Outlook 2016 is the latest release of Microsoft's primary messaging client. It provides all of the tools necessary for managing e-mail, scheduling tasks, and communication. In this course, you will learn about the basic features and functionalities of Outlook 2016 including a look at how to navigate in Outlook 2016 and view, reply to, and forward e-mail messages.

Outlook Fundamentals II

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course the student will learn how to navigate and use the calendar and create events, appointments and tasks. This course also covers how to add additional calendars, change the appearance of the calendar, and print the calendar and tasks. In this course, you will learn how to schedule and edit meetings, accept or decline meeting requests, and manage meetings. This course also covers creating and managing notes in Outlook 2016.

(Prerequisite: Outlook Fundamentals)

Outlook Proficient

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course, you will learn about using different message formats, as well as using and applying formatting options that can be applied to text and backgrounds of e-mail messages. This course also covers how to verify spelling and grammar in messages and use the Insights feature and language options. This course also covers e-mail tracking and message delivery options. In this course, you will learn how to locate messages and items using Instant Search and Advanced Find, create search folders, add e-mail accounts, and delegate access to an account. In this course, you will learn about working with automation, including creating, running, and creating Outlook rules, and configuring auto-reply rules and out-of-office replies.

(Prerequisite: Outlook Fundamentals)



PowerPoint Expert

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course, the student will learn how to add photos and captions to an album and customize their order and appearance; work with, rename, and remove sections in a presentation; and add

and modify both animations and transitions, how to link to particular content from or within a presentation, and how to set a hyperlink to open when a slide object is clicked or “moused” over. The student will also learn how to set up and manage slide shows, including controlling slide timing and the playback of audio narration. The course also covers the use of master slides to help ensure consistency throughout a presentation, and options for hiding or showing specific slides when delivering a presentation. (Prerequisite: PowerPoint Proficient)

**PowerPoint Proficient
(30 Clock Hours/1.5 Quarter Credit Hours)**

In this course, students learn about the new interface and key new features introduced in PowerPoint 2016. These tasks include creating and saving presentations, setting up slides, choosing print settings, and viewing presentations in different ways. Also, students learn how to set up a basic presentation, ordering a sequence of slides and applying a presentation theme and slide layout. Additional material covered include: how to add and work with slide text, including using creative text effects and converting text into SmartArt; and how to insert, position, resize, and format both text and graphics on PowerPoint slides. Students will also learn how to arrange and manipulate the objects on a slide, and how to apply a range of artistic effects and styles, to both text and graphic elements.



**Get Going with QuickBooks
(30 Clock Hours/1.5 Quarter Credit Hours)**

This course is designed to provide students with an introduction to QuickBooks accounting features to set up and run a product and/or service-based business.

**Keep Going with QuickBooks
(30 Clock Hours/1.5 Quarter Credit Hours)**

Students will learn how to use the advanced features and functions of the QuickBooks Software.

(Prerequisite: Get Going with QuickBooks)



Risk Management

(45 Clock Hours/4.5 Quarter Credit Hours)

HR professionals are closely involved with various aspects of organizational risk management, especially risks that concern people. In this course, students will learn about various steps in the risk management process and risk management strategies. Safeguarding employees' safety, health, workplace security, and privacy is essential for an organization's continuation and success, and is of particular concern to HR professionals. Students will learn about various aspects of employee safety issues, programs, health hazards, and employee assistance and wellness programs.



**Security Plus I
(30 Clock Hours/3.0 Quarter Credit Hours)**

The Security Fundamentals I course introduces the fundamentals of network security. The course covers how to secure networks and mitigate security threats. Students will learn how to perform risk assessments and security audits on a network. Students will learn about attack and defense strategies, access control and identity management, cryptography, policies, procedures, and awareness, and physical security.

**Security Plus II
(30 Clock Hours/1.5 Quarter Credit Hours)**

The Security Fundamentals II course addresses the various types of attacks that a network is subject to and how to defend against those attacks. Students will learn about perimeter, network, host, application, and data defenses. Vulnerability assessment, penetration testing, protocol analyzers, log management, and audits will be covered in detail. (Prerequisite: Security Plus I)

**Strategic Human Resource Management
(45 Clock Hours/4.5 Quarter Credit Hours)**

Organizational leadership, including HR leadership, is directly involved in developing, refining, and implementing an organization's strategic plan. One of the key roles of senior HR professionals is to align activities in the HR function with the organization's strategic goals. Senior HR professionals are often directly involved with the corporate restructuring activities resulting from organizational changes and initiatives such as mergers and acquisitions, offshoring, outsourcing, and divestiture. Managing third-party contracting

and technology and measuring strategic performance, specifically of the HR function, are some other key contributions the HR function makes to the organization. This course examines the core strategic functions of HR, the regulatory framework around them, and the specific capabilities required to perform them. The course also discusses organizational roles and responsibilities for ensuring ethical practices and ethical issues and challenges in performing these functions.

Success as a Medical Assistant Professional I

15 Clock Hours/.75 Quarter Credit Hours)

In this course, students will learn to focus on acquiring skills necessary to become an efficient Medical Assistant in the healthcare field. The skills learned include: assessing strengths and challenges, effective use of research strategies, how to create a professional resume, techniques used in improving written communication, and interviewing for a position as a Medical Assistant.

Success as a Medical Assistant Professional II

(15 Clock Hours/.75 Quarter Credit Hours)

This course covers the techniques used to communicate in a medical office environment. It also covers how to present information using various media outlets. Students will learn how to assess job offers and develop practical people skills as they transition into the healthcare field.



(30 Clock Hours/1.5 Quarter Credit Hours)

In this course students will learn how to add several types of illustrations, such as pictures, screen clippings, shapes, charts, and WordArt. They will also learn how to enhance documents by adding properly positioned text, along with attractive formatting and page backgrounds and enhance with decorative, professional looking illustrations using the Format and Design ribbons dedicated to Shapes, Pictures, Charts, Textboxes, WordArt and SmartArt. Students will also learn how to modify a table and perform both basic and advanced sort operations, manage a table that spans multiple pages of a document, use formulas in a table, convert text to a table and vice versa, and position tables within other page elements.
(Prerequisite: Word Proficient)

Word Fundamentals I

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course, students will learn how to create professional-looking documents using Microsoft Word. There are numerous options that allow customization of document appearance. Students will learn how to enhance the appearance of text by using different formatting and font options.

Word Fundamentals II

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course, Students will learn different methods for creating and adjusting tables, applying table styles, and formatting the content in table cells. They will learn how to use headers and footers, as well as appropriate page layouts that play an important role in making documents look professional. They will also learn about options for different types of headers and footers, adding page numbering and the date and time, and creating custom page layouts for documents.

(Prerequisite: Word Fundamentals)

Word Proficient

(30 Clock Hours/1.5 Quarter Credit Hours)

In this course, students will learn how to use comments, check document revisions, track document changes, and combine or compare revisions in different document versions. Students will also learn how to add references such as hyperlinks, citations, a table of contents, and a bibliography to a document. Students will learn many different ways of sharing documents and how to create and use macros and reusable pieces of content called Quick Parts, about the internal search facility in Word 2016, and about downloading useful apps from the Microsoft Store Online.

(Prerequisite: Word Fundamentals II)

Workforce Planning and Employment

(45 Clock Hours/4.5 Quarter Credit Hours)

In this course, students will learn about employment legislation and regulations regarding strategic workforce planning. Students will learn about hiring, retention, and promotion, and gain an understanding of how to approach recruitment efforts strategically in order to help achieve key organizational objectives. Students will learn how to source and select employment candidates. Students will also learn about many of the key elements of an organization's orientation, onboarding, and exit strategies.

Working with Electronic Health Records I

(30 Clock Hours/1.5 Quarter Credit Hours)

This course will provide students with the knowledge and skills required to work with electronic health records in today's rapidly changing health care environment. This course provides the student with an in-depth and practical training on a widely used Electronic Health Record Software program. Students will be able to apply theoretical knowledge to equip them to successfully enter the medical community with a comprehensive working experience and understanding of an Electronic Health Record system and its components.

**Working with Electronic Health Records II
(30 Clock Hours/1.5 Quarter Credit Hours)**

This course explains what quality assurance is and how it affects health information as well as patient care. It also explains how health information is exchanged and shared among providers and health care systems. Students will learn the importance of security in an Electronic Health record environment and various tools within an Electronic Health Record to assist with security management.

Prerequisite: Working with Electronic Health Records I)

Tuition and Fees

CTI charges student tuition by academic year for each program. The full cost of each program is listed on the enrollment agreement but charges are broken down on the student ledger card by payment period. An academic year consists of two payment periods and the number of weeks in each payment period is listed by the program in the table below. Tuition cost and fees are determined by what program the student is enrolled in. All tuition costs and fees are listed on page 78.

Program Name	Payment Periods (PP)	Number of Weeks In Payment Period
Medical Office Professional	PP1, PP2, PP3	16,16,8
Medical Assistant	PP1,PP2, PP3	15,15,10
*PC Specialist Programs	PP1, PP2	16,16
Help Desk Professional	PP1, PP2	13,13
Hospitality	PP1, PP2	14,14
Associate of Applied Science Degrees	PP1, PP2, PP3, PP4	15,15,15,15
Medical Office Administration	PP1, PP2	16,16
VESL I	PP1, PP2, PP3	15,15,6
IT Professional	PP1, PP2	16,16

*PC Specialist Plus-Bookkeeping Specialization
 PC Specialist Plus-Generalist Specialization

Note: Tuition charges will appear at the beginning of each payment period on the student ledger card regardless of whether or not the student has earned all credits for the payment period. Tuition charges for the 1st payment period will include the registration, lab and technology fees. Lab fee includes the cost of CPR certification, lab equipment, and materials. Technology fee includes online account, access to e-reference library and other online resources.

Tuition and Fees

Program	Clock Hours	Quarter Credits	Tuition	Registration Fee	Lab Fee	Technology Fee	Total Tuition/Fees
PC Specialist Plus – Generalist Specialization	720	36	\$16,245	\$50	\$0	\$495	\$16,790
PC Specialist Plus – Bookkeeping Specialization	720	36	\$16,245	\$50	\$0	\$495	\$16,790
Help Desk Professional	585	39	\$13,745	\$50	\$0	\$495	\$14,290
Medical Office Professional	900	45	\$17,495	\$50	\$0	\$495	\$18,040
Medical Office Administration	720	33	\$16,245	\$50	\$0	\$495	\$16,790
Associate Degree of Applied Science in Human Resource Administration	1260	90	\$27,495	\$50	\$0	\$495	\$28,040
Associate Degree of Applied Science in Information Technology	1260	90	\$27,495	\$50	\$0	\$495	\$28,040
Information Technology Professional	720	47	\$16,245	\$50	\$0	\$495	\$16,790
Medical Assistant	810	58	\$17,495	\$50	\$995	\$0	\$18,540
VESL I	900	45	\$6,945	\$50	\$0	\$495	\$7,490
Hospitality	630	37	\$13,995	\$50	\$0	\$495	\$14,540
Associate Degree of Applied Science in Allied Healthcare-Medical Assistant Concentration	1260	90	\$27,495	\$50	\$995	\$0	\$28,540
Associate Degree of Applied Science in Hospitality	1260	90	\$27,495	\$50	\$0	\$495	\$28,040

*NOTE: Costs for certification testing and other services are not included. These costs are determined on a case-by-case basis.

Based on the program, a \$995 lab fee or a \$495 technology fee will be charged. The fees are included in the chart above and are nonrefundable once the student starts school.

Lab fee includes: cost of CPR certification, lab equipment and materials. Technology fee includes: online account, access to e-Reference Library and other online resources.

Estimated Cost of Attendance for living expense is as follows:

Students Living with Parents and no Dependents - \$220 per week

All others - \$420 per week



President/Chief Executive Officer	Moses Rabi	<ul style="list-style-type: none"> • Applications Instructors: Lead 	Lisa Coley
Chief Financial Officer	Isaac Rabi		Solomon Desalegne
Chief Academic Officer	Sharon Conn, Ed.D.		Shaquea White
Human Resources	Burl Dicken	<ul style="list-style-type: none"> • Hospitality Instructor • Medical Instructor 	Ingrid Wright-Rich
Director of Admissions	Kerry Haley		Kesia Dixon
Business Office Representatives	Krissia Padilla	<ul style="list-style-type: none"> • IT Instructor • VESL-1 Instructor 	Dr. Damien Baker
	Tasha Braxton		Shohaib Haroon
		Executive Vice President of Online Operations	Kevin terry
Front Desk Receptionist	Brenda Fernandez Antonio Anthony	Vice President Online Operations	Sheila Chapman
Admissions Advisors	Mary Chris Chapman Charles Ross Alea Green Pedro Rios Jeanna Borneo Erich Williams Oscar Umanzor	Manager of Online Instruction/SSR	Angela Mullis
		Registrar/Student Service Rep	Linda McGinn
		DE Financial Aid Advisor	Gina McCarter
		DE Sr. Admissions Advisors	Marilou Colas-Morris
			Christine Giarratana
			Tammie Salas
		DE Admissions Advisors	Vivian Quiros-Military
			Nicole Foley
Appointment Setter	Mikeisha Best	DE Appointment Setter	Nicole Almodovar
Registrar	Lisa Coley		Katie Chapman
			Dione Price
		DE Registrar	Gina McCarter
Career Services		Distance Education Instructors	Latonia Alexander
<ul style="list-style-type: none"> • Director/Job Developer • Externship Coordinator 	Nijjama Smalls Clevetta Tyler		Priscilla Biggs
Chief Operating Officer (COO)	Dr. Sandra Dankwa		Saddy Bulla
<ul style="list-style-type: none"> • Financial Aid Manager • Financial Aid Advisor 	Lashanna Simms Joann Moore		Arturo Fernandez
			Natasha Wilson
			Carla Pruitt
			Wendy Brehm
			Jill Grunwald
			Sandra Tjoefat
			Jon Weiss

Addendum II

NAME	POSITION	EDUCATION	EXPERIENCE
Rabi, Moses	President and CEO	B.S. Accounting	25 Years Education and Accounting Mgmt.
ADMINISTRATION			
Rabi, Isaac	Chief Financial Officer	BS/Agriculture	CFO/2 yrs.; Reverse Engineer/16 yrs.; Sr. Acct. Analyst/18 yrs.
Conn, Sharon, Ed.D.	Chief Academic Officer	On-Line Faculty Training Certificate Program; Ed.D. Higher Ed Admin.; M.Ed. HR Development; Certified Financial Planner; B.A. Business Economics	30 Years Education; 13 Years Banking/School Certification Official (VA), DSO-SEVIS/IX Coordinator
Chapman, Sheila	Executive Vice President of Online Operations	BA-Political Science; Certified Personnel Consultant	26 years in Education 33 years Leadership
Dankwa, Sandra	Chief Operating Officer	PhD of Philosophy in Management; MS in Healthcare Administration; B.A. Social Work with Sociology	17 years management experience: 3 years NGO/ project management; 14 years Education Management; 2 years Human resource experience
Mullis, Angela	Vice President of Online Operations	AAS-Business Administration	17 Years in Education / 26 Years in the Legal Field
Haley, Kerry	Director of Admissions	High School Diploma	19 Years in Education Management
Smalls, Nijjama	Director of Career Services	Master of Business Admin. BA Political Science / MS Business Administration	11 Years Job Placement Services/5 Years Recruitment and Marketing
REGISTRAR			
Coley, Lisa	Registrar	AAS Hospitality	MS Master Certification/QuickBooks-2015; 15 Years' experience as Registrar
Gina McCarter	PT Registrar	High School Diploma	Certificate of Completion as an Office Professional/26 Years as an Administrative Assistant
FACULTY			
Alexander, Latonia, Ph.D.	General Education Instructor-DE	PhD.-General Psychology ,MS-Forensic Psychology, BS-Psychology	5 Years' Experience in Teaching Experience

Baker, Damien, MD	Medical Instructor	DDC-Chiropractic, BA Human Biology, BS Physiology	Clinical Biology, Diagnosis and Clinical Allied health instructor, NAH EKG and Phlebotomy Certifications; 20 Years Medical and/or Medical Instruction Experience
Biggs, Pricilla	Medical Instructor-DE	BS-Management	Healthcare Access Manager and Healthcare Access Associate Certifications; 10 Years Teaching Experience
Brehm, Wendy	General Education, Business Courses, and Applications Instructor	BA in Jurisprudence	Experience as a Government Relations Assistant; 2 Years Teaching Experience
Bulla, Saddy	Applications/IT Instructor-DE	BA-Electronic Engineering. MBTA-Business Administration	18 Years IT experience/A+ and MCSE Certifications; 20 Years Teaching Experience
Coley, Lisa	Lead Instructor/Hospitality and Microsoft Applications	AAS Hospitality	15 Years Certified MS Office specialist, Intuit QB, IC3 Achievement Credentials; 22 Years Teaching Experience
Desalegne, Solomon	IT and Microsoft Applications Instructor	MS in Limnology & Wetland Management	2 Years Teaching Experience;
Dixon, Kesia	Medical Instructor	AAS-Medical Assistant	5 Years' experience in Medical Field/Certificate in Medical Assisting; 10 Years Teaching Experience
Fernandez, Arturo	IT/Applications DE Instructor	AAS in Information Technology	Certificate in Computer Physics, CompTIA A+ certion, MS Certified Master Trainer; 18 Years Teaching Experience
Grunwald, Jill	Instructor/General Education	BS in Biomedical and Professional Education	2 Years Teaching Experience
McGinn, Linda	Instructor Manager/Hospitality	AAS Hospitality	15 Years in Education; 7 Years Teaching Experience
Pruitt, Carla	Law Instructor	LL.M. Degree in Elder Law Program Juris Doctor Master of Science in Higher Ed. BS in Criminal Justice	12 Years Teaching Experience in Legal Studies Experience as a Legal Coordinator and Ethics Specialist
Thomas, Natasha	Instructor/General Education	AA, BA, MA Business Administration/Project Management	3 Years Teaching Experience as General Education instructor
Terry, Kevin	Instructor/VESL	Master of Professional Studies in TESOL	3 Years Teaching Experience

Tjoefat, Sandra	Instructor/General Education, Medical and Microsoft Applications	Master of Public Health Admin. Master of Science in Educ. and Clinical Psychology BS in Psychology and Educ. AA in General Education	9 Years' Experience as a Psychiatric Technician and Vocational Consultant; 11 Years Teaching Experience
Weiss, Jon	Instructor/IT and GE	BA in	16 Years' Teaching Experience; 16 Years in IT Field
White, Shaquea	Applications Instructor	BA-Business Administration in Hospitality Management	Certified Hospitality Trainer- AHLEI; 21 Years Hospitality experience; 15 Years Teaching Experience
Wright-Rich, Ingrid	Medical Instructor	BS Biology	20 years as Medical Assistant; Certified Registered Medical Assistant/AED/CPR/AHA; 28 Years Teaching Experience