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**YOUR FUTURE
STARTS
NOW**

at

CTIC



ACADEMIC PROGRAM PROFILES

| | |
|---|--|
| ADOBE GRAPHICS DESIGN & E-LEARNING COMBO Course Description | An Adobe Certified Expert (ACE) is a person who has demonstrated proficiency with one or more Adobe software products. To become an ACE, you must pass one or more product-specific proficiency exams and agree to the ACE terms and conditions. The course covers Adobe Photoshop, InDesign & Dreamweaver & Adobe Captivate |
| Occupations | Graphic Design, Desktop Publisher, Administrator e-Learning content developer |
| Prerequisites | Prerequisites Basic MS Office skills |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | \$8000 (Books and Training Materials are included in pricing) |
| Certification Goal | ACE |

Academic Program

MISSION STATEMENT

To improve the employment opportunities through certification training. Everything we do is designed to help students complete their program, get certified and obtain employment.

ORGANIZATION & ADMINISTRATION

INCORPORATION

Computer Training Institute of Chicago is a 'for profit' institution of higher learning incorporated under the State laws of Illinois.

STATE OF ILLINOIS APPROVAL

Computer Training Institute of Chicago is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education. Complaints against this school may be registered with the Illinois Board of Higher Education
1 N. Old State Capitol Plaza Suite 333 Springfield, IL 62701

Computer Training Institute of Chicago is not currently accredited by a US Department of Education recognized accrediting body.

BOARD OF DIRECTORS

Paul Johnson - President
MA MIS/ PMP/Six Sigma Black Belt
Phyllis Barnes - Treasurer
MA FIN/BA Accounting
Cherish Louis - Secretary
MS Media Arts/BA Business Administration
Vivian Hollifield - Process Analyst
SSMB/MS BA/US Navy

ADMINISTRATION

Paul Johnson - Program Director
MA MIS/ PMP/Six Sigma Black Belt
Phyllis Barnes - Accounting
MA FIN/BA Accounting
Rayneal Mitchell - Admissions
BA Business Administration
Cherish Luis - Mktg/Social Media

INSTRUCTORS

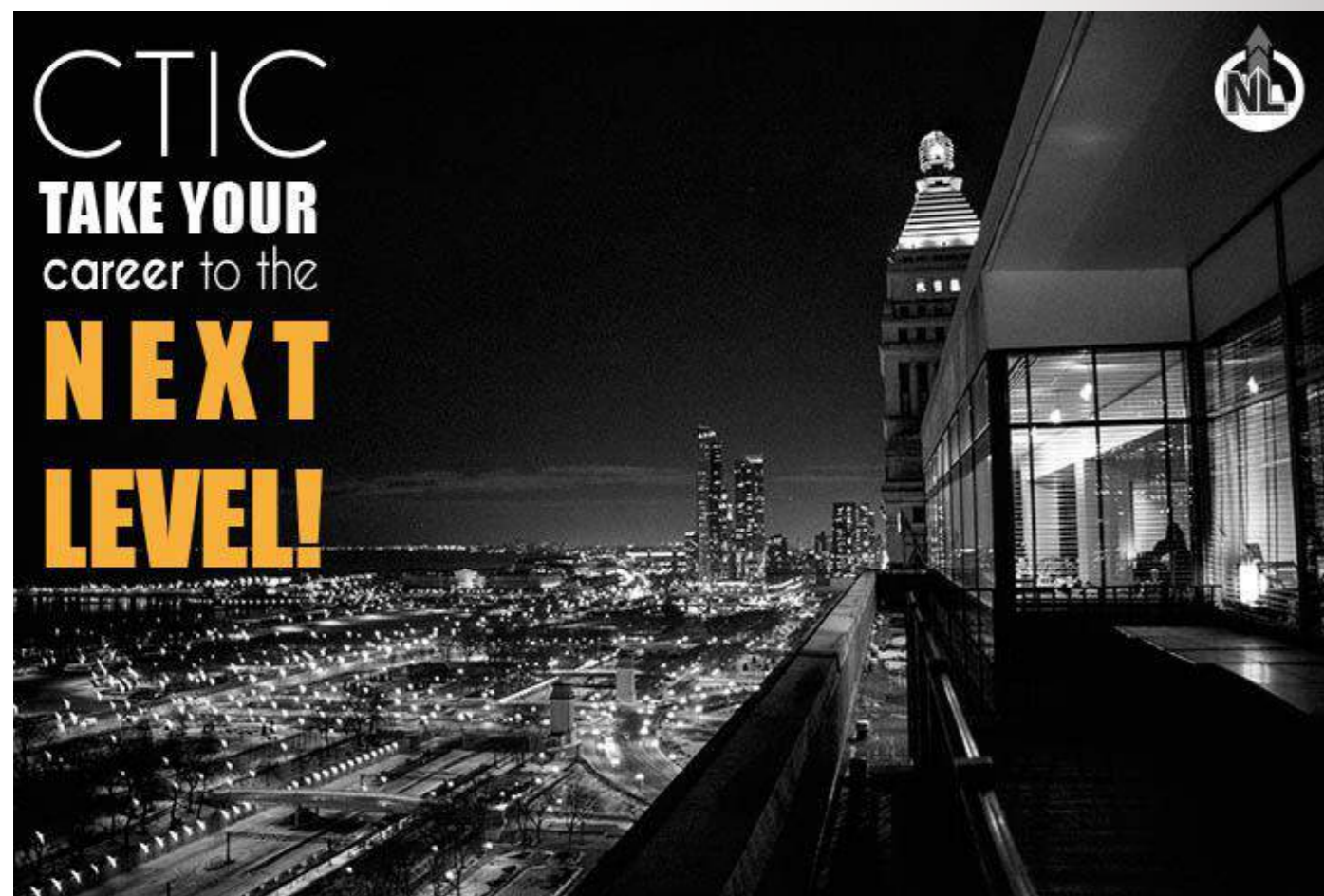
Busi Admin - Michael Crawley
BA/SSBB/e-Learning
Busi Mgmt - Vivian Hollifield
Six Sigma Master Black Belt
Graphic Design - Christian Diaz
BS Graphic Design
CTIA\MCSA - Mary Garcia
Cisco CCNP - Emin Aliyev
Telecom SBCA - Michael Evans

CONTACT US

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200 S Michigan Ave. Chicago Il, 60604 | Mon-Fri 9am - 5pm

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| APPLE IOS & ANDROID APP DEVELOPER Course Description | Mobile app development is the new frontier of business communications and marketing. Today more people get information and communications about businesses from mobile apps than from all forms of printed media. This has created tremendous demand for iOS and Java developers. |
| Occupations | iOS & Android App Developer |
| Prerequisites | Composite C & Java Programming |
| Methods & Material | Certified instructor-led training, Hands Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144Hrs |
| Cost | Tuition: 7,000, Books 200, Certification Exams 300, Total: 7,500 |
| Certification Goal | Certificate of Completion |

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| BUSINESS ADMINISTRATION MS Office 2013 & Quick Books Combo Course Description | Office Specialists use programs such as Word and Excel to function effectively as administrative assistants, as office managers, and in many other positions that require day-to-day problem-solving skills. As more and more employers begin looking for verification of employee software skills, you have no better way to stand out from the crowd than to show your credentials as a specialist in the software that a job requires. |
| Occupations | Office Administrator Payroll Specialist |
| Prerequisites | Office Administrator Payroll Specialist |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144Hrs |
| Cost | Tuition: 5,000, Books 200, Certification Exams 300, Total: 5,500 |
| Certification Goal | MOS Quick Books CU |



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| BUSINESS MANAGEMENT PMP & SIX SIGMA COMBO Course Description | PMP Certification is the profession's most globally recognized and respected certification credential. The PMP designation following your name tells current and potential employers that you have a solid foundation of project management knowledge that can be readily applied in the workplace. The Six Sigma Greenbelt is a nationally recognized certification. The course and training program encompasses all aspects of running a Six Sigma project. Six Sigma is one of the highest standards for companies and individuals to achieve. |
| Occupations | Project Manager, Business Analyst, Quality Lead |
| Prerequisites | Limited Project management experience. High school or GED required. |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | Tuition: 6,000, Books 200, Certification Exams 800, Total: 6,500 |
| Certification Goal | PMP CSSGB |

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| CISCO CCNA & CCNP COMBO Course Description | The Cisco Certified Network Associate certification validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN. The Cisco Certified Network Professional certification validates a network professional's ability to install, configure and troubleshoot converged local and wide area networks. Network Professionals who achieve the CCNP have demonstrated the knowledge and skills required to manage the routers and switches that form the network core, as well as edge applications that integrate voice, wireless, and security into the network. |
| Occupations | LAN Administrator, Cisco Engineer |
| Prerequisites | Network+ or equivalent knowledge and skills |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | Tuition: 8,000, Books 200, Certification Exams 300, Total: 8,500 |
| Certification Goal | CCNA CCNP |

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| COMPTIA & MCSA COMBO Course Description | The Microsoft Certified Solutions Expert program is designed for professionals who implement, manage, and troubleshoot Windows 7 & 8 Professional and Server 2012 systems. Your responsibilities will include installing and configuring the components of Windows 2012 systems. Management responsibilities include administering and supporting the systems. |
| Occupations | Network Administrator, System Engineer |
| Prerequisites | Basic typing and computer skills |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | Tuition: 8,000, Books 200, Certification Exams 300, Total: 8,500 |
| Certification Goal | A+ Network+ MCSA |

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| MISCROSOFT SHAREPOINT & SQL DATABASE COMBO Course Description | Demonstrate your essential skills and breakthrough insights in developing and maintaining the next wave of mission-critical environments Microsoft Sharepoint & SQL |
| Occupations | Sharepoint Administrator, Systems Engineer, SQL Database Administrator |
| Prerequisites | Basic Computer Skills |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | Tuition: 8,000, Books 200, Certification Exams 300, Total: 8,500 |
| Certification Goal | Sharepoint MCSA SQL MCSA |

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| MEDICAL BILLING HEALTH & IT TECHNICIAN Course Description | The Healthcare Career Program focuses on the information needs of health care. Its graduates are prepared with the knowledge and skills necessary to provide medical coding and billing, manage health care data used to support patient care, and contribute to the development of a computer-based patient record. The profession offers career flexibility and a variety of workplace options. Presently, opportunities for practice are found in numerous areas including hospitals, private industry and colleges and universities. |
| Occupations | IT Health Technician, Medical Billing Coder, Insurance Billing Specialist |
| Prerequisites | Basic computer skills. High school or GED required. |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | Tuition: 5,000, Books 600, Certification Exams 300, Total: 5,900 |
| Certification Goal | Insurance & Coding Specialist (NCICS) NCCT (National Center for Competency Testing) |

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| SALES FORCE ADMINISTRATOR Course Description | Become a Salesforce Certified Administrator or Advanced Administrator. Learn user management and security, have good experience with workflow and approvals, know how to get the most out of core Sales and Service Cloud features, and are a master in reporting, then you may be ready for the Administrator exam. Learn how to build advanced analytics, automate, and extend using more complex functionality, Then you will be ready for the Advanced Administrator exam. |
| Occupations | Sales Force Administrator & Advanced Administrator |
| Prerequisites | High school or GED required. Basic Computer Skills |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | Tuition: 6,000, Books 200, Certification Exams 300, Total: 6,500 |
| Certification Goal | ADM 201 |

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| SOCIAL MEDIA ADMINISTRATOR Course Description | The Google AdWords and Analytics certifications are professional accreditations that Google offers to individuals who demonstrate proficiency in basic and advanced aspects of AdWords and Analytics. Why get certified? An AdWords or Analytics certification allows you to demonstrate that Google recognizes you as an online advertising and Analytics professional. |
| Occupations | Google Analytics Specialist, Google Adwords Expert & HootSuite Administrator |
| Prerequisites | Basic computer skills. High school or GED required. |
| Methods & Material | Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) |
| Course Length | 24 Weeks/144 Hrs |
| Cost | Tuition: 6,000, Books 200, Certification Exams 300, Total: 6,500 |
| Certification Goal | Adwords Analytics |



ACADEMIC CALENDAR

Class start dates are subject to change. Contact the CTIC admissions department to confirm start dates. CTIC standard business operating hours are M-F 9-5pm; The CTIC office is closed on Saturdays and Sundays. CTIC is closed and does not hold classes on federal holidays.

| ENROLLMENT | FALL PROGRAM 2016 | ENROLLMENT | WINTER PROGRAM 2016 |
|--------------------------|---------------------|--------------------------|---------------------|
| Enrollment Deadline | 2nd Mon Sept | Enrollment Deadline | 1st week Dec |
| Program Begin | 2nd Mon Sept | Classes Begin | 1st week Dec |
| Program End | 2nd Wed Feb | Program End | 2nd Wed May |
| Final Grade/Certificates | 4th Wed In Feb | Final Grade/Certificates | 4th Wed In May |
| ENROLLMENT | SPRING PROGRAM 2017 | ENROLLMENT | SUMMER PROGRAM 2017 |
| Enrollment Deadline | 2nd Mon April | Enrollment Deadline | 2nd Mon July |
| Classes Begin | 2nd Mon April | Classes Begin | 2nd Mon July |
| Program End | 2nd Wed Sept | Program End | 2nd Wed Dec |
| Final Grade/Certificates | 4th Wed In Sept | Final Grade/Certificates | 4th Wed In Dec |

2017 FEDERAL HOLIDAYS

JANUARY 1: New Year's Day
 JANUARY 18: Martin Luther King Day
 FEBRUARY 15: President's Day
 MAY 30: Memorial Day
 JULY 4: Independence Day
 SEPTEMBER 5: Labor Day
 OCTOBER 10: Columbus Day
 NOVEMBER 11: Veterans Day
 NOVEMBER 23: Thanksgiving Day
 DECEMBER 25: Christmas Day

ACADEMIC POLICIES

APPLICATION PROCEDURE

To apply for admission, prospective students should contact the CTIC admissions department and schedule a personal interview. All students are required to complete a registration packet. Proof of a Degree, High school diploma, GED or equivalent. A high school diploma or GED are not required for enrollment, however the registrant will be required to pass a TABE test (Test of Adult Basic Education) to qualify for enrollment

ADMISSIONS

Any student who qualifies is welcome to attend the Computer Training Institute of Chicago. To qualify students must possess a high school diploma, GED or equivalent.

TRANSFERABILITY OF CERTIFICATIONS

Entering students will be given credit for current certifications and options to select exchange classes. Exiting students should verify that degree programs will accept certifications before enrolling.






STUDENT EVALUATIONS

Each student will receive a personal student evaluation before being admitted to the requested class. The evaluation includes a one-on-one interview. A evaluation exam that verifies that student meets the basic requirements to attend the requested course.

TUITION

Please contact the CTIC admissions department for the current Tuition rates. Tuition rates are subject to change based on factors related to operating cost, the market or other factors. Students are guaranteed that the tuition rates for the program that register for, will not change as long as they are enrolled in that program. If a student cancels or is removed from a program and they re-apply at a later time, they are subject to the current tuition rates at the time that they re-apply.

Tuition at the Computer Training Institute of Chicago provides students with the following benefits and services:

-  Live On-line Instructor-led education and training.
-  Online lab access.
-  Supplementary web based training and practice test.
-  Student services
-  Career counseling

TEXTBOOKS AND OTHER SUPPLIES

Textbooks are included in the tuition fees. Notebooks, pencils, paper etc... are the responsibility of the student.

PAYMENT POLICY

Payments for tuition fees are due 7 days before the class start date. Payments may be made by credit card, checks or money orders. Payments should be made out to Computer Training Institute of Chicago. A \$35 fee will be charged for checks returned for insufficient funds.

TUITION OPTIONS

CTIC offers several options for financial assistance, student loans and grants. Contact the Administrative Office to discuss your options.

GRADING POLICIES

Policies and Procedures for Student Progress Evaluations: CTIC has instituted a standard grading system to ensure that all students are assessed and graded on a consistent and equitable basis. A clear level of achievement will be recorded and reported, along with a calculated GPA (Grade Point Average).

GRADING SCALE

| GRADE | GRADE POINT VALUE | PERCENTAGE | DEFINITION |
|-------|-------------------|------------|---|
| A | 4.0 | 100-90 | Exceptional Achievement. The student has demonstrated exceptional mastery over course competencies. |
| B | 3.0 | 89-80 | Commendable Achievement. The student has demonstrated commendable mastery over course competencies. |
| C | 2.0 | 79-70 | Acceptable Achievement. The student has demonstrated acceptable mastery over course competencies. |
| D | 1.0 | 69-60 | Minimum Achievement. The student has demonstrated minimum mastery over course competencies. |
| F | 0.0 | 59-50 | Insufficient Achievement. The student has demonstrated insufficient mastery over course competencies. |

ADDITIONAL GRADE DESCRIPTIONS

| | |
|-----------|---|
| IP | In Progress: Grade currently not available |
| IC | Incomplete: Coursework still remaining to determine grade |
| W | Withdrawal: Student has withdrawn from the course |

GRADING FORMULA

| PERCENTAGE | AREA |
|------------|-----------------------|
| 50% | Midterm & Final Exams |
| 25% | Coursework & Labs |
| 15% | Attendance |
| 10% | Class Participation |

GRADE APPEALS

Students have 30 days after receiving their grades to appeal. Appeals must be submitted in writing, to the Administration department. A review board will examine the appeal and verify that the proper grading formulas and assessments were performed correctly. If the review board finds that there was in fact an error, a new grade will be generated and recorded based on the board's findings and reported to the student.

SATISFACTORY ACADEMIC PROGRESS (SAP)

Federal and State regulations require that all students and grant recipients maintain Satisfactory Academic Standards (SAP).

To remain in good standing at CTIC, students are required to make academic progress toward completion of the program they enrolled for. Students must satisfy three standards for 'satisfactory academic progress' by the end of their program in order to graduate.

1. Achieve a minimum cumulative GPA of 2.0
2. Complete the entire program within a maximum of 150% of its scheduled length.
3. Maintain an attendance rate of 75% or above.

CTIC SAP (SATISFACTORY ACADEMIC PROGRESS) POLICY

CTIC validates that students meet these internal CTIC SAP requirements.

- 🕒 Each individual students progress is monitored throughout the program
- 🕒 A SAP report is created monthly for each student
- 🕒 Students who meet the standard are considered to be in good standing
- 🕒 Students who do not meet the requirements are placed on probation
- 🕒 Students on probation will be re-evaluated for one month after probation
- 🕒 A student will be removed from their program if they fail the SAP review after 50 or 75% of the program. For Veteran students, 2 months after the initial probation date. Students will be re-assessed and given the opportunity to take a different program that fits their assessment level.

MINIMUM GPA

Students whose GPA at the end of any Program is less than 2.0, are considered not to be making 'satisfactory academic progress' and will be placed on probation. Subject to the 'CTIC SAP Policy'.

MAXIMUM TIME FRAME

Students who fail to complete 70% of the assignments at 25, 50 & 75% completion of the program are considered not to be making 'satisfactory academic progress.' They will be placed on probation and subject to the 'CTIC SAP Policy' above.

ATTENDANCE POLICY

CTIC has a 75% attendance policy. Attendance reports are generated monthly. Students whose attendance is less than 75% at 25 or 50% completion of the program (monthly for veterans) are considered not to be making 'satisfactory academic progress.' They will be placed on probation and subject to the 'CTIC SAP Policy' above.

PROBATION POLICY

- 🕒 Students on probation will receive a written notification of probationary status.
- 🕒 Students are required to schedule a meeting with the Academic Administrator to jointly address and overcome any issues that may have led to the probationary status.
- 🕒 If the student fails to achieve 'satisfactory academic progress' for the second Program, the student will receive a second notice of probationary status.
- 🕒 The student will be required to schedule a meeting with the Academic Administrator and student counselor to jointly address and form an action plan to help address any issues that may have led to the probationary status.
- 🕒 Students placed on probation remain eligible to change training programs. Students who choose to change programs will not receive a change in probationary status.

DISMISSAL

A student will be dismissed from the school after two SAP failures and one attempt to re-assess and re-assigned to a new program. (*Please see below for Veterans dismissal policy)

DISMISSAL APPEALS

Students who do not meet CTIC's internal 'satisfactory academic progress' requirements because of mitigating circumstances may submit an appeal to the Academic Administrator.

- 🕒 The appeal should include explanations of the circumstances that prevented the student from achieving 'satisfactory academic progress'.
- 🕒 The Academic Administrator may allow immediate reinstatement or may require that the student be placed on an 'administrative leave of absence' up to 90 days.
- 🕒 Upon readmission to the program, the student will remain on academic probation until they meet the satisfactory progress standards in the CTIC SAP policy.
- 🕒 Students who still fail to meet the CTIC SAP standards after 50% of their current program are eligible for permanent dismissal. This decision is final.

CONDITIONS FOR APPEAL OF SAP OR CONDUCT RELATED DISMISSAL

Documented student illness or proof of current or pre-existing medical issue
Documented immediate family illness or proof of current or pre-existing medical issue
Documented Business, employment related requirement or emergency
Documented Court, Legal or Police related matters
Extreme weather or acts of nature

DISMISSAL POLICY FOR VETERANS

If a veteran fails to meet SAP at a monthly evaluation, CTIC will either dismiss the veteran or extend the veteran's probation for a second month. If CTIC grants a veteran a second month of probation and they fail to meet SAP at the end of the second month of probation, CTIC will dismiss the veteran from the program. The veteran is eligible to re-enroll in a different program, after an assessment, that better meets the student's aptitude.

STUDENT RIGHTS AND RESPONSIBILITIES

LEAVE OF ABSENCE

CTIC may approve students for one or more leaves of absence(LOA) in any 12 month period that does not exceed 120 days. The student is not considered withdrawn during the approved leave of absence.

LOA PROCEDURE

Students must complete and submit a CTIC LOA form. Any documentation that supports the reason for the LOA should be attached to the form. The LOA form should be submitted to the Academic department. The Academic department must approve the LOA before the student takes the leave.

In the case of unforeseen circumstances (family emergencies, medical illness, military duty etc...) A LOA form may be submitted no later than 2 weeks after the last day of attendance.

COMPLAINTS AND GRIEVANCES

1. Students with a complaint or grievance that is non-academic in nature should attempt to resolve the matter with the person at the school who is directly responsible for the problem.
2. If the matter cannot be resolved person to person, the student should file a written complaint with the administrators office. The complaint will be reviewed and efforts to resolve the matter will be taken, headed by the administrative staff.
3. If the student has a complaint with the school itself. The student has the right to file a complaint with the appropriate state accrediting and approval bodies for the school.

ABSENCES, MAKEUP WORK & TARDINESS





ABSENCES: Students are required to complete 70% of the classroom hours per the selected program. Days absent will account against the 70% attendance policy. Students absent more than 70% at the quarterly review check point of the program will be subject to the SAP policy.

TARDINESS: Students are required to complete 70% of the classroom hours per their enrolled program. CTIC records attendance in 15 minute increments. So although tardiness is not recorded as an absence, the time late or missed adds up in 15 min increments and will count against the 70% attendance hours requirement. Students who are consistently late and are not present 70% of the classroom hours at quarterly review check point, of the program will be subject to the SAP policy.

MAKE UPS: Students who fail to complete 70% of the assignments at the quarterly review check point of the program are considered not to be making 'satisfactory academic progress.' They will be placed on probation and subject to the 'CTIC SAP Policy' above. Students are allowed to make up missed assignments. Missed assignments must be completed and turned in within 2 weeks of the assignment date to receive credit for completion.

CONDUCT

Students of CTIC are required to conduct themselves in a manner appropriate for an educational institution. Students will expose themselves to disciplinary action, deemed appropriate by the schools Administrative board on a case by case basis. Disciplinary action may be taken, if students perform actions that fall into the following major categories.

-  Computer or Software hacking, distributing viruses, trojans or any other forms of illegal software exploitation
-  Theft or damage to property of CTIC
-  Disruption or obstruction of CTIC activities, classroom, administrative or business related
-  Cheating, falsifying documents or dishonest behavior

DISMISSAL






CTIC reserves the right to dismiss any student whose, conduct, attendance, academic or financial standing does not meet the schools standards as set forth in this catalog.

APPEAL POLICY

Students of CTIC may appeal a variety of decisions made by the school that directly impact their academic standing or progress, including but not limited to:

SAP Requirements Policy Failure
Academic Probation
Student Dismissal, for SAP or Conduct

Students are encouraged to contact the instructor or person directly involved with the reason for the appeal. Both parties should work together to try to resolve the situation. If the matter cannot be resolved, the student should submit a formal appeal to the administration office. The following procedure should be followed.

-  All appeals must be submitted in writing no later than 30 calendar days after the decision being appealed with documented or signed witness evidence.
-  The appeal should be submitted to the Program Director to review the matter and determine if it merits further investigation.
 -  If not, all parties involved will be notified of the decision in writing.
-  If so, the Program Director will escalate the matter to the CTIC Appeal Board. (Board of Directors)
-  The CTIC Appeal Board will review the matter and their decision will be final. (The CTIC Appeal Board is comprised of the Program Director, Admissions Director and Secretary. Other school staff may be asked to sit in on some appeal board meetings as needed. Instructor etc... This is determined on a case by case basis.)

REFUND AND WITHDRAWAL POLICY

REFUND POLICY:

All tuition and instructional charges is subject to the following pro-rata refund policy:

| Percentage of days in class completed by student At notice of cancellation | Percentage of tuition and instructional charges that school may retain |
|---|---|
| In excess of 5% to 10% | 15% |
| In excess of 10% to 15% | 20% |
| In excess of 15% to 20% | 25% |
| In excess of 20% to 25% | 30% |
| In excess of 25% to 30% | 35% |
| In excess of 30% to 35% | 40% |
| In excess of 35% to 40% | 45% |
| In excess of 40% to 45% | 50% |
| In excess of 45% to 50% | 55% |
| In excess of 50% to 55% | 60% |
| In excess of 55% to 60% | 65% |
| In excess of 60% to 65% | 70% |
| In excess of 65% to 70% | 75% |
| In excess of 70% to 75% | 80% |
| In excess of 75% to 80% | 85% |
| In excess of 80% to 85% | 90% |
| In excess of 85% to 90% | 95% |
| In excess of 90% | 100% |

CTIC will not retain more than \$10.00 of the established registration fee if a student, veteran or eligible person fails to enter and complete the course.

- 1) CTIC school shall not receive, demand, or retain any amount in excess of proportions and dollar amounts disclosed in the enrollment agreement and catalog/bulletin for the program in which the student is enroll.
- 2) The student's total financial obligation for instruction shall not be more than the total contract price of the program in which the student is enrolled.
- 3) The school shall return that portion of any refunds due to sponsors furnishing grants, loans or scholarships in conformity with federal and state laws, and regulations and requirements sponsors. After any disbursements to sponsors, the student shall receive the balance, if any, of the amount due under the school's refund policy.
- 4) The school shall refund all monies paid to it if the schools fails to conduct classes on days or times scheduled, detrimentally affecting the student.
- 5) A school that offers distance education lessons and is unable to provide them because of a failure on the part of the school shall be responsible for refunding all monies paid to it. Student refunds shall be processed promptly.

WITHDRAWING FROM A COURSE:

- 1) If a letter of withdrawal is submitted, it shall be delivered to the school management. The date of withdrawal initiated by a student shall be the date the letter of withdrawal is postmarked or, when the notice is hand-carried, it shall occur on the date the notice is delivered. The school shall provide a receipt for each letter of withdrawal received.
- 2) CTIC shall inform the student as to his/her contractual home study or distance education obligation if at any point during the course of instruction it has not received lessons for 60 consecutive calendar days; the date of withdrawal shall be the date of the last lesson received.
- 3) CTIC may give an home study, or distance education student who has withdrawn the opportunity to apply for reinstatement in writing and keep his/her enrollment active without prejudice to the student's refund rights.
- 4) A school shall notify any agency known to the school to be providing financial aid to the student of any withdrawal within 30 days after the date of withdrawal.
- 5) A school shall maintain accurate current records that make possible prompt return of funds in the correct amount.
- 6) In the event a student gives notice of withdrawal, the school is obligated to refund the cost of only those books and materials purchased for the current or future terms if the books and materials have been returned to the school unmarked.
- 7) Charges for books and materials, including software, shall maintain in the student's file along with a receipt with the book title or name of item, amount charged and date purchased. Charges for books and materials, including software, shall remain on file for three years, along with a list for each subject area and the exact charge for each. The record shall be updated as changes occur.
- 8) In the event that a student withdrawing from a course of instruction is less than 18 years of age on date of withdrawal, notice of cancellation shall be made by the purchaser of the enrollment agreement.
- 9) CTIC refunds all monies paid to it if the school did not screen the student, to determine that the student meets its admission standards prior to the date of the student's acceptance. For home study or distance education instruction, all references to class attendance or days in class, shall refer to lessons completed by the student and serviced by the school.

'LIVE-ONLINE' COMPUTER REQUIREMENTS

CTIC provides their students with the convenience of online computer classes. The online classes provide students with the benefits of not having to leave their homes. It also provides all of the benefits of live physical classroom instruction.

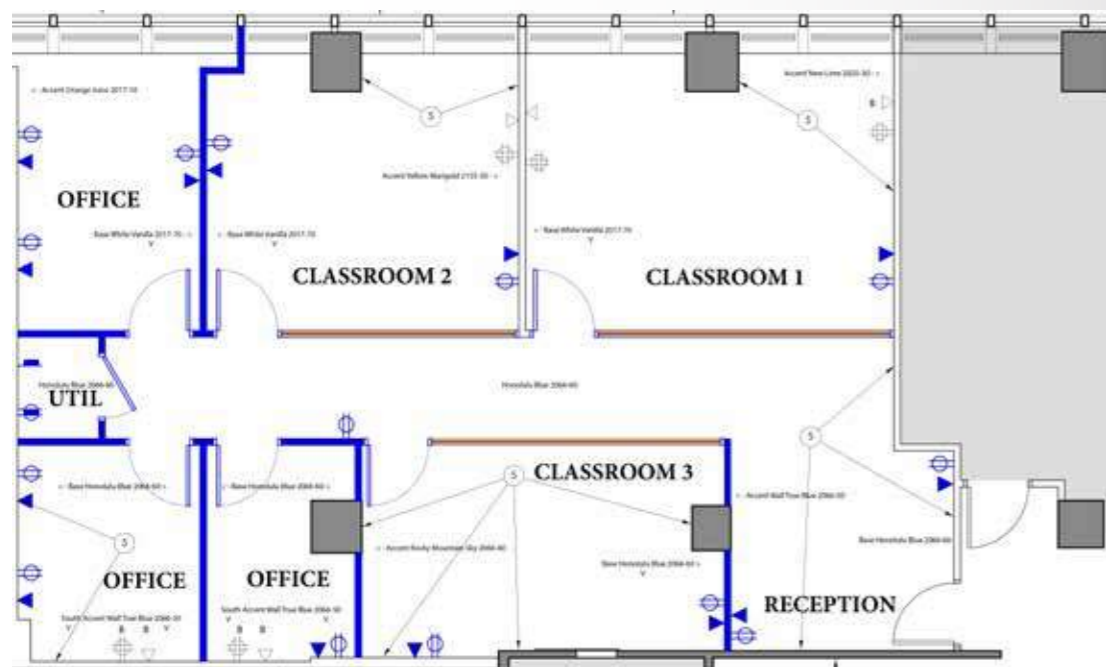
- 🔥 "Live on-Line" Virtual Classrooms
- 🔥 "Live on-Line" Hands on Training Tools
- 🔥 "Live on-Line" Instructors
- 🔥 "Live on-Line" Lectures and Presentations
- 🔥 On-line lab access to practice applications and servers.

Below are the minimum computer requirements to access our online 'Virtual Classroom'

- 🔥 80 GB Hard drive
- 🔥 2 MB RAM
- 🔥 2.2 GHz CPU
- 🔥 DSL, Cable or Satellite Hi Speed Internet Connection

**Veterans receiving any form of VA Funding for training are not eligible to participate in online training. This includes but is not limited to GI Bill, Post 911, VRAP or Spousal/Dependent VA funded training.*

DESCRIPTION OF FACILITY



STUDENT SUPPORT SERVICES

At CTIC, the success of our students is what makes us successful. To that end, we have instituted a variety of student services. The leadership at CTIC and our entire staff is committed to helping all of our students achieve their academic, personal, and career goals.

ACADEMIC SERVICES

If at any time students feel that they are falling behind, we offer free tutoring services. Students should contact the instructor for their program to schedule tutoring sessions. Tutors may be other instructors, staff members, or students who have already completed the course. Here are some of the areas that our Tutoring Services cover.

- 🔥 Study skills, scheduling and time management.
- 🔥 Tutoring Services
- 🔥 Mentoring
- 🔥 Assistance for students limited in the English language.

CAREER SERVICES

**CTIC STAFFS PROFESSIONALS IN CAREER MANAGEMENT AND COUNSELING.
MAKE SURE YOU AVAIL YOURSELF TO THIS LIFE CHANGING PROGRAMS!**

- 🔥 Resume Building
- 🔥 Career Counseling
- 🔥 Mentoring Seminars – Corporate Etiquette, Acing your first and last interview!
- 🔥 Interview Practice Sessions
- 🔥 Career Fairs

Alumni of CTIC have a lifetime membership in our Career Services Program. Graduates who successfully complete their programs are contacted every quarter for up to 1 year with updates on our career fairs and job placement services. After one year they can still continue to attend CTIC seminars and career fairs for free, for as long as they desire.

STUDENT PLACEMENT STAISTICS

| CTIC PROGRAMS DISCLOSURE REPORTING | ADOBE GRAPHICS DESIGN & E-LEARNING COMBO | APPLE IOS & ANDROID APP DEVELOPER *NEW PROGRAM | BUSINESS ADMINISTRATION -MS OFFICE & QUICKBOOKS COMBO | BUSINESS MANAGEMENT PMP & SIX SIGMA COMBO | CCNA & CCNP COMBO |
|---|--|--|---|---|-------------------|
| ENROLLMENT REPORT | | | | | |
| Enrolled on July 1, 2013 | 8 | 0 | 8 | 12 | 8 |
| ENROLLED IN THE NEXT 12 MONTHS | | | | | |
| New Starts | 6 | 0 | 0 | 11 | 10 |
| Re-enrollments | | | | | |
| Transfers | | | | | |
| TOTAL NUMBER OF ENROLLMENTS | 14 | 0 | 8 | 23 | 18 |
| NUMBER OF STUDENTS ENROLLED IN THE PROGRAM WHO WERE: | | | | | |
| Transferred out of the program into a new program | 0 | 0 | 0 | 0 | 0 |
| Completed program | 14 | 0 | 8 | 23 | 18 |
| Withdrew from the school | 0 | 0 | 0 | 0 | 0 |
| Are still enrolled | 0 | 0 | 0 | 0 | 0 |

| JOB PLACEMENT REPORT | | | | | |
|-------------------------------------|--------|-----|--------|--------|--------|
| Placed in field of study | 6 | 0 | 6 | 12 | 9 |
| Placed is related field | 2 | 0 | 0 | 4 | 3 |
| Placed out of field | 3 | 0 | 0 | 3 | 1 |
| Not available for placement | 1 | 0 | 1 | 2 | 3 |
| Not employed | 2 | 0 | 1 | 2 | 2 |
| CERTIFICATION REPORTS | | | | | |
| Took certification exam | 12 | 0 | 8 | 20 | 16 |
| Passed certification exam | 10 | 0 | 7 | 18 | 15 |
| EMPLOYMENT REPORTS | | | | | |
| Employed without CTIC Job Placement | 6 | 0 | 5 | 10 | 11 |
| Average Salary | 29,000 | N/A | 24,000 | 48,000 | 55,000 |

| CTIC PROGRAMS DISCLOSURE REPORTING | COMPTIA & MCSA COMBO | MEDICAL BILLING & CODING | MICROSOFT SHAREPOINT & SQL DATABASE COMBO *NEW PROGRAM | SALES FORCE ADMINISTRATOR *NEW PROGRAM | SOCIAL MEDIA ADMINISTRATOR *NEW PROGRAM |
|---|---------------------------------|-------------------------------------|---|---|--|
| ENROLLMENT REPORT | | | | | |
| Enrolled on July 1, 2013 | 10 | 6 | 0 | 0 | 0 |
| ENROLLED IN THE NEXT 12 MONTHS | | | | | |
| New Starts | 7 | 4 | 0 | 11 | 10 |
| Re-enrollments | | | | | |
| Transfers | | | | | |
| TOTAL NUMBER OF ENROLLMENTS | 17 | 10 | 0 | 0 | 0 |
| NUMBER OF STUDENTS ENROLLED IN THE PROGRAM WHO WERE: | | | | | |
| Transferred out of the program into a new program | 0 | 0 | 0 | 0 | 0 |
| Completed program | 16 | 10 | 8 | 23 | 18 |
| Withdrew from the school | 1 | 0 | 0 | 0 | 0 |
| Are still enrolled | 0 | 0 | 0 | 0 | 0 |

| JOB PLACEMENT REPORT | | | | | |
|-------------------------------------|--------|--------|--------------|--------------|--------------|
| Placed in field of study | 10 | 3 | 0 | 0 | 0 |
| Placed in related field | 2 | 2 | 0 | 0 | 0 |
| Placed out of field | 0 | 2 | 0 | 0 | 0 |
| Not available for placement | 2 | 0 | 0 | 0 | 0 |
| Not employed | 2 | 3 | 0 | 0 | 0 |
| CERTIFICATION REPORTS | | | | | |
| Took certification exam | 12 | 6 | 0 | 0 | 0 |
| Passed certification exam | 10 | 6 | 0 | 0 | 0 |
| EMPLOYMENT REPORTS | | | | | |
| Employed without CTIC Job Placement | 8 | 4 | 0 | 0 | 0 |
| Average Salary | 33,000 | 27,000 | *New Program | *New Program | *New Program |

PROGRAM CURRICULUM

ADOBE GRAPHICS DESIGN & E-LEARNING COMBO

| CLASS | CHAPTERS | TOPICS |
|-------------|----------|--------------------------------------|
| PHOTOSHOP | 1 | INTERFACE |
| PHOTOSHOP | 2 | PROJECT EXPLORATIONS |
| PHOTOSHOP | 3 | CUSTOMIZING PS |
| PHOTOSHOP | 4 | IMAGE EDITING CONCEPTS |
| PHOTOSHOP | 5 | LAYERS & MASK |
| PHOTOSHOP | 6 | PHOTO RETOUCHING |
| PHOTOSHOP | 7 | DIGITAL IMAGES & RAW |
| PHOTOSHOP | 8 | TYPE & CREATING MOCK UPS |
| PHOTOSHOP | 9 | 3D & VIDEO EDITING |
| PHOTOSHOP | 10 | JUST FOR FUN |
| PHOTOSHOP | 11 | OUTPUTING YOUR IMAGES |
| PHOTOSHOP | 12 | ARTISTICE EXSPRESSION & FX |
| ILLUSTRATOR | 1&2 | ILLUSTRATOR FUNDAMENTALS |
| ILLUSTRATOR | 3 | NAVIGATING VIEWS AND DOCUMENTS |
| ILLUSTRATOR | 4 | CREATING AND WORKING WITH SHAPES |
| ILLUSTRATOR | 5 | TRANSFORMATIONS, OBJECTS & LAYERS |
| ILLUSTRATOR | 6 | DRAWING |
| ILLUSTRATOR | 7 | USING SYMBOLS & COLOR |
| ILLUSTRATOR | 8 | TYPOGRAPHY |
| ILLUSTRATOR | 9 | WORKING WITH IMAGES |
| ILLUSTRATOR | 10 | WORKING WITH EFFECTS |
| ILLUSTRATOR | 11 | GRAPHS & BEYOND ILLUSTRATOR |
| INDESIGN | 1 | THE INDESIGN INTERFACE AND WORKSPACE |
| INDESIGN | 2 | INDESIGN PROJECT EXPLORATIONS |
| INDESIGN | 3 | COLOR ME HAPPY |
| INDESIGN | 4 | HIGH-END TEXT HANDLING |
| INDESIGN | 5 | ALL ABOUT PAGES |
| INDESIGN | 6 | FUN WITH IMAGES |
| INDESIGN | 7 | BOOK FEATURES |
| INDESIGN | 8 | DYNAMIC CONTENT & OUTPUT |
| DREAMWEAVER | 1 | INTERFACE |
| DREAMWEAVER | 2 | SITE CONTROL |
| DREAMWEAVER | 3 | CREATING NEW DOCUMENTS |
| DREAMWEAVER | 4 | ADDING & STRUCTURING TEXT |
| DREAMWEAVER | 5 | CODING IN DREAMWEAVER |
| DREAMWEAVER | 6 | MANAGING CSS |
| DREAMWEAVER | 7 | WORKING WITH IMAGES |
| DREAMWEAVER | 8 | CREATING LINKS |
| DREAMWEAVER | 9 | WORKING WITH TABLES |
| DREAMWEAVER | 10 | WORKING WITH FORMS |
| DREAMWEAVER | 11 | ADDING INTERACTIVITY |
| DREAMWEAVER | 12 | WEB SITE PRESENTATIONS |
| CAPTIVATE | 1 | WORKSPACES & NEW PROJECTS |
| CAPTIVATE | 2 | RECORDING SCREEN ACTIONS |
| CAPTIVATE | 3 | CAPTIONS, IMAGES, & SMART SHAPES |
| CAPTIVATE | 4 | BUTTONS, ROLLOVERS, & SLIDELETS |
| CAPTIVATE | 5 | AUDIO & VIDEO |
| CAPTIVATE | 6 | TEXT BOXES & WORKING WITH POWERPOINT |
| CAPTIVATE | 7 | INTRODUCTION TO QUESTION SLIDES |
| CAPTIVATE | 8 | FINISHING TOUCHES & PUBLISHING |



AUTOCAD (NOT ACTIVE PENDING APPROVAL)

| | | |
|---------|-----|-------------------------------|
| AUTOCAD | 1 | EXPLORING THE INTERFACE |
| AUTOCAD | 2 | YOUR FIRST DRAWING |
| AUTOCAD | 3 | DRAFTING TOOLS |
| AUTOCAD | 4 | ORGANIZING BLOCKS & GROUPS |
| AUTOCAD | 5 | TRACKING LAYERS & BLOCKS |
| AUTOCAD | 6 | WORKFLOW |
| AUTOCAD | 7 | MASTERING VIEWING TOOLS |
| AUTOCAD | 8 | PRINTING PLOTTING AND LAYOUTS |
| AUTOCAD | 9 | ADDING TEXT |
| AUTOCAD | 10 | FILES & TABLES |
| AUTOCAD | 11 | USING DEMENSIONS |
| AUTOCAD | 12 | ATTRIBUTES |
| AUTOCAD | 13 | USING OTHER SOURCES |
| AUTOCAD | 14 | ADVANCED EDITING |
| AUTOCAD | 15 | LAYING OUT PRINTING |
| AUTOCAD | 16 | SMART DRAWINGS |
| AUTOCAD | 17 | DYNAMIC BLOCKS |
| AUTOCAD | 18 | DRAWING CURVES |
| AUTOCAD | 19 | EXCAHNGING DATA FROM DRAWINGS |
| AUTOCAD | 20 | 3D DRAWINGS |
| AUTOCAD | 21 | ADVANCED 3D |
| AUTOCAD | 22 | EDITING 3D |
| AUTOCAD | 23 | EXPLORING 3D MESH |
| AUTOCAD | 24 | CUSTOMIZING & MANAGING |
| AUTOCAD | FIN | PROJECT PRESENTATION |



BUSINESS ADMINISTRATION

| CLASS | ASSIGNMENT | TOPICS |
|------------|------------|---------------------------------------|
| WORD | 1 | INTERFACE, CREATE WORD FILE, PRINTING |
| WORD | 2 | EDITING AND FORMATING TEXT |
| WORD | 3 | PARAGRAPHS AND STYLES |
| WORD | 4 | TABLES AND ILLUSTRATIONS |
| WORD | 5 | DOCUMENT BUILDING BLOCKS |
| WORD | 6 | MODIFYING LAYOUT |
| WORD | 7 | PROOFING AND REVIEWING |
| WORD | 8 | SHARING AND CUSTOMIZATION |
| EXCEL | 1 | INTERFACE AND WORKBOOKS |
| EXCEL | 2 | FORMULAS |
| EXCEL | 3 | FORMATING |
| EXCEL | 4 | PRINTING AND LARGE PROJECTS |
| EXCEL | 5 | COLLABORATING AND DATABASES |
| EXCEL | 6 | ANALYSIS AND PIVOT TABLES |
| EXCEL | 7 | CHARTS |
| EXCEL | 8 | MACROS AND CUSTOMIZATION |
| ACCESS | 1 | BASICS AND CREATING FIRST DATABASE |
| ACCESS | 2 | DATA AND BUILDING STRUCTURE |
| ACCESS | 3 | FORMATTING APPERANCE AND FORMS |
| ACCESS | 4 | QUERIES |
| ACCESS | 5 | REPORTS AND PUTTING DATA TO WORK |
| ACCESS | 6 | MACROS |
| ACCESS | 7 | OTHER APPS AND ACCESS |
| ACCESS | 8 | ADVANCED TOOLS AND CUSTOMIZATION |
| POWERPOINT | 1 | INTERAFCE AND BASICS |
| POWERPOINT | 2 | FORMATING |
| POWERPOINT | 3 | TABLES AND CHARTS |
| POWERPOINT | 4 | SHAPES, AUDIO AND VIDEO |
| POWERPOINT | 5 | ART AND SHARING |
| POWERPOINT | 6 | CREATE 5 PAGE PRESENTATION ON FAMILY |
| QUICKBOOKS | 1 | CREATE MY FIRST COMPANY |
| QUICKBOOKS | 2 | SETTING UP MY COMPANY |
| QUICKBOOKS | 3 | WORKING WITH CHART OF ACCOUNTS |
| QUICKBOOKS | 4 | SETTING UP CHART OF ACCOUNTS |
| QUICKBOOKS | 5 | WORKING WITH LISTS |
| QUICKBOOKS | 6 | SETTING UP LISTS FOR MY COMPANY |
| QUICKBOOKS | 7 | SETTING UP BANK ACCOUNTS |
| QUICKBOOKS | 8 | SETTING UP MY BANK ACCOUNTS |
| QUICKBOOKS | 9 | SERVICES AND INVENTORY |
| QUICKBOOKS | 10 | SETTING UP SERVICES INVENTORY |
| QUICKBOOKS | 11 | SETTING UP CUSTOMERS COMPANY |
| QUICKBOOKS | 12 | SETTING UP ACCOUNTS RECEIVABLES |
| QUICKBOOKS | 13 | SETTING UP ACCOUNTS PAYABLE |
| QUICKBOOKS | 14 | SETTING UP TAX GROUPS |
| QUICKBOOKS | 15 | CREATE EMPLOYEES AND PAYROLL |
| QUICKBOOKS | 16 | CREATE CREDIT CARD ACCOUNTS |
| QUICKBOOKS | 17 | PAY BILLS AND RECEIVE PAYMENTS |
| QUICKBOOKS | 18 | HOW DID MY COMPANY DO |
| QUICKBOOKS | 19 | CREATE MY MONTHLY BUDGET |

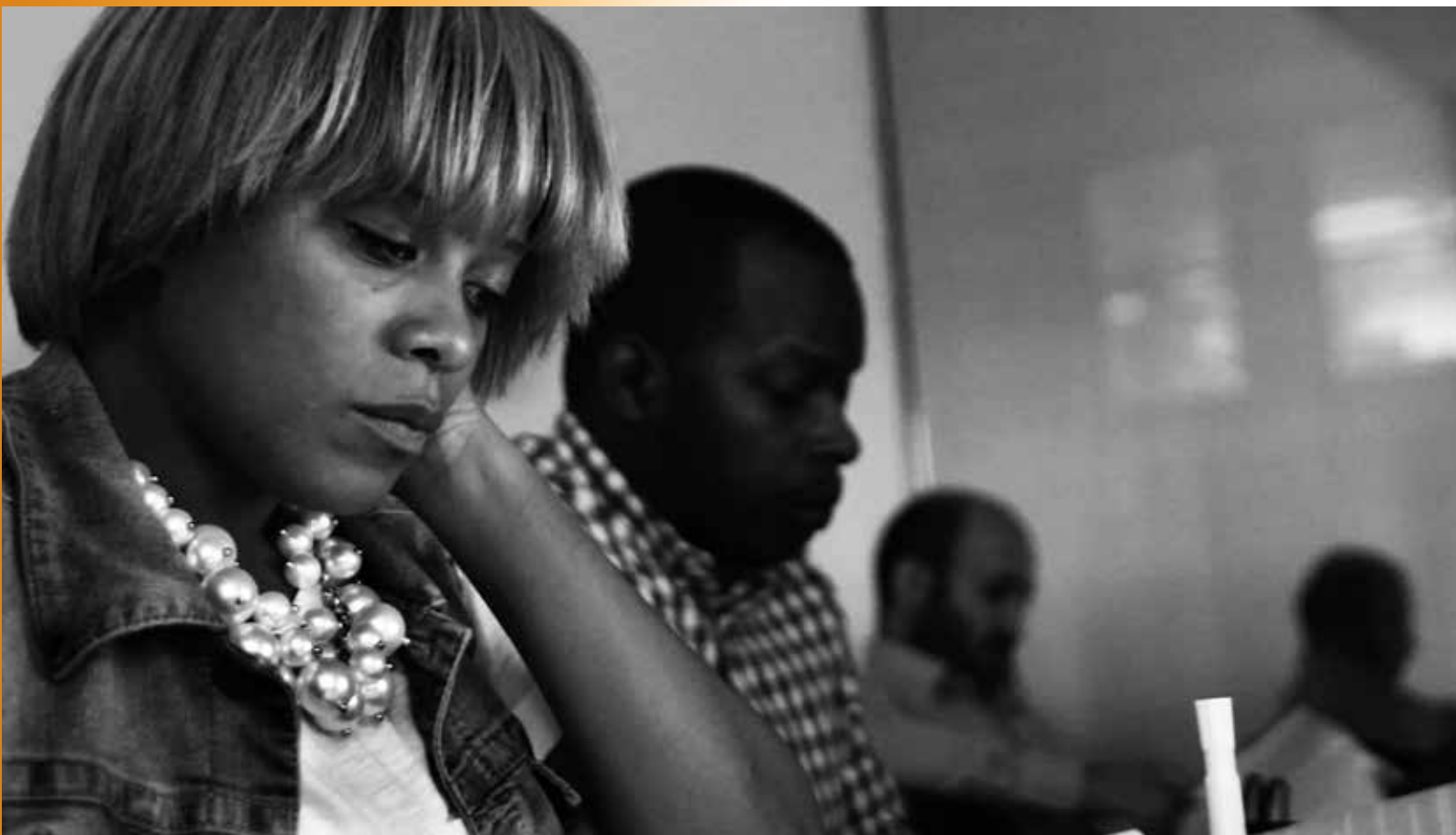
BUSINESS MANAGEMENT PMP & SIX SIGMA COMBO

PROJECT MANAGEMENT

- 1 CH1 THE PMP EXAM OVERVIEW**
- 2 CH2 PROJECT MANAGEMENT FRAMEWORK**
- 3 CH3 THE PROJECT MANAGEMENT PROCESS**
- 4 CH3 THE WHAT COMES BEFORE GAME**
- 5 CH4 INTEGRATION MANAGEMENT**
- 6 CH4 INTEGRATION MANAGEMENT - DEVELOP PM PLAN**
- 7 CH5 SCOPE MANAGEMENT**
- 8 CH5 SCOPE MANAGEMENT**
- 9 CH6 TIME MANAGEMENT**
- 10 CH6 TIME MANAGEMENT - ESTIMATE ACTIVITY DURATIONS**
- 11 CH7 COST MANAGEMENT**
- 12 CH7 COST MANAGEMENT**
- 13 CH8 QUALITY MANAGEMENT**
- 14 CH8 QUALITY MANAGEMENT**
- 15 CH9 PROJECT HUMAN RESOURCE MANAGEMENT**
- 16 STUDENT PROJECT STATUS PRESENTATIONS**
- 17 CH 10 PROJECT COMMUNICATIONS MANAGEMENT**
- 18 CH 11 PROJECT RISK MANAGEMENT**
- 13 CH 11 PROJECT RISK MANAGEMENT**
- 14 CH 12 PROJECT PROCUREMENT MANAGEMENT**
- 15 CH 13 PROFESSIONAL AND SOCIAL RESPONSIBILITY**
- 16 FINAL PRESENTATION**
- 17 FINAL PRESENTATION**
- 18 CH 14 PREP TESTING - FINALIZE ALL PMP APPS**

SIX SIGMA GREEN BELT

- 1 INTRODUCTION TO SIX SIGMA**
- 2 DEFINE PHASE POWER POINTS**
- 3 MEASURE PHASE POWER POINTS**
- 4 ANALYZE PHASE POWER POINTS**
- 5 IMPROVE PHASE POWER POINTS**
- 6 CONTROL PHASE POWER POINTS**
- 7 INTRO & SIX SIGMA GOALS**
- 8 LEAN & DFSS**
- 9 IDENTIFY STUDENT VIRTUAL PROJECTS**
- 10 IDENTIFY STUDENT VIRTUAL PROJECTS**
- 11 CREATE PROJECT CHARTER CTQ & CTC**
- 12 CREATE HIGH LEVEL PROCESS MAP & SIPOC**
- 13 DETAILED PROCESS MAP & HISTOGRAM**
- 14 CREATE BI, POISSON & NORMAL DISTRIBUTION**
- 15 CREATE PROJECT CP**
- 16 STUDENT PRESENTATIONS DEFINE-MEASURE**
- 17 CREATE MULTI VARI CHARTS**
- 18 CREATE HYPOTH, CHI & ANOVA**
- 13 CREATE DOE**
- 14 CREATE FISHBONE & VALUE MAP**
- 15 CREATE CONTROL X & -R**
- 16 CREATE CONTROL P, C & NP CHARTS**
- 17 FINAL PRESENTATIONS DEFINE-CONTROL**
- 18 SUBMIT VIRTUAL EXAM SCORES**



CISCO CCNA & CCNP COMBO

CLASS CCNA-ICND1 100-101 & 200-101
CCNA-ICND1 INTERNETWORKING/ETHERNET NETWORKING
CCNA-ICND1 INTRO TO TCP/IP
CCNA-ICND1 EASY SUBNETTING
CCNA-ICND1 VLSM/SUMMS/TROUBLESHOOTINH TCP/IP
CCNA-ICND1 CISCO IOS AND MANAGING INTERNETWORKS
CCNA-ICND1 IP ROUTING
CCNA-ICND1 OSPF & LAYER 2 SWITCHING
CCNA-ICND1 VLANS AND INTER VLAN ROUTING
CCNA-ICND1 SECURITY
CCNA-ICND1 NAT & IPV6
CCNA-ICND2 ENHANCED SWITCHED TECHNOLOGIES
CCNA-ICND2 MANAGING CISCO DEVICES
CCNA-ICND2 IP SERVICES
CCNA-ICND2 TROUBLESHOOTING IP/IPV6 AND VLANS
CCNA-ICND2 ENHANCED IGRP/MULTI AREA OSPF
CCNA-ICND2 WIDE AREA NETWORKS

CLASS CCNP SWITCHING - 300-115
CCNP SWITCHING SWITCHING INTRO 1-4
CCNP SWITCHING SWITCHING INTRO 5-8
CCNP SWITCHING SWITCHING INTRO 9-12
CCNP SWITCHING CAMPUS NETWORK STRUCTURE
CCNP SWITCHING CAMPUS NETWORK ARCH
CCNP SWITCHING IMPLEMENTING VLANS & TRUNKS 1-8
CCNP SWITCHING IMPLEMENTING VLANS & TRUNKS 9-16
CCNP SWITCHING VLAN TRUNKING 1-6
CCNP SWITCHING VLAN TRUNKING 7-12
CCNP SWITCHING IMPLEMENTING ETHERCHANNEL 1-4
CCNP SWITCHING IMPLEMENTING ETHERCHANNEL 5-9
CCNP SWITCHING EXAM TIPS - REVIEW

CLASS CCNP ROUTING - 300-101
CCNP ROUTING CHARACTERISTICS OF ROUTING PROTOCOLS
CCNP ROUTING REMOTE SITE CONNECTIVITY
CCNP ROUTING IPV6 REVIEW AND RIPNG
CCNP ROUTING FUNDAMENTAL EIGRP CONCEPTS
CCNP ROUTING ADVANCED EIGRP CONCEPTS
CCNP ROUTING EIGRP FOR IPV6 AND NAMED EIGRP
CCNP ROUTING FUNDAMENTAL OSPF CONCEPTS
CCNP ROUTING THE OSPF LINK-STATE DATABASE
CCNP ROUTING ADVANCED OSPF CONCEPTS
CCNP ROUTING ROUTE REDISTRIBUTION
CCNP ROUTING ROUTE SELECTION
CCNP ROUTING FUNDAMENTALS OF INTERNET CONNECTIVITY
CCNP ROUTING FUNDAMENTAL BGP CONCEPTS
CCNP ROUTING ADVANCED BGP CONCEPTS
CCNP ROUTING IPV6 INTERNET CONNECTIVITY
CCNP ROUTING FUNDAMENTAL ROUTER SECURITY CONCEPTS

CLASS CCNP TSHOOT 300-135
TSHOOT NETWORK MAINTENANCE AND TOOLS
TSHOOT TROUBLESHOOTING DEVICE PERFORMANCE
TSHOOT LAYER 2 TRUNKS AND VLANS
TSHOOT STP & LAYER 2 ETHER CHANNEL
TSHOOT INTER VLAN LAYER 3 ETHER CHANNEL
TSHOOT SWITCH SECURITY FEATURES
TSHOOT FIRST HOP REDUNDANCY
TSHOOT TROUBLESHOOTING IPV4 ADDRESSING
TSHOOT TROUBLESHOOTING IPV6 ADDRESSING
TSHOOT ROUTING & GRE TUNNELS
TSHOOT TROUBLESHOOTING RIPV2 RIPNG
TSHOOT TROUBLESHOOTING EGRP & OSPF
TSHOOT ROUTE MAPS & REDISTRIBUTION
TSHOOT MANAGEMENT PROTICALS & TOOLS
TSHOOT TROUBLESHOOTING MANAGEMENT ACCESS
TSHOOT FINAL PREPERATION



COMPTIA & MCSA COMBO

**COMPTIA +
A PLUS HW
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**TOPICS
THE PATH OF THE PC TECH & OPERATIONAL PROCEDURES
THE VISIBLE PC & VISIBLE WINDOWS
VISIBLE NETWORKS & MICROPROCESSORS
RAM & BIOS
MOTHERBOARDS & POWER SUPPLIES
HARD DRIVE TECHNOLOGIES & IMPLEMENTING HARD DRIVES
REMOVABLE MEDIA & INSTALLING AND UPGRADING WINDOWS
WINDOWS UNDER THE HOOD & NTFS, USERS, AND GROUPS
MAINTAINING AND OPTIMIZING WINDOWS & WORKING CLI
TROUBLESHOOTING WINDOWS & INPUT DEVICES
VIDEO & LOCAL AREA NETWORKING
WIRELESS NETWORKING & THE INTERNET
MULTIMEDIA & PORTABLE COMPUTING
MOBILE DEVICES & PRINTERS
SECURING COMPUTERS & VIRTUALIZATION
THE RIGHT PC FOR YOU & THE COMPLETE PC TECH**

**MCSA 410
MS SERVER
MS SERVER
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MS SERVER
MS SERVER
MS SERVER**

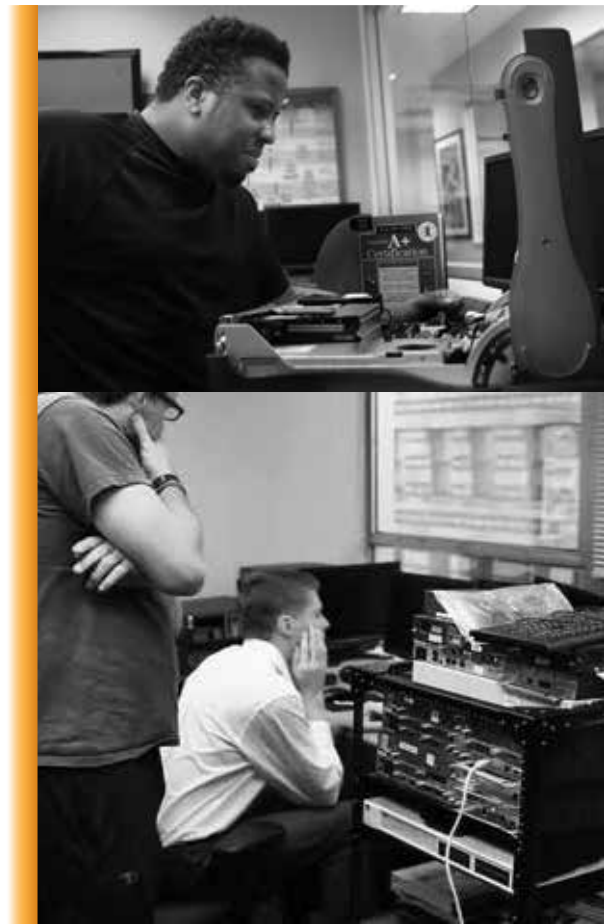
**INSTALLING AND CONFIGURATION
PREPARING & DEPLOYING SERVERS
SERVER REMOTE MANAGEMENT
DEPLOYING DOMAIN CONTROLLERS
ACTIVE DIRECTORY ADMIN
NETWORK ADMINISTRATION
HYPER-V VIRTUALIZATION
FILE SERVICES AND STORAGE
FILE SERVICES AND STORAGE
IMPLEMENTING GROUP POLICY
WINDOWS FIREWALL AND IPSEC**

**MCSA 411
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER**

**MCSA INSTALLING, CONFIGURING WINDOWS SERVER
WINDOWS DEPLOYMENT SERVICES: INSTALLING AND CONFIGURING
WINDOWS DEPLOYMENT SERVICES: SERVER PROPERTIES AND DISCOVER IMAGES
ACTIVE DIRECTORY AUTHENTICATION SERVICES
GROUP POLICY OBJECTS
VPN & NETWORK ADDRESS TRANSLATION
DNS
ENCRYPTING FILE SYSTEM & MONITORING
WINDOWS SERVER UPDATE SERVICES**

**MCSA 412
MS SERVER
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12**

**CONFIGURING ADVANCED WINDOWS SERVER 2012 R2 SERVICES
DNS & DHCP
IP ADDRESSING & DAC
MANAGING NETWORK LOAD BALANCING
CLUSTER PROPERTIES AND FAILOVER SETTING
MANAGING HYPER-V
DISASTER RECOVERY TECHNOLOGIES
DEPLOYING A CERTIFICATE AUTHORITY
TRUST & BUSINESS TO BUSINESS FEDERATION**



MEDICAL BILLING HEALTH & IT TECHNICIAN

CLASSIFICATION SYSTEMS

1. INTERPRET HEALTHCARE DATA FOR CODE ASSIGNMENT
2. INCORPORATE CLINICAL VOCABULARIES AND TERMINOLOGIES USED IN HEALTH INFORMATION SYSTEMS
3. ABSTRACT PERTINENT INFORMATION FROM MEDICAL RECORDS
4. CONSULT REFERENCE MATERIALS TO FACILITATE CODE ASSIGNMENT
5. APPLY INPATIENT CODING GUIDELINES
6. APPLY OUTPATIENT CODING GUIDELINES
7. APPLY PHYSICIAN CODING GUIDELINES
8. ASSIGN INPATIENT CODES
9. ASSIGN OUTPATIENT CODES
10. ASSIGN PHYSICIAN CODES
11. SEQUENCE CODES ACCORDING TO HEALTHCARE SETTING

DOMAIN II. REIMBURSEMENT METHODOLOGIES (23%)

1. SEQUENCE CODES FOR OPTIMAL REIMBURSEMENT
2. LINK DIAGNOSES AND CPT CODES ACCORDING TO PAYER SPECIFIC GUIDELINES
3. ASSIGN CORRECT DIAGNOSIS RELATED GROUP (DRG)
4. ASSIGN CORRECT AMBULATORY PAYMENT CLASSIFICATION (APC)
5. EVALUATE NCCI (NATIONAL CORRECT CODING INITIATIVE) EDITS
6. RECONCILE NCCI EDITS
7. VALIDATE MEDICAL NECESSITY USING LCD (LOCAL COVERAGE DETERMINATIONS) AND NCD NATIONAL COVERAGE)
8. SUBMIT CLAIM FORMS
9. COMMUNICATE WITH FINANCIAL DEPARTMENTS
10. EVALUATE CLAIM DENIALS
11. RESPOND TO CLAIM DENIALS
12. RE-SUBMIT DENIED CLAIM TO THE PAYER SOURCE
13. COMMUNICATE WITH THE PHYSICIAN TO CLARIFY DOCUMENTATION

DOMAIN III. HEALTH RECORDS AND DATA CONTENT (15%)

1. RETRIEVE MEDICAL RECORDS
2. ASSEMBLE MEDICAL RECORDS ACCORDING TO HEALTHCARE SETTING
3. ANALYZE MEDICAL RECORDS QUANTITATIVELY FOR COMPLETENESS
4. ANALYZE MEDICAL RECORDS QUALITATIVELY FOR DEFICIENCIES
5. PERFORM DATA ABSTRACTION
6. REQUEST PATIENT-SPECIFIC DOCUMENTATION FROM OTHER SOURCES
7. RETRIEVE PATIENT INFORMATION FROM MASTER PATIENT INDEX
8. EDUCATE PROVIDERS IN REGARDS TO HEALTH DATA STANDARDS
9. GENERATE REPORTS FOR DATA ANALYSIS

DOMAIN IV. COMPLIANCE (14%)

1. IDENTIFY DISCREPANCIES BETWEEN CODED DATA AND SUPPORTING DOCUMENTATION
2. VALIDATE THAT CODES ASSIGNED BY PROVIDER OR ELECTRONIC SYSTEMS ARE SUPPORTED BY PROPER DOCUMENTATION
3. PERFORM ETHICAL CODING
4. CLARIFY DOCUMENTATION THROUGH PHYSICIAN QUERY
5. RESEARCH LATEST CODING CHANGES
6. IMPLEMENT LATEST CODING CHANGES
7. UPDATE FEE/CHARGE TICKET BASED ON LATEST CODING CHANGES
8. EDUCATE PROVIDERS ON COMPLIANT CODING
9. ASSIST IN PREPARING THE ORGANIZATION FOR EXTERNAL AUDITS

DOMAIN V. INFORMATION TECHNOLOGIES (8%)

1. NAVIGATE THROUGHOUT THE ELECTRONIC HEALTH RECORD (EHR)
2. UTILIZE ENCODING AND GROUPING SOFTWARE
3. UTILIZE PRACTICE MANAGEMENT AND HIM (HEALTH INFORMATION MANAGEMENT) SYSTEMS
4. UTILIZE CAC (COMPUTER ASSISTED CODING) SOFTWARE THAT AUTOMATICALLY ASSIGNS CODES BASED ON ELECTRONIC TEXT
5. VALIDATE THE CODES ASSIGNED BY COMPUTER ASSISTED CODING SOFTWARE

DOMAIN VI. CONFIDENTIALITY & PRIVACY (8%)

1. ENSURE PATIENT CONFIDENTIALITY
2. EDUCATE HEALTHCARE STAFF ON PRIVACY AND CONFIDENTIALITY ISSUES
3. RECOGNIZE AND REPORT PRIVACY ISSUES/VIOLATIONS
4. MAINTAIN A SECURE WORK ENVIRONMENT
5. UTILIZE PASS CODES
6. ACCESS ONLY MINIMAL NECESSARY DOCUMENTS/INFORMATION
7. RELEASE PATIENT-SPECIFIC DATA TO AUTHORIZED INDIVIDUALS
8. PROTECT ELECTRONIC DOCUMENTS THROUGH ENCRYPTION
9. TRANSFER ELECTRONIC DOCUMENTS THROUGH SECURE SITES
10. RETAIN CONFIDENTIAL RECORDS APPROPRIATELY
11. DESTROY CONFIDENTIAL RECORDS APPROPRIATELY



MISCROSOFT SHAREPOINT & SQL DATABASE COMBO

SHAREPOINT

70-331 DESIGNING A SHAREPOINT TOPOLOGY SEC 1-2
70-331 DESIGNING A SHAREPOINT TOPOLOGY SEC 3-4
70-331 PLANNING SECURITY 1-2
70-331 PLANNING SECURITY 3-4
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 1-2
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 3-5
70-331 CREATE AND CONFIGURE WEB SITE 1-2
70-331 CREATE AND CONFIGURE WEB SITE 3-5
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 1-2
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 3-5
70-332 PLAN BUSINESS CONTINUITY MANAGEMENT 1
70-332 PLAN BUSINESS CONTINUITY MANAGEMENT 2-3
70-332 PLAN A SHAREPOINT ENVIRONMENT 1-2
70-332 PLAN A SHAREPOINT ENVIRONMENT 3-4
70-332 UPGRADES & MIGRATIONS 1-2
70-332 UPGRADES & MIGRATIONS 3
70-332 CREATE & CONFIGURE SERVICE APPS 1-2
70-332 CREATE & CONFIGURE SERVICE APPS 3-5
70-332 MANAGE SHAREPOINT SOLUTIONS 1-2
70-332 MANAGE SHAREPOINT SOLUTIONS 3

| SQL | TOPIC |
|-----|---|
| SQL | INSTALLING SQL SERVER |
| SQL | CONFIGURING SQL SERVER SERVICES |
| SQL | CONNECTING TO THE NETWORK |
| SQL | CREATING AND CONNECTING TO DATABASES |
| SQL | BACKING UP AND RESTORING A DATABASE |
| SQL | MANAGING LOGINS AND USERS |
| SQL | CREATING AND ASSIGNING LOGINS AND ROLES |
| SQL | SECURING SQL ON THE NETWORK |

SOCIAL MEDIA ADMINISTRATOR



GOOGLE ANALYTICS

| | |
|-----------|---|
| ANALYTICS | WHAT IS ANALYTICS & WHAT DO WE MEASURE? |
| ANALYTICS | FUNDAMENTALS & REPORTING |
| ANALYTICS | DETAILED REPORTS & SEGMENTATION |
| ANALYTICS | SHARING & VISITOR REPORTS |
| ANALYTICS | ADVERTISING REPORTS |
| ANALYTICS | TRAFFIC REPORTS |
| ANALYTICS | CONTENT REPORTS |
| ANALYTICS | CONVERSIONS - HOME & CONCLUSIONS |
| ANALYTICS | FINAL REVIEW ANY OPEN TOPICS |

GOOGLE ADWORDS

| | |
|---------|--------------------|
| ADWORDS | ADWORDS OVERVIEW |
| ADWORDS | ACCOUNTS |
| ADWORDS | SEARCH & MATCHING |
| ADWORDS | CAMPAIGNS |
| ADWORDS | AD GROUPS |
| ADWORDS | AUCTIONS |
| ADWORDS | CONVERSIONS |
| ADWORDS | ROI & OPTIMIZATION |
| ADWORDS | RE-MARKETING |
| ADWORDS | VIDEOS |

SALES FORCE ADMINISTRATOR

CLASS SALESFORCE ADMINISTRATION ADM 201

| | |
|---------|-------------------------------|
| ADM 201 | SALESFORCE OVERVIEW |
| ADM 201 | ORGANIZATION ADMINISTRATION |
| ADM 201 | USER MANAGEMENT |
| ADM 201 | CONFIGURATION IN SALESFORCE |
| ADM 201 | DATA MANAGEMENT |
| ADM 201 | DATA ANALYTICS & REPORTS |
| ADM 201 | IMPLEMENTING BUSINESS PROCESS |
| ADM 201 | CRM FUNCTIONS |
| ADM 201 | EXTENDING SALESFORCE CRM |
| ADM 201 | BEST PRACTICES & MOBILE |

TELECOMMUNICATIONS

TELECOMMUNICATIONS NCTI/SBCA

| | |
|---------|--------------------------------------|
| TELECOM | COMPUTING AND ENABLING TECHNOLOGIES |
| TELECOM | DATA & IP PRIVATE BRANCH EXCHANGES |
| TELECOM | INDUSTRY STRUCTURES, AND REGULATIONS |
| TELECOM | CARRIER NETWORKS |
| TELECOM | BROADBAND AND WIDE AREA NETWORKS |
| TELECOM | THE INTERNET |
| TELECOM | MOBILE AND WI-FI NETWORKS |
| TELECOM | MOBILE CARRIERS WORLDWIDE |

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