

Academy of Computer Education® Catalog 2009

“Real World” Training for “Real World” Professionals

www.trainACE.com

Academy of Computer Education®

7833 Walker Drive

Suite 520-C

Greenbelt, MD 20770

Office: 301-220-2802

Fax: 301-220-3814

Toll-free: 877-564-TRAIN

The school is approved by the Maryland State Approving Agency to offer training to Veterans and other eligible dependents under the VA educational benefit programs.

ACE participates in the General Services Administration Schedule.

GSA Contract # GS-35F-0431S

Academy of Computer Education®
7833 Walker Drive
Suite 520-C
Greenbelt, MD 20770
Office: 301-220-2802
Fax: 301-220-3814
Toll-free: 877-564-TRAIN

The provisions of this publication are not to be regarded as an irrevocable contract between the student and ACE.

Catalog Volume 6.0

Effective: 12/01/08-12/31/09

© Copyright 2003, Academy of Computer Education®. All rights reserved.

Revised 6/30/09

Contents

Director’s Letter.....	ii
Welcome.....	1
Mission Statement.....	1
Administrative Staff.....	1
Accrediting Agencies, Approvals.....	1
Facilities.....	2
Access for the Physically Challenged.....	2
Parking.....	2
Personal Property.....	2
Inclement Weather Policy	2
Holidays.....	2
Academic Clock Hours Defined	2
Program Structure.....	2
Method of Instruction.....	2
Certification Testing Center.....	2
Instructors and Field of Instruction.....	3
Entrance Requirements.....	4
Registration Policy/Admission Procedures.....	4
Student Orientation.....	4
Job Placement Assistance	4
Advanced Placement Testing Policy.....	4
VA Student Placement Policy.....	4
Waiting List Policy.....	4
Tuition Payment Policy.....	4
Tuition Refund Policy.....	5
Cancellation Policy	5
Auditing of Classes and Lab Access.....	5
Transcript Requests	5
Academic Grading/Satisfactory Progress.....	5
Tutoring.....	6
Library.....	6
Leave of Absence Policy.....	6
Policy on Student Conduct.....	6
Termination.....	7
Tardiness and Attendance Policy.....	7
Graduation.....	7
Student Rights and Grievance Procedure.....	8
Program Performance Data.....	8
Program Materials and Clock Hours.....	9
Exam Fees	10
Occupations by Certification Courses.....	11
Program Descriptions	12
Class Hours and Schedule Options.....	33
Academic Calendar.....	36
Floor Plan and Classroom Setup.....	39

School Director’s Letter

Dear Friends and Students,
Thank you for your interest in the Academy of Computer Education® (ACE). Whether you are an Information Technology professional seeking to update your skills, or a beginner who is looking to start a career, ACE is the place for you. Our experienced and certified instructors are very qualified at teaching not only the theory behind the technology but hands on skill sets needed in today’s workplace. We continually work with our advisory board comprised of industry leaders in the Information Technology field to offer relevant programs that map to IT careers. We are committed to our students’ success and professional development, for we believe that we are only as successful as our students. By requesting this catalog, you have shown your interest in this exciting field. I urge you to pursue the training that will likely change your future and career. I invite you to read through this catalog and find out more about us. Please visit us on the web at www.trainACE.com for the most up to date class schedules. Thank you for your interest, and we hope to see you in class soon!

Sincerely,

A handwritten signature in black ink, appearing to read "Ralph P. [unclear]", enclosed in a thin yellow rectangular border.

Welcome to the Academy of Computer Education® (ACE)

For those not satisfied with their expertise...for those unsatisfied with their career...for those desiring a higher income...for those dreaming of a better lifestyle...we offer you... The Academy of Computer Education® (ACE). Founded in 2001 by Ralph P. Sita, Jr., CPA - ACE offers small class sizes, flexible schedules, affordable pricing all at a convenient location. Located in Greenbelt Maryland, overlooking the Capital Beltway - ACE is your one stop professional learning and training center. Our environment is spacious and comfortable for your learning experience. Whether you are in the computer field now and looking to increase your knowledge and marketability, or considering a career change to the Computer Technology Industry, ACE has the resources to meet your needs and time considerations.

The Academy of Computer Education® Mission Statement

ACE is dedicated to superior quality training and committed to customer satisfaction. The school is committed to providing its students a quality education and the technical competence necessary in today's evolving world of technology.

Administrative Staff:

School Director / Director of Operations and Finance: Ralph P. Sita Jr., CPA

Ralph Sita oversees all financial data and daily operations. He is a University of Maryland graduate, and has been practicing accounting for over 19 years. Mr. Sita is currently on the Board of Directors for Bishop McNamara High School. His specialties include business computer automation, accounting software installation, training, customization and support. Ralph provides expert needs analysis of both system and personnel for all business sizes. As the managing partner of a local Certified Public Accounting firm, Mr. Sita provides both organizational and management skills of a successful small business.

Director of Education: Alice Peek

Alice Peek is a graduate of the University of Maryland and owns a consulting company in the Metro area. She is a Microsoft Certified Trainer and holds certifications across many different vendors and platforms. Her background as an instructor and a former school director makes her an asset to the ACE organization.

Director of Marketing & Admissions: Ryan J. Corey

Ryan Corey is a graduate of Elon University in North Carolina and holds a Bachelor of Science Degree in Business Administration. His strong background in marketing and management ensures ACE's continued success and great customer service.

Admissions Representative: Robert Halter

Robert has a diverse background of IT and business / sales experience. He has an educational background that affords him a unique expertise in many of the IT topic areas that ACE offers and he holds the MCP certification by Microsoft. Robert comes from practical roles such as a leading sales person and successful entrepreneur.

Technical Support: April Walsh

April is a graduate of New River Community College and is responsible for facility management and network support of the school.

Eric Lynch, Network+, Security+

Eric is a graduate of ACE and is responsible for classroom setup and network support for the school.

Administrative Assistant: Michele Lee

Michele is currently working on her undergraduate degree in business administration. She holds multiple Microsoft Office certifications and is responsible for filing, student record maintenance and reception.

Approvals

- Approved by:
The Maryland Higher Education Commission
(MHEC)
839 Bestgate Road, Suite 400
Annapolis, MD 21401
Phone: 410-260-4500
Toll-free: 800-974-0203
- Approved by the Maryland State Approving Agency to offer training to Veterans and other eligible dependents under the VA educational benefit programs.

Facilities

The Academy of Computer Education occupies space in one of Greenbelt's grade "A" commercial high-rise offices with ample parking. The school is conveniently located near I-495, I-295 and other major highways. More than 4,000 square feet are allocated to modern, well lit, air conditioned classrooms and labs.

Access for the Physically Challenged

All of the ACE facilities are accessible to wheelchair users. Specially identified parking and restroom facilities are provided. For more information, contact the ACE Administrative offices.

Parking

Sufficient parking is available for ACE staff, students, and visitors. There are registered spaces for ACE/DSC clearly labeled in the back of the building. If those spaces are not available, then students and visitors are strongly encouraged to park only in "visitor" designated spaces and must register their vehicle with the appropriate authority. Violation of these specifications will result in towing. ACE is not responsible for the towing, loss, or damage of vehicles or personal property within the vehicles.

Personal Property

ACE is not responsible for lost or stolen property. ACE strongly urges its staff and students to protect themselves and personal belongings at all times.

Inclement Weather Policy

In the event of inclement weather listen to WTOP (radio 1500 am or www.wtop.com) for updates.

Holidays

ACE observes the following holiday schedule for 2009, classes will not be held:

January 1st, January 19th-20th, May 23rd-25th, July 3rd and 4th, September 5th-September 7th, October 12th,

November 11th, November 26th-28th, and December 24th-26th and the 31st.

Academic Hours/Clock Hours

ACE defines academic clock hours as 50 minutes of instruction per hour.

Program Structure

Individual classes vary from three days to several months in length, depending on the program.

Generally classes run:

- Day Schedule:
Monday thru Saturday
8:30a.m. To 5:00p.m.
Sunday
11:00a.m. To 7:30p.m.
- Evening:
Monday / Wednesday
6:00p.m. To 10:00p.m.
Tuesday / Thursday
6:00p.m. To 10:00 p.m.

Method of Instruction

ACE students receive instruction from qualified instructors that are also working in the industry. It is the knowledge and experience of the instructors that brings real world scenarios to the classroom. In addition to hands-on training, students receive lectures, projects, reviews and regular examinations. These are designed to provide students with the experience and the confidence required to not only reason out exam scenarios, but to develop the skills needed to pass a technical interview. The maximum student: instructor ratio for all classes is 18:1. The maximum number of students per classroom is 18.

Certification Testing Center

ACE is an approved VUE and Certiport testing facility. Students may purchase test vouchers that can be used at the Center (ACE) or any other approved testing facility.

Instructors and Their Field of Instruction

Microsoft Certified IT Professional Server Administrator and Enterprise Administrator

Alice Peek, A+, Network+, Server+, Security+, RFID+,DHTI+, MCSE + Security, MCSA+ Security and Messaging, MCT, MCDST, MCTS, MCITP, CIW CI, C/EH, C/HFI

John Eberle, A+, Network+, Security+, MCSE, MCSA, MCDST, MCT, MCTS, MCITP

Mike Crowley, A+, Network+, Security+, CIW, MCSE, MCT, MCTS, MCITP

Microsoft Certified IT Professional Enterprise Support Technician

Alice Peek, A+, Network+, Server+, Security+, RFID+,DHTI+, MCSE + Security, MCSA+ Security and Messaging, MCT, MCDST, MCTS, MCITP, CIW CI, C/EH, C/HFI

John Eberle, A+, Network+, Security+, MCSE, MCSA, MCDST, MCT, MCTS, MCITP

Mike Crowley, A+, Network+, Security+, CIW, MCSE, MCT, MCTS, MCITP

A+ / Network +

Alice Peek, A+, Network+, Server+, Security+, RFID+,DHTI+, MCSE + Security, MCSA+ Security and Messaging, MCT, MCDST, MCTS, MCITP, CIW CI, C/EH, C/HFI

John Eberle, A+, Network+, Security+, MCSE, MCSA, MCDST, MCT, MCTS, MCITP

Tiffany West, A+, Network +, CCNA, CCNP, PMP, ITIL

Mike Crowley, A+, Network+, Security+, CIW, MCSE, MCT, MCTS, MCITP

James Younger, A+, Network+, Security+, Server+, C/EH, CCNA, MCSE

Curtis Williams, A+, Network+

Conrad Brown, A+, Network+, MCP

Security +

Alice Peek, A+, Network+, Server+, Security+, RFID+,DHTI+, MCSE + Security, MCSA+ Security and Messaging, MCT, MCDST, MCTS, MCITP, CIW CI, C/EH, C/HFI

John Eberle, A+, Network+, Security+, MCSE, MCSA, MCDST, MCT, MCTS, MCITP

Mike Crowley, A+, Network+, Security+, CIW, MCSE, MCT, MCTS, MCITP

James Younger, A+, Network+, Security+, Server+, C/EH, CCNA, MCSE

CCNA

Tiffany West, A+, Network +, CCNA, CCNP, PMP, ITIL

Lou Fashina, A+, Network+, CCNA, CCNP, Pix Firewall

James Younger, A+, Network+, Security+, Server+, C/EH, CCNA, MCSE

Microsoft Office Specialist

Kerrie Smith, Microsoft Office Specialist Master Instructor

Julie Flynt, Microsoft Office Specialist Master Instructor, A+

Rita Whitfield, Microsoft Office Specialist Master Instructor

Entrance Requirements

All courses require a High School diploma or GED equivalent and successful fulfillment of any prerequisite for the course. If a course has a prerequisite, documentation by employer, course certificate / transcript or vendor certification must be documented in the students file before admittance into a class.

Registration Policy / Admissions Procedures

Students may register for a course anytime prior to the start of the course. Students can visit ACE and register in person or registration can be done by telephone or via email to info@trainACE.com. An acceptance into an ACE course is based upon the prospective student having provided proof that the course prerequisites have been met prior to admission into the course. All registering students are encouraged to seek advice at ACE on course selection; however, advice is not mandatory. All students must submit evidence of meeting course prerequisites prior to being allowed to register for a course. A prospective student may not begin training in a course until all entrance requirements have been fulfilled.

The student must be paid in full or have signed loan documents or received an approved company purchase order, prior to their scheduled class start date. The original Enrollment form must be brought to the school prior to the start of class. ACE will retain one copy as part of the school records and one copy will be given to the student.

ACE does not deny admission on the basis of age, race, ethnic group, creed, color, gender, religion, sexual orientation, national origin, or physical or mental disability.

Student Orientation

Approximately one week before a program start date students attending the program will be required to attend a student orientation. All paperwork must be completed at this time and a review of all ACE policies will be given. At this time the course textbooks and Syllabi will be handed out in order to prepare the student for the first night of class.

Job Placement Assistance

Academy of Computer Education (ACE) offers no direct job placement services; ACE will provide its students with assistance in resume writing and interviewing for employment, as well as informing students about other available job placement resources, such as IT staffing services. The training

center maintains an "Employment and Internship Opportunities" board and will post any job or internship openings that the school is made aware.

ACE makes no representations in any way guaranteeing students successful job placement or regarding salary expectations upon placement.

Advanced Placement Testing

ACE's Educational Center currently does not grant course hours for and does not exempt students from any portion of a course based on previous work or other outside experience. Students enrolling in a course will be required to participate in and will be evaluated on the entire curriculum of the course.

Veterans Affairs (VA) Student Placement

ACE will obtain written documentation on a VA student's previous education and experience and will complete an evaluation and grant credit where appropriate. ACE will advise both the VA student and the Department of Veterans Affairs on its findings.

Waiting List

Overflow requests, by qualified applicants, for seats in a course will be placed on a waiting list. Students who place their names on the waiting list for consideration placement will be asked to make a fully refundable deposit of \$100 or 10% of the total tuition cost for the selected course, whichever is less.

Overflow requests for seats in a course will be filled if seats become available and will be done on a first come, first served basis. ACE will contact students in order via telephone. ACE is not responsible for the unavailability or inaccessibility of wait list students. Openings will be made available to wait list students before the first class meeting for a course.

Tuition Payment Policy

All courses must be paid in full 7 days prior to class starting (unless an approved Financing Agreement is in place). ACE currently accepts tuition payments in the form of cash, check, credit card and company purchase order. If courses are not paid in full 7 days prior to the start date, then those students will not be able to attend class. If there is a problem complying with these terms, please call a staff person at ACE so arrangements can be made. **Personal Checks:** Must clear seven (7) calendar days prior to start of classes; **Purchase Orders:** Must be signed by authorized person and received by ACE seven (7) calendar days prior to start of class and paid in full within thirty (30) days. Any unpaid balances after this period, becomes the responsibility of the student.

Tuition Refund Policy

If **ACE** closes or discontinues a course for any reason, **ACE** shall refund to any currently enrolled student monies paid by the student for tuition and fees for which the student is liable. Applicants who have not visited the school prior to enrollment will have the opportunity to withdraw without penalty within seven business days following either the regularly scheduled orientation procedures or following a tour of the school facilities and inspection of equipment where training and services are provided. An applicant requesting cancellation more than seven days after signing an enrollment agreement and making an initial payment, but prior to entering the school is entitled to a full refund minus the \$150.00 registration fee. If, after the 7-day cancellation period expires, a student withdraws after instruction begins, refunds shall be based on the total contract price for program and shall include all fees, except the registration fee. A refund due a student shall be based on the date of withdrawal or termination and paid within 60 days from the date of withdrawal or termination. The date of withdrawal or termination is the last date of attendance by the student. In the case of an official leave of absence, if a student fails to return to training by the end of the leave, the refund will be based on the date of the withdrawal and paid within 60 days of the scheduled last day of the leave. **ACE** will provide a refund prorated from full tuition price based on the following chart. Specifics for refund information for third party payers can be obtained from the School Director.

Portion of total course taught by date of withdrawal	Tuition Refund
Less than 10%	90% REFUND
10% – 19%	80% REFUND
20% – 29%	60% REFUND
30% - 39%	40% REFUND
40% - 50%	20% REFUND
More than 50%	NO REFUND

Cancellation Policy

All requests for cancellation must be in writing and delivered in person or by certified mail to:
Academy of Computer Education
Attn: Admissions
7833 Walker Drive
Suite 520C
Greenbelt, MD 20770

Auditing of Classes/Lab Access

ACE allows students a free Audit (retake) of a class for up to one year from the class completion date,

provided that the course content is the same and there are open seats available. **ACE** reserves the right to allow first time students a seat in the class before an audit therefore a seat is not guaranteed to an auditor until one week before the class start date. Students must have successfully passed the class with a 70% academic standing and an 80% attendance ratio in order to audit. Students auditing are again held to the same academic and attendance standards as their original class. In addition, current students will be given free access to the open MCSE, A+/ Network + (Combo), and Cisco labs, during the Center's hours of operation. **ACE** reserves the right to update textbooks at any time, students that are auditing with previous materials will be given the option of buying the new materials.

Transcript Requests

Students may obtain one (1) copy of their transcript free of charge, either in person or by fax. A fee of \$5.00 will be charged for additional copies. Students must complete the Transcript Request Form, including signature, and submit it to **ACE** to receive their transcript. All students' records kept on file are confidential and are made available for approved purposes only. In accordance with the Family Educational Rights and Privacy Act of 1974, the school will not release educational records to unauthorized persons without prior written consent from the student, a parent, or a legal guardian. All other requests must first be approved in writing by the student. No transcripts will be provided if student account is not in current **good** standing. Transcripts will be available within fourteen (14) days after the end date of a course.

Academic Grading/Satisfactory Progress Policy

ACE uses the following grading system. A passing grade is scoring 70% or more out of a possible 100% this is based on the traditional 4.0 grading scale. Students are notified of their grades within two class periods after taking an exam.

Points	Letter Grade
90-100	A
80-89	B
70-79	C

Tests may be both oral and written. Students will receive a minimum of 2 tests for each course and the grades become part of the students file. Any quizzes or tests not taken by a student and not made up within two (2) weeks or before the last class, which ever

occurs first, will receive a grade of zero (0) percent on that particular quiz or test. Only in the case of extenuating circumstances and with the school director's approval, will a make-up test be given after the last scheduled class. The student will be given a status of incomplete (I) until the test can be taken. Students can be allowed to complete additional "extra-credit" projects throughout the program. These additional projects will be at the discretion of the instructor for the specific course. Students who fail more than 50% of the then given tests, will be put on academic probation and advised as to their options. Options may include extra class and lab time, one-on-one tutoring with instructor, extra-credit projects, or removal from the program and monies refunded. Academic probation will be removed once a student's cumulative grade reaches the 70% level. If a student is on Academic probation for more than 20% of a program, the student will receive a failing grade, be removed from class and monies refunded. The school will notify the Veterans Affairs of any change in a VA student's enrollment status including attendance and academic probation a change in scheduling and or termination. Students may be terminated from a program for academic reasons and or failure to observe the student code of conduct. Students dismissed for Academic probation (failing) may reapply anytime for the current cost of the course and the new course grade will override any previous grade. Any student removed from the same program a second time (for Academic probation) will need to wait one year to enroll again. The maximum time frame within which any training must be completed shall not exceed 1.5 times the normal duration of the program.

Tutoring

Students who need extra assistance because of academic difficulties may arrange for tutoring through the Director of Education. Tutoring sessions are a maximum of 1 hour and no more than 2 per week. Tutoring is only available during regular school hours. Students must come prepared with topics and questions. The total cumulative time a student can use for tutoring should not exceed 10% of the total clock hours for their particular course. Cancellations of tutoring sessions must be done within two hours of the scheduled time. Failure to cancel or show for tutoring sessions can result in loss of tutoring privileges.

Library

The library is open Monday-Thursday from 9:00am-9:00pm and Fridays from 9:00am-4:00pm. The library contains multiple reference books for each program taught at the school and two computers for access to the internet, the creation of resumes and homework. All books are the sole property of ACE and are not to be removed from the library.

Leave of Absence Policy (LOA)

Students can request a maximum of one (1) Leave of Absence form the Center in any 12-month period. A leave of absence period may not exceed 180 days within any 12-month period. A student may be granted more than one leave of absence in the event unforeseen circumstances arise, such as medical reasons affecting the student or a member of the student's immediate family, military service requirements, or jury duty, provided that the combined leaves of absence do not exceed 180 days within the 12-month period. All leave of absence requests must be made in writing and must include expected start and finish dates, along with a brief explanation of the circumstances requiring the absence. ACE reserves the right to disapprove leave of absence requests. A copy of the request will be retained by the Center and will become part of the student's file. Students making payments to the school remain under that obligation during an LOA.

Policy on Student Conduct

ACE strives to maintain high standards for customer service and academics. Regular attendance, good study habits and honesty are qualities that are emphasized. Students will be held accountable to the following:

1. Common courtesy is to be used by all students while at the Center. All students are expected to speak and act with respect to other students and staff.
2. Foul and profane language is unacceptable and will result in dismissal for the day.
3. Fighting is considered unacceptable behavior and will result in the immediate and permanent discharge of any students involved. Assistance from local police and other authorities will be sought in the event of any such incident.
4. The use and/or possession of illegal drugs, alcohol, or firearms are forbidden on ACE grounds and will result in the immediate and permanent dismissal of any students involved. Assistance from local police and

other authorities will be sought in the event of any such incident.

5. All students are expected to respect school property and to help maintain the cleanliness of classrooms and other student common areas. Theft of, or deliberate destruction, misuse or abuse of property will not be tolerated and students will be held financially responsible, based on replacement cost of the items destroyed.
6. Due to the sensitive nature of computer equipment, no food or beverages except water will be allowed within the classroom or labs.
7. Students will not use the equipment for internal or external computer hacking or other illegal activity.
9. Students will not violate any copyright or federal software piracy laws. This includes hard or soft copies of pirated testing material.
10. Students are required to dress in an appropriate manner while on school property. Students should be guided by the principle that what is proper for the workplace is proper for the school. Professional appearance is as important as the development of professional skills. Administration and faculty are responsible for enforcing the dress code and those dressed inappropriately will be sent home.
11. Students are expected to be punctual and to be engaged in class. Sleeping during class is not acceptable. Students sleeping in class will be asked to leave for that class period.
12. Students are expected to turn all cell phones to silent or off during class and to remove any Bluetooth headsets.

Termination

A student can be terminated from a course at any time. Students may be terminated from a course for:

- failure to maintain the satisfactory academic standard of 70%
- failure to maintain satisfactory attendance standard of 80%
- failure to meet financial obligations
- failure to comply with the policies listed for student conduct

Tardiness and Absences Policy

A vital component to a student's success in our courses is full participation in all scheduled classes. Students need to be prepared to participate in class at the times specified in their class schedules. We

recommend that students arrive for class at least 15 minutes prior to the scheduled start time. At every grading period **ACE** will record the student's daily attendance and academic average on the student's permanent record.

- The Maryland Higher Education Commission mandates that students maintain a minimum of 80% attendance rate of total course time to earn course hours and attain graduation from a course. If a student fails to meet this minimum attendance requirement, the student will not be eligible for **ACE** Certification in that course. Exceptions to this policy can not be made, even if students pass the required exams and attain industry certification.
- For each class, students will be required to sign in and indicate their time of arrival to the Center. Tardiness of 15 minutes will be disregarded and will not apply towards total missed class time. Tardiness of more than 15 minutes will be applied towards a student's total missed class time.
- All absences, excused or unexcused, will be considered as missed class time. Students are responsible for making up any missed class work. Make-up quizzes and/or tests can be scheduled with the Center staff, but cannot take place during the student's scheduled class time. Students may make arrangements with their instructors to make-up missed class work, however, requests will be granted solely on the availability of and at the discretion of the instructor. Due to time and other constraints, instructors may not be readily available to help students make up missed class time. Instructors are not required to honor student requests to make up missed class time. Therefore, students are strongly encouraged to attend all scheduled classes. Making up missed class work and quizzes/tests does not make up for missed attendance.
- Once a student has missed more than 20% of the total class hours in a course, the student will receive written notice that he/she can no longer meet the minimum attendance requirements for graduation from the course and that the student will not earn course hours and **ACE** Certification. In this situation, as previously stated, the student will be removed from the course.

Graduation (ACE Certification)

At ACE we strictly adhere to the Maryland Higher Education Commission (MHEC) requirements; therefore no student will be given “ACE Certification” unless they comply with the MHEC and ACE graduation guidelines. MHEC mandates that students maintain a minimum of 80% attendance rate of total course time to earn course hours and attain graduation from a course. In addition a passing grade of 70% must be achieved before graduation will be allowed. ACE maintains grade records for all students, and grades on a “Pass/Fail” system. ACE will put the student on Academic probation and if necessary remove that student from the course. This does not prohibit the student from receiving any industry certification offered. No student will receive course hours or attain graduation from a course until all tuitions have been paid-in-full. In addition, students with a balance of tuition and/or fees owed at the conclusion of a course may not participate in the auditing (re-taking) of any class until all tuitions and/or fess have been paid-in-full. Upon successful completion of all course requirements the student will receive a graduation certificate from ACE.

Student Rights and Grievance Procedures

Students wishing to express a concern or complaint regarding their instructor or any other matter at ACE are encouraged to approach the Center Administrators with their concerns, if they are unsuccessful in their own attempts to resolve the situation. Upon notification, administrators will schedule a conference with all parties involved in an attempt to mediate a resolution acceptable to all parties. If a resolution cannot be found at this level, a conference including the Director and President will be scheduled.

If the problem cannot be resolved to the student’s satisfaction, a grievance may be forwarded to the Maryland Higher Education Commission through the Student Grievance Procedure. Students wishing to express grievance which cannot be resolved to their satisfaction through ACE have the right to appeal to the Secretary of Higher Education at the Maryland Higher Education Commission. The Secretary may investigate written complaints involving potential violations of the Commission regulations with both the student and administrators/faculty of the school. The Secretary shall report the findings of the investigation to the student and to the chief administrator of the school. To file a grievance with the Maryland Higher Education Commission please submit written complaint to:

**Director of Academic Affairs –
Career/Workforce Education
Maryland Higher Education Commission**
839 Bestgate Road, Suite 400
Annapolis, MD, 21401

Program Performance Data

Current and prospective students can obtain past performance data for each approved course, including, but not limited to enrollment rate, completion rate, certification rate, pass rates of graduates on any licensure examination, and job placement figures. Information can be obtained by contacting our facility or MHEC directly.
The MHEC address is:

Maryland Higher Education Commission
839 Bestgate Road, Suite 400
Annapolis, MD, 21401
Phone (800) 974-0203

Tuition, Program Materials and Academic Hours

ACE strives to keep tuition costs competitive and to provide the best training and training materials. After reviewing the full spectrum of materials available for technical training programs, ACE selects the curriculum that provides the most effective combination of information and practical skill development. All programs are open for enrollment for all students as long as the prerequisites for the program are met. All programs are open for students using VA benefits.

A+ Certification

2 Programs and 2 exams required for A+ certification/ A+ (56 Academic Clock hrs)

BOOKS – ElementK A+ Certification ISBN 085820S3PB
TRANSCENDER SOFTWARE- 220-601 A+ Essentials

\$1,064.00	Tuition
\$100.00	Registration fee
<u>\$286.00</u>	Books & Software
\$1,450.00	Total cost

\$336.00 Industry Certification Exams
(Optional)

Network+ Certification

1 Program and 1 exam required for Network+ certification/ Network+ (40 Academic Clock hrs)

BOOKS – Element K Network+ ISBN 085821S3PB
TRANSCENDER SOFTWARE- N10-004 Network+

\$1,027.00	Tuition
\$100.00	Registration fee
<u>\$223.00</u>	Books & Software
\$1,350.00	Total cost

\$239.00 Industry Certification Exams
(Optional)

A+ & Network+ Certification

2 Courses and 2 exams required for A+ certification/ (96 Academic Clock hrs)

1 Program and 1 exam required for Network+ certification

BOOKS – ElementK A+ Certification ISBN 085820S3PB, Network+ ISBN 085821S3PB
TRANSCENDER SOFTWARE- 220-601 A+ Essentials and 220-602 IT-Technician and N10-004 Network+

\$1,880.00	Tuition
\$150.00	Registration fee
<u>\$465.00</u>	Books & Software
\$2,495.00	Total cost

\$575.00 Industry Certification Exams
(Optional)

Security +

1 Course and 1 exam required for certification/ (40 Academic Clock hrs)

BOOKS – Element K ISBN 085823S3PB
TRANSCENDER SOFTWARE- SY0-201

\$1,695.00	Tuition
\$150.00	Registration fee
<u>\$150.00</u>	Books & Software
\$1,995.00	Total cost

\$258.00 Industry Certification Exams
(Optional)

Microsoft Certified IT Professional Enterprise Support Technician (MCITP Enterprise Support)

2 Programs and 2 exams required for certification / (40 Academic Clock hrs)

BOOKS – Microsoft Official Academic Course Windows Vista Configuration (70-620), ISBN: 978-0-470-11592-3. Microsoft Official Academic Course Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians (70-622), ISBN: 978-0-470-11591-6

TRANSCENDER SOFTWARE -70-620 Windows Vista Configuring and 70-622 Supporting and Troubleshooting Applications on a Windows Vista Client

\$1,725.00	Tuition
\$150.00	Registration fee
<u>\$220.00</u>	Books & Software
\$2,095.00	Total cost

\$250.00 Industry Certification Exams
(Optional)

Microsoft Certified IT Professional Server

Administrator to Enterprise Administrator Upgrade (MCITP-SA to MCITP-EA)

3 Courses and 3 exams required for certification / (72 Academic Clock hrs)

BOOKS-Microsoft Official Academic Course **Microsoft Windows Vista Configuration (70-620)**

ISBN: 978-0-470-06958-5 ©2008, Microsoft Official Academic Course **Windows Server 2008 Applications Infrastructure Configuration (70-643)** ISBN: 978-0-470-13328-6, Microsoft Press **Windows Server 2008 Enterprise Administrator (70-647)** ISBN: 9780735625099

TRANSCENDER SOFTWARE-70-620, 70-643, 70-647

\$2154.00	Tuition
\$150.00	Registration fee
<u>\$1491.00</u>	Books, Software and Exams
\$3795.00	Total cost

Microsoft Certified IT Professional Server Administrator (MCITP-SA)

3 Courses and 3 exams required for certification / (96 Academic Clock hrs)

BOOKS- **Windows Server 2008 Active Directory Configuration (70-640)** ISBN: 978-0-470-13330-9 ©2008, Microsoft Official Academic Course **Windows Server 2008 Network Infrastructure Configuration (70-642)** ISBN: 978-0-470-13327-9, Microsoft Press **Windows Server 2008 Enterprise Administrator (70-646)** ISBN: 9780735625105
TRANSCENDER SOFTWARE- 83-640, 70-642, 70-646
\$3154.00 Tuition
\$150.00 Registration fee
\$1,291.00 Books, Software and Exams
\$4595.00 Total cost

Certified Network Associate (CCNA)

1 Course and 1 exam required for certification/ (40 Academic Clock hrs)

BOOKS – Sybex Cisco Certified Network Associate Study Guide, Deluxe Edition ISBN 0470110090
SOFTWARE – Boson Software LLC NetSim for CCNA
TRANSCENDER SOFTWARE- 640-802 Cisco Certified Network Associate
\$1,845.00 Tuition
\$150.00 Registration fee
\$400.00 Books and Software
\$2,395.00 Total cost
\$250.00 Industry Certification Exams (Optional)

Microsoft Office Specialist (MOS)

5 Courses and 5 exams required for certification/ (40 Academic Clock hrs)

BOOKS – John Wiley & Sons, **Microsoft Office** Microsoft Official Academic Course, Microsoft Corporation ISBN: 978-0-470-06947-9 ©2008
\$1,445.00 Tuition
\$150.00 Registration fee
\$90.00 Books
\$1,695.00 Total cost
\$349.00 Self test Software (optional)
\$500.00 Industry Certification Exams (optional)

Microsoft Office Specialist Expert (MOS Expert)

2 Courses and 2 exams required for certification/ (32 Academic Clock hrs)

BOOKS - Element K ISBN Word 084301S3 and 084302S3 Level 3, Excel 084201S3 level 2 and 084202S3 level 3
\$1,677.00 Tuition
\$150.00 Registration fee
\$68.00 Books
\$1,895.00 Total cost
\$118.00 Self test Software (optional)
\$400.00 Industry Certification Exams (optional)

*Note: Prices are subject to change without notice please check with the admissions department for any updates.

Exam Fees: Sylvan Prometric, VUE & Certiport

Exam fees are not included in program prices. Students are directly responsible for the cost of the exams. Students will pay directly to the testing authority they choose. Students should always check with the testing authority for current pricing. Pricing is subject to change without notification.

Microsoft - \$125.00 each
CompTIA - A+ - \$168.00 each, Network+ - \$239.00
CISCO - CCNA - \$250.00 each

Occupations by Certification Programs

Graduates from **ACE** will be qualified for a variety of entry level occupations in the computer IT industry. Some of these occupations are as follows:

A+ Certification

Computer Lab / Desktop Technician, PC Help Desk, PC Technician

Network+ Certification

Entry Level Network Technician, Network Help Desk

Security+ Certification

Internet Security Specialist, Entry Level, Network Support Technician, Entry Level

Microsoft Certified IT Professional Enterprise Support Technician

Help Desk Technician, Customer Support Representative, PC Support Specialist

Microsoft Certified IT Professional Server Administrator

Windows server administrator, Servers systems administrator, Monitoring operator, Network administrator

Microsoft Certified IT Professional Enterprise Administrator

Enterprise systems administrator, IT systems manager, Enterprise security administrator, Systems architect, Network administrator

Microsoft Office Specialist Certification

Help Desk Specialist, Product Specialist

Microsoft Office Specialist Expert Certification

Administrative assistant, Help Desk Specialist

Cisco Certified Network Associate Certification

Network Administrator, Systems Administrator

Course Descriptions

Program Description: A+

A+ certification is a testing course sponsored by the Computer Technology Industry Association (CompTIA). The A+ certification establishes a nationally organized standard in the competency of service technicians in the computer industry. Individuals earning A+ certification have demonstrated the skills, knowledge, and customer service attributes necessary for success as a Computer Technician, Help Desk Support Technician, or LAN administrator as defined by experts from companies across the industry.

The A+ course includes hardware and operating system concepts along with additional domains such as security, safety and environmental issues and communication and professionalism. The A+ computer technician certification test is administered by VUE or Sylvan Prometric. To receive certification students must pass two tests — Essentials and IT Technician

Pre-requisite:

High School Diploma or GED

Total Courses: 2 Total Exams: 2

Total Hours: 56 (26 hrs. lecture 28 hrs. lab)

\$1,064.00 Tuition

\$100.00 Registration fee

\$286.00 Books & Software

\$1,450.00 Total cost

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
A+ Essentials	28	14	14
A+ IT Technician	28	14	14
Total	56	28	28

Course: A+ Essentials

Students will obtain the skills and knowledge necessary to install, build, upgrade, repair, configure, troubleshoot, and performing preventative maintenance on personal computer hardware and operating systems.

Topics Covered: A+ Essentials

Installation, Building PCs, System upgrades, Repair, System configuration, Troubleshooting, Problem diagnosis, Preventative maintenance

Course: A+ IT Technician

Students will learn how to support PC hardware in a business setting, including installation, troubleshooting, and component replacement.

Topics Covered: A+ It Technician

Electricity, CPU's, Motherboards, Memory, System Resources, Mass Storage Devices, Printers, Monitors, Portable Computing Devices, Manage Directories and files, Registry

CompTIA Exams:

This course will help the student prepare for the following CompTIA exams:
Exam 220-601, A+ Essentials & Exam 220-602, A+ IT Technician

Program Description: Network+

Network+ is an entry level certification open to anyone who desires to learn networking basics as a foundation which can be applied towards other advanced certifications such as Microsoft's MCSE, MCSA or Cisco's CCNA or Linux Certification courses. A typical candidate may hold the A+ certification (or possess equivalent knowledge and skills); however A+ certification is not a pre-requisite for enrollment.

Pre-requisite:

High School Diploma or GED

Total Courses: 1 Total Exam: 1

Total Hours: 40 (20 hrs. lecture 20 hrs. lab)

\$1,027.00 Tuition

\$100.00 Registration fee

\$223.00 Books & Software

\$1,350.00 Total cost

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
Network+	40	20	20
Total	40	20	20

Course: Network +

Earning the network + certification means that the student possesses the knowledge needed to configure and install the TCP/IP client. The Network + certification exam covers a wide range of vendor and product neutral networking technologies that can also serve as a prerequisite for vendor specific IT certifications.

Topics covered in Network+:

The curriculum is broken into two distinct parts: Knowledge of Networking Technology and Knowledge of Networking Practices.

Knowledge of networking technology

Basic Knowledge, Networking hardware, Network Topologies, Implementing and installation of a network, Maintaining and supporting a network, Troubleshooting a network, All seven layers of the OSI model, TCP/IP Sub-netting and Super-netting, Remote connectivity, Security

Knowledge of Network Practices

Implementing the Installation of the Network, Maintaining and Supporting the Network, Troubleshooting the network

CompTIA Exams:

This course will help the student prepare for the following CompTIA exams:

Exam N10-003 Network +

Program Description: A+ / Network+

The A+ and Network+ courses can be taken independently but here at (ACE) we have also developed a course that combines the A+ and Network+ into **one combination course**. We believe that this provides our students with the learning foundation they will need to pursue the next stage of employment and higher education!

The A+ course includes hardware and operating system concepts along with additional domains such as security, safety and environmental issues and communication and professionalism. The A+ computer technician certification test is administered by VUE or Sylvan Prometric. To receive certification students must pass two tests — Essentials and IT Technician

Network+ is a certification certifies the knowledge of networking professionals with 18—24 months experience in the IT industry, or those possess equivalent knowledge skills. Network+ is an entry level certification open to anyone who desires to learn networking basics as a foundation which can be applied towards other advanced certifications.

Certification provides IT managers and supervisors with an increasingly important benchmark in hiring and promotion process. What's more, companies are finding that incorporating certified technicians within their organizations helps build confidence and value. More and more companies are requiring computer certifications, such as A+, Network+ as a pre-requisite for employment. The last two hours of the Courses will be spent doing test prep and review.

Pre-requisite:

High School Diploma or GED.

Total Courses: 3 Total Exams: 3

Total Hours: 96 (48 hrs. lecture 48 hrs. lab)

\$1,880.00 Tuition

\$150.00 Registration fee

\$465.00 Books & Software

\$2,495.00 Total cost

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>	<u>Test Prep</u>
A+ Essentials	28	13	13	2
A+ IT Technician	28	13	13	2
Network+	40	19	19	2
Total	96	45	45	6

Course: Essentials (2006 Objectives)

The essentials course covers the knowledge of basic computer hardware and operating systems, introducing skills such as installation, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and preventive maintenance, with additional elements of security and soft skills. The Essentials Exam validates the basic skills needed by any entry-level service technician regardless of job environment.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- identify the components of standard desktop personal computers.
- identify fundamental components and functions of operating systems.
- identify best practices followed by professional personal computer technicians.
- install and configure computer components.
- maintain and troubleshoot computer components.
- install and configure operating systems.
- maintain and troubleshoot installations of Microsoft Windows.
- support laptops and portable computing devices.
- support printers and scanners.

- support personal computer network connectivity.
- support personal computer security.

Course: IT Technician (2006 Objectives)

This course is designed to for individuals who work or intend to work in a mobile or corporate technical environment with a high level of face-to-face client interaction. Students who take this course should have attended an A+ Essentials (2006 Objectives) course, or have equivalent knowledge. This course will cover hardware and software with added elements of security and soft skills, as well as safety and environmental issues.

Upon successful completion of this course, students will be able to:

- investigate tools, issues, and skills that form the basis of best practices for IT technical professionals.
- install, configure, optimize, and upgrade personal computer components.
- maintain and troubleshoot personal computer components.
- install and troubleshoot laptops and portable devices.
- install, manage, and optimize operating systems.
- maintain and troubleshoot operating systems.
- install, maintain, and troubleshoot printers and scanners.
- identify the names, purposes, and characteristics of basic network protocols and terminologies.
- install and manage network components.
- maintain and troubleshoot computer security.

Course: Network +

Earning the network + certification means that the student possesses the knowledge needed to configure and install the TCP/IP client. The Network + certification exam covers a wide range of vendor and product neutral networking technologies that can also serve as a prerequisite for vendor specific IT certifications.

Topics covered in Network+:

The curriculum is broken into two distinct parts: Knowledge of Networking Technology and Knowledge of Networking Practices.

Knowledge of networking technology

Basic Knowledge, Networking hardware, Network Topologies, Implementing and installation of a network, Maintaining and supporting a network, Troubleshooting a network, All seven layers of the OSI model, TCP/IP Sub-netting and Super-netting, Remote connectivity, Security.

Knowledge of Network Practices

Implementing the Installation of the Network, Maintaining and Supporting the Network, Troubleshooting the network.

CompTIA Exams:

This course will help the student prepare for the following CompTIA exams:

- Exam 220-601, A+ Essentials
- Exam 220-602, A+ IT Technician
- Exam N10-004 Network +

Course Description: Security+

This vendor neutral course is designed for network and security administrators and those with similar job functions who have experience with general networking and basic security knowledge. This course will educate the student on critical security concepts and is mapped to the exam to teach the student the language, theory and principles of the following domains:

- Systems Security • Network Infrastructure • Access Control • Assessments & Audits
- Cryptography • Organizational Security

The Security + Certification is Appropriate for the following:

- Network Administrators • Security Administrators

With the new computer privacy laws all industries and agencies can benefit by employing a security specialist. In today's environment it has become an absolute must to implement and maintain security technologies and policies. Security+ takes the first step in teaching you to implement and monitor security on networks and computer systems, and respond to security breaches in the appropriate manner.

Pre-requisite:

All students must provide proof of a High School Diploma or GED and CompTIA A+ and Network + certifications or 6-9 months experience in networking, including experience configuring and managing TCP/IP.

Total Courses: 1 Total Exam: 1

Total Hours: 40 (20 hrs. lecture 20 hrs. lab)

\$1,695.00 Tuition

\$150.00 Registration fee

\$150.00 Books

\$1,995.00 Total cost

\$139.00 Self test Software (optional)

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
Security+	40	20	20
Total	40	20	20

Course: Security +

The Security + test is vendor neutral so it does not focus on one operating system. All knowledge learned from this course can be applied across all networks and operating systems.

At Course Completion

After completing the course, students will understand and be able to implement the following topics:

Upon successful completion of this course, students will be able to:

identify fundamental concepts of computer security , identify security threats, harden internal systems and services, harden internetwork devices and services., secure network communications, establish security best practices for creating and running web-based applications, manage public key infrastructure (PKI), manage certificates, enforce organizational security policies, monitor the security infrastructure, manage security incidents

CompTIA Certification Exams

This course will help the student prepare for the following CompTIA exam:

Exam: SY0-201 CompTIA Security+

Program Description: Microsoft Certified IT Professional Enterprise Support Technician

The Microsoft Certified IT Professional Enterprise Support Technician (MCITP Enterprise Support Technician) credential acknowledges a professional's skill to successfully support end users and to successfully troubleshoot desktop environments running on the Microsoft Windows Vista ® operating system.

The MCITP Enterprise Support Technician Certification is Appropriate for the following:

- Help Desk Technician • Customer Support Representative • PC Support Specialist

An MCITP Enterprise Support Technician's Typical Computing Environment:

The MCITP credential is for IT professionals working in the typically complex computing environment of small, medium, or large organizations.

The MCITP provides excellent customer service skills to educate users, as well as solve hardware or software operation and application problems on the desktop or client side based on the Microsoft Windows Vista ® desktop operating system.

Courses included in the Microsoft Certified IT Professional Enterprise Support Technician (MCITP Enterprise Support Technician) Curriculum:

- Windows Vista Configuring
- Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians

Pre-requisite:

High School Diploma or GED

Total Courses: 2 Total Exams: 2

Total Hours: 40 (20 hrs lecture / 20 hrs lab)

\$1,725.00 Tuition

\$150.00 Registration fee

\$220.00 Books & Software

\$2,095.00.00 Total cost

\$250.00 Industry Certification Exams (Optional)

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
Windows Vista Configuring	24	12	12
Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians	16	8	8
Total	40	20	20

Course: Windows Vista, Configuring

This module provides students with the knowledge and skills necessary to install and configure Microsoft Windows Vista on stand-alone and client computers that are part of a workgroup or domain.

At Completion

At the end of the course, students will be able to:

Install and configure the operating system and device drivers. Configure User Access Control and security settings. Set up and troubleshoot network connections, Windows Firewall, and remote access. Configure Windows Media Center, Windows Sidebar, and other built-in applications. Set up mobile devices and Tablet PCs. Troubleshoot and optimize system performance and reliability

Microsoft Certified Professional Exams

This program will help the student prepare for the following Microsoft Certified Professional exams:
Exam 70-620 Windows Vista, Configuring

Course: Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians

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

At Completion

At the end of the course, students will be able to:

Install and deploy Windows Vista to the enterprise. Configure and manage Group Policy. Troubleshoot security settings and install security updates. Set up authentication, authorization, and encryption. Configure and troubleshoot your network, client connectivity, and remote access. Monitor events and troubleshoot performance issues

Microsoft Certified Professional Exams

This program will help the student prepare for the following Microsoft Certified Professional exams:
Exam 70-622, Supporting and Troubleshooting Applications on a Windows Vista Client for Enterprise Support Technicians

Program Description: Microsoft Certified IT Professional – Server Administrator (MCITP-SA)

The Microsoft Certified IT Professional (MCITP) credential is the leading certification for Windows Server 2008. It provides widely recognized, objective validation of your ability to perform critical, current IT job roles by using Microsoft technologies to their best advantage.

The server administrator is responsible for the operations and day-to-day management of an infrastructure of servers for an enterprise organization. Windows server administrators manage the infrastructure, Web, and IT application servers. The Windows server administrators use scripts and batch files written by others or those that they occasionally write themselves to accomplish tasks on a regular basis. They conduct most server management tasks remotely by using Terminal Server or administration tools installed on their local workstation. A server administrator's primary tasks include:

- Managing the server operating system, file, and directory services
- Software distribution and updates
- Profiling and monitoring assigned servers
- Troubleshooting

Server administrators also support engineering projects. Server administrators are responsible for server builds and configuration. Their job role involves 60 percent operations, 20 percent engineering, and 20 percent support tasks.

The MCITP-SA Certification is Appropriate for the following:

- Windows server administrator
- Server systems administrator
- Monitoring operator
- Network administrator

Courses included in the MCITP-SA Curriculum:

- Windows Server 2008 Active Directory Configuration
- Windows Server 2008 Network Infrastructure Configuration
- Windows Server 2008 Server Administrator

Pre-requisite:

High School Diploma or GED; Completion of Network+ or 1 year of related experience in a Windows networking environment.

Total Courses: 3 Total Exams: 3

Total Hours: 96 (48 hrs lecture / 48 hrs lab)

\$3,154.00	Tuition
\$150.00	Registration fee
<u>\$1,291.00</u>	Books, Software and Exams
\$4,595.00	Total cost

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
Windows Server 2008 Active Directory Configuration	32	16	16
Windows Server 2008 Network Infrastructure Configuration	32	16	16
Windows Server 2008 Server Administrator	32	16	16
Total	96	48	48

Course: Windows Server 2008 Active Directory Configuration

Provides students with the knowledge and skills that are needed to effectively install, configure, administer and support the primary services of a Microsoft Windows Server system such as managing, and supporting user and computer accounts, groups, Domain Name System zones and client settings; group policy objects; the new Active Directory Lightweight Directory Service and Active Directory Rights Management Service; backup and recovery; and communication security.

At Course Completion

At the end of the course, students will be able to:

Configure Domain Name System (DNS) for Active Directory, Configure the Active Directory Infrastructure , Configure Additional Active Directory Server Roles, Create and Maintain Active Directory Objects, Maintain the Active Directory Environment, Configure Active Directory Certificate Services

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Technology Specialist exams: Exam 83-640, Windows Server 2008 Active Directory Configuration

Course: Windows Server 2008 Network Infrastructure Configuration

Provides students with the knowledge and skills that are needed to effectively configure remote access, Network Access Protection (NAP), network authentication, IPv4 and IPv6 addressing, and Domain Name System (DNS) replication; capturing performance data and monitoring event logs; and managing file and print services.

At Course Completion

At the end of the course, students will be able to:

Configuring IP Addressing and Services, Configuring Name Resolution, Configuring Network Access Configuring File and Print Services, Monitoring and Managing a Network Infrastructure

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Technology Specialist exam: Exam 70-642, Windows Server 2008 Network Infrastructure Configuration

Course: Windows Server 2008, Server Administrator

This course provides students with the knowledge and skills to implement, monitor, and maintain Windows Server 2008 servers.

At Course Completion

At the end of the course, students will be able to:

Inventory Hardware, Automate Server Deployments, Deploy DHCP Servers, Deploy DNS Servers, Design an Active Directory Infrastructure, Deploy Active Directory Domain Services, Deploy Application Servers, Deploy Applications, Use Terminal Services, Use Virtualization, Deploy File Servers, Deploy Print and Fax Servers, Plan Server Storage, Understand Windows Disk Settings, Work with Disks, Deploy a Storage Area Network, Plan For Data Availability, Plan for Application availability, Plan for Server Availability, Secure Servers, Secure Network Access, Secure Remote Access, Use Certificates, Use Remote Administration, Delegate Administration Tasks, Update Servers, Use the Event Viewer Console, Use the Reliability and Performance Console, Plan a Backup Strategy, Use Windows Server Backup

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:
Exam 70-646, Windows Server 2008, Server Administrator

Program Description: Microsoft Certified IT Professional Server Administrator to Enterprise Administrator Upgrade (MCITP-SA to MCITP-EA)

The Microsoft Certified IT Professional (MCITP) credential is the leading certification for Windows Server 2008. It provides widely recognized, objective validation of your ability to perform critical, current IT job roles by using Microsoft technologies to their best advantage.

The enterprise administrator is responsible for the overall IT environment and architecture. The enterprise administrator translates business goals into technology decisions and designs mid-range to long-term strategies. Enterprise administrators also make key decisions and recommendations about the following:

- Network infrastructure
- Directory services, identity management, and authentication
- Security policies
- Business continuity (disaster recovery, personnel, equipment, and data)
- Design of IT administrative structure (delegation models)
- Best practices, standards, and service level agreements (SLAs)

The enterprise administrator is responsible for infrastructure design and global configuration changes. The enterprise administrator's job role involves 20 percent operations, 60 percent engineering, and 20 percent support tasks.

The MCITP-EA Certification is Appropriate for the following:

- Enterprise systems administrator
- IT systems manager
- Enterprise security administrator
- Systems architect
- Network administrator

Courses included in the MCITP-EA Curriculum:

- Windows Vista Configuring
- Windows Server 2008 Applications infrastructure Configuring
- Windows Server 2008 Enterprise Administrator

Pre-requisite:

High School Diploma or GED; Completion of Network+ or 1 year of related experience in a Windows networking environment.

Total Courses: 3 Total Exams: 3

Total Hours: 72 (36 hrs lecture / 36 hrs lab)

\$2,154.00 Tuition

\$150.00 Registration fee

\$1,491.00 Books, Software and Exams

\$3,795.00 Total cost

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
Windows Vista Configuring	24	12	12
Windows Server 2008 Applications Infrastructure Configuring	24	12	12
Windows Server 2008 Enterprise Administrator	24	12	12
Total	72	36	36

Course: Windows Vista, Configuring

This course provides students with the knowledge and skills necessary to install and configure Microsoft Windows Vista on stand-alone and client computers that are part of a workgroup or domain.

At Completion

At the end of the course, students will be able to:

Install and configure the operating system and device drivers. Configure User Access Control and security settings. Set up and troubleshoot network connections, Windows Firewall, and remote access. Configure Windows Media Center, Windows Sidebar, and other built-in applications. Set up mobile devices and Tablet PCs. Troubleshoot and optimize system performance and reliability

Microsoft Certified Professional Exams

This program will help the student prepare for the following Microsoft Certified Technology Specialist exams:
Exam 70-620 Windows Vista, Configuring

Course: Windows Server 2008 Applications Infrastructure Configuration

This course focuses on Windows Server 2008 Applications Infrastructure technologies, such as Terminal Services, Web Services infrastructure and security, Media Server, Microsoft Windows® SharePoint® Services server options, File Server, Print Services, network maintenance, and Simple Network Management Protocol.

At Course Completion

After completing the course, students will be able to:

Deploy a Windows Server 2008 Application Server, Deploy a File Server, Deploy Fax and Print Servers, Deploy a Media Server, Deploy IIS Services, Deploy Web Applications, Secure Web Services, Use Terminal Services, Configure Terminal Services Clients, Use the Terminal Services Gateway, Manage and Monitor Application Servers

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:
Exam 70-643: Windows Server 2008 Applications Infrastructure Configuration

Course: Windows Server 2008 Enterprise administrator

This course focuses on Windows Server 2008 enterprise administration; topics include planning networks and application services; designing core identity and access management components; planning for migrating, upgrading, and restructuring domains and forests; implementing PKI; and designing virtualization strategy.

At Course Completion

After completing the course, students will be able to:

Describe key components of network infrastructure design, Describe how to design a secure network, Design a plan for allocating IP addresses to workstations and servers, Design a network topology, Describe the internal considerations for network security, Design an appropriate name resolution system, Optimize a name resolution system that incorporates DNS and Windows Internet Name Service (WINS), Design a solution for network access, Design a Network Access Protection (NAP) solution, Design a solution for operating system deployment and maintenance, Design the deployment of file services, Design print services, Design high availability for applications and services, Design an Active Directory Infrastructure

Microsoft Certified Professional Exams

This course will help the student prepare for the following Microsoft Certified Professional exam:
Exam 70-647: Windows Server 2008 Enterprise Administrator

Program Description: Microsoft Office Specialist (MOS)

Microsoft Office Specialist (MOS) certification is the universally accepted standard assessment of desktop proficiency for the Microsoft office suite of applications. Office Specialist certification gives both job applicants and employees the advantage of proven productivity in a competitive market for jobs and advancement. When potential employees are certified, hiring managers know they can hit the ground running. They know that time and money won't be wasted on training and support

There are three different levels of MOS Certification

Core – On each Office application that you obtain a passing grade on the Microsoft exam for, you become a MOS in that application.

Expert – For either or both Excel and Word you can pass the Microsoft Expert exam to become a MOS Expert in that application.

Master – You must obtain the Expert certification in both Word and Excel and obtain the Core certifications in Access, PowerPoint and Outlook.

The MOS Certification is Appropriate for the following:

- Help Desk Support
- Office Personnel
- End Users

A Microsoft Office Specialists Typical Environment:

- Any size environment that has positions that use Outlook for email or calendar functions. Staffs that work with data processing, database applications, presentation development, word processing or spreadsheets.

Courses included in the MOS Curriculum:

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook®
- Microsoft PowerPoint®
- Microsoft Access

Pre-requisite:

High School Diploma or GED; Experience with Windows 98 or 2000 with a working knowledge of launching applications, copying and pasting and working with desktop environment.

Total Courses: 5 Total Exams: 5

Total Hours: 40 (20 hrs lecture / 20 hrs lab)

\$1,360.00 Tuition

\$150.00 Registration fee

\$85.00 Books

\$1,595.00 Total cost

\$349.00 Self test Software (optional)

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
Microsoft Word	8	4	4
Microsoft Excel	8	4	4
Microsoft Outlook®	8	4	4
Microsoft PowerPoint®	8	4	4
Microsoft Access	8	4	4
Total	40	20	20

Course: Microsoft Office Specialist Word

This course will prepare the student for the Microsoft Office User Specialist (MOS) exam for Word. The student will learn how to create and edit a document, format text and paragraphs, insert graphics and charts, compare and merge documents shared among several people, insert and edit comments, and save a document as a Web page.

At Course Completion

After completing the course, students will understand and be able to implement the following skills:

Working with Text

Use the Undo, Redo, and Repeat commands, Apply font formats (bold, italic, and underline), Use the Spelling and Grammar command, Use the Thesaurus, Insert page breaks, Highlight text in document, Insert and move text, Cut, copy, paste, and paste special using the Office Clipboard, Copy formats using the Format Painter, Insert date and time, Insert symbols, Create and apply frequently used text with AutoCorrect.

Working with Paragraphs

Align text in paragraphs (center, left, right, and justified), Add bullets and numbering, Set character, line, and paragraph spacing options, Apply borders and shading to paragraphs, Use indentation options (left, right, first line, and hanging indent), Use Tabs command (center, decimal, left, and right), Create an outline-style numbered list, Set tabs with leaders.

Working with Documents

Print a document, Use print preview, Use Web Page Preview, Navigate through a document, Insert page numbers, Set page orientation, Set margins, Use GoTo to locate specific elements in a document, Create and modify page numbers, Create and modify headers and footers, Align text vertically, Create and use newspaper columns, Revise column structure, Prepare and print envelopes and labels, Apply styles, Create sections with formatting that differs from other sections, Use Click and Type.

Managing Files

Use save, Locate and open an existing document, Use Save As (different name, location, or format), Create a folder, Create a new document using a wizard, Save as Web Page, Use templates to create a new document, Create Hyperlinks, Use the Microsoft Office Assistant, Send a Word document via e-mail.

Using Tables

Create and format tables, Add borders and shading to tables, Revise tables (insert and delete rows and columns and change cell formats), Modify table structure (merge cells, change height, and width), rotate text in a table.

Working with Pictures and Charts

Use the drawing toolbar, Insert graphics into a document (WordArt, clip art, and images)

Microsoft Certification Exams

This course will help the student prepare for the following Microsoft Exam:
Word Core.

Course: Microsoft Office Specialist Excel

This course is designed to prepare the student for the Microsoft Office Specialist (MOS) exam for Excel. Among many topics, you will learn how to work with worksheets, workbooks and cell data; format, manipulate, and print worksheets; create formulas, use functions, insert graphics, and share worksheets with workgroups and over the Web.

At Course Completion

After completing the course, students will understand and be able to implement the following skills:

Working with Cells

Use Undo and Redo, Clear cell content, Enter text, dates, and numbers, Edit cell content, Go to a specific cell, Insert and delete selected cells, Cut, copy, paste, paste special, and move selected cells, Use the Office Clipboard, Use Find and Replace, Clear cell formats, Create hyperlinks.

Working with Files

Use Save, Use Save As (different name, location, and format), Locate and open an existing workbook, Create a folder, Use templates to create a new workbook, Save a worksheet/workbook as a Web Page, Send a workbook via e-mail.

Formatting Worksheets

Apply font styles (typeface, size, color, and styles), Apply number formats (currency, percent, dates, and commas), Modify row and column size, Modify alignment of cell content, Adjust decimal places, Use the Format Painter, Apply autofformat, Apply cell borders and shading, Merge cells, Rotate text and change indents, Define, apply, and remove a style.

Page Setup and Printing

Preview and print worksheets and workbooks, Use Web Page Preview, Print a selection, Change page orientation and scaling, Set page margins and centering, Insert and remove a page break, Set print, and clear a print area, Set up headers and footers, Set print titles and options (gridlines, print quality, and headings for rows and columns).

Working with Worksheets and Workbooks

Insert and delete rows and columns, Hide and unhide rows and columns, Freeze and unfreeze rows and columns, Change the zoom setting, Move between worksheets in a workbook, Check spelling, Rename a worksheet, Insert and delete worksheets, Move and copy worksheets, Link worksheets and consolidate data using 3-D references.

Working with Formulas and Functions

Enter a range within a formula in a drag-and-drop operation, Enter formulas in a cell and use the formula bar, Revise formulas, Use references (absolute and relative), Use AutoSum, Use the Paste Function to insert a function, Use basic functions (AVERAGE, SUM, COUNT, MIN, and MAX), Enter functions using the Formula Palette, Use date functions (NOW and DATE), Use financial functions (FV and PMT), Use logical functions (IF).

Using Charts and Objects

Preview and print charts, Use the Chart Wizard to create a chart, Modify charts, Insert, move, and delete an object (graphic), Create and modify lines and objects.

Microsoft Certification Exams

This course will help the student prepare for the following Microsoft Exam:
Excel Core

Course: Microsoft Office Specialist Outlook

This course is designed to prepare the student for the Microsoft Office User Specialist (MOS) exam for Outlook. Learn to use the latest version of Microsoft's powerful integrated messaging, scheduling, and information management tool.

At Course Completion

After completing the course, students will understand and be able to implement the following skills:

Using Outlook to Communicate

Read mail, Send mail, Compose mail by entering text, Print mail, Address mail by entering text, Use mail features (forward, reply, and recall), Use address book to address mail, Flag mail messages, Navigate within mail, Find messages, Configure basic mail print options, Work with attachments, Add a signature to mail, Customize the look of mail, Use mail templates (themes) to compose mail, Integrate and use mail with other Outlook components, Customize menu and task bars, Using Outlook to Manage Messages, Create folders, Sort mail, Set viewing options, Archive mail messages, Filter a view.

Using the Outlook Calendar

Navigate within the calendar, Schedule appointments and events, Set reminders, Print in calendar, Schedule multiday events, Configure calendar print options, Customize the calendar view, Schedule recurring appointments, Customize menu and task bars, Add and remove meeting attendees, Plan meetings involving others, Save a personal or team calendar as a Web page, Book office resources directly (for example, Conference rooms), Integrate calendar with other Outlook components.

Navigating and Using Outlook Effectively

Use Outlook Help and the Microsoft Office Assistant, Navigate between Outlook components, Modify the Outlook Master Categories List, Assign items to a category, Sort information using categories, Use the Office Clipboard.

Using Contacts

Create, edit, and delete contacts, Send contact information via e-mail, Organize contacts by category, Manually record an activity in a journal, Link activities to a Contact, Sort contacts using fields.

Using Tasks

Create and update one-time tasks, Accept and decline tasks, Organize tasks using categories, Assign tasks to others, Create tasks from other Outlook components, Change the view for tasks.

Integrating Office Applications with Outlook Components

Create and use Office documents inside Outlook

Using Notes

Create and edit notes, Organize and view notes, Customize notes.

Microsoft Certification Exams

This course will help the student prepare for the following Microsoft Exam:
Outlook Core

Course: Microsoft Office Specialist PowerPoint

The purpose of this course is to teach the student to create professional presentations and exciting slide shows with graphics, animations, and multimedia. The course will also help prepare the student for the Microsoft Office User Specialist (MOS) PowerPoint exam.

At Course Completion

After completing the course, students will understand and be able to implement the following skills:

Creating a Presentation

Delete slides, create a specified type of slide, create a presentation from a template or a wizard, Navigate among different views (slide, outline, sorter, and tri-pane), Create a new presentation from existing slides, Copy a slide from one presentation into another, Insert headers and footers, Create a blank presentation, Create a presentation using the AutoContent Wizard; Send a presentation via e-mail.

Modifying a Presentation

Change the order of slides using Slide Sorter view, Find and replace text, Change the layout for one or more slides, Modify the Slide Master, Modify slide sequence in the outline pane, Apply a design template.

Working with Text

Check spelling, Change and replace text fonts (individual slide and entire presentation), Enter text in tri-pane view, Import text from Microsoft Word, Change the text alignment, Create a text box for entering text, Use the Wrap text in TextBox feature, Use the Office Clipboard, Use the Format Painter, Promote and Demote text in slide and outline panes.

Working with Visual Elements

Add a picture from the Clip Art Gallery, Add and group shapes using WordArt or the Drawing Toolbar, Apply formatting, Add text to a graphic object using a text box, Scale and size an object including clip art, Create tables within PowerPoint, Rotate and fill an object.

Customizing a Presentation

Add AutoNumber bullets, Add speaker notes, Add graphical bullets, Add slide transitions, Animate text and objects.

Creating Output

Preview presentation in black and white, Print slides in a variety of formats, Print audience handouts, Print speaker notes in a specified format.

Delivering a Presentation

Start a slide show on any slide, Use on screen navigation tools, Print a slide as an overhead transparency, Use the pen during a presentation.

Managing Files

Save changes to a presentation, Save as a new presentation, Publish a presentation to the Web, Use the Microsoft Office Assistant, Insert hyperlink.

Microsoft Certification Exams

This course will help the student prepare for the following Microsoft Exam:
PowerPoint Core

Course: Microsoft Office Specialist Access

This course is designed to prepare the student for the Microsoft Office User Specialist (MOS) Access exam. Learn to use the latest version of Microsoft's powerful relational database course.

At Course Completion

After completing the course, students will understand and be able to implement the following skills:

Planning and Designing Databases

Determine appropriate data inputs/outputs for your database, Create table structure, Establish table relationships.

Working with Access

Use the Microsoft Office Assistant, Select an object using the Objects Bar, Print database objects (tables, forms, reports, and queries), Navigate through records in a table, query, or form, Create a database (using a wizard or in-design view.)

Building and Modifying Tables

Create tables by using the Table Wizard, Set primary keys, Modify field properties, Use multiple data types, Modify tables using Design View, Use the Lookup Wizard, Use the Input Mask Wizard.

Building and Modifying Forms

Create a form with the Form Wizard, Use the Control Toolbox to add controls, Modify Format Properties (font, style, font size, color, caption, etc.) of controls, Use form sections (headers, footers, and detail), Use a Calculated Control on a form.

Viewing and Organizing Information

Use the Office Clipboard, Switch between object views, Enter records using a datasheet, Enter records using a form, Delete records from a table, Find a record, Sort records, Apply and remove filters (filter by form and filter by selection), Specify criteria in a query, Display related records in a subdatasheet, Create a calculated field, Create and modify a multitable select query.

Defining Relationships

Establish relationships, Enforce referential integrity.

Producing Reports

Create a report with the Report Wizard, Preview and print a report, Move and resize a control, Modify Format Properties (font, style, font size, color, caption, etc.), Use the Control Toolbox to add controls, Use report sections (headers, footers, and detail), Use a Calculated Control in a report.

Integrating with Other Applications

Import data to a new table, Save a table, query, or form as a Web page, Add Hyperlinks.

Using Access Tools

Print database relationships, Back-up and restore a database, Compact and repair a database.

Microsoft Certification Exams

This course will help the student prepare for the following Microsoft Exam:
Access Core

Program Description: Microsoft Office Specialist Expert

Microsoft Office Specialist (MOS) Expert certification is the universally accepted standard assessment of desktop proficiency. Candidates must pass the Microsoft Expert exam in Word, Excel or both to hold the title of MOS Expert in that application.

The MOS Expert Certification is Appropriate for the following:

- Help Desk Support •Office Personnel •End Users

Microsoft Office Specialists Typical Environment:

Any size environment that has positions that use Outlook for email or calendar functions. Staffs that work with data processing, database applications, presentation development, word processing or spreadsheets.

Courses included in the MOS Expert Curriculum:

- Microsoft Word Expert
- Microsoft Excel Expert

Pre-requisite:

High School Diploma or GED; documentation of successful completion of a Microsoft Office Specialist Course or MOS certification.

Total Courses: 2 Total Exams: 2

Total Hours: 32 (16 hrs lecture / 16 hrs lab)

\$1,677.00 Tuition

\$150.00 Registration fee

\$68.00 Books

\$1,895.00 Total cost

\$118.00 Self test Software (optional)

Maximum Students per class: 18

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>
Microsoft Word Expert	16	8	8
Microsoft Excel Expert	16	8	8
Total	32	16	16

Course: Microsoft Office Specialist Expert Word

This course will prepare the student for the Microsoft Office Specialist (MOS) expert exam for Word. The student will learn advanced techniques for Microsoft Office Word.

At Course Completion

After completing the course, students will understand and be able to implement the following skills:

Working with Paragraphs

Apply paragraph and section shading, Use text flow options (keeping lines together), Sort lists, paragraphs, and tables.

Working with Documents

Create and modify page borders, Format first page differently than subsequent pages, Use bookmarks, Create and edit styles, Create watermarks Use Find and Replace with formats, special characters, and nonprinting elements, Balance column length (using column breaks appropriately), Create or revise footnotes and endnotes, Work with master documents and subdocuments, Create and modify a table of contents, Create cross reference, Create and modify an index.

Using Tables

Embed worksheets in a table, Perform calculations in a table, Link Microsoft Excel data as a table, Modify worksheets in a table.

Working with Pictures and Charts

Add bitmap graphics, Delete and position graphics, Create and modify charts, Import data into charts.

Using Mail Merge

Create main document, Create data source, Sort records to be merged, Merge main document and data source, Generate labels, Merge a document using alternate data sources.

Using Advanced Features

Insert a field, Create, apply, and edit macros, Copy, rename, and delete macros, Create and modify form, Create and modify a form control (for example, add an item to a drop-down list), Use advanced text alignment features with graphics, Customize toolbars.

Collaborating with Workgroups

Insert comments, Help protect documents, Create multiple versions of a document, Track changes to a document, Set default file location for workgroup templates.

Microsoft Certification Exams

This course will help the student prepare for the following Microsoft Exam:
Word Expert

Course: Microsoft Office Specialist Expert Excel

This course is designed to prepare the student for the Microsoft Office Specialist expert exam for Excel. The student will learn advanced techniques for Microsoft Office Excel.

At Course Completion

After completing the course, students will understand and be able to implement the following skills:

Importing and Exporting Data

Import data from text files (insert, drag-and-drop) operations, Import from other applications, Import a table from an HTML file (insert and drag and drop operations, including HTML round tripping), Export to other applications.

Using Templates

Apply templates, Edit templates, Create templates.

Using Multiple Workbooks

Use a workspace, Link workbooks.

Formatting Numbers

Apply number formats (accounting, currency, and number), Create custom number formats, Use conditional formatting.

Printing Workbooks

Print and preview multiple worksheets, Use the Report Manager.

Working with Named Ranges

Add and delete a named range, Use a named range in a formula, Use Lookup Functions (Hlookup or Vlookup).

Working with Toolbars

Hide and display toolbars, Customize a toolbar, Assign a macro to a command button.

Using Macros

Record macros, Run macros, Edit macros.

Auditing a Worksheet

Work with the Auditing Toolbar, Trace errors (find and fix errors), Trace precedents (find cells referred to in a specific formula).

Displaying and Formatting Data

Apply conditional formats, Perform single and multilevel sorts, Use grouping and outlines, Use subtotaling, Extract data Query databases.

Using Analysis Tools

Use the Microsoft PivotTable® autoformat, Use Goal Seek, Create Microsoft PivotChart® reports, Work with Scenarios, Use Solver, Use data analysis and PivotTable, Create interactive tables for the Web with PivotTable, Add fields to a table using the Web browser.

Collaborating with Workgroups

Create, edit, and remove a comment, Apply and remove worksheet and workbook protection, Change workbook properties, Apply and remove file passwords, Track changes (highlight, accept, and reject), Create a shared workbook, Merge workbooks.

Microsoft Certification Exams

This course will help the student prepare for the following Microsoft Exam:
Excel Expert

Program Description: Cisco Certified Network Associate (CCNA)

The CCNA certification (Cisco Certified Network Associate) indicates a foundation in and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists. The last two hours of the Courses will be spent doing test prep and review.

The CCNA Certification is Appropriate for the following:

- System Engineers
- Help Desk Support
- Field Technicians

A CCNA's Typical Computing Environment:

The CCNA credential is for IT professionals working in multiprotocol internetwork computing environments with the following characteristics:

- Small-Office, Home-Office (SOHO) Networks
- Organizations with Networks Fewer Than 100 Nodes

Courses included in the CCNA Curriculum:

- Cisco Certified Network Associate

Pre-requisite: High School Diploma or GED; and at least one year of experience with routed networks or Network+ Certification.

Total Courses: 1 Total Exam: 1

Total Hours: 40 (16 hrs lecture / 24 hrs lab)

\$1,845.00 Tuition

\$150.00 Registration fee

\$400.00 Books and Software

\$2,395.00 Total cost

Maximum Students per class: 8

Courses presented in Sequence:

<u>Course Title</u>	<u>Hours</u>	<u>Lecture</u>	<u>Lab</u>	<u>Test Prep</u>
Cisco Certified Network Associate	40	15	23	2
Total	40	15	23	2

Cisco Certified Network Associate (CCNA)

This course presents you with the concepts and commands required to configure Cisco routers in multiprotocol internetworks. You will learn the powerful feature of RIP, IGRP, as well as be able to configure your router for IP, IPX, and AppleTalk routing. Through lectures, discussions, exercises, and laboratory projects, you gain hands-on experience configuring fully operational Cisco routers. You will learn to apply Cisco IOS software commands ranging from address configuration to management and verification testing.

At Course Completion

After completing the course, students will understand and be able to implement the following topics:

The Network Evolution, Application and Upper Layers, Physical and Data Link Layers, Network Layer and Path Determination, Basic Router Operations, Configuring a Router, Discovering and Accessing Other Cisco Routers, Networking Protocol Suites, TCP/IP Overview, IP Addressing, IP Routing Configuration, Configuring Novell IPX, Configuring AppleTalk, Basic Traffic Management with Access Lists, Wide-Area Networking, Introduction to Serial Connections, Configuring X.25, Configuring Frame Relay.

Cisco Certification Exams

This course will help the student prepare for the following Cisco exam: Exam 640-801 Cisco Certified Network Associate (CCNA)

Class Hours and Schedule Options –

COMPTIA COURSES

A+ is offered in the following formats:

- Full Day schedules are Monday –Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 1.7.5 weeks or 7 days to complete the course
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 7 weeks or 14 days to complete the course
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 7 weeks or 14 days to complete the course
- Saturday schedules – 8:30am-5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 7 weeks or 7 days to complete the course
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 7 weeks or 7 days to complete the course

Network+ is offered in the following formats:

- Full Day schedules are Monday –Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 1 week or 5 days to complete the course
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the course
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the course
- Saturday schedules – 8:30am-5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the course
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the course

A+, Network + is offered in the following formats:

- Full Day schedules are Monday –Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 2.4 weeks or 12 days to complete the course
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 12 weeks or 24 days to complete the course
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 12 weeks or 24 days to complete the course
- Saturday schedules – 8:30am-5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 12 weeks or 12 days to complete the course
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 12 weeks or 12 days to complete the course

Security+ is offered in the following formats:

- Full Day schedules are Monday –Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 1 week or 5 days to complete the course
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the course
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the course
- Saturday schedules – 8:30am-5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the course
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the course

MICROSOFT COURSES

Microsoft Certified IT Professional Server

Administrator is offered in the following formats:

- Full Day schedules are Monday –Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 2.4 weeks or 12 days to complete the course
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 12 weeks or 24 days to complete the course
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 12 weeks or 24 days to complete the course
- Saturday schedules – 8:30am-5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 12 weeks or 12 days to complete the course
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 12 weeks or 12 days to complete the course

Microsoft Certified IT Professional Server

Administrator to Enterprise Administrator Upgrade is offered in the following formats:

- Full Day schedules are Monday –Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 1.4 weeks or 9 days to complete the course
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 9 weeks or 18 days to complete the course
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 9 weeks or 18 days to complete the course
- Saturday schedules – 8:30am-5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 9 weeks or 9 days to complete the course
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 9 weeks or 9 days to complete the course

Microsoft Certified IT Professional Enterprise Support Technician is offered in the following formats:

- Full Day schedules are Monday – Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 1 week or 5 days to complete the program
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the program
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the program
- Saturday schedules – 8:30am -5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the program
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the program

CISCO COURSES

CCNA is offered in the following formats:

- Full Day schedules are Monday – Friday 8:30am-5: 00pm
 - 8 academic hours per day
 - 5 days a week, 40 hours per week
 - 1 week or 5 days to complete the course
- Evening schedules - Monday/Wednesday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the course
- Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm
 - 4 academic hours per day
 - 2 days a week, 8 hours a week
 - 5 weeks or 10 days to complete the course
- Saturday schedules – 8:30am -5: 00pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the course
- Sunday schedules –11:00am-7: 30pm
 - 8 academic hours per day
 - 1 day a week, 8 hours a week
 - 5 weeks or 5 days to complete the course

MICROSOFT OFFICE COURSES

Microsoft Office Specialist is offered in the following formats:

Full Day schedules are Monday –Friday 8:30am-5: 00pm

8 academic hours per day

5 days a week, 40 hours per week

1 week or 5 days to complete the course

Evening schedules - Monday/Wednesday 6:00pm-10: 00pm

4 academic hours per day

2 days a week, 8 hours a week

5 weeks or 10 days to complete the course

Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm

4 academic hours per day

2 days a week, 8 hours a week

5 weeks or 10 days to complete the course

Saturday schedules – 8:30am-8:30am-5: 00pm

8 academic hours per day

1 day a week, 8 hours a week

5 weeks or 5 days to complete the course

Sunday schedules –11:00am-7: 30pm

8 academic hours per day

1 day a week, 8 hours a week

5 weeks or 5 days to complete the course

Microsoft Office Specialist Expert is offered in the following formats:

Full Day schedules are Monday –Friday 8:30am-5: 00pm

8 academic hours per day

4 days a week, 32 hours per week

1 week or 4 days to complete the course

Evening schedules - Monday/Wednesday 6:00pm-10: 00pm

4 academic hours per day

2 days a week, 8 hours a week

4 weeks or 8 days to complete the course

Evening schedules – Tuesday/Thursday 6:00pm-10: 00pm

4 academic hours per day

2 days a week, 8 hours a week

4 weeks or 8 days to complete the course

Saturday schedules – 8:30am-8:30am-5: 00pm

8 academic hours per day

1 day a week, 8 hours a week

4 weeks or 4 days to complete the course

Sunday schedules –11:00am-7: 30pm

8 academic hours per day

1 day a week, 8 hours a week

4 weeks or 4 days to complete the course

2009 ACADEMIC CALENDAR

Class	Day	Hours	Start	End
A+, Network+	Day	8:30am-5: 00pm	01/05/09	01/21/09
A+, Network+	Mon/Wed	6:00pm-10:00pm	01/26/09	04/22/09
A+, Network+	Saturdays	8:30am-5: 00pm	01/24/09	04/11/09
A+, Network+	Day	8:30am-5: 00pm	02/02/09	02/18/09
A+, Network+	Tues/Thurs	6:00pm-10:00pm	02/03/09	04/30/09
A+, Network+	Day	8:30am-5: 00pm	03/02/09	03/17/09
A+, Network+	Mon/Wed	6:00pm-10:00pm	03/23/09	06/15/09
A+, Network+	Day	8:30am-5: 00pm	04/06/09	04/21/09
A+, Network+	Day	8:30am-5: 00pm	05/04/09	05/19/09
A+, Network+	Mon/Wed	6:00pm-10:00pm	06/22/09	09/14/09
A+, Network+	Day	8:30am-5: 00pm	06/01/09	06/16/09
A+, Network+	Tues/Thurs	6:00pm-10:00pm	06/16/09	09/03/09
A+, Network+	Day	8:30am-5: 00pm	07/07/09	07/22/09
A+, Network+	Day	8:30am-5: 00pm	08/03/09	08/18/09
A+, Network+	Saturdays	8:30am-5: 00pm	08/08/09	10/17/09
A+, Network+	Mon/Wed	6:00pm-10:00pm	09/28/09	12/28/09
A+, Network+	Day	8:30am-5: 00pm	09/14/09	09/29/09
A+, Network+	Tues/Thurs	6:00pm-10:00pm	09/15/09	12/08/09
A+, Network+	Day	8:30am-5: 00pm	10/13/09	10/28/09
A+, Network+	Day	8:30am-5: 00pm	11/02/09	11/18/09
A+, Network+	Day	8:30am-5: 00pm	12/07/09	12/22/09
A+	Day	8:30am-5: 00pm	01/05/09	01/13/09
A+	Mon/Wed	6:00pm-10:00pm	01/26/09	03/18/09
A+	Saturdays	8:30am-5: 00pm	01/10/09	03/07/09
A+	Day	8:30am-5: 00pm	02/02/09	02/10/09
A+	Tues/Thurs	6:00pm-10:00pm	02/03/09	03/26/09
A+	Day	8:30am-5: 00pm	03/02/09	03/10/09
A+	Mon/Wed	6:00pm-10:00pm	03/23/09	05/06/09
A+	Day	8:30am-5: 00pm	04/13/09	04/21/09
A+	Day	8:30am-5: 00pm	05/04/09	05/12/09
A+	Mon/Wed	6:00pm-10:00pm	06/22/09	08/05/09
A+	Day	8:30am-5: 00pm	06/01/09	06/09/09
A+	Tues/Thurs	6:00pm-10:00pm	06/16/09	07/30/09
A+	Day	8:30am-5: 00pm	07/07/09	07/15/09
A+	Day	8:30am-5: 00pm	08/03/09	08/11/09
A+	Saturdays	8:30am-5: 00pm	08/08/09	09/12/09
A+	Mon/Wed	6:00pm-10:00pm	09/28/09	11/18/09
A+	Day	8:30am-5: 00pm	09/14/09	09/22/09
A+	Tues/Thurs	6:00pm-10:00pm	09/15/09	10/29/09
A+	Day	8:30am-5: 00pm	10/13/09	10/21/09
A+	Day	8:30am-5: 00pm	11/02/09	11/10/09
A+	Day	8:30am-5: 00pm	12/07/09	12/15/09
Network+	Day	8:30am-5: 00pm	01/13/09	01/21/09
Network+	Mon/Wed	6:00pm-10:00pm	03/23/09	04/22/09
Network+	Saturdays	8:30am-5: 00pm	03/14/09	04/11/09
Network+	Day	8:30am-5: 00pm	02/11/09	02/18/09
Network+	Tues/Thurs	6:00pm-10:00pm	03/31/09	04/30/09
Network+	Day	8:30am-5: 00pm	03/11/09	03/17/09
Network+	Mon/Wed	6:00pm-10:00pm	05/13/09	06/17/09
Network+	Day	8:30am-5: 00pm	04/22/09	04/28/09
Network+	Day	8:30am-5: 00pm	05/20/09	05/27/09
Network+	Mon/Wed	6:00pm-10:00pm	08/10/09	09/14/09
Network+	Day	8:30am-5: 00pm	06/10/09	06/16/09
Network+	Tues/Thurs	6:00pm-10:00pm	08/04/09	09/03/09
Network+	Day	8:30am-5: 00pm	07/16/09	07/22/09
Network+	Day	8:30am-5: 00pm	08/12/09	08/18/09
Network+	Saturdays	8:30am-5: 00pm	09/19/09	10/17/09
Network+	Mon/Wed	6:00pm-10:00pm	11/23/09	12/28/09
Network+	Day	8:30am-5: 00pm	09/23/09	09/29/09
Network+	Tues/Thurs	6:00pm-10:00pm	11/03/09	12/08/09
Network+	Day	8:30am-5: 00pm	10/23/09	10/28/09
Network+	Day	8:30am-5: 00pm	11/12/09	11/18/09
Network+	Day	8:30am-5: 00pm	12/16/09	12/22/09

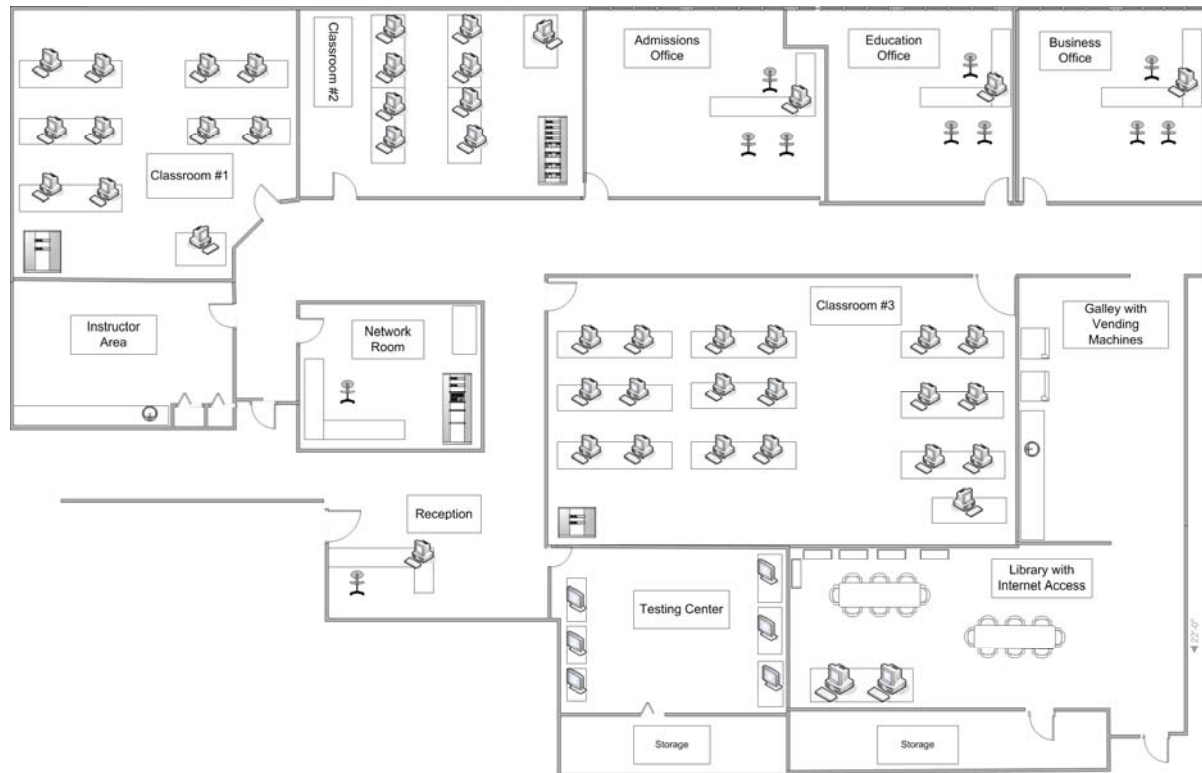
2008 ACADEMIC CALENDAR cont.

Security+	Day	8:30am-5:00pm	6/29/09	07/06/09
Security+	Day	8:30am-5:00pm	08/17/09	08/21/09
MCITP-SA	Mon/Wed	6:00pm-10:00pm	01/12/09	04/08/09
MCITP-SA	Tues/Thurs	6:00pm-10:00pm	02/11/09	05/06/09
MCITP-SA	Tues/Thurs	6:00pm-10:00pm	03/17/09	06/04/09
MCITP-SA	Mon/Wed	6:00pm-10:00pm	05/18/09	08/10/09
MCITP-SA	Sat	8:30am-5:00pm	08/08/09	10/24/09
MCITP-SA	Mon/Wed	6:00pm-10:00pm	09/14/09	12/14/09
MCITP-EA	Sat	8:30am-5:00pm	11/14/09	01/23/10
MCITP (EST)	Saturday	8:30am-5:00pm	04/18/09	05/16/09
MCITP (EST)	Saturday	8:30am-5:00pm	10/17/09	11/14/09
CCNA	Day	8:30am-5:00pm	01/26/09	01/30/09
CCNA	Tue/Thurs	6:00pm-10:00pm	02/03/09	03/05/09
CCNA	Saturday	8:30am-5:00pm	01/17/09	02/14/09
CCNA	Day	8:30am-5:00pm	02/23/09	02/27/09
CCNA	Tue/Thurs	6:00pm-10:00pm	03/24/09	04/23/09
CCNA	Day	8:30am-5:00pm	02/23/09	02/27/09
CCNA	Day	8:30am-5:00pm	03/30/09	04/03/09
CCNA	Tue/Thurs	6:00pm-10:00pm	05/05/09	06/04/09
CCNA	Day	8:30am-5:00pm	06/22/09	06/26/09
CCNA	Saturday	8:30am-5:00pm	07/11/09	08/15/09
CCNA	Tue/Thurs	6:00pm-10:00pm	07/07/09	08/06/09
CCNA	Day	8:30am-5:00pm	07/27/09	07/31/09
CCNA	Day	8:30am-5:00pm	08/24/09	08/29/09
CCNA	Tue/Thurs	8:30am-5:00pm	09/01/09	10/01/09
CCNA	Tue/Thurs	6:00pm-10:00pm	10/05/09	10/09/09
CCNA	Day	8:30am-5:00pm	10/27/08	10/31/08
CCNA	Tue/Thurs	8:30am-5:00pm	10/20/09	11/19/09
CCNA	Day	8:30am-5:00pm	11/30/09	12/04/09

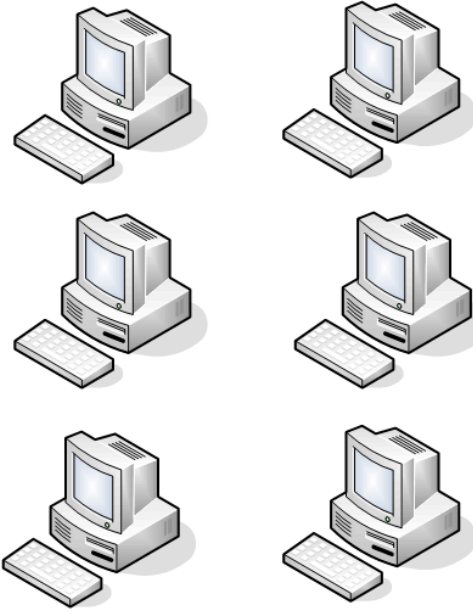
Start and end dates are subject to change. Please contact an admissions representative to confirm.

Floor Plan of Classrooms

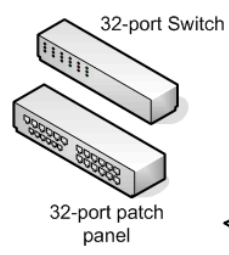
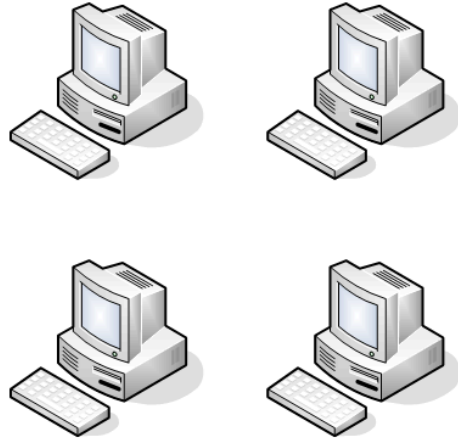
Items in drawing are not scaled to actual size.
Total space is about 4000 square feet.



LAB 1



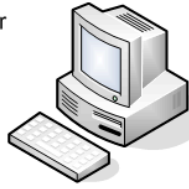
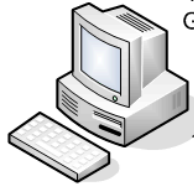
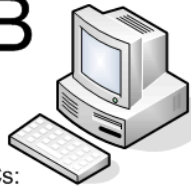
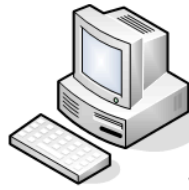
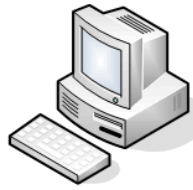
Student PCs:
Pentium 4
(3.06 GHz)
3 GB RAM
DVD-ROM
GigaBit NICs
17" Flat Panel
Monitors



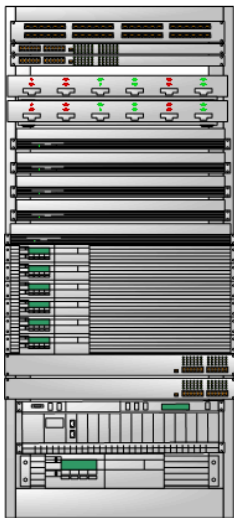
Instructor PC:
Pentium 4
(3.06 GHz)
3 GB RAM
DVD-ROM
Dual NICs
17" Flat Panel
Monitor



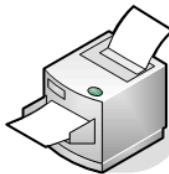
LAB 2



Student PCs:
Pentium 4 2.8
GHz Processor
2 GB RAM
DVD-Rom
Dual NICs
17' Flat Panel
Monitors



- 2- 24 port switches
- 2- Cisco Catalyst 3500
- 5- Cisco Catalyst 2900
- 6- Cisco 2611
- 2- Cisco 2524
- 1- Cisco 3600
- 1- Atlas Adtran
ISDN Simulator

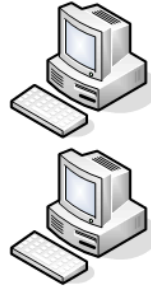
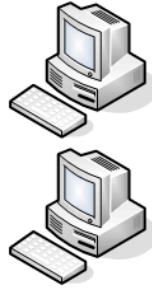
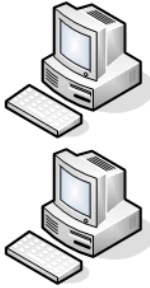


HP LaserJet 4100

Instructor PC:
Pentium 4 2.8
GHz Processor
2 GB RAM
DVD-Rom
Dual NICs
17' Flat Panel
Monitor



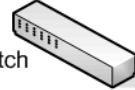
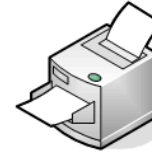
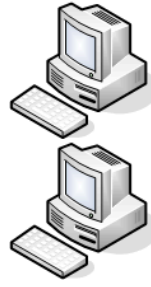
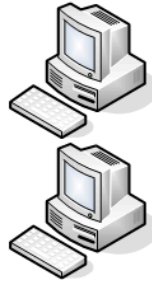
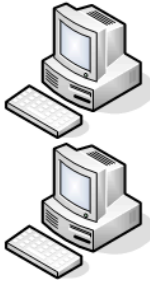
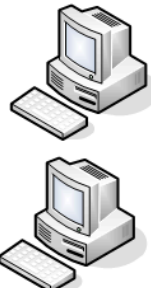
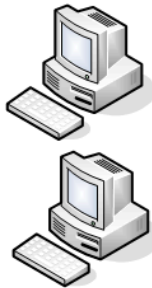
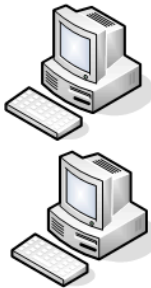
LAB 3



Student PCs:
Intel Core 2
Duo 2.33 GHz
Processor
4 GB RAM
DVD-ROM
Dual NICs



Instructor PC:
Intel Core 2
Duo 2.33 GHz
Processor
4 GB RAM
DVD-ROM
Dual NICs



24-port switch

.