

# 2009-2010

Vatterott College

Kansas City Course Catalog

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The information contained in this catalog is true and correct to the best of my knowledge.

**Wayne Major**  
Campus Director



## A Message from the President

Dear Vatterott Students,

It is the primary goal of Vatterott College to provide our students with a productive, interactive, academic learning environment. Our facilities house industry standard learning tools which provide our students the ability to achieve their academic goals.

The Vatterott College staff is dedicated to assisting our students with their educational careers by providing friendly, knowledgeable guidance. Making the decision to return to school is a life changing decision which will positively impact one's personal and professional life.

It is our hope that Vatterott College offers you the skills, knowledge and guidance that you seek as you transition into your chosen career path.

Possessing an education is a lifetime investment which will hopefully assist you in achieving the goals that you have set for yourself.

We welcome you to Vatterott College and hope your learning experience is one that is both fulfilling and rewarding to your personal growth.

Sincerely,

Pamela Bell  
President  
Vatterott Educational Centers, Inc.

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# About Vatterott College

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## Our Philosophy

The student is our primary concern at Vatterott College. We are student-centered and committed to giving full attention and effort to the development of our students' skills.

Our focus on the student affects every aspect of the educational program. Recruitment, admissions, training, and career services policies are designed to develop a student's abilities, attitude, and interests so that he/she becomes a skilled and successful employee.

Our training goal is to provide the basic skills and understanding of common techniques and procedures required for employability. Higher-level technical skills are also offered to qualified students.

Our programs are dedicated to achieving maximum development of each student's skills and personal potential so that he/she is qualified to begin employment in a trade or vocation. The skills and work attitudes taught at Vatterott College are of practical use to the student in his/her chosen career and ensure successful adjustment to the work environment. Our requirements for graduation are demanding.

## History of Vatterott College

Vatterott College was established in 1969 in St. Louis, Missouri. The original name was Urban Technical Centers, Inc., and subsequent changes included Vatterott & Sullivan Educational Center and Vatterott Educational Centers. The institution changed its name to Vatterott College in 1989 when Associate degree (specialized) granting authority was issued by the Accrediting Commission of NATTS (National Association of Trade and Technical Schools).

In January 1985, the institution opened its new facility in St. Ann, Missouri, and in 1990, Vatterott College had the honor of being named the "Best Institution in Missouri" by the Missouri Association of Private Career Schools.

Vatterott College expanded to Springfield, Joplin, and Independence, Missouri, in April 1991 as a result of a teach-out of students attending Draughon Business College. In August 1991, Vatterott College was authorized to establish branch campuses at these locations.

In May 1995, Vatterott College expanded to Quincy, Illinois, as a result of the purchase of the former Quincy Technical Schools.

In June 1996, the Business and Banking Institutes with locations in Omaha, Nebraska, and Des Moines, Iowa, were purchased. Programs were added and the institutions were relocated under the name Vatterott College. In the same year, an additional location of the St. Ann campus opened in Sunset Hills, Missouri. Vatterott College expanded into the following cities as a result of various teach-

out agreements: St. Joseph, Missouri, in March 1995; Tulsa, Oklahoma, in 1997; Memphis, Tennessee, in 1999; Wichita, Kansas, in 1999; and Cleveland, Ohio in 2001. In 1997, a branch location of the Quincy campus was opened in Oklahoma City, Oklahoma.

In December 1999, Vatterott College expanded in Omaha, Nebraska by purchasing the former Universal Technology Institute. In January 2000, a satellite campus was established in O'Fallon, Missouri. In September 2001, Vatterott College purchased the former Omaha College of Health Careers in Omaha, Nebraska, and established a branch campus. The St. Joseph campus changed affiliation in 2003 and continues operations as a branch campus of the Des Moines, Iowa main institution.

Wellspring Capital Partners purchased all Vatterott College locations in January 2003 and named the holding company as Vatterott Educational Centers, Inc.

The O'Fallon satellite location was approved as a branch campus of the St. Ann main institution in 2004. L'Ecole Culinaire was approved as a branch campus of the Des Moines, Iowa main institution in 2004.

Vatterott College operations expanded into Texas in 2004, purchasing Court Reporting Institute of Dallas. The Court Reporting Institute of Houston was approved as branch campus of the Dallas main campus in 2004.

In January 2007, Vatterott Education Center located in Dallas, Texas was approved as a branch campus of the Quincy main institution.

In May 2008, Vatterott Career College Appling Farms, Tennessee was approved as a branch campus of Des Moines main institution.

In November 2008, L'École Culinaire, Cordova, Tennessee, was approved as a branch campus of the Quincy main institution.

## Accreditation, Authorization, and Approvals

Vatterott College is accredited by the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The Accrediting Commission of Career Schools and Colleges of Technology is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

Accrediting Commission of Career Schools and Colleges of Technology  
2101 Wilson Blvd., Suite 302  
Arlington, VA 22201  
(703) 247-4212

## Certifications

Certified to Operate by the Coordinating Board for Higher Education, State of Missouri.

## Memberships

Air Conditioning Contractors Association  
Alpha Beta Kappa National Honor Society  
American Society for Training and Development  
Association of Career Development Professionals  
Association of Information Technology Professionals  
Better Business Bureau – Kansas City  
Better Business Bureau – Independence  
Career College Association  
Council on Philanthropy  
Employment Assistance Resource Network  
Employment Practices Network  
Greater Kansas City Chamber of Commerce  
Greater KC Media Managers Association  
Heart of America United Way Corporate Volunteer Council  
Heartland Users Group  
Human Resources Management Association  
Independence Chamber of Commerce  
Institute of Electrical and Electronic Engineers  
International Association of Administrative Professionals  
International Association of Career Management Professionals  
International Association of Electrical Inspectors  
Linux Users Group  
Missouri Association of Private Career Schools  
Missouri Association of Student Financial aid Personnel  
Missouri Chamber of Commerce  
Missouri Guidance Association  
National Association of Colleges & Employers  
National Fire Protection  
Northland Regional Chamber of Commerce  
Overland Park Chamber of Commerce  
Professional Telemarketers Association  
Refrigeration Service Engineer Society  
Regional Commerce & Growth Association  
Sertoma – Kansas City  
Society for Human Resources Management  
Workforce Solutions

## Approvals

Division of Vocational Rehabilitation  
Department of Elementary and Secondary Education  
State of Missouri and Illinois  
Worker Investment Act (WIA)  
Division of Employment and Training  
State of Missouri and Illinois  
UAW/TAP Education

## About Vatterott College

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Chrysler, GM, Ford Motor Company  
Department of Immigration and Naturalization  
Justice Department, USA  
Missouri State Approval Agency for Veterans and  
War Orphan Education  
Approved for Veterans Education  
VA/Vocational Rehabilitation  
Approved for Worker Reentry, Trade Readjustment  
Act and Futures Program  
Approved Training for Employees by a Variety of Missouri Employers

This is a partial list. For confirmation on specific agency or company approval please contact the school.

## Campus Location

Vatterott College – Kansas City Campus  
8955 E 38th Terrace  
Kansas City, Missouri 64129  
(816) 861-1000

Administrative Offices  
8955 E 38th Terrace  
Kansas City, Missouri 64129  
(816) 861-1000

## Campus Facilities

Vatterott College – Kansas City Campus – Branch of Main Campus, Berkeley, Missouri

The facility at 8955 E 38th Terrace, Kansas City, Missouri contains over 63,000 sq. feet of training space. The space is air conditioned and contains over 30 modern classrooms devoted to training in Medical Office Assistant, Administrative Application Specialist, Pharmacy Assistant, Computer Engineering Design & Drafting, Computer Technology, Electrical Mechanics, Industrial Control Technology, Information Systems Security and Heating, Air Conditioning & Refrigeration with an additional 25,000+ sq. feet of Heating and Air Conditioning, Plumbing and Electrical lab space. The classrooms and labs are equipped with program specific equipment that provides for hands on training in real, work-related situations. Maximum class size is 30 students. Theory classes are limited in size to a 30:1 student/teacher ratio and labs are limited to a 20:1 ratio.

Enrollment capacity: 600 students per session.

## Admissions Information

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### Admissions Policy

Students should apply for admission as soon as possible in order to be accepted for a specific program of study and start date. All applicants are required to complete a personal interview with an admissions representative, either in person or by telephone, depending upon the distance from the institution. Parents and/or significant others are encouraged to attend. This gives applicants and their families an opportunity to see and learn about the institution's equipment and facilities and to ask questions relating to the institution's curriculum and career objectives. Personal interviews also enable institution administrators to determine whether an applicant is a strong candidate for enrollment into the program.

Applicants must have a High School Diploma or General Education Diploma (GED).

The following items must be completed at the time of registration:

- Application for Admission
- Enrollment Agreement (if applicant is under 18 years of age, it must also be signed by parent or guardian)
- Request for high school or GED transcript (and college transcripts, where applicable)
- Financial aid forms (if applicant wishes to apply for financial aid)
- Payment of registration fee (non-refundable unless applicant is denied admission or cancels application within three business days of the institution's receipt of the application and fee)
- Applicants with home school diplomas are required to present evidence to validate the credential. In the event the home school diploma cannot be verified by the state authority, the applicant is required to complete the GED and provide copy of transcript

The institution reserves the right to reject applicants if the items listed above are not successfully completed.

## Re-Entering Students

Students who have previously attended the institution will be subject to the same admission requirements and procedures as new applicants, with the exception of the registration fee. The registration fee will be waived for all students who re-enter less than a year after leaving the institution. All re-entering students must complete a new Enrollment Agreement and are charged the rate of tuition in effect at the time of re-entry.

## Non-Degree Non-Program Students

It is the policy of Vatterott College to permit non-degree non-program students to enroll in no more than two terms of course study. A non-degree non-program student is defined as a student that has not selected a degree or program of study. Federal financial aid is not available to non degree non program students. Non-degree non-program students must meet the same admissions standards as degree students. Prerequisites may be required.

## Institution Calendar

New classes begin frequently. For a particular course, please contact the institution for the exact start dates or refer to the calendar insert.

Classes are not held on the following holidays: New Year's Day, Martin Luther King's Birthday, Good Friday, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve.

## Tuition/Fees Policies

1. Tuition may either be paid in full upon enrollment or complete payment must be accounted for on the Information Sheet for Student Tuition Financing (Tuition Proposal).
2. All tuition payments are to be made in accordance with the terms of the Enrollment Agreement/Retail Installment Contract. Special circumstances that may warrant other payment terms are granted only at the discretion of the institution.
3. Any student delinquent in the payment of any sum owed to the institution may be suspended from the institution, at the institution's sole discretion, until the institution receives payment of all such delinquent sums, or the student makes arrangements to pay such delinquent sums. Arrangements to pay must be accepted by the institution.

4. In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement.
5. If a student repeats any portion of the program, the student must pay tuition and fees applicable to such portion of the program and execute a written addendum to the Enrollment Agreement with the institution, specifying the terms of the repeat.

See Catalog Addendum for current tuition and fees. (If missing, notify the institution.)

## Add/Drop Period

Add/Drop Period is fourteen (14) calendar days from the first date of the term. Students who fail to attend classes during the add/drop period will be withdrawn and issued a W.

## Financial Information

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It is the goal of Vatterott College to assist every eligible student in procuring financial aid to enable the student to attend the institution. The institution participates in various federal and state student financial assistance programs. The financial aid programs are designed to provide assistance to students who are currently enrolled or accepted for enrollment, but whose financial resources are inadequate to meet the full cost of their education.

The primary responsibility for meeting the costs of education rests with the individual student and their families. All financial aid is awarded on the basis of need, regardless of sex, age, race, color, religion, creed or national origin. Need is defined as the difference between the cost of education for one academic year and the amount a student's family can be reasonably expected to contribute to this cost of education for the same period.

### Consumer Information

Most of the information dissemination activities required by the Higher Education Amendments of 1986 have been satisfied within this catalog. However, student finance personnel are available, in accordance with federal regulations, to discuss consumer information in more detail with current and prospective students.

### Financial Aid Eligibility

In order to be eligible for financial aid, a student must:

- Be enrolled as a regular student in an eligible program of study on at least a half-time basis (With the exception of Pell and FSEOG.);
- Have a high school diploma or the equivalent;
- Students who display the ability to benefit (ATB) from Vatterott training programs may be eligible to participate based on an independently administered test, see campus Director of Education to inquire (Texas students only);
- Be a U.S. citizen or national, or an eligible non-citizen. Verification of eligible non-citizen status may be required;
- Have financial need (except for some loan programs) as determined by a need analysis system approved by the Department of Education;
- Maintain satisfactory academic progress;
- Provide required documentation for the verification process and determination of dependency status;

- Have a valid Social Security Number;
- Not have borrowed in excess of the annual aggregate loan limits for the Title IV financial aid programs;
- Be registered for the Selective Service, if required;
- Sign an updated Statement of Educational Purpose\Certification Statement on refunds and default.

### Application

To apply for financial aid, a student must complete a standard application such as the Free Application for Federal Student Aid (FAFSA). The application must be completed with extreme care and accuracy. Our Student Financial Aid Department is available to assist students in the completion of this form and to answer any questions.

The FAFSA is used to determine eligibility for all types of financial aid programs. Once processed, the application will produce an Expected Family Contribution (EFC) which determines eligibility. Financial aid from federal programs is not guaranteed from one year to the next; therefore it is necessary for each student to reapply every year.

### Need and Cost of Attendance

Once the application is completed, the information will be used in a formula established by the Congress, that calculates need and helps determine eligibility. When combined with other aid and resources, a student's aid package may not exceed the cost of attendance.

### Satisfactory Academic Progress

Students must meet the standards of satisfactory academic progress (SAP) in order to remain eligible to continue receiving financial assistance as well as to remain eligible to continue as a regular student of the institution.

Satisfactory academic progress for purposes of continuing eligibility for federal financial assistance is determined by applying the CGPA requirements, progression towards completion requirements, maximum completion time restrictions, probation provisions, suspension and dismissal procedures, and appeals procedures as outlined in the Academic Information section of this catalog.

Students on academic probation are considered to be maintaining satisfactory academic progress and are eligible to continue receiving federal financial assistance. Students who have been academically dismissed are no longer active students of

the institution and are ineligible for financial aid. Reinstatement of financial aid eligibility will occur only after re-admittance following dismissal or in the event the student's appeal results in re-admittance.

## Federal Pell Grant

This grant program is designed to assist needy undergraduate students who desire to continue their education beyond high school. Every student is entitled to apply for a Federal Pell Grant. Eligibility is determined by a standard U.S. Department of Education formula, which uses family size, income and resources to determine need. The actual amount of the award is based upon the cost of attendance, enrollment status, and the amount of money appropriated by Congress to fund the program. The Federal Pell Grant makes it possible to provide a foundation of financial aid to help defray the cost of a postsecondary education. Unlike loans, the Federal Pell Grant does not usually have to be paid back.

## Federal Supplemental Educational Opportunity Grant (FSEOG)

The FSEOG is a grant program for undergraduate students with exceptional need with priority given to students with Federal Pell Grant eligibility. Students who are unable to continue their education without additional assistance may qualify for this program. The federal government allocates FSEOG funds to participating institutions. This is a limited pool of funds and the institution will determine to whom and how much it will award based on federal guidelines. Often, due to limited funding, grants are awarded on a first-come, first-served basis.

## Academic Competitiveness Grant (ACG)

The ACG grant is available to students who have completed a rigorous program of study during high school. To be eligible, the student must be enrolled in a degree program and be eligible to receive the Pell grant. Other eligibility requirements may apply. Contact the financial aid office for details.

## National Science and Mathematics Access to Retain Talent Grant (National SMART Grant)

This grant is available to students who are enrolled in the third and fourth years of designated programs of study. The student must be eligible for the Pell grant and meet various other eligibility criteria. Contact the financial aid office for details.

## Federal Stafford Student Loans

Federal Stafford loans, available through the Federal Family Education Loan Program (FFELP), are low-interest loans that are made to the student by a lender, such as a bank, credit union, or savings and loan association. The loan must be used to pay for direct and/or indirect educational expenses. Subsidized loans are need based while unsubsidized loans are not. Repayment begins six months after the student graduates, withdraws from the institution, or attends below half-time enrollment status.

## Federal Parent Loan for Undergraduate Students (PLUS)

The Federal PLUS loan, another FFELP loan program, is available to parents of dependent undergraduate students. These loans are not based on need but when combined with other resources, cannot exceed the student's cost of education. A credit check is required and either or both parents may borrow through this program. Repayment begins within 60 days of final disbursement of the loan within a loan period.

## Private Loans

Various lending institutions offer loans to help cover the gap between the cost of education and the amount of financial aid the student has been awarded. Interest rates and fees vary by program and may be determined by the applicant's credit history. Students are encouraged to apply with a co-borrower to secure the best terms and loan approval.

## Scholarships

Make-the-Grade Scholarship - Vatterott College offers the Make-the-Grade Scholarship to any high school graduate who enrolls at Vatterott College within one year of high school graduation. The Make-the-Grade scholarship is a tuition remission scholarship that allows the student a \$25 tuition credit for every semester grade of A and \$20 for every semester grade of B that he/she received in high school, with a limit of \$1,000. Contact the Admissions Department for a scholarship application.

Imagine America Scholarship -- Vatterott College participates in the Imagine America Scholarship program sponsored by the Career College Foundation. This program awards three \$1,000 scholarships (no actual monetary value; tuition remission only) to every high school in the United States, to be awarded by the high school to students attending a career institution. Students must contact their high school guidance counselor for more information on selection criteria and to apply for this scholarship. Students may also find out more information about the Imagine America scholarship at [www.petersons.com/cca/](http://www.petersons.com/cca/)

Imagine America Military Award Program (MAP) – This program has been established by the Career College Foundation to help military personnel pursue postsecondary career education, recognizing the important contribution of our nation's armed services. The \$1,000 award (no actual monetary value; tuition remission only) is available to any active duty and honorably discharged or retired veteran of a United States military service branch for attendance at a participating career institution. Each campus is limited in the number of annual awards. Students may find out more information about the Imagine America Military Award Program at [www.petersons.com/cca/](http://www.petersons.com/cca/)

## Other Financial Resources

There are other potential resources you should consider for financing your education. Scholarship aid is often available from high school organizations, church groups, and social, civic, and fraternal organizations with which you or your parents may be affiliated. Many companies provide scholarship aid for children of employees, while others provide tuition assistance to students who work for them part-time or full-time.

Veterans Educational Benefits -- Vatterott College is approved for the training of veterans and veterans' children in accordance with the rules and regulations administered by the State Approving Agency of the United States Department of Veterans Affairs. Representatives of the Department of Veterans Affairs, the individual State Approving Agencies, and the Financial Aid Office, are available to advise you on eligibility for veterans' educational benefits. Be sure to contact the financial aid office regarding filing of proper forms to plan your benefits well in advance of the start date for the class in which you desire to enroll.

The Department of Veterans Affairs may pay monthly educational allowances to qualified students to help defray the cost of tuition and living expenses. For further information, contact the Department of Veterans Affairs, the State Approving Agency, or a financial aid officer at Vatterott College. PLEASE NOTE: STUDENTS ARE RESPONSIBLE FOR THEIR TUITION PAYMENTS, NOT THE DEPARTMENT OF VETERANS AFFAIRS.

NOTE: All Vatterott College locations may not be eligible for Veterans Educational Benefits by the Department of Veterans Affairs. Please check with the institution Director for the State Approving Agency representative in your area.

Government Sponsored Programs -- Vatterott College accepts qualified students eligible to participate in various state- administered programs. Contact the institution Director for details.

Company Tuition Reimbursement -- Vatterott College may be approved as a training facility in your area. It is recommended that you check with the Human Resources office of your particular employer for reimbursement policies.

## Entrance and Exit Interview/Loan Counseling

The Department of Education requires that any student receiving a Federal Family Educational Loan be notified concerning their loans. The institution counsels each student regarding loan indebtedness and gives each student an entrance test and mails an exit interview regarding the loan to make sure the student understands the amount borrowed and the student's rights and responsibilities regarding repayment.

The student must report to the Student Finance Office prior to withdrawal or graduation for loan counseling. The purpose of this session is to inform the student of their tentative total loans received while in attendance at the institution, refunds that may be made, and to provide the student with an estimated payment amount. If the student is unable to meet with the Student Finance Office, an exit interview will be mailed.

## Order of Return of SFA Program Funds

Title IV funds credited to outstanding loan balances for the payment period or period of enrollment for which a return of funds is required must be returned in the following order;

- Unsubsidized Stafford Loan Program;
- Subsidized Stafford Loan Program;
- Unsubsidized Direct Stafford loans (other than PLUS loans);
- Subsidized Direct Stafford loans;
- Federal Perkins Loan Program;
- Federal PLUS loans;
- Federal Direct PLUS loans;

If funds remain after repaying all loan amounts, those remaining funds must be credited in the following order:

- Federal Pell Grants for the payment period for which a return of funds is required;
- Academic Competitiveness Grants for which a return of funds is required;
- National Smart Grants for which a return of funds is required;
- Federal Supplemental Educational Opportunity;

- Grant (FSEOG) for which a return of funds is required;
- Other assistance under this Title for which a return of funds is required.

Refunds to any of the Title IV or State programs will be paid within 45 days or the timeframe established by the appropriate regulatory authority, whichever is shorter.

## Refund Policy

After the last day of the add/drop period for each term, as defined in the school catalog, no refunds or adjustments will be made to tuition for STUDENTs withdrawing from individual classes but otherwise still enrolled. Refunds are made for STUDENTs who withdraw or are withdrawn from the COLLEGE prior to the completion of their program. Refunds will be based on the current tuition charge incurred by the STUDENT at the time of withdrawal, not the amount the STUDENT has actually paid. Tuition and fees attributable to any future periods of enrollment that have not yet been charged will not be assessed. Any books, equipment, and/or uniforms that have been issued are nonrefundable. When a STUDENT withdraws from the COLLEGE, he/she must complete a STUDENT withdrawal form with the Registrar or Director of Education.

It is understood that any terms extended to any STUDENT are for convenience in paying the tuition and fees and are not in any way to be considered as payment(s) for periods of time. By accepting applications, the COLLEGE has assumed the obligation of furnishing a complete program, instructors, equipment, laboratories, classrooms and other facilities necessary for teaching those programs at the stated offered tuition cost for the program and with the understanding that refunds will be made per academic term only as follows:

- A. Refund to STUDENT attending the COLLEGE for the first time and for the first academic term:  
The COLLEGE shall refund unearned tuition, fee, room and board, and other charges as set forth in state or federal regulations, if applicable. In the absence of state or federal regulations, the COLLEGE shall make a pro rata refund of tuition, fees and other charges as defined below.
  1. A pro rata refund is a refund of not less than their portion of the tuition, fees and other charges assessed the STUDENT by the institution equal to the portion of the period of enrollment for which the STUDENT has been charged that remains on the last day of attendance by the STUDENT. (Total number of weeks comprising the period of enrollment for which the STUDENT has been charged into the number weeks remaining in that period as of the last recorded day of attendance by the STUDENT.) The refund will be rounded down and to the nearest 10% of that period, less an unpaid charge owed by the

STUDENT for the period of enrollment for which the STUDENT has been charged, less an administrative fee not to exceed \$100.00.

2. For a STUDENT terminating training after completing more than 60% of the period enrollment, the COLLEGE may retain the entire contract price of the period of enrollment, including an administrative fee not to exceed \$100.00.
- B. Refund subsequent periods or non first-time STUDENT:  
The COLLEGE shall refund unearned tuition and fees as set forth in applicable state or federal regulations to a STUDENT attending an institution for second and subsequent enrollment periods. Refunds will be calculated based upon the last day of attendance. In the absence of state or federal regulations, the COLLEGE shall make a refund of tuition and fees and other charges as set forth below:
1. During the first week of classes, the COLLEGE shall refund at least 90% of tuition; thereafter,
  2. During the first 25% of the period of financial obligation, the COLLEGE shall refund at least 55% of tuition; thereafter,
  3. During the second 25% of the period of financial obligation, the COLLEGE shall refund at least 30% of tuition.
  4. In case of withdrawal after this period, the COLLEGE may commit the STUDENT to the entire obligation.
- C. Refunds will be made within 30 days after the COLLEGE determines the STUDENT has withdrawn.
- D. A STUDENT who withdraws from the COLLEGE as a result of the STUDENT being called into active duty in a military service of the United States may elect one of the following options for each program in which the STUDENT is enrolled:
1. A full refund of any tuition and refundable fees for the academic term in which the STUDENT is enrolled at the time of withdrawal. No refund will be given for any academic term the STUDENT has completed.

2. A grade of incomplete with the designation “withdrawn-military” for the courses in the program in which the STUDENT is enrolled at the time of withdrawal and the right to re-enroll in those courses, or substantially equivalent courses if those courses are no longer available, not later than the first anniversary of the date the STUDENT is discharged from active military duty without payment of additional tuition and fees other than any previously unpaid balance of the original tuition, fees and charges for books for the courses.
3. The assignment of an appropriate final grade or credit for the courses in which the STUDENT is enrolled at the time of withdrawal, but only if the instructor or instructors of the courses determine that the STUDENT has:  
Satisfactorily completed at least 90 percent

## Return of Title IV Funds

A recipient of Federal Title IV\* financial aid who withdraws or is dismissed from school during a payment period (or term) in which the student began attendance will have the amount of Title IV Funds he/she did not earn calculated according to a pro-rata formula in federal regulations. For example if the student completed 30% of the payment period (or term), the student earns 30% of the assistance they were scheduled to receive for that payment period. Once the student has completed more than 60% of the payment period (or term), all of the assistance scheduled for that period is earned.

The formula is the number of calendar days the recipient has been enrolled for the payment period up to the day the student withdrew divided by the total number of calendar days in the payment period (or term). That percentage is multiplied by the amount of the recipient’s Title IV financial aid awarded for that payment period to determine the amount of Title IV financial aid that has been earned. The amount of Title IV financial aid that has not been earned for the payment period, and which must be returned, is the complement of the amount earned. The amount of the Title IV earned and the amount of Title IV not earned will be calculated based on the amount of Title IV financial aid that was disbursed or could have been disbursed for the payment period upon which the calculation was based.

If the recipient did not receive all of the funds that were earned, the student may be due a post-withdrawal disbursement. If the post-withdrawal disbursement includes federal student loan funds, the school must get the borrower’s permission before it can disburse. The student may choose to decline some or all of the loan funds. The school is authorized to use all or a portion of the post-withdrawal grant

funds for tuition, fees, books and supplies and contracted room and board charges. To apply remaining post-withdrawal grant funds to other school related charges, the school must obtain permission. However, it may be in the student's best interest to allow the school to keep the funds to reduce the debt to the school.

There are some Title IV funds that recipients were scheduled to receive that cannot be disbursed as post-withdrawal disbursements because of other eligibility requirements. For example, if the student is a first-time first-year undergraduate student and has not completed at least the first 30 calendar days of the program prior to withdrawal, no FFEL or Direct loan funds can be disbursed.

If the student receives (or the school or parent receives on the student's behalf) excess Title IV program funds that must be returned, the school must return a portion of the excess equal to the lesser of:

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

The school must return this amount even if it did not keep this amount of Title IV program funds. If the school is not required to return all of the excess funds, the student must return the remaining amount. Any loan funds that the student must return, the student (or parent for a PLUS loan) repay in accordance with the terms of the promissory note. That is, the borrower(s) make scheduled payments to the holder of the loan over a period of time.

Any unearned grant funds that the student must return is called an overpayment. The maximum amount of grant overpayment that the student must repay is half of the grant funds received or scheduled to be received by the student.

The requirements of Title IV program funds when the student withdraws are separate from any refund policy that the school may have. Therefore, the student may still owe funds to the school to cover unpaid institutional charges. The school may also charge the student for any Title IV program funds that the student was required to return. See the college's Tuition Refund Policy and instructions regarding the requirements and procedures for official withdrawal from school elsewhere in this catalog.

For answers about Title IV program funds, one can call the Federal Student Aid Information Center at 1-800-4 FedAid (1-800-433-2143). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at [www.studentaid.ed.gov](http://www.studentaid.ed.gov).

*\*Title IV programs are Federal Pell Grants, Academic Competitiveness Grants, National SMART grants, Stafford Loans, PLUS loans and Federal Supplemental Educational Opportunity Grants (FSEOG).*

## Withdrawal Date/Policy

The withdrawal date used to determine when the student is no longer enrolled at Vatterott College is:

The date the student began the official withdrawal process, either by submitting an official withdrawal form to the Registrar or Director of Education or by verbally communicating the student's intent to the Registrar or Director of Education, and ceasing to attend classes or other institution activities. A student who submits a completed official withdrawal form or verbally communicates his/her intent but who continues to attend classes or other institution activities will not be considered to have officially withdrawn from the institution.

If a student does not complete the official withdrawal process, the institution will determine the student's withdrawal date based upon federal regulations and institutional records.

For Federal student loan reporting purposes, the student's last date of attendance will be reported as the effective date of withdrawal for those who do not complete the official withdrawal process and will be the date the student began the official withdrawal process for those students who complete the official withdrawal process.

Please note that the above policy may result in a reduction in institution charges that is less than the amount of Title IV financial aid that must be returned. Therefore, the student may have an outstanding balance due to the institution that is greater than that which was owed prior to withdrawal.

## Academic Information

Letter Code	Numerical Percentage	Description	Included in Credits/Clock Hours Earned	Included in Credits/Clock Hours Attempted	Included in CGPA	Quality Points
A	90 – 100	Outstanding	Yes	Yes	Yes	4.00
B	80 – 89	Above Average	Yes	Yes	Yes	3.00
C	70 – 79	Average	Yes	Yes	Yes	2.00
D	60 – 69	Below Average	Yes	Yes	Yes	1.00
F	0 – 59	Failing	Yes	Yes	Yes	0.00
W	N/A	Withdrawn	No	Yes	No	N/A
WF	N/A	Withdrawn/Failure	No	Yes	No	N/A
I	N/A	Incomplete	No	Yes	No	N/A
TC	N/A	Transfer	Yes	Yes	No	N/A
TO	N/A	Test-Out	Yes	Yes	No	N/A
AU	N/A	Audit	No	No	No	N/A

### Application of Grades and Credits

The chart above describes the impact of each grade on a student's academic progress. For calculating rate of progress grades of F (failure), W (withdrawn), WF (withdrawal/failure) and I (incomplete) are counted as hours attempted, but are not counted as hours successfully completed. A grade of W will not be awarded after the student has completed the second week of the term. Withdrawal after the second week of the term will result in the student receiving a grade of WF.

The student must repeat any required course in which a grade of F, W or WF is received. Students will only be allowed to repeat courses in which they received a grade of D or below.

In the case of D or F, the better of the two grades is calculated into the CGPA. The lower grade will include a double asterisk “\*\*” indicating that the course has been repeated. Both original and repeated credits will be counted as attempted credits in rate of progress calculations.

TC and TO credits are included in the maximum time in which to complete and the rate of progress calculations but are not counted in the CGPA calculation.

To receive an incomplete (I), the student must petition, by the last week of the term, for an extension to complete the required course work. The student must be satisfactorily passing the course at the time of petition. Incomplete grades that are not completed within fourteen calendar days after the end of the term will be converted to a grade of F and will affect the students CGPA.

### Grading Policy

The course grade earned by a student and assigned by the instructor will be based on an evaluation of the student's mastery of the objectives of the course. The instructors' grading policy will be published in the course syllabus and approved by the Director of Education or designee in advance of the first day of class. A student is responsible for all work missed during an absence and must contact the faculty member for allowed make-up work.

### Grade Point Averages

A student's grade point average (GPA) is computed by dividing the total number of quality points earned by the total number of credit/clock hours for which grades were awarded. The grade points are calculated by multiplying the quality points for the grade earned for each course by the number of credit/clock hours associated with the course. The term grade point average applies to work in a given term. A student's overall academic average is stated in a cumulative grade point average (CGPA), which is based on all grades and credits/clock hours earned in the declared program of study to date.

Grade reports are available to students at the completion of each term. Grades are based on the quality of work as shown by written tests, laboratory work, term papers, and projects as indicated on the course syllabus.

Both the term GPA and CGPA only include courses that are required for graduation in the student's current program of study. CGPAs help determine whether a student is meeting the standards of academic progress, eligibility for graduation and academic honors. The GPA may range from 0.00 through 4.0.

### Failing Grade

A student who receives a failing grade (F) in a required course must repeat the course and receive a passing grade or receive transfer credit for the course in order to graduate. A course for which an “F” is awarded is included in the term GPA and CGPA. When the student repeats the course with a passing grade or receives transfer credit, the CGPA will be adjusted accordingly. The failure grade will remain on the transcript.

## Incomplete Grade

An incomplete grade “I” signifies that not all the required coursework was completed during the term of enrollment. The “I” grade is not calculated into the term GPA or CGPA at the time it is awarded.

Instructors submitting “I” grades must receive approval from the Director of Education or designee and documentation of the “I” grade must be placed in the student’s academic file. All required coursework must be complete and submitted within two weeks after the end of the term. If course requirements are not satisfied by the deadline, the “I” is converted to an “F.” An “I” grade may be assigned only when all of the following conditions are met:

- The student has been making satisfactory progress in the course, as determined by the instructor;
- The student is unable to complete some coursework because of unusual circumstances that are deemed acceptable by the instructor; and
- The student presents these reasons in writing, with any required documentation prior to the last day of the term.

## Independent Studies Course Work

Under certain circumstances some courses may be taught as an independent study course. Students will be required to complete all learning objectives, assignments and exams as outlined on the course syllabi and lesson plans. The student will meet with the assigned instructor at scheduled times throughout the course.

## Audit Grade

A student must declare the intention to audit a course during the add/drop period as specified in the institution catalog. Tuition is charged for audited courses; however, financial aid is not applicable.

Evaluation of work and class participation is optional, but class attendance is required. A student must inform the faculty member of the audit status. The designator “AU” is placed on the student’s transcript regardless of whether or not the student completed the course.

## Withdrawal Grade

A student enrolled in courses after the add/drop deadline who wishes to withdraw must apply through the Director of Education or designee. If the withdrawal occurs within the deadline as stated in the Application of Grades and Credits, the course remains on the transcript and is designated with a “W.” A course withdrawal after the deadline receives a designator of “WF”.

## Transfer Credit

Vatterott College will evaluate the student’s previous education, training and work experience to determine if any subjects or training activities in the student’s program may be waived and thereby reduce the amount of training or education required for the student to reach the educational objective. Credits earned at a post secondary accredited institution may be accepted on the basis of a valid transcript provided by the student. Only grades of “C” 2.0 GPA or higher will be eligible for transfer. Credit will be awarded where appropriate. Vatterott will notify the student and appropriate agencies (i.e. Veterans Administration, Voc. Rehab etc.) upon completion of evaluation and determination of outcome. Transfer credits must be earned in courses that are similar in nature to the course offered by Vatterott. Credits that were earned more than five (5) years prior to the current year will not be considered for transfer. At a minimum, 50% of the credits required must be completed at the Vatterott.

It is the responsibility of the student to request an official transcript be mailed to Vatterott College Education in order for transfer credit to be considered. Any fees associated with transcript requests are the responsibility of the student. All transfer of credit requests must be evaluated and approved within the first week of training. Any credit, advanced placement or credit for experiential learning transferred in that reduces the length of the program will reduce the cost of the total program. The amount of credit will be based on the current tuition and fee schedule at the time of transfer. Transfer credits will appear as a TC on the student’s transcript.

Decisions concerning the acceptance of credits by an institution other than the granting institution are made at the sole discretion of the receiving institution. No representation is made whatsoever concerning the transferability of any credits to any institution.

## Internal Proficiency Credit Test Out

Students are responsible for requesting proficiency examinations. Such a request should be granted if an examination is available and the Director of Education or designee has reason to believe the student's experience or training warrants such an evaluation. The Director of Education is responsible for developing local proficiency examinations, for examination procedures that ensure the integrity of the examination process. The student shows competency by satisfactorily (minimum of 70%) completing the institution-developed proficiency test. The testing fee is \$100.00 per term and is non-refundable.

A student who receives proficiency credit for test out course or courses is awarded a grade of "TO". The course is noted on the transcript with a grade of "TO" and is not used in the grade point average or rate of progress, but calculated in the timeframe measurement.

Proficiency examination requests will not be honored for students in the following categories:

- Student is currently enrolled in the course beyond the add/drop deadline;
- Student was previously enrolled in the course for which the exam is being requested; and
- Student previously failed the proficiency exam for that course.

Any student requesting a proficiency exam, who does not have credit for the prerequisite course, must obtain approval from the Director of Education or designee. If the proficiency credit is granted, the student must still earn credit for the prerequisite course through proficiency credit, transfer credit or successful completion of the course. All tests and supporting documentation must be retained in the student's academic file.

## External Proficiency Credit

Proficiency credit for certain undergraduate courses may be granted to students who achieve acceptable scores on specific nationally recognized examinations such as College Level Examination Program (CLEP), Advanced Placement (AP), and Defense Activity for Non-Traditional Education Support (DANTES) program. The American Council on Education (ACE) recommendations should be used when awarding CLEP or DANTES credit.

Credit for AP coursework is based solely upon the student's performance on the national examination administered by the College Board and not upon the student's performance in the AP course. A score of three (3) or better on the examination is required for AP credit acceptance.

## Standards of Satisfactory Academic Progress

All students must maintain satisfactory academic progress in order to remain enrolled. Additionally, satisfactory academic progress must be maintained in order to remain eligible to continue receiving federal financial assistance. Satisfactory academic progress is determined by measuring the student's cumulative grade point average (CGPA) and the student's rate of progress toward completion of the academic program. These are outlined below.

### CGPA Requirements

Students must meet minimum CGPA requirements at specific points during their enrollment in order to be considered making satisfactory academic progress. These requirements are noted in the tables below. These will be reviewed at the end of each grading period after grades have been posted to determine if the student's CGPA is in compliance. Once a student reaches a review point, they must maintain the minimum CGPA for that level at the end of each grading period until such time as they reach the next level of review.

### Certificate/Diploma Program Quarter Credits

Quarter Credits	Minimum CGPA Required
0 - 15	1.0
16 - 30	1.5
31 credits - graduation or maximum allowable credits reached	2.0

### Associate's Degree Program Quarter Credits

Quarter Credits	Minimum CGPA Required
0 - 15	1.0
16 - 45	1.5
46 credits - graduation or maximum allowable credits reached	2.0

## Rate of Progress Towards Completion Requirements

The student shows competency by satisfactorily (minimum of 70%) completing the institution-developed proficiency test.

In addition to the CGPA requirements, a student must successfully complete at least 67% of the cumulative credits or clock hours attempted in order to be considered to be making satisfactory academic progress. Credits or clock hours attempted are defined as those credits or clock hours for which students are enrolled in the term and have incurred a financial obligation. As with the determination of CGPA, the completion requirements will be reviewed at the end of each term after grades have been posted to determine if the student is progressing satisfactorily.

## Maximum Time in Which to Complete

A student is not allowed to attempt more than 1.5 times, or 150%, of the number of credits or clock hours in their program of study.

The requirements for rate of progress are to ensure that students are progressing at a rate at which they will complete their programs within the maximum time frame. The maximum allowable attempted credits are noted below.

## Program Maximum Allowable Credits

Diploma – 108 QCH

Associate of Occupational Studies – 162 QCH

## How Transfer Credits/Change of Program Affect SAP

Credit that has been transferred into the institution by the student has no effect on the percentage of completion calculation in the SAP, nor does it have any effect on the grade point average requirement for the SAP. Transfer credit is considered when computing the maximum timeframe allowed for a program of study. For example, a student transfers from institution A to institution B. The student is able to transfer 30 credits earned at institution A into a program at institution B. The program requires 180 credits to graduate. Thus, the maximum time frame for this student's new program at institution B will be one and half times  $(150\%) \times 180 = 270$  credits. The 30 transfer hours will be added to the attempted and earned hours when the time frame is being calculated.

When a student elects to change a program at Vatterott College (this does not include moving from a diploma to an Associate's degree or an Associate's degree to a Bachelor's degree in the same program) the student's earned credits and grades will be transferred

into the new program as applicable, including transfer credit. Credits earned at the institution in the original program of study will be used when computing grade point average, rate of progress and maximum time frame. Transfer credits from another institution that are applicable to the new program of study will not be calculated in the grade point average or rate of progress, but will be considered as credits attempted and earned in the time frame calculation. For example, a student transfers from program A to program B, the student is able to transfer 30 external credits and 10 credits earned in program A into program B.

Program B requires 180 credits to graduate. Thus, the maximum time frame for this student's new program will be one and half times  $(150\%) \times 180 = 270$  credits. The 30 external transfer hours will be added to the attempted and earned hours when the time frame is being calculated and the 10 credits earned in program A will be included in the grade point average, rate of progress and the time frame calculations.

## Academic Probation

At the end of each term after grades have been posted, each student's CGPA and rate of progress is reviewed to determine whether the student is meeting the aforementioned requirements.

Students will be placed on Probation the first term in which the CGPA or the rate of progress falls below the values specified in the CGPA requirements and Rate of Progress Towards Completion requirements sections of this catalog. At the end of the next term, the student will be removed from Probation and returned to regular status if they meet or exceed the minimum standards or will remain on Probation if they continue to fall below the specified values.

Students on Probation will be evaluated at the end of each term of monitoring. A student who raises their CGPA and rate of progress at or above the minimum[s] will be removed from Probation and returned to regular status. If a student does not meet the minimum CGPA or rate of progress requirements at the time of evaluation, the student may be dismissed from the institution or continued on probation.

If at any point it can be determined that it is mathematically impossible for the student to meet the minimum requirements, the student may be dismissed from the institution. The institution also reserves the right to place a student on or remove them from academic monitoring based on their academic performance, not withstanding these published standards.

Notification of academic dismissal will be in writing. The Conduct Policy section of this catalog describes other circumstances that could lead to student dismissal for non-academic reasons.

As a dismissed student, a tuition refund may be due in accordance with the institution's stated refund policy.

During the periods of Probation, students are considered to be making satisfactory academic progress and remain eligible for financial aid.

Students on Probation must participate in academic advising as deemed necessary by the institution as a condition of their academic monitoring. Students who fail to comply with these requirements may be subject to dismissal even though their CGPA or rate of progress may be above the dismissal levels.

## Appeal to Grade Challenge & Course Work Appeals

A student who has been academically dismissed may appeal the determination if special or mitigating circumstances exist. Any appeal must be in writing and must be submitted to the Academic Review Committee within ten days of receiving notification of his/her dismissal.

The student should explain what type of circumstances contributed to the academic problem and what plans the student has made to eliminate those potential problems in the future. The decision of the Committee is final and may not be further appealed.

## Reinstatement

A student who has been academically dismissed may apply for reinstatement to the institution by submitting a written request to the Director of Education. The request should be in the form of a letter explaining the reasons why the student should be readmitted. A student may be required to wait at least one grading period before they are eligible for reinstatement and financial aid. The decision regarding readmission will be based upon factors such as grades, attendance, student account balance, conduct, and the student's commitment to complete the program. Dismissed students who are readmitted will sign a new Enrollment Agreement, will be charged tuition consistent with the existing published rate, and will be eligible for federal financial aid.

## Graduation Requirements

In order to graduate, a student must have earned a minimum of a 2.0 CGPA and must have successfully completed all required credits within the maximum credits that may be attempted. Students must also be current on all financial obligations in order to receive final transcripts.

## Completers

A completer is a student who is no longer enrolled in the institution and who has either completed the time allowed or attempted the maximum allowable number of credits for the program of study but did not accomplish one of the following graduation requirements:

1. Achieve a minimum GPA of 2.0
2. Complete required competencies and/or Externship
3. Satisfy non-academic requirements (e.g., outstanding financial obligations)

## Academic Honors

A graduate who has a minimum cumulative grade point average (CGPA) of 3.30 is eligible for one of the following recognitions:

- Director's List: 4.0 Cumulative GPA
- Dean's List: 3.6 – 3.99 Cumulative GPA
- Honors: 3.3 – 3.59 Cumulative GPA

## Externships or Other Formal Experiential Learning Activities

All externships and other formal experiential learning activities will be registered in the student system. Attendance or participation is to be tracked and posted at least once a week and final grades will be recorded at the end of the enrollment period. Students who are unable to complete their externship or other formal experiential learning activity by the end of the add/drop period of the subsequent term will be awarded a grade of "F." A student who receives an "F" may be re-enrolled in the externship or experiential learning activity course for the subsequent term. For externships or other experiential learning activities that occur at the end of the student's curriculum and that are required for graduation, the graduation date will coincide with the last day of the term in which the student completes all program requirements, unless the student completes such requirements during the add/drop period, in which case the graduation date may be back dated to the last date of the previous term.

## Leave of Absence Policy

The institution permits students to request a leave of absence (LOA) as long as the leaves do not exceed a total of 180 days during any 12-month period and as long as there are documented, legitimate extenuating circumstances that require the student to interrupt their education. Extenuating circumstances include but are not limited to: Medical (including pregnancy), Family Care (including unexpected loss of childcare and medical care of family), Military Obligations and Jury Duty.

In order for the student to be granted an approved LOA, the student must submit a completed, signed and dated Leave of Absence Request Form along with supporting documentation to the Director of Education. In addition, the student must have completed his/her most recent term and received academic grades (A-F) for that term.

## Re-admission Following a Leave of Absence

Upon return from a leave, the student will be required to repeat the term and receive final grades for the courses from which the student took leave when the courses are next offered in normal sequence for students in the class into which the student has reentered. The student will not be charged any fee for the repeat of courses from which the student took leave or for reentry from the leave of absence.

The date a student returns to class is normally scheduled for the beginning of the term.

## Failure to Return from a Leave of Absence

A student who fails to return from a LOA on or before the date indicated in the written request will be terminated from the program, and the institution will invoke the cancellation/refund policy.

As required by federal statute and regulations, the student's last date of attendance prior to the return from approved LOA will be used in order to determine the amount of funds the institution earned and make any refunds that may be required under federal, state or institutional policy.

Students who have received federal student loans must be made aware that failure to return from an approved LOA, depending on the length of the LOA, may have an adverse effect on the student's loan repayment schedules.

Federal loan programs provide students with a "grace period" that delays the students' obligation to begin repaying their loan debt for six months (180 days) from the last date of attendance. If a student takes a lengthy LOA and fails to return to the institution after the conclusion, some or all of the grace period may be exhausted – forcing the borrower to begin making repayments immediately.

## Effects of Leave of Absence on Satisfactory Academic Progress

Students who are contemplating a leave of absence should be cautioned that one or more factors may affect their eligibility to graduate within the maximum program completion time:

- Students returning from a leave of absence are not guaranteed that the phase/course required to maintain the normal progress in their training program will be available at the time of reentry;
- Students may have to wait for the appropriate phase/course to be offered;
- Students may be required to repeat the entire phase/ course for which they elected to withdraw prior to receiving a final grade;
- Financial aid may be affected.

## Unit of Credit, Clock/Credit Hour Conversion

The quarter credit hour is the unit of academic measurement used by Vatterott College. A minimum of 10 lecture hours at a minimum of 50 minutes each in addition to outside reading and/or preparation; 20 laboratory hours; or 30 externship hours; or an appropriate combination of all three constitutes one quarter hour of credit.

## Make-Up Work

Vatterott College is committed to caring for its students. Our policy on graduation clearly defines the criteria for graduation. Strict enforcement of these requirements is the norm, but since we are committed to the individual needs of our students, there are exceptions.

Vatterott College may allow the student, at the discretion of the Director of Education, to perform independent student projects, to make up missed days (only up to 50%), or make up missed work. The guiding principle will be the academic progress of the student. If a student, by extra attendance or extra work, can make up his/her work, then the student will remain academically sound and maintain satisfactory progress. The Director of Education has the responsibility to determine the outcome of these exceptional situations.

### Attendance Requirements

Class attendance, preparation, and participation are integral components to a student's academic success. Students are strongly encouraged to attend every class session and to spend an appropriate amount of time outside of class reviewing and preparing for each class session. Failure to attend class may result in reduced participation, comprehension, and/or involvement with group projects, which may have an impact upon a student's overall course performance.

A student who is absent from all classes for two consecutive weeks will be automatically withdrawn from the institution unless there are acceptable mitigating circumstances.

A student may also be withdrawn from a course if absences exceed 30% of the total scheduled hours for a course. Students may be placed on attendance probation and receive a written notification when their total number of absences reaches 20% of total scheduled course hours. Students who withdraw or are removed from a course will receive a grade of W or WF based upon their time of withdrawal/removal; these grades count toward the evaluation of a student's satisfactory academic progress but will not affect the student's cumulative grade point average.

### Students Receiving Veterans Benefits

Students receiving Veterans benefits are required to maintain an 80% attendance rate in each course.

### Term

A term is defined as a consecutive ten-week period of continued instruction.

### Online Course Option

Students have the option to complete no more than 75% of their program of study through online courses. Online courses are supported through services provided by a third-party. Vatterott College, Sunset Hills Online Division, based in suburban St. Louis, MO. These online courses are specifically designed for the student who will be accessing online courses from a standard home or work personal computer. For more information, contact the academic department for recommended PC specifications to ensure the best accessibility to online resources and an optimal learning experience in online courses and for additional information about this option.

## Student Information & Services

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Vatterott College offers students a variety of success-oriented services as well as activities for the benefit of students and the community.

Vatterott College endorses an open-door policy with respect to students and staff. Students have the right to request an appointment with any member of Vatterott College staff regardless of the person's title or function. Office hours for Vatterott College personnel are available from the receptionist.

### Career Services

During the admissions interview, prospective students are advised of the many career paths that are available to them upon graduation. Admissions Representatives assist students in assessing their talents and discuss the motivation necessary to achieve their career goals.

It must be stressed that Vatterott College cannot and will not guarantee you a job, and the ultimate responsibility for securing employment is with the student. Although the school cannot guarantee employment, Career Services is available to assist students with part-time employment while they pursue their studies, as well as, training related employment upon completion of their education. Career Services acts as the liaison between students and employers by promoting Vatterott College to prospective employers. Both students and employers benefit by the referral of qualified employees from Vatterott College.

Even though the ultimate responsibility for securing appropriate employment is with the student, Career Services support students throughout their education. However, the placement process intensifies as students near graduation. Career Services helps students with updating resumes, fine tuning of interviewing skills, and professional networking techniques. Information regarding employment opportunities with both local and nationally recognized organizations is provided to qualified graduates. Students may interview both on and off campus depending on the preference of the employer.

Agencies and institutions that accept our students for internship/externship placement and potential employers may conduct a criminal and/or personal background check. Students with criminal records that include felonies or misdemeanors (including those that are drug-related) or personal background issues, such as bankruptcy, might not be accepted by these agencies for internship/externship or employment following completion of the program.

Some agencies and employers may require candidates to submit to a drug test. Some programs may require additional education, licensure and/or certification for employment in certain positions.

Those decisions are outside of the control of Vatterott College.

## Academic Assistance

Students seek help and advice during their education for many reasons. At Vatterott College, the student is the primary priority. Every effort is made to develop a relationship with the student body so individuals feel comfortable in requesting and receiving assistance.

The Director of Education is responsible for providing academic assistance and should be consulted when assistance is desired. Referrals to outside agencies may be provided as needed. The administrative staff and the faculty are also available for advising assistance.

## Faculty

The faculty members are the keystone of Vatterott College's teaching success. Each member of the faculty has industry or professional experience in addition to appropriate academic credentials.

The faculty members lend an outstanding level of professionalism to the classroom and are recognized by their academic and industry peers. Through the guidance of the faculty, theoretical, practical and creative applications are addressed in the curricula and reinforced by interaction with professionals in the industries.

Faculty members are dedicated to academic achievement, to professional education, to individual attention, and to the preparation of students for their chosen careers. In essence, faculty members practice what they teach. It is through personal attention that students can reach their potential, and it is the dedicated faculty who provide the individual guidance necessary to assure every student that his/her time in class is well spent.

## Housing

Vatterott College does not provide on-campus housing, but does assist students in locating suitable housing off campus.

## Learning Resource Center/Library

Vatterott College Learning Resource Center (LRC)/Library provide materials to support the mission and curriculum and assist each student to attain his/her educational goals.

The collection includes books, assortments of current periodicals and DVDs/CDs. The LRC/Library schedule is posted in the LRC/Library schedule is posted in the Learning Resource Center. Students also have access to an electronic library system to support the programs and students of the institution.

The electronic library system will provide online reference databases accessible 24 hours a day via the Internet.

## Orientation

Prior to beginning classes at Vatterott College, all new students attend an orientation program. Student orientation facilitates a successful transition from everyday pace into the institution schedule.

New students are required to attend regardless of their prior institution experience. During orientation, students are acquainted with the campus, the administrative staff, the faculty and their peers.

## Course Schedules

Applicants and currently enrolled students receive course schedules before the beginning of each term. Tuition payments are due at that time. Schedules cannot be processed until financial obligations are fulfilled. Students who fail to attend the first class session may be withdrawn from the course.

## Hours of Operation

Vatterott College administrative offices are open from 9 a.m. to 6 p.m., Monday through Friday, and 9 a.m. to 1 p.m. on Saturday.

## Accommodations for Individuals with Disabilities

Vatterott College is committed to making its facilities and services available to persons with disabilities, and individuals with disabilities are encouraged to apply for enrollment. Vatterott College will provide reasonable accommodations for students with disabilities, including auxiliary aids and services as long as services do not fundamentally alter the nature of the relevant program or service provided by Vatterott College. A student requesting an accommodation for a disability must contact the Director of Education and complete the "Student Application for Auxiliary Aids or Academic Adjustments" form requesting academic adjustments and/or auxiliary aids. To ensure that accommodations are provided in a timely fashion, Vatterott College strongly encourages students to submit all requests for accommodation immediately after enrollment and prior to the first day of classes, or otherwise as soon as possible.

To request an auxiliary aid or service, please contact: Joy Vann-Hamilton, Director of Education, Vatterott College, 8955 E. 38th Terrace, Kansas City, MO 64129 or by phone at (816-861-1000)

## What is a disability?

An individual is considered to have a disability if he or she:

- Has a physical or mental impairment that substantially limits one or more major life activities; or
- Has a record of such an impairment; or
- Is regarded as having such impairment.

A qualified individual with a disability is defined as an individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity.

## What is a reasonable accommodation?

A reasonable accommodation is any modification or adjustment to the learning environment that makes it possible for a qualified individual with a disability to participate in the academic program.

## What is the process to request accommodations?

The Director of Education is the designated institution employee who is responsible for the coordination of efforts to ensure appropriate academic adjustments and/or auxiliary aids are provided consistently to the student population. Students seeking reasonable accommodations will complete the "Student Application for Auxiliary Aids or Academic Adjustments" application. Upon receipt of the completed application and supporting documentation, the Director of Education will arrange an interview with the student to discuss their specific needs. The student may elect to include a parent, guardian or other designated agent in the interview session that may validate the nature of the academic adjustment or auxiliary aids needed under the reasonable accommodations provision.

The institution may engage an independent evaluation administrator to provide a professional opinion to determine the appropriate accommodations are provided

for the student. After careful consideration, the Director of Education will provide the necessary guidance to the faculty members, authorize and requisition additional resources as needed to accommodate the student needs. Periodically, reviews will be conducted by the Director of Education to ensure that the adjustments and/or aids are appropriate. A student seeking accommodations may appeal the decision of the Director of Education to the Institutional Director as outlined in the grievance process listed in this section.

## What is the grievance or complaint process?

Should a student have a grievance or complaint concerning any aspect of his or her recruitment, enrollment, attendance, education, or career services assistance, the student should first contact the faculty or staff member to whom the grievance or complaint refers. If a solution satisfactory to the student is not reached with the faculty or staff member, the student may submit his or her grievance or complaint in writing to the Director of Education, clearly describing the grievance or complaint. The Director of Education will review the grievance or complaint, seek resolution and notify the student of the remedy within 10 days. In the event the student is not satisfied with the resolution provided by the Director of Education, the student must appeal to the institution's Director in writing within 10 days of receiving the decision of the Director of Education.

The institution's Director will review the pertinent facts and evidence presented. Within 10 days of receipt of the student appeal, the institution's Director will formulate a resolution. A student may appeal to the Chairperson of the ADA Committee, Vatterott Educational Centers, Inc as the final entity seeking a favorable resolution to reported grievance or complaint.

At any time, a student may also contact the following agencies concerning any grievance of complaint about the institution: United States of Department of Education, Office of Civil Rights, 8930 Ward Parkway, Suite 2037, Kansas City, MO 64114, 816-268-0550; ACCSCT (Accrediting Commission of Career Schools and Colleges of Technology), 2101 Wilson Boulevard, Arlington, VA 22201, phone number 703-247-4212.

## Campus Security

Vatterott College publishes an annual security report that contains information concerning policies and programs relating to campus security, crimes and emergencies, the prevention of crimes and sexual offenses, drug and alcohol use, campus law enforcement and access to campus facilities. The annual security report also includes statistics concerning the occurrence of specified types of crimes on campus, at certain off-campus locations, and on the public property surrounding the campus. The annual security report is published each year by October 1 and contains statistics for the three most recent calendar years. The annual security report is provided to all current students and employees. A copy of the most recent annual security report may be obtained from the Financial Aid office during regular business hours.

Vatterott College will report to the campus community concerning the occurrence of any crime includable in the annual security report that is reported to campus security or local police and that is considered to be a threat to students or employees.

Vatterott College reminds all students that they are ultimately responsible for their own actions regarding their safety and welfare.

## Drug-Free Environment

As a matter of policy, Vatterott College prohibits the unlawful manufacture, possession, use, sale, dispensation, or distribution of controlled substances and the possession or use of alcohol by students and employees on its property and at any institution activity.

Any violation of these policies will result in appropriate disciplinary action up to and including expulsion in the case of students and termination in the case of employees, even for a first offense.

Violations of the law will also be referred to the appropriate law enforcement authorities. Students or employees may also be referred to abuse help centers. If such a referral is made, continued enrollment or employment will be subject to successful completion of any prescribed counseling or treatment program. Information on the institution's drug-free awareness program and drug and alcohol abuse prevention program may be obtained from the Financial Aid Office.

## Student Records Access and Release

Vatterott College has established a policy for the release of and access to records containing information about a student.

1. Each student enrolled at Vatterott College shall have the right to inspect and review the contents of his/her education records, including grades, records of attendance and other information. Students are not entitled to inspect and review financial records of their parents. Parental access to a student's records will be allowed without prior consent if the student is a dependent as defined in Section 152 of the Internal Revenue Code of 1986.
2. A student's education records are defined as files, materials, or documents, including those in electronic format that contain information directly related to the student and are maintained by the institution, except as provided by law. Access to a student's education records is afforded to institution officials who have a legitimate educational interest in the records, such as for purposes of recording grades, attendance, advising, and determining financial aid eligibility.
3. Students may request a review of their education records by submitting a written request to the Institution Director. The review will be allowed during regular institution hours under appropriate supervision. Students may also obtain copies of their education records for a nominal charge.
4. Students may request that the institution amend any of their education records, if they believe the record contains information that is inaccurate, misleading or in violation of their privacy rights. The request for change must be made in writing and delivered to the Registrar or Director of Education, with the reason for the requested change stated fully. Grades, course tests, and evaluations can be challenged only on the grounds that they are improperly recorded. The instructor or staff member involved will review the request, if necessary meet with the student, and then determine whether to retain, change, or delete the disputed data. If a student requests a further review, the Institution Director will conduct a hearing, giving the student an opportunity to present evidence relevant to the disputed issues. The student will be notified of the Director's decision, which will be the final decision of the institution. Copies of student challenges and any written explanations regarding the contents of the student's record will be retained as part of the student's permanent record.
5. Directory information is information on a student that the institution may release to third parties without the consent of the student. Vatterott College has defined directory information as the student's name, address (es), telephone number(s), e-mail address, birth date and place, programs

undertaken, dates of attendance, honors and awards, and credentials awarded. If a student does not want some or all of his or her directory information to be released to third parties without the student's consent, the student must present such a request in writing to the institution director within 10 days after the date of the student's initial enrollment or by such later date as the institution may specify.

6. The written consent of the student is required before personally identifiable information from education records of that student may be released to a third party, except for those disclosures referenced above, disclosures to accrediting commissions and government agencies, and other disclosures permitted by law.
7. A student who believes that Vatterott College has violated his or her rights concerning the release of or access to his or her records may file a complaint with the U.S. Department of Education.

## Non-Discrimination

The institution admits students without regard to race, gender, sexual orientation, religion, creed, color, national origin, ancestry, marital status, age, disability, or any other factor prohibited by law.

## Unlawful Harassment Policy

Vatterott College is committed to the policy that all members of the institution's community, including its faculty, students, and staff, have the right to be free from sexual harassment by any other member of the institution's community. Should a student feel that he/she has been sexually harassed; the student should immediately inform the Institution Director and/or the Director of Education.

Sexual harassment refers to, among other things, sexual conduct that is unwelcome, offensive, or undesirable to the recipient, including unwanted sexual advances.

All students and employees must be allowed to work and study in an environment free from unsolicited and unwelcome sexual overtures and advances. Unlawful sexual harassment will not be tolerated.

## Catalog Addendum

See the catalog addendum for current information related to the institution calendar, tuition and fees, listing of faculty, and other updates.

## Changes

This catalog is current as of the time of publication. From time to time, it may be necessary or desirable for Vatterott College to make changes to this catalog due to the requirements and standards of the institution's accrediting body, state licensing agency or U.S. Department of Education, or due to market conditions, employer needs or other reasons. Vatterott College reserves the right to make changes at any time to any provision of this catalog, including the amount of tuition and fees, academic programs and courses, institution policies and procedures, faculty and administrative staff, the institution calendar and other dates, and other provisions.

Vatterott College also reserves the right to make changes in equipment and instructional materials, to modify curriculum and, when size and curriculum permit, to combine classes.

## Conduct Policy

All students are expected to respect the rights of others and are held responsible for conforming to the laws of the national, state and local government, and for conducting themselves in a manner consistent with the best interests of the institution and of the student body.

Vatterott College reserves the right to dismiss a student for any of the following reasons: failure to maintain satisfactory academic progress, failure to pay institution fees and/or tuition by applicable deadlines, disruptive behavior, posing a danger to the health or welfare of students or other members of the Vatterott College community, or failure to comply with the policies and procedures of the Vatterott College catalog.

Any unpaid balance for tuition, fees and supplies becomes due and payable immediately upon a student's dismissal from the institution. The institution will also determine if any Title IV funds need to be returned (see Financial Information section of this catalog).

## Rules, Regulations, and Expectations

The institution has certain rules and regulations that must be followed. Students attending the institution are preparing for employment and are required to conduct themselves while in the institution in the same manner as they would when working for an employer. While at Vatterott College, you are expected to dress in accord with the skill for which you are training. A uniform may be required for your program of study. Prospective employers unexpectedly visit Vatterott College to recruit potential employees. A student's appearance is generally the first and most lasting impression on these visitors.

An attempt is made to keep regulations to a minimum. They are established only when they contribute to the welfare and safety of the student body. Cooperation of all students is expected. All instructors have the authority, in a teacher/student relationship, to enforce all institution rules and regulations.

- Students may operate equipment only during institution hours, unless after-hours permission has been given by the instructor and they are supervised.
- Ensure learning and lab areas are neat and free of any trash.
- No fighting, horseplay, profanity, or cheating.
- No alcohol or drugs before, during, or after classes; violators are subject to suspension and termination.
- Do not tamper with other students' projects or equipment.
- No personal incoming calls. The courtesy telephone is to be used at break time only.
- Cellular phones, beepers, and pagers are a distraction during class and lab time and therefore must be kept in the off position. Calls may be made during break times only.
- Personal business must be handled after institution hours.
- Carelessness in safety will not be tolerated.
- Smoking is allowed only in designated areas.
- All students are expected to attend every class in which they are enrolled.
- Promptness and preparation are expected. Students are expected to be on time for every class. A student is considered tardy if he/she is 15 minutes late for class. A student may be suspended and, if the pattern is not corrected, expelled if continued tardiness impairs the instructor's ability to teach or any student's ability to learn.
- Professional attitude and professional appearance are expected. All students are encouraged to reflect the proper image of their future careers by dressing appropriately and maintaining personal hygiene. Torn and provocative clothes are not permissible. The following items of clothing are also unacceptable: hats (unless approved by instructors), tank tops, tube tops, halters, and shirts with abusive or offensive language. Any students enrolled in a program that requires a uniform must wear the uniform to class every day.
- Unacceptable behavior will not be tolerated. Unacceptable behavior is any action which hinders an instructor's ability to teach or a student's ability to learn or any action which would endanger other students or staff.

Vatterott College reserves the right to dismiss or suspend any student who is guilty of the above or whose conduct is detrimental to the classroom environment, well-being of fellow students or faculty, or appearance of institutional facilities.

A student dismissed for misconduct can be readmitted only by permission of the Campus Director.

### Safety

All safety rules and procedures are to be followed without exception.

All machinery and equipment are provided with proper safety devices, which are to be used whenever the machinery and equipment are operated. The instructor is to be notified immediately of any accident, fire, or personal injury.

### Photographs

While not all photographs in this publication were taken at Vatterott College, they do accurately represent the general type and quality of equipment and facilities found at Vatterott College.

### Institution Policies

Students are expected to be familiar with the information presented in this institution catalog, in any supplements and addenda to the catalog, and with all institution policies. By enrolling in Vatterott College, students agree to accept and abide by the terms stated in this catalog and all institution policies.

If there is any conflict between any statement in this catalog and the enrollment agreement signed by the student, the provision in the enrollment agreement supersedes and is binding.

### Statement of Ownership

Vatterott College is owned by Vatterott Educational Centers, Inc., principal offices located at 8580 Evans Ave, Berkeley, Missouri. The corporate officer of Vatterott Educational Centers, INC is Pamela Bell, President.

## Student Grievance Policy

Should a student have a grievance or complaint concerning any aspect of his or her recruitment, enrollment, attendance, education, or career services assistance, the student should first contact the faculty or staff member to whom the grievance or complaint refers. If a solution satisfactory to the student is not reached with the faculty or staff member, the student may submit his or her grievance or complaint in writing to the appropriate Program Director or the Director of Education, clearly describing the grievance or complaint. If a solution satisfactory to the student cannot be found, the student may seek a review by the institution's Director. The student must appeal to the institution Director in writing within 10 days of receiving the decision of the Director of Education or Program Director.

Vatterott College has implemented the following procedures for handling student grievances or complaints:

1. Grievances or complaints referencing an individual instructor or staff member should first be discussed with the individual involved. Grievances or complaints referencing a policy or class should first be discussed with the individual enforcing that policy or the class instructor.
2. Should one-on-one discussion fail to result in a satisfactory resolution, a written grievance or complaint may be submitted to the Director of Education.
3. If the Director of Education fails to take action satisfactory to the student, the student may submit a written statement to the President of Vatterott College, who will review the matter and render a decision.
4. The student may also file a complaint directly with the Department of Education at any time. The student may contact the Office of Civil Rights or further details at Department of Education, Office of Civil Rights, 8930 Ward Parkway, Suite 2037, Kansas City, MO 64114, 816-268-0550.
5. At any time, the student may also file a complaint with the institution's accrediting agency. Any complaint must be in written form.

Institutions accredited by the Accrediting Commission of Career Schools and Colleges of Technology must have a procedure and operational plan for handling student complaints. If a student does not feel that the institution has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written format, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the institution for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission.

Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges of Technology  
2101 Wilson Blvd. / Suite 302  
Arlington, VA 22201  
(703) 247-4212

A copy of the Commission's Complaint Form is available at the institution and may be obtained by contacting the institution Director.

## Transfer of Credit to Other Institutions

Vatterott College's Education Department provides information on other institutions that may accept credits for course work completed at Vatterott College towards their programs. However, Vatterott College does not imply or guarantee that credits completed at Vatterott College will be accepted by or transferable to any other college, university, or institution, and it should not be assumed that any credits for any courses described in this catalog can be transferred to another institution. Each institution has its own policies governing the acceptance of credit from other institutions such as Vatterott College. Students seeking to transfer credits earned at Vatterott College to another institution should contact the other institution to which they seek admission to inquire as to that institution's policies on credit transfer.

## Student Portal

The student portal is a secure website that allows a student access to his or her information including schedule, grades, account balance and activity, school events, school contact information, and much more.

Vatterott College is excited to offer this capability, making it easy for our students to be in touch with us and enhance their college experience. Upon acceptance to Vatterott College, students will be issued a student number that can be used to gain access to the student portal. An email will be sent to each student describing how to register and begin using the student portal upon enrollment.

## Student Records Access

Students may request a review of their education records by submitting a written request to the School Director. The review will be allowed during regular school hours under appropriate supervision.

## Transcript Request Policy

A student wishing to request an official school transcript must complete the Transcript Request Form located in the Registrar's Office. After the completion of the form and the payment of a \$ 5.00 fee, the Registrar's Office will process the request within two calendar weeks.

## Appendix A

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### Vatterott College: Kansas City Campus – Program Offerings

#### **Diploma**

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Administrative Applications Specialist  
Computer Engineering Design & Drafting  
Computer Technology  
Electrical Mechanic  
Heating, Air Conditioning & Refrigeration Mechanic  
Information Systems Security  
Medical Office Assistant  
Pharmacy Assistant

#### **Associate of Occupational Studies (A.O.S.)**

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Administrative Office Specialist  
Applied Electrical Technology  
Computer Engineering Design & Drafting Technology  
Computer Systems and Network Technology  
Heating, Air Conditioning & Refrigeration Technology  
Industrial Control Technology  
Medical Assistant  
Pharmacy Technician

The Institution only offers those specific programs of study expressly discussed in the curriculum section of this catalog. Other Vatterott College campuses only offer those specific programs of study specified in their respective current catalogs.

**Administrative Applications Specialist**

**Diploma**

This program is designed to prepare the graduate in theory and working knowledge to facilitate the employment needs of the modern computerized office. Graduates will have the skills necessary to obtain entry-level employment as an Administrative Applications Specialist.

The program is 60 weeks in length for a total of 72-quarter credit hours of theory and associated lab instruction. Each 10-week term is equal to 12-quarter credit hours.

Course #	Course Title	QCH
AAS-101	Computer Basics	12.0
AAS-102	Business Applications	12.0
AAS-103	Asset Management	12.0
AAS-104	Software Applications	12.0
AAS-105	Database and Office Procedures	12.0
AAS-106	System Support and Design	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Computer Engineering Design & Drafting**

**Diploma**

This program is designed to prepare the graduate with skills needed to meet the employment requirements of an entry-level draftsman. Students graduating from this program will learn the necessary skills to obtain employment in the drafting field.

The total program length is 60 weeks with 72-quarter credit hours of theory and lab instruction in technical math, mechanical, civil, structural, residential and commercial architecture. AutoCAD is used throughout the program. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
CAD-101	Drafting Fundamentals	12.0
CAD-102	Introduction to AutoCAD	12.0
CAD-103	Civil/Residential Architecture	12.0
CAD-104	Structural Drafting & Design/Steel Detail with SDS/2	12.0
CAD-105	Commercial Architecture	12.0
CAD-106	Mechanical	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Computer Technology**

**Diploma**

This program is designed to meet the ever-increasing need for trained Computer Service Personnel. A graduate from this program will be able to work at an entry-level position in the Computer Electronics field upgrading, configuring, or repairing PC's or in network installation, maintenance and support roles.

The total program length is 60 weeks with 72-quarter credit hours of theory and lab instruction in the areas described below. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
CT-101	DOS/Windows	12.0
CT-102	Computer User Support	12.0
CT-103	Fundamentals of Software Support	12.0
CT-104	PC Repair and Peripherals	12.0
CT-105	Advanced Operating System Configuration	12.0
CT-106	Local Area Networks (LAN)	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Electrical Mechanic**

**Diploma**

This program is designed to prepare the graduate with theory and working knowledge to work in the field as an entry-level Electrical Installation, Maintenance and Repair technician.

The total program length is 60 weeks with 72-quarter credit hours of theory and associated lab instruction in electrical theory, residential, commercial, industrial wiring, and motor control. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
EM-113	Residential Electricity I	12.0
EM-114	Residential Electricity II	12.0
EM-115	Commercial I	12.0
EM-116	Industrial I	12.0
EM-117	Commercial II	12.0
EM-118	Industrial II	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Heating, Air Conditioning And Refrigeration Mechanic Diploma**

This program is designed to prepare the graduate with theory and working knowledge to work in the field as an entry-level Air Conditioning, Heating and Refrigeration technician.

The total program length is 60 weeks with 72-quarter credit hours of theory and associated lab instruction in the areas of air conditioning, refrigeration and heating. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
HV-113	Basic Electricity for HVAC/R	12.0
HV-114	Basic Refrigeration for HVAC/R	12.0
HV-115	Residential Air Conditioning	12.0
HV-116	Residential Heating	12.0
HV-117	Commercial Air Conditioning	12.0
HV-118	Commercial Refrigeration	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Information Systems Security Diploma**

This program is designed to meet the ever-increasing need for trained computer professionals in the area of information systems security. The program addresses the more popular security needs today and focuses on business security issues. The completion of this program will assist the student's preparation for the Security+ and CISSP certifications. The program consists of 60 weeks, 72 Quarter Credit Hours of Information Systems Security and associated lab work.

Course #	Course Title	QCH
IS-101	Network Essentials	12.0
IS-103	Security Essentials	12.0
IS-105	Computer Forensics	12.0
IS-107	Cyber Security	12.0
IS-109	Contingency Planning and Disaster Recovery Planning	12.0
IS-111	Ethical Hacking	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Medical Office Assistant Diploma**

The diploma program is designed to prepare the student to entry-level employment as a Medical Office Assistant performing administrative clerical duties or any similar positions within the health care field

The program is 60 weeks in length for a total of 72-quarter credit hours of theory and associated lab and instruction in the areas described below. Each 10-week term is equal to 12-quarter credit hours.

Course #	Course Title	QCH
MOA-101	Medical Language	12.0
MOA-102	Medical Office Basics	12.0
MOA-103	Advanced Computers	12.0
MOA-104	Medical Insurance, Accounting and Law	12.0
MOA-105	Medical Office Procedures	12.0
MOA-106	Medical Environment	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Pharmacy Assistant Diploma**

The diploma program is designed to prepare the student for entry-level employment as a Pharmacy Assistant, performing administrative clerical duties or any similar positions within the health care field.

The program consists of 60 weeks, 72 quarter credit hours of theory and associated lab in the areas described below. Each 10-week phase is equal to 12 quarter credit hours.

Course #	Course Title	QCH
PA-101	Medical Language	12.0
PA-102	Medical Office Basics	12.0
PA-103	Ethics and Billing	12.0
PA-104	Pharmaceutical Office Management	12.0
PA-105	Pharmaceutical Career Planning	12.0
PA-106	Advanced Computers	12.0
<b>Total Number of Quarter Credit Hours Required for Graduation 72</b>		

**Administrative Office Specialist**

**Associate of Occupational Studies**

The objective of this degree program is designed to prepare the student for entry-level employment as an administrative applications specialist performing clerical duties, computer duties or any similar positions within the business industry.

The program is 90 weeks in length for a total of 108-quarter credit hours. 94.5 quarter credit hours of theory and associated lab instruction, as well as 13.5 quarter credit hours of General Education in the areas described below. Each 10-week term is equal to 12-quarter credit hours.

Course #	Course Title	Quarter Credit Hours
AAS-101	Computer Basics	12.0
AAS-102	Business Applications	12.0
AAS-103	Asset Management	12.0
AAS-104	Software Applications	12.0
AAS-105	Database and Office Procedures	12.0
AAS-106	System Support and Design	12.0
AAS-201	Business Information Systems	7.5
AAS-202	Management	7.5
AAS-203	Market Information	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

**Applied Electrical Technology**

**Associate of Occupational Studies**

This program is designed to prepare the graduate with theory and working knowledge to work in the field as an entry-level Electrical Installation, Maintenance, Repair technician.

The total program length is 90 weeks with 94.5 quarter credit hours of theory and associated lab instruction in electrical theory, residential, commercial, industrial wiring, motor control, PLC and pneumatics and 13.5 quarter credit hours of General Education totaling 108 quarter credit hours. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week term is equal to 12-quarter credit hours.

Course #	Course Title	QCH
EM-113	Residential Electricity I	8.0
EM-114	Residential Electricity II	12.0
EM-115	Commercial I	12.0
EM-116	Industrial I	12.0
EM-117	Commercial II	12.0
EM-118	Industrial II	12.0
EM-201	Allen-Bradley Programmable Logic Controllers	7.5
EM-202	GE/Fanuc Programmable Logic Controllers	7.5
EM-203	Introduction to Pneumatics	7.5
TC-101	Introductory Craft Skills & Safety	4.0
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

**Computer Engineering Design & Drafting Technology**

**Associate of Occupational Studies**

This program is designed to prepare the graduate with skills needed to meet the employment requirements of an entry-level draftsman. Students graduating from this program will learn the necessary skills to obtain employment in the drafting field with a working knowledge of project management and CAD programming.

The total program length is 90 weeks with 94.5 quarter credit hours of theory and lab instruction in technical math, mechanical, civil, structural, residential and commercial architecture, AutoLISP, 3D animation, and project management and 13.5 quarter credit hours of General Education totaling 108 quarter credit hours. AutoCAD is used throughout the program. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
CAD-101	Drafting Fundamentals	12.0
CAD-102	Introduction to AutoCAD	12.0
CAD-103	Civil/Residential Architecture	12.0
CAD-104	Structural Drafting & Design/Steel Detail with SDS/2	12.0
CAD-105	Commercial Architecture	12.0
CAD-106	Mechanical	12.0
CAD-201	Customizing AutoCAD	7.5
CAD-202	3D Studio VIZ	7.5
CAD-203	AutoCAD and Office Applications	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

**Computer Systems and Network Technology**

**Associate of Occupational Studies**

This program is designed to meet the ever-increasing need for trained Computer Service Personnel. A graduate from this program will be able to work at an entry-level position in the Computer Electronics field upgrading, configuring, or repairing PC's or in network installation, maintenance and support roles.

The objective of the additional phases required to receive an Associate Degree focuses on Advanced Computer Network Technologies. Emphasis is placed on Enterprise Networking foundations with exposure to multiple Network Operating Systems and multi-vendor LAN/WAN connectivity.

The total program length is 90 weeks with 94.5 quarter credit hours of theory and lab instruction in the areas described below and 13.5 quarter credit hours of General Education totaling 108-quarter credit hours. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
CT-101	DOS/Windows	12.0
CT-102	Computer User Support	12.0
CT-103	Fundamentals of Software Support	12.0
CT-104	PC Repair and Peripherals	12.0
CT-105	Advanced Operating System Configuration	12.0
CT-106	Local Area Networks (LAN)	12.0
CT-201	Cisco Routing	7.5
CT-202	Linux Networking	7.5
CT-203	Network Security	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

**Heating, Air Conditioning and Refrigeration Technology**

**Associate of Occupational Studies**

This program is designed to prepare the graduate with theory and working knowledge to work in the field as an entry-level Air Conditioning, Heating and Refrigeration technician.

The total program length is 90 weeks, with 94.5 quarter credit hours of theory and associated lab instruction in the areas of air conditioning, refrigeration and heating; including, an introduction to the advanced concepts of Heat Pumps, DDC Controls and Air Flow Dynamics; and, 13.5 quarter credit hours of General Education totaling 108 quarter credit hours. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
HV-113	Basic Electricity for HVAC/R	12.0
HV-114	Basic Refrigeration for HVAC/R	12.0
HV-115	Residential Air Conditioning	12.0
HV-116	Residential Heating	12.0
HV-117	Commercial Air Conditioning	12.0
HV-118	Commercial Refrigeration	12.0
HVC-201	Air Flow Principles	7.5
HVC-202	Direct Digital Control (DDC)	7.5
HVC-203	Heat Pumps and Hydronic Heating	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

**Industrial Control Technology**

**Associate of Occupational Studies**

This program is designed to prepare the graduate with theory and working knowledge to work in the field as an entry-level Industrial Control technician.

The total program length is 90 weeks, with 94.5 quarter credit hours of theory and associated lab instruction in the areas of air conditioning, refrigeration and heating; including an introduction to Programmable Logic Controllers and pneumatic systems; and, 13.5 quarter credit hours of General Education totaling 108 quarter credit hours. Instruction is designed to allow student entry into classes every 10 weeks. Each 10-week phase is equal to 12-quarter credit hours.

Course #	Course Title	QCH
HV-113	Basic Electricity for HVAC/R	12.0
HV-114	Basic Refrigeration for HVAC/R	12.0
HV-115	Residential Air Conditioning	12.0
HV-116	Residential Heating	12.0
HV-117	Commercial Air Conditioning	12.0
HV-118	Commercial Refrigeration	12.0
EM-201	Allen-Bradley Programmable Logic Controllers	7.5
EM-202	GE/Fanuc Programmable Logic Controllers	7.5
EM-203	Introduction to Pneumatics	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

## Appendix A - Course Descriptions

### Medical Assistant

### Associate of Occupational Studies

The objective of this course is to prepare the student for employment as an entry-level Medical Assistant. Students graduating from this program will have the necessary skills to obtain employment in the medical field working both administrative and clinical areas within the health care field.

The program is 90 weeks in length for a total of 108-quarter credit hours. 87 quarter credit hours of theory and associated lab, 7.5 quarter credit hours of externship and 13.5 quarter credit hours of General Education instruction in the areas described below. Each 10-week term is equal to 12-quarter credit hours.

Course #	Course Title	QCH
MOA-101	Medical Language	12.0
MOA-102	Medical Office Basics	12.0
MOA-103	Advanced Computers	12.0
MOA-104	Medical Insurance, Accounting and Law	12.0
MOA-105	Medical Office Procedures	12.0
MOA-106	Medical Environment	12.0
MOA-201	General Patient Care	7.5
MOA-202	Special Procedures/Medical Lab	7.5
MOA-203	Externship	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

## Course Descriptions - Appendix A

### Pharmacy Technician

### Associate of Occupational Studies

The degree program is designed to prepare the student for entry-level employment as a Pharmacy Assistant, performing pharmaceutical duties or any similar positions within the pharmacy field. The Pharmacy Technician A.O.S. degree graduate is skilled with theory and practical working knowledge of all Pharmaceutical front and back-pharmacy procedures to perform the tasks associated with assisting a pharmacist.

The program is 90 weeks in length, including 87 quarter credit hours of theory and lab instruction, 13.5 quarter credit hours of General Education instruction in the areas described below and 7.5 quarter credit hours of externship for a total of 108 credit hours. Each 10-week term is equal to 12-quarter credit hours.

Course #	Course Title	QCH
PA-101	Medical Language	12.0
PA-102	Medical Office Basics	12.0
PA-103	Ethics and Billing	12.0
PA-104	Pharmaceutical Management	12.0
PA-105	Pharmaceutical Career Planning	12.0
PA-106	Advanced Computers	12.0
PA-201	Pharmaceutical Procedures	7.5
PA-202	General Patient Education	7.5
PA-203	Externship	7.5
GE-101	English Composition I	4.5
GE-201	English Composition II	4.5
GE 205	College Algebra	4.5
<b>Total Number of Quarter Credit Hours Required for Graduation 108</b>		

Course Descriptions

**AAS-101: Computer Basics 12 Quarter Credit Hours**

This course will enhance the student's skills with hands-on training of alphabetic keyboarding, figure, and symbol keys by integrating the "industry defacto" standard Windows operating system, leading edge computer technology usage, and fundamental functions of Microsoft Word application software in a concise, easy to learn format.

Keyboarding Introduction to Computers  
Microsoft Word

**AAS-102: Business Applications 12 Quarter Credit Hours**

This course will familiarize the student with the following: basic Windows operational software and desktop; foundation of mathematical skills needed in the business world; written and verbal opportunities to use the eight parts of speech, which constitutes the building blocks of the English language to better understand the mechanics of style using correct punctuation and grammar; and also basics of human relations with focus on customer service, career preparation, resume writing, and mock interviews.

Operating Systems Human Relations  
Business English & Math

**AAS-103: Asset Management 12 Quarter Credit Hours**

This course will introduce the students to the fundamentals of Generally Accepted Accounting Principles, automated accounting software, business office environment, state and federal regulations, choosing an area of interest for their future career, and developing a plan to pursue their career objectives.

College Accounting QuickBooks  
Career Development

**AAS-104: Software Applications 12 Quarter Credit Hours**

This course will provide the opportunity for the student to learn the fundamental functions of Microsoft Excel, Microsoft PowerPoint in design and creation of computer-aided presentations, Microsoft Outlook, 10-key skills, and understanding the Internet environment.

Microsoft Excel Microsoft Power point  
Integrated Business Skills

**AAS-105: Database and Office Procedures 12 Quarter Credit Hours**

This course will provide the opportunity for the student to gain an understanding of creating and querying a database, and creating reports on the information contained in a database. This course will also instruct the foundations of working in the office environment, office technology, and develop the student's ability in conducting formal business correspondence.

Microsoft Access Advanced Communications  
Office Management

**AAS-106: System Support and Design 12 Quarter Credit Hours**

This course will enhance the student's computer abilities focusing on Internet applications and design, computer user support on hardware and software, and solving simulated business problems through the use of all Microsoft Office application software. This course also provides the student with the opportunity to participate in the Core MOS certification exams in one or two areas.

Internet Applications Computer Systems Support  
Project Management MOS

**AAS-201: Business Information Systems 7.5 Quarter Credit Hours**

This course provides the opportunity for a student to learn the business environment, organizational structure and the operational process; analyze a problem, organize ideas logically, and express those ideas correctly and persuasively both written and oral. The student will also complete office management tasks.

Principles of Business: Management Information Systems:  
Advanced Business Writing:

**AAS-202: Management 7.5 Quarter Credit Hours**

This course provides the environment for the student to learn and practice a variety of communicational skills with emphasis on power of words, learn the objectives of basic business psychology and human behavior, and complete office management tasks by demonstrating a high level of skill in a variety of management skills.

Principles of Management: Communication Skills for the Professional  
Psychology for the Work Place:

**AAS-203: Market Information 7.5 Quarter Credit Hours**

This course will enhance the student's knowledge in the concepts, applications, and theories that explain the role marketing plays in improving the quality of the decision-making processes. It will also provide the student with the knowledge necessary to design, alter, and print multi-column PageMaker publications. The student will also be introduced to law as it relates to business

Desktop Publishing Principles of Marketing  
Business Law

**CAD-101: Drafting Fundamentals 12 Quarter Credit Hours**

Student will have a working knowledge of basic drafting techniques and principles. The student will also have an understanding of technical mathematics and its applications in the drafting field. This course is also designed to give working adults the knowledge and skills needed to be effective employees and members in organizations.

Basic Math Sketching & Lettering  
Geometry Use and Care of Drafting Equipment  
Algebra Geometric Construction  
Trigonometry Orthographic Projection

**CAD-102: Introduction to AutoCAD 12 Quarter Credit Hours**

Student will have a working knowledge of Windows XP and AutoCAD and will apply this knowledge to basic mechanical drawings of various applications. This course introduces the student to the basic principles of language construction and applications through written communications.

- |                            |                    |
|----------------------------|--------------------|
| Introduction to Computers  | Threaded Fasteners |
| Introduction to Windows XP | Welding Drawings   |
| Introduction to AutoCAD    | Group Projects     |
| Multiview Drawings         | Dimensioning       |
| Sectional Views            | Auxiliary Views    |

**CAD-103: Civil/Residential Architecture 12 Quarter Credit Hours**

The student will prepare civil drawings, complete a set of residential construction drawings and have an understanding of residential construction methods and materials. This course is also designed to take students through different problem solving techniques used in business as well as personal environments.

- |  |  |
|--|--|
| Maps & Surveys                               | Surveying                              |
| Contour Maps                                 | Plot Maps                              |
| Drainage Basics                              | Roadway Plans, Profile & Cross Section |
| Zoning & Site Considerations                 | Floor Plans                            |
| Building Codes                               | Elevation Drawings                     |
| Basic House Design                           | Electrical Plans                       |
| Room Planning and Layout                     | Roof Design                            |
| Foundation & Basement Plans                  | Lettering                              |
| Stair Design                                 | Group Projects                         |
| Doors & Windows                              |  |
| Residential Construction Methods & Materials |  |

**CAD-104: Structural Drafting & Design/Steel Detail with SDS/2 12 Quarter Credit Hours**

The student will prepare structural drawings for both residential and commercial applications as well as fabrication and erection drawings using SDS/2. This course is also designed to give students the communication skills necessary for establishing and maintaining healthy relationships with co-workers and customers.

- |   |                                 |
|---|---------------------------------|
| Structural Steel                            | Structural Concrete/Wood/Timber |
| Load Calculations                           | Span Tables                     |
| Determining Simple Beams with Uniform Loads |                                 |
| Erection Drawings                           | Bolts and Welds                 |
| Construct Ability Issues                    | Blueprint Reading               |
| Fabrication Process                         | Connection Design               |
| Bid Preparation                             | Details                         |
| Pulling Steel from Prints                   |                                 |

**CAD-105: Commercial Architecture 12 Quarter Credit Hours**

The student will complete a set of commercial construction drawings and have an understanding of commercial construction methods and materials. This course is also designed to assist students in developing specific customer service skills in their field of training. Students will capture the dynamics of today's business realities and see the benefits of effective communication when applied to customers in the workplace.

- |   |                      |
|---|----------------------|
| Building Codes                              | Plumbing Plans       |
| Specifications                              | HVAC Plans           |
| Floor Plans                                 | Perspective Drawings |
| Reflected Ceiling Plans                     | Lettering            |
| Building Sections                           | Group Projects       |
| Elevation Drawings                          | Electrical Plans     |
| Commercial Construction Methods & Materials |                      |

**CAD-106: Mechanical 12 Quarter Credit Hours**

Student will complete a set of mechanical working drawings of various machine parts and have an understanding of manufacturing methods. This course is designed to help students achieve greater personal and professional success through an increased knowledge of human behavior and employer expectations.

- |                                     |                                  |
|-------------------------------------|----------------------------------|
| Manufacturing Processes & Materials | Cams & Gears                     |
| Electrical & Electronics Drafting   | Process Piping Systems/Isometric |
| Working Drawings                    | Group Drawings                   |

**CAD-201: Customizing AutoCAD 7.5 Quarter Credit Hours**

The student will be able to customize AutoCAD to meet their individual needs and will have a working knowledge of the AutoLISP programming language.

- |                                      |                               |
|--------------------------------------|-------------------------------|
| Creating Line types & Hatch Patterns |                               |
| Creating Icon Menus                  | Script Files & Slide Shows    |
| Menu Macros                          | Customizing the ACAD.PGP File |
| AutoLISP Programming                 |                               |
| Customizing Screen & Pull Down Menus |                               |
| Customizing Tablet & Buttons Menus   |                               |

**CAD-202: 3D Studio VIZ 7.5 Quarter Credit Hours**

Students will use 3D Studio VIZ to complete various 3D animation projects.

- |                       |                                |
|-----------------------|--------------------------------|
| Creating a Scene      | Creating Materials             |
| Creating Shapes       | Image Maps                     |
| Modifying Splines     | Lights and Atmosphere          |
| Lofting Objects       | Animation Basics               |
| Twisting Objects      | Complex Animation              |
| Creating Curved Paths | Create and Animate AEC Objects |
| Deformation Tools     | Rendering                      |
| Primitive Objects     | Walkthrough Animation          |

**CAD-203: AutoCAD & Office Applications** **7.5 Quarter Credit Hours**

Students will create Word documents, Excel spreadsheet, and Access databases and integrate them with AutoCAD.

Word	Viewing and Editing Table Data
Excel	Creating Link and Label Templates
Access	Quick Query and Range Query
Web Based Resumes and Portfolios	Data Manipulation
Database Concepts and Design	Query Builder and SQL Query
The dbConnect Manager	Managing Link Templates
Data Links and Data Sources	Using SQL

**CT-101: DOS/Windows** **12 Quarter Credit Hours**

Student will become familiar with both the Windows XP command line environment and the Windows XP Graphic User Interface. This course is designed to give working adults the knowledge and skills needed to be effective employees and members in organizations.

Internal/External Commands	DOS Command Line Interface
Graphical User Interface	Directory Structures
Windows Control Panel	
Windows 98,2000 & XP Installation/Configuration	
File Management	Object Linking and Embedding

**CT-102: Computer User Support** **12 Quarter Credit Hours**

Student will understand the hardware fundamentals of Personal Computers and the components involved. They will also be exposed to the Soft Skills and Customer Relation techniques required by technical personnel. This course introduces the student to the basic principles of language construction and applications through written communications.

Hardware Fundamentals	Customer Relations for Technicians
Motherboard/BUS Architectures	Conflict Resolution
Peripheral Devices	Device Configuration
Listening Skills/Delineating Customer Concerns	
Overcoming Objections/Problem Solving Skill (IRQ's, DMA, Port Addresses)	
Talking Tech to Non-Technical Personnel	

**CT-103: Fundamentals of Software Support** **12 Quarter Credit Hours**

This course is designed to instruct students in the installation, configuration, operation and troubleshooting of various commercial software applications. Students will participate in labs and hands on assignments emphasizing real world applications.

This course is also designed to give students the communication skills necessary for establishing and maintaining healthy relationships with co-workers and customers.

File Permissions	Database Installation / Applications
Windows Shares	Spreadsheet Installation / Applications
Windows Authentication	Word Processor Installation / Applications
Application Security	User OS Troubleshooting
OS/Application Compatibility	

**CT-104: PC Repair and Peripherals** **12 Quarter Credit Hours**

Student will learn to configure, troubleshoot and repair IBM compatible computers. They will also learn peripheral installation, upgrading and conflict resolution. This course is also designed to take students through different problem solving techniques used in business as well as personal environments.

Operating System Installation/Configuration	
Peripheral Installation & Troubleshooting	
IRQ Conflict Resolution	Sound/Video/TV Cards
Memory Installation and Upgrade	Hard Drive/CDROM/DVD
Multimedia Devices	Auxiliary Storage
Managing System Recourses	Printers/Scanners/Capture Devices
SCSI and USB Devices & Firewire	Modems and Network Cards

**CT-105: Advanced Operating System Configuration** **12 Quarter Credit Hours**

This course will introduce students to Microsoft Windows 2003 Server through lectures, demonstrations, discussions, and hands-on labs. Students will perform an attended and an unattended installation of Windows 2003 Server, and will learn about the various file systems supported by Windows2003. They will learn how to install and administer Active Directory services and how to manage Active Directory objects. Students will use Microsoft Management console to monitor system performance, to administer Internet Information Services, and to administer user accounts, group accounts, and group policies. They will learn how to administer print services. They will learn how to install and administer network protocols and services such as virtual private networking, Routing and Remote Access Services, DHCP, WINS, and DNS. Students will learn how to backup data, implement disaster protection, and recover from a disaster. This knowledge will help prepare the student to pass the Microsoft Certified Professional (MCP) Exam #70-290. This course is also designed to assist students in developing specific customer service skills in their field of training.

Windows 2000 Professional	
Active directory design and implementation	
Distributed File Systems	File Replication Services
Internet Information Server	Basic Network Security
File Sharing	NTFS File Systems
User Administration	Terminal Services
Printing	DHCP Server
WINS Server	

**CT-106: Local Area Networks (LAN)** **12 Quarter Credit Hours**

This course targets network operating systems, topologies, protocols, and other topics relevant to local and wide area networks. Students will gain a basic understanding of how to design, install, maintain, upgrade, and troubleshoot peer-to-peer and client-server networks. This knowledge will serve as the basis for preparation to pass the CompTIA Network + Exam. This course is designed to help students achieve greater personal and professional success through an increased knowledge of human behavior and employer expectations.

Transmission Media	Basic Routing using RIP & OSPF
Ethernet Standard	IP Addressing and Subnetting
CSMA and Token Passing	Network Planning and Development
Network Security/Administration	Apple Macintosh Network Integration
Common Networking Protocols	DHCP
TCP/IP	NETBeui
IPX/SPX	DNS
Unix/Linux Network Integration	WINS

**CT-201: Cisco Routing 7.5 Quarter Credit Hours**

Student will learn the basics of routing through text studies and hands on labs based on Cisco, the largest manufacturer of networking equipment for the Internet.

IPX/SPX Routing	Access Lists
Routed and Routing Protocols	Routing Fundamentals
PPP and ISDN	Frame Relay
Switching and VLANs	Network Design Considerations
RIP, IGRP, EIGRP, and OSPF Protocols	
CCNA Preparation	Routing Loop Avoidance
Distance Vector and Link State Routing	

**CT-202: Linux Networking 7.5 Quarter Credit Hours**

Students will understand the operation of Linux and the installation/configuration of Linux within an Enterprise Network Environment.

History	BASH Shell Scripting
Partitioning/File Systems	BIND Configuration
User Administration	NFS Services
Command Line Functions	Remote Administration
Text Editing	Microsoft Emulation
Initialization/Configuration	Linux Networking
X-Windows	Kernel Compiling
TCP/IP Addressing/Configuration	Hardware Compatibility
Apache Web Server Configuration	Distribution Variations
Samba Configuration	Package Management
PERL Fundamentals	Process Management
Linux+ / LPI Preparation	

**CT-203: Network Security 7.5 Quarter Credit Hours**

This course is designed to address network security issues in the enterprise. Students will learn the basics of fire walling and intrusion detection through intensive case studies and hands on lab involving real world attack scenarios.

Firewalls – Traditional, Statefull, Proxy	
Intrusion Detection/Prevention	TCP/IP Vulnerabilities
Log Files	Port Scanners, Firewall Scanners,
Sniffers	Securing UNIX
Detect and prevent IP spoofing, covert channels	
Securing Windows 2000	DOS attacks
SSL / PGP / SMINE	IPSec

**EM 113: Residential I 12 Quarter Credit Hours**

This course includes safety rules and regulations for electricians; provides an introduction to conduit bending and installation; covers the hardware and systems used by an electrician to mount and support boxes, receptacles and other electrical components; and offer a general introduction to the electrical concepts used in Ohm's law applied to DC series circuits. Topics include:

Electrical Safety	Fasteners and Anchors
Hand Bending	Electrical Theory I

**EM 114: Residential II 12 Quarter Credit Hours**

This course introduces series, parallel, and series-parallel circuits; focuses on proper selection, inspection, use and maintenance of common electrical test equipment; provides a navigational road map for using the NEC®; and introduces the types and applications of raceways, wireways, and ducts. It focuses on the types and applications of conductors and proper wiring techniques; introduces electrical prints, drawings, and symbols; and details the electrical devices and wiring techniques common to residential construction and maintenance. Topics include:

Electrical Theory II	Test Equipment
National Electrical Code	Raceways, Boxes and Fittings
Conductors	Electrical Blueprints
Wiring Devices/Residential Wiring	

**EM 115: Commercial I 12 Quarter Credit Hours**

This course focuses on forces that are characteristic of alternating-current systems and the application of Ohm's law to AC circuits; identifies the purpose of grounding and bonding electrical systems; covers the types of bends in all sizes of conduit up to 6 inches; and explains how to select and size outlet boxes, pull boxes, and junction boxes in accordance with NEC®. It explains the transportation, storage, and setup of cable reels; identifies NEMA and NEC® installation requirements for cable tray; covers methods and techniques for both single- and three-phase services; and describes fuses and circuit breakers along with their practical applications. Course topics include:

Alternating Current	Cable Tray
Grounding	Conduit Bending
Boxes and Fittings	Conductor Installation
Installation of Electric Services	Circuit Breakers and Fuses

**EM 116: Industrial I 12 Quarter Credit Hours**

This course covers the electrical devices and wiring techniques common to industrial construction and maintenance; discusses AC and DC motors including the main parts, circuits, and connections; describes methods of terminating and splicing conductors of all types; and gives basic descriptions of various types of contactors and relays. It stresses the use of a variety of over current protection devices; covers single and multi-motor calculations to enable the trainee to size conductors; covers proper maintenance of motors in use and in storage; and provides information on selecting, sizing, and installing motor controllers. Course topics include:

Commercial and Industrial Wiring	Motors: Theory and Application
Conductor Terminations and Splices	Contractors and Relays Overcurrent
Protection	Motor Calculations
Motor Maintenance, Part One	Motor Controls

**EM 117: Commercial II** **12 Quarter Credit Hours**

This course introduces the principles of human vision and the characteristics of light; identifies the industry standards for electrical work, including the topics of branch circuits, rating and derating; covers the types of conductors used in wiring systems, including insulation, current-carrying capacity, and temperature ratings; and identifies the number of conductors allowed in raceways, boxes, and fittings. It explains distribution equipment, including grounding, switchboard and ground fault maintenance; discusses transformer types; covers specific types of incandescent, fluorescent, and HID lamps; includes basic calculation procedures for commercial applications; identifies various lighting installations, applications, and wiring systems; and covers fire alarm control units, and Digital Alarm Communicator Systems (DACS). Course topics include:

Raceway, Box, and Fitting Fill Regs	Conductor Selection and Calculations
Branch Circuits – Load Calculations	Electric Lighting
Distribution Equipment	Conductor Selection and Calculations
Practical Applications of Lighting	Distribution System Transformers
Lamps, Ballasts, and Components	Fire Alarm Systems
Load Calculations – Feeders and Services	

**EM 118: Industrial II** **12 Quarter Credit Hours**

In this course, all classes of hazardous location are covered and NEC® installation requirements for electric generators and storage batteries are explained. The student learns the function and operation of basic electronic devices; the various types of transformers and their applications; and studies applications and operating principles of solid-state controls. The course covers various heat tracing systems along with their applications; describes motor cleaning, testing, and preventative maintenance; and offers an overview of the NEC® and cable manufacturers' requirements for high voltage terminations and splices. Topics include:

Hazardous Locations	Standby and Emergency Systems
Basic Electronic Theory	Specialty Transformers
Advanced Motor Controls	Heat Tracing and Freeze Protection
Motor Maintenance, Part Two	High-Voltage Terminations/Splices

**EM-201: Allen-Bradley Programmable Logic Controllers** **12 Quarter Credit Hours**

Students will participate in an introduction to computers. Students will learn theory and operation of Allen-Bradley programmable logic controllers. They will develop and actually simulate programs for various applications.

Allen-Bradley Software Introduction	Counters/Hardware
Comparative Instructions	Numbering and Ladder Designs
Data Handling Instructions	Relay Instructions
Introduction to Computers	Timers/Computer Applications

**EM-202: GE/Fanuc Programmable Logic Controllers** **7.5 Quarter Credit Hours**

Student will participate in an introduction to computers. Students will learn the theory and operation of GE/Fanuc programmable logic controllers. They will develop and actually simulate programs for various applications.

GE/Fanuc Software Introduction	Counters
Hardware	Relationship Instructions
Microsoft Office Applications	Data Manipulations
Relay Ladder Logic Instructions	Traffic Simulations
Timers	Sequencing
Communications	Trouble Shooting

**EM-203: Introduction to Pneumatics** **7.5 Quarter Credit Hours**

Student will learn theory and hands-on operations of Pneumatic systems.

Types of Control Systems	Industrial Controls and Applications
Air Supply Systems	
Troubleshooting	Building Controls and Applications

**HV 113: Basic Electricity for HVAC/R** **8 Quarter Credit Hours**

This course teaches power generation and distribution, and electrical components; explains the theory of solid-state electronics, as well as the operation, use and testing of the various electronic components used in HVAC; and covers transformers, single-phase and three-phase power distribution, capacitors, the theory and operation of induction motors. Additionally, the student learns how to solve problems involving the measurement of lines, area, volume, weights, angles, pressure, vacuum, and temperature.

**HV 114: Basic Refrigeration for HVAC/R** **12 Quarter Credit Hours**

Presenting the basic principles of heating, ventilation, and air conditioning, this course covers heat transfer, refrigeration, and pressure-temperature relationships. It teaches tools, materials, and safety precautions and depicts step-by-step procedures for soldering and brazing piping; covers the selection, preparation, joining, and support of copper and plastic piping and fittings; introduces the basic principles, processes, and devices used to control humidity and air cleanliness; and presents indoor air quality and its effect on the health and comfort of building occupants. It discusses techniques for reading and using blueprints, specifications, and shop drawings.

**HV 115: Residential Air Conditioning** **12 Quarter Credit Hours**

Explaining the factors that affect the heating and cooling loads of a building, this course describes the process by which the heating and cooling loads are calculated; explains air properties, related gas laws, and psychrometric principles and charts; and introduces the trainee to various heat recovery/reclaim devices and energy reduction apparatuses. It explains how to analyze circuit diagrams for electronic and microprocessor-based controls and covers the operation, testing, and adjustment of conventional and electronic thermostats, as well as the operation of common electrical, electronic, and pneumatic circuits used to control HVAC systems. It describes the purpose of planned maintenance and outlines the

procedures for servicing gas and oil furnaces, electric heating equipment, cooling equipment, and heat pumps.

**HV 116: Residential Heating 12 Quarter Credit Hours**

This course focuses on heating fundamentals; the types of furnace designs and their components and presents the basic procedures for installing and servicing furnaces. It describes the tools and instruments used in trouble-shooting gas heating appliances and teaches the principles of fossil-fuel furnace venting; covers various types of iron and steel pipe and fittings and provides step-by-step instructions for cutting, threading, and joining ferrous piping. It additionally presents the operation and testing of electric furnaces and their components and reviews the operation of electric heating appliances. It covers the principles of reverse cycle heating; describes the operation of the various types of heat pumps and reviews heat pump operation and heat pump control circuits.

**HV 117: Commercial Air Conditioning 12 Quarter Credit Hours**

This course describes air distribution systems and their components, air flow measurements, ductwork installation principles, and the use of instruments for measuring temperature, humidity, pressure, and velocity and covers procedures for the startup of hot water and steam heating, chilled water, and forced air distribution systems. It covers operating principles, piping systems, preventive maintenance, and servicing of boilers, chillers, chilled water systems, steam systems, and steam traps and describes the systems, equipment, and operating sequences used in a variety of commercial airside system configurations. It also explains how computers and microprocessor controls are used to manage zoned HVAC systems.

**HV 118: Commercial Refrigeration 12 Quarter Credit Hours**

This course covers the operation of refrigeration systems, with emphasis on systems used in cold storage and other commercial food preservation applications and presents the basic techniques and equipment used in troubleshooting cooling equipment. It explains the operating principles of the different types of compressors used in comfort air conditioning systems and offers the operating principles, applications, installation, and adjustment of the various types of fixed and adjustable expansion devices. It presents the entire basic refrigerant handling and equipment servicing procedures that a technician must know in order to service HVAC systems and covers the application and installation of various types of fasteners, gaskets, seals, and lubricants and the adjustment of different types of belt drives, bearings, and couplings.

**HVC-201: Air Flow Principles 7.5 Quarter Credit Hours**

The student will understand advanced air flow properties, duct design, materials used in duct systems and indoor air quality.

- |  |                               |
|--|-------------------------------|
| Duct Materials and Insulation  | Sizing Duct Systems           |
| Perimeter Duct Systems   |                               |
| Indoor Air Quality-Sick Building Syndrome and Building Plenum System |                               |
| Related Illnesses  | Extended Plenum Systems       |
| Air Exchangers   | Reducing Plenum Systems       |
| Filtration Systems   | Fiberglass Duct Board Systems |

- |                                       |                       |
|---------------------------------------|-----------------------|
| Ultraviolet Systems                   | Flexible Duct Systems |
| Variable Speed Furnaces and A/C       | Zoned Duct Systems    |
| Blue Print Reading                    | VAV Systems           |
| O & M Manuals and Specification Books |                       |
| Testing and Balancing Duct Systems    |                       |

**HVC-202: Direct Digital Control (DDC) 7.5 Quarter Credit Hours**

The student will have an understanding of the function of control systems, how equipment and systems are controlled and the components (hardware and software) within the control system.

- |   |                        |
|---|------------------------|
| Control and Electronic Fundamentals           |                        |
| HVAC System Performance and Control           |                        |
| Basic Components                              | Computer Fundamentals  |
| Input Systems                                 | Controller             |
| Individual Systems                            | Output                 |
| Small Building Systems                        | Interface              |
| Large Building Systems                        | Communications         |
| Multiple Building Systems                     | Component to Component |
| Monitoring and control from a Central Station |                        |
| Communication Protocols                       |                        |

**HVC-203: Heat Pumps and Hydronic Heating 7.5 Quarter Credit Hours**

The student will build on his/her basic knowledge and troubleshooting skills of the different types of heat pump systems and hydronic heating systems.

- |  |                                 |
|--|---------------------------------|
| Air to Air Heat Pumps                                | Vent Design and Application for |
| Category I, Draft                                    | Ground Source Heat Pumps        |
| Hood and Fan-Assisted Gas Appliances                 |                                 |
| Water Source Heat Pumps                              | Refrigerant Piping Design       |
| In-floor Radiant Heating Systems                     | Code Review                     |
| Hot Water and Steam Heat                             |                                 |
| Certifications (R410A, Propane, Flex-gas Line, etc.) |                                 |

**IS-101 Network Essentials 12 Quarter Credit Hours**

This course covers networking basics including network topology, network hardware, Ethernet, network design and troubleshooting, TCP/IP, switching and routing, e-mail, multimedia networking, the Internet, Windows, UNIX and Linux, and other network operating systems and protocols. This course helps students prepare for the CompTIA Network+ Certification Exam.

**IS-103 Security Essentials 12 Quarter Credit Hours**

This course covers the fundamentals of information security. The course examines topics including network and systems security, risk mitigation and management, IS threats and vulnerabilities, cryptography, and IS security countermeasures. Additional major instructional areas include principals of information security, information system security threats and vulnerabilities, network and systems security, and security maintenance and management. This course covers concepts in the CISSP Body of Knowledge.

**IS-105 Computer Forensics** **12 Quarter Credit Hours**

This course covers the tools and techniques of computer forensics and investigations and prepares students to acquire, preserve, and analyze digital evidence. Additional areas of emphasis include forensics tools, policies and procedures, and operating system considerations.

**IS-107 Cyber Security** **12 Quarter Credit Hours**

This course covers the basics elements of cyber security threats, vulnerabilities, and controls from a homeland security perspective for protecting yourself and your business from cyberthreats. Key course elements include cybercrime threats, the need for information assurance, controversial cybercrime issues, cyber laws and regulations, and methods of preventing cybercrime.

**IS-109 Contingency Planning and Disaster Recovery Planning** **12 Quarter Credit Hours**

This course provides students with the knowledge and ability to develop business continuity plans and disaster recovery plans based on organizational requirements. Additionally, this course covers the roles and responsibilities of key personnel, risk assessment and risk management, and data backup and recovery processes, and key corporate policies and procedures as they pertain to contingency planning and disaster recovery planning.

**IS-111 Ethical Hacking** **12 Quarter Credit Hours**

This course covers the tools and techniques of discovering network and computer vulnerabilities through the use of ethical hacking techniques and system security testing procedures. Areas of focus include various computer and network attacks, penetration testing, social engineering, hacking web servers, hacking wireless networks, operating system and application vulnerabilities, and firewalls and intrusion detection systems.

**MOA-101: Medical Language** **12 Quarter Credit Hours**

This course will familiarize the student with medical terminology, anatomy and physiology. The student will learn medical terms and meanings, along with the body parts, systems and functions. The course will also instruct the student in the basics of keyboarding for performance in the medical field.

Medical Terminology                      Keyboarding

**MOA-102: Medical Office Basics** **12 Quarter Credit Hours**

This course will instruct the student in the uses of basic grammar, with emphasis on punctuation, spelling, capitalization and correct usage of nouns, verbs, etc. This course will introduce the student to computer usage and basic computer knowledge applying the learned grammar skills using the word processing program. This course also includes a section on medical math. This portion is designed to familiarize the student with the basic math functions including the metric system and some basic algebra.

Introduction to Computers                      Pharmacology

**MOA-103: Advanced Computers** **12 Quarter Credit Hours**

This course will enhance and build on the student's previous basic computer usage and knowledge. The student will receive in-depth training using Microsoft Office applications which include: Word, Excel, Access, and PowerPoint. The student will be exposed to multiple projects in each application with some projects related specifically to the medical field.

**MOA-104: Medical Insurance, Accounting and Law** **12 Quarter Credit Hours**

This course will instruct the student in the process of insurance filing and reimbursement from various carriers. Basic medical accounting will also be covered instructing the student on accounts receivables, accounts payable, deposits, posting, etc. The student will also learn medical law and ethics as it applies to the areas of the health care field.

**MOA-105: Medical Office Procedures** **12 Quarter Credit Hours**

This course will enhance the student's computer abilities focusing on medical office software for appointment scheduling and basic medical accounting. This course will introduce the students to the medical office environment, state and federal regulations. The student will also learn the importance of professional appearance and attitude. This course is also designed to give students the communication skills necessary for establishing and maintaining healthy relationships with co-workers and customers.

**MOA-106: Medical Environment** **12 Quarter Credit Hours**

The student will learn the importance of teamwork. In this course the student will become certified in basic CPR, First Aid and AED. In Human Behavior the student will become familiar with cultural diversity and how to interact with patients from all walks of life in the medical environment. Transcription will introduce the student to transcribing medical reports and enhance their terminology skills.

Emergency Procedures                      Human Behavior  
Medical Transcription

**MOA-201: General Patient Care** **7.5 Quarter Credit Hours**

This course will instruct the student in basic patient care and procedures associated with assisting a physician. This course will teach the student to take vital signs, weights and measurements as well as learning about disease, infection control and asepsis. The student will also learn to assist with minor surgery and basic physical exams.

Infection Control                      Basic Clinical Procedures  
Specialty Examination and Procedures  
Advanced Clinical Procedures

**MOA-202: Special Procedures/Medical Lab 7.5 Quarter Credit Hours**

This course includes instruction in performing EKG's, Holter Monitor placement and patient education. The student will learn radiological positioning in physical therapy and rehabilitation procedures as well as venipuncture, hematology, urinalysis and microbiology. The student will learn about OSHA and CLIA regulations. The student will be instructed on safety procedures before, during and after all laboratory procedures.

Specialty Examination Procedures      Diagnostic Testing  
Physician's Office Laboratory

**MOA-203: Externship 7.5 Quarter Credit Hours**

\*Certification with American Medical Technology. The externship is designed to provide real world work experience to the student before graduation. This opportunity provides the student with a chance to test their knowledge and ability in their chosen field and apply what has been learned in the classroom to real life situations. The student must make application to be accepted into the externship phase and demonstrate that satisfactory progress levels of academics and attendance have been achieved prior to being admitted to the externship. Only a director can waive a requirement.

The externship will consist of 7 weeks 280 hours. The first 3 weeks of the phase will consist of classroom instruction in preparation for the Registered Medical Assistant exam and Applied General Education. The class instruction will be 8:00 a.m. – 12:30 p.m. and/or 6:00 – 10:30 p.m. Monday through Thursday. The last 7 weeks will be spent in a medical facility for approximately 8 hours, 5 days a week (a 40-hour week); the intended purpose of the extern program is to provide real life experiences and opportunities in various areas in the medical field. The externship does not guarantee you a permanent position.

The extern program is an excellent opportunity for you to advance your practical skills. Successful completion of the externship is a requirement for graduation of the program.

While participating in the extern program, you will be monitored and graded on your progress, skills, and professionalism. The monitoring will consist of weekly on-site evaluations.

**PA-101: Medical Language 12 Quarter Credit Hours**

This course will familiarize the student with medical terminology, anatomy and physiology. The student will learn medical terms and meaning, along with body parts, systems and functions. This course will also instruct the student in the basics of keyboarding for performance in the pharmacy field.

Medical Terminology      Keyboarding

**PA-102: Pharmacology Basics 12 Quarter Credit Hours**

This course will instruct the student in pharmacology including the brand and trade names, drug classes, uses, and effects of prescription drugs. This course includes a section on pharmaceutical math. This portion is designed to familiarize the student with the basic math functions including the metric system, basic algebra, and an introduction to dosage calculations. This course will also introduce the student to computer usage and basic computer knowledge.

**PA-103: Ethics and Billing 12 Quarter Credit Hours**

This course will instruct the student in the process of insurance filing and reimbursement from various carriers. Basic medical accounting will also be covered, instructing the student on accounts receivable, accounts payable, deposits, postings, etc. The student will also learn pharmaceutical law and ethics as it applies to the areas of the health care field.

Bookkeeping  
Pharmaceutical Law, Liability, Ethics and Bioethics

**PA-104: Pharmaceutical Office Management 12 Quarter Credit Hours**

This course will enhance the student's computer abilities focusing on the pharmaceutical software. This course will include instruction on the difference between Retail and Clinical pharmacies, and what it would take to run the office side of the pharmacy.

Pharmaceutical Office Management

**PA-105: Pharmaceutical Career Planning 12 Quarter Credit Hours**

This course will introduce the students to the pharmaceutical environment and state and federal regulations. The students will learn teamwork, professionalism, grooming, as well as, choosing an area of interest within the pharmaceutical field. This course includes a section on diabetes and blood pressure management and equipment. This course will also instruct the student in the uses of basic grammar, with emphasis on punctuation, spelling, capitalization, and correct usage of nouns, verbs, etc.

Emergency Preparedness      Career Development  
Pharmacy Technology

**PA-106: Advanced Computers 12 Quarter Credit Hours**

This course will enhance and build on the students' previously learned basic computer usage and knowledge. The student will receive in-depth training using Microsoft Office applications, which include Word, Excel, Access, and PowerPoint. The student will be exposed to multiple projects in each application with some projects related specifically to the medical field.

Microsoft Office

**PA-201: Pharmaceutical Procedures 7.5 Quarter Credit Hours**

This course will teach the student the proper procedures for handling and mixing medications, labeling medications, tracking of narcotics and will provide an overview of continuing education requirements.

- Pharmaceutical Procedures
- Approach to AIDS and Hepatitis B
- Preparing IV Solutions
- Labeling Medications
- Computerized Pharmacy Procedures
- Inventory of Drugs and Tracking of Narcotics
- Continuing Education

**PA-202: General Patient Education 7.5 Quarter Credit Hours**

This course is designed to teach the student how to approach patient needs both medically and medicinally; it will also provide instruction on dealing with different types of patients and their individual needs, and how to deal effectively with different personalities and health conditions; instruction in preparing for job interviews will also be taught.

- Patient Education
- Taking histories
- Nutrition
- Therapeutic Communications
- Over-the-Counter Medications, Herbal Therapies.

**PA-203: Externship 7.5 Quarter Credit Hours**

The externship is designed to provide real world work experience to the student before graduation. This opportunity provides the student with a chance to test their knowledge and ability in their chosen field and apply what has been learned in the classroom to real life situations. The student must make application to be accepted into the externship phase and demonstrate that satisfactory progress levels of academics and attendance have been achieved prior to being admitted to the externship. Only a director can waive a requirement.

Externships are unpaid, supervised and graded by a registered pharmacist. The results become part of the final graduation requirements for this program. The student must demonstrate a minimum of 225 hours worked on the job and must achieve the required targets of achievement as outlined in the externship materials and provide all required, signed documents to conclude the externship successfully. Throughout the phase, the student must meet with the instructor on a weekly basis and is responsible to set that schedule with the instructor. The student will work approximately 32 - 40 hours in 4 - 5 days per work which will simulate a regular work week.

The first three weeks of this phase is spent on-campus in the classroom in lecture and lab settings doing prescription interpretation; simulated counting tray methodologies; and Intravenous (IV) preparation and practice; and discussion of the requirements, expectations and participation required in the externship. Students will also attend the required Applied General Education course for the phase.

The time spent in the classroom will also include assisting the student with the completion of the State Registry process which is governed by the State Board of Pharmacy, and is a requirement for employment in the State of Missouri. Additionally, the student will be assisted in completing the initial application to take the National Certified Pharmacy Technician Exam and the application will

be filed on behalf of the student with the national board. The student will then be able to take the exam at his/her earliest possible convenience after the successful completion of the externship program.

General Education

**GE-101: English Composition I 4.5 Quarter Credit Hours**

In this English Composition I course, students develop written communication skills. The course materials place an emphasis on the principles of effective communication which includes understanding the writing process and analysis of readings, as can be applied personally and professionally.

**GE-201: English Composition II 4.5 Quarter Credit Hours**

This English Composition II course builds on lessons learned in English Composition I. In addition to reviewing the writing process, students learn research techniques, citation techniques, documentation formats, and critical analysis of written topics. Prerequisite: GE-101

**GE-205: College Algebra 4.5 Quarter Credit Hours**

This college algebra course focuses on algebraic concepts essential for success in the workplace and other courses. Using practical examples and applications, students practice fundamental operations with number systems, formulas, algebraic expressions and linear equations. This course also explores problems involving factoring, inequalities, exponents, radicals, functions, quadratic equations and graphs.

## Appendix B

### Academic Calendar

Program Start Dates	Graduation Date – Diploma	Graduation Date – A.O.S.
2/2/09	3/25/10	10/21/10
4/13/09	6/3/10	12/30/10
6/22/09	8/12/10	3/10/11
8/31/09	10/21/10	5/19/11
11/9/09	12/30/10	7/28/11
1/18/10	3/10/11	10/6/11

## Appendix C

### Advisory Committees

Vatterott College utilizes Program Advisory Committees for each program or each group of related programs. The majority of each Program Advisory Committee is made up of employers representing the major occupation or occupations for which training is provided. At least two regularly scheduled meetings are conducted annually and at least one of these is held at the school.

The duties of the Program Advisory Committee include, but are not limited to:

- A. Reviewing, at least annually, the established curricula of the program and comment as to its objectives, content, and length, and the adequacy of the facility and equipment.
- B. Reviewing and commenting on each new program including the appropriateness of curriculum, objectives, content and length, prior to Accreditation recognition.
- C. Reviewing and commenting at least annually on student completion, placement, and where required, state licensing and examination outcomes of each program.

### Campus Advisory Committees

#### Business

Robert Carpenter - Express Personnel  
Bruce J. Putman - A-1 Staffing  
Bernadette Krasso - Citicorp Credit Services Inc.  
(Advisor to Student Success Center)  
Sophie Murphy - Spherion  
Sue Snow - Bossler-Hix Staffing  
Caralou Schmollinger - Westin Crown Center Hotel  
Carolyn Prather - Hallmark  
Marilyn Nixon - Executemps, Inc.  
Nancy Campbell - Business Behavior Institute  
Garrett Gardner - Full Voice  
Kathy Henze - Spherion  
Steven Murphey - Sertoma International  
Computer Engineering Design and Drafting  
Joe Davis - Custom Engineering  
Lee Hatley - Continental Disc Corporation  
Kyle Adkins - Continental Disc Corporation  
Dave Ness - GE Energy/M.J. Harden  
Pam Litka - Bibb & Associates, Inc.  
Bill White - Black & Veatch  
Nic W. Willard - Black & Veatch  
Sydney Martins - Lankford & Associates  
Dick Fiene - Chief Surveying  
Ben Ellis - Mcafee, Henderson & Strick

**Combination Welding Technology**

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Kathy Banlow - ICF Industries Inc.  
Roy Hartloff - Linweld – Dist  
Jerry Vest - Vest Alignment & Frame  
Mark Schwartzhoff - Western Forms  
Don Buttman - Don’s Mobile Welding, Inc  
Michelle Smock – Adecco LS  
Caleb Rice – AeroTek  
Steve Hayes - Aluminum Fabricators Inc

**Computer Technology**

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Patrick Shore - Intelli Think LLC  
Steve Kieff - Yellow Roadway Technologies  
Markus Lanio - Wachter Electric  
James Zeller - Wholesale Internet, Inc  
Tony Taylor - KPG, Inc.  
Lori Thompson - Austin Nichols  
Farrah Ibach-Bauer - Yellow Technologies  
Jerry Delgado - North Kansas City Schools  
Patrick Zimmer - IT decision management  
Mary E Rawls - Operating Sooner, Inc.  
Mark T Siettmann - Summit Tech Services dba Geeks on Call  
Michael Smith - Quilogy, Inc.

**Electrical Industrial Control**

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Danny Smith - Alpine Electrical Construction  
Gail Shanks - CES Electric Supply  
Robert Croskell - CEI Electrical & Mechanical  
Joseph Laurendine - Body Guard Alarms  
Jason Smith - Pro Circuit  
Janet Feltner - Multivac  
Willie Washington - US Gypsum Company  
Erlinda Laurendine - Body Guard Alarm  
Savo Mitrovic – Trade Electric  
Justin Martin – The Skilled Trades Company  
Ric Ginn – Ric Ginn Electric  
Dan C. Lee – S.A. Merrill Electrical Services  
Randy Berry – City Electric Supply

**Drafting**

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Christine Walters – D3 Technologies  
Scott McBurney – Scott McBurney Furniture Designs  
Terry Wilburn – T2 Industries  
Mehdi Emami – Argus Consulting, Inc  
Greg Harris – Custom Engineering  
James Kemna – Johnston Burkholder Associates

**HVAC**

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Beth Anderson - Sears Home Service  
Claus Stark - Trammell Crow  
Gary Schlotzhauer - Kessinger Hunter & Co  
Eric Kjelskus - Eric Kjelskus Energy  
Dave Hinkley - Neal Harris  
Linda Gallagher - ACCA  
Ray Issac - Issac Heating & Air Conditioning  
Donna Hill - The Trane Company  
Bob Miller - Key Refrigeration Supply  
Jay Lind - Sheet Metal Workers Local #2  
Tom Roberts - CFM Distributors  
Laine Wright - Engineered Air  
Greg Chastain - Sheetmetal Workers Local #2  
Gerald J. Brandimarte - Chief Heating & Cooling Inc.  
Bryan Ferguson - Engineered Air  
Kelly Rose - Colliers Turley Martin Tucker  
Steve Van Hoecke - Lee’s Summit Heating & Cooling

**Information Systems Security**

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Aaron Shilts - FishNet Securities  
Troy Schnack - Federal Public Defenders Office  
Vic Evans - Vic’s Pc Shop  
Brantley Briegel - Business practical Security.com  
Mike Cleveland - KC Computer Masters  
Angela Poe - White Tiger Security  
Anthony Ferro - Heartland Valley View LLC  
Charles Ballard - Faultless Linen  
Terry Jones - Allied Global Services  
Jeff Bennett - Automation Dynamics LLC

## Appendix C - Advisory Committees

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### Medical Office Assistant/Medical Assistant

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Sandra Aguilar - Advanced Staffing Resources  
Debra Burland - Medical Connection  
Jodi Rawson - Care Source, Inc.  
Tina Akers - Biolife Plasma Services  
Steve Brainard - Kelly Scientific Resources  
Gene Grodzinsky - Metropolitan Nursing  
Nancy Hill - Independence Regional Health Center  
Sara Meinking - Wexford Place  
Pharmacy Assistant/Pharmacy Technician  
Deborah Holland - Childrens Mercy Hospital  
Gwen Collier - Truman Medical Center  
Dana Meyers - Walgreen's  
Paul Troiano - Truman Medical Center  
Randall Wright - Walgreen's  
Julie Bickers - Walgreen's  
Sherri James - 50-Plus Pharmacy  
Naomi Payne - Walgreen's

### Pharmacy

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Amy Sipe – Kansas City VA Medical Center  
Jennifer Bathgate – Walgreens  
Gwyn Collier – Truman Medical Center Lakewood  
Deborah Holland – Children's Mercy Hospital  
Christopher Ramsey – Truman Medical Center Lakewood

## Appendix D

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### School Administration and Faculty

#### Administrative Staff

Wayne Major, Campus Director  
Joy Vann-Hamilton, Director of Education  
Kevin Asberry, Director of Admissions  
Michelle Lawson, Admissions Coordinator  
Leah Lehman, Admissions Coordinator  
Mark Powell, Admissions Coordinator  
Justin Powell, Admissions Coordinator  
Susan Owen, Admissions Coordinator  
Cathy Block, Admissions Coordinator  
LaDonna Rodriguez, Retention Coordinator  
Rochelle Mefford, Retention Coordinator  
James Kuhn, Director of Career Services  
Rebecca Mahurin, Career Services Coordinator  
Debora Holmquest, Registrar  
Rebecca Dunaway, Registrar  
Carrie Boyer, Campus Accountant  
Debra Thomas, Campus Accountant  
Jacquiline Enss, Director of Financial Aid  
Heather Alexander, Financial Aid Coordinator  
Barbara Boone, Financial Aid Coordinator  
Wanda Turner, Financial Aid Coordinator  
Daniell McCoy, Administrative Assistant  
Terry McCoy, Administrative Assistant  
Steve McCoy, Director of IT  
Robert Gehring, Jr., IT Support Coordinator  
Anthony Rodriguez, Building Maintenance  
Brett Chrisman, Building Maintenance

#### Faculty

##### Dennis Attawia (Computer Technology)

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Dennis is a graduate from DeVry Institute of Technology with a Bachelors degree in Electronics Engineering. He also has a Higher Teachers Certificate in Technical Studies Specialist (Sierra Leone).

##### Stephanie Betts (Medical Program Director and Instructor)

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Stephanie is a graduate of Technical Career Institute with a certificate in Medical Assisting and is a certified Medical Assistant. She also holds an Associate's Degree in Early Childhood education.

**Frank Bingham (Electrical Mechanic Instructor)**

Frank is NCCER certified and has a Master's License in electrical. He also has pursued a liberal arts education at Tarleton Junior College.

**Diane Bishop (Medical Instructor/Externship Coordinator)**

Diane is a graduate of Sanford Brown College with an Associates of Applied Science degree in Health Information Technology. She also has a diploma as a Medical Assistant with Limited Radiology

**Jacob Bosch (Adjunct - General Education Instructor)**

Jacob holds a Masters Degree in English from the University of Aalberg and a Bachelors Degree in History/Philosophy from the University of Kansas.

**Deborah Bullock (Adjunct - Medical Instructor)**

Deborah is a graduate of Vatterott College with an Associate of Occupational Studies in Medical Assisting. She is also certified CNA with 20 years of experience.

**Mark Collett (Adjunct - General Education Instructor)**

Mark holds a Masters Degree in English from the University of Oklahoma and a Bachelors Degree in English from Northwest Missouri State University.

**John Crossley (Adjunct - Computer Engineering Design and Drafting)**

John has an Associate of Science, Computer Science in Business Administration from Longview Community College, a Bachelor of Science from DeVry University, and a Master of Business Administration from the Keller Graduate School of Management.

**David Crawford (Adjunct - Computer Engineering Design and Drafting)**

David attended Park University School of Business and has 39 years in Heavy Construction/Energy Industry.

**Bruce DeMoss (Administrative Applications Specialist Instructor)**

Bruce has a Bachelor of Science in Communications from Freed Hardeman University. He has also taken coursework toward a Master of Arts degree in Media Communication.

**Bret Doles (HVAC Instructor)**

Bret is graduate of Vatterott College with an Associates of Occupational Studies degree in Heating, Air Conditioning and Refrigeration. He has more than 10 years in the field and numerous certifications.

**Roland Gochenour (Electrical Program Instructor)**

Roland is a graduate of Electronics Institute with an Associates of Occupational Studies degree in Computer PLC's. He is also a Master Electrician.

**Alan Green (Computer Technology Program Director and Instructor)**

Alan is a graduate of Central Michigan University with a Masters degree in Administration. Mr. Green is a CISCO Certified Network Associate.

**Emma Griswold (General Education Instructor)**

Emma is a graduate of the University of Kansas with a B.G. S. in Social Services. She also has extensive background and experience in motivational presentations and seminars.

**Earl Guillory (Plumbing Instructor)**

Earl has obtained his Journeyman's Plumber's license and has completed the Missouri department of Natural Resources Water Protection Program. He has also completed the OSHA Construction Industry Safety Course from OSHA.

**Lori Helgason (Administrative Office Specialist Program Director and Instructor)**

Lori is a graduate of College of the Ozarks with a Bachelors Degree in Business. She has her MO Lifetime Teaching Certificate as well as MOUS Word 2000 and MOUS Excel 2000 certifications.

**Steve Horne (HVAC Instructor)**

Steve has an HVAC diploma through North America Studies program and is a graduate of Longview Community College with an Associates of Arts in Business Management.

**Herman Lloyd (HVAC Instructor)**

Herman is a graduate of AVTS of Kansas City in Heating, Air Conditioning and Refrigeration. He holds Master Mechanical Certificate with Unified Government of Kansas City as well as other licenses and certifications.

**Mark Matzeder (Electrical Mechanic Instructor)**

Mark has over 15 years experience in the electrical trade. He is NCCER certified. He also holds a Bachelors degree in Journalism, Broadcasting and Film from Trinity University

**Miriam Matzeder (Adjunct - Pharmacy Instructor)**

Miriam has worked in pharmacy and pharmaceutical law for close to 20 years. She is registered with the Missouri State Board of Pharmacy and is currently working toward a B.S. in Chemistry with the intention to proceed to pharmacy school.

**Robert McMullin (Internet Systems Security Program Director and Instructor)**

Robert is a graduate of the Texas State Technical Institute with an A.A.S. in Computer Science and Automation Robotics.

**Justin Meissner (Pharmacy Assistant Instructor)**

Justin is a licensed pharmacy technician and has training experience in insurance, billing and coding in the pharmacy industry. He has also worked with the elderly to educate them on the Medicare regulations and options for their pharmaceutical needs.

**Travis Neece (HVAC Instructor)**

Travis is a diploma graduate of Vatterott College in Heating, Air Conditioning and Refrigeration and is NCCER certified. He also has an Associate of Arts from Wentworth Junior College.

**Glenn Newlin (HVAC Program Director and Instructor)**

Glenn is a diploma graduate of Vatterott College in Heating, Air Conditioning and Refrigeration. He is also a Certified Residential and Light Commercial Air Balancing and Diagnostic Technician.

**Shelby Newberry  
(Pharmacy Program Director, Instructor/Externship Coordinator)**

Shelby is a Certified Pharmacy Technician. She also worked for Humana Pharmacy for nine years. Her duties at Humana included data entry, new admissions, customer service, assisting the pharmacist filling prescriptions and training other technicians.

**Roger Oberg (Adjunct – Computer Technology & Information System Security)**

Roger has extensive background and experience as a Network Systems Engineer in addition to numerous related certifications. He also holds a Bachelors Degree in Communication/Liberal Arts from William Jewell College.

**Tallicia Palma (Adjunct – Medical Instructor)**

Tallicia is a certified MA and holds an Associates degree in Medical Assisting from Heritage College and is currently pursuing a Bachelors degree in Health Care Administration from the University of Phoenix.

**Larry Palmer (Computer Technology)**

Larry is a graduate of Electronics Institute with an Associate of Applied Science degree in Electronics Technology. He also has his A+ Certification as well as FCC Radio, Telephone Operators and FCC Test Administrator Licenses.

**Samraje Rana (Computer Engineering Design and Drafting Instructor)**

Sam has a Master of Science in Computer Information Systems, a B.S. in Civil Engineering, a Post Graduate Diploma in Earthquake Engineering, an Associate of Science Degree in Computer Aided Drafting.

**Travis Reynolds (Medical Instructor)**

Travis has eight years of experience in the medical industry as well as project and general management in the field. He holds a Bachelors degree from Central Missouri State University.

**Melissa Seals (Electrical Mechanic Program Director and Instructor)**

Melissa is a graduate of Vatterott College with an Associate of Occupational Studies in Applied Electrical Technology. She has several years of electrical industry experience and is NCCER certified.

**Jonna Shaw  
(Computer Engineering Design and Drafting Program Director and Instructor)**

Jonna has a Bachelor of Science degree in Computer Aided Drafting and Design Technology with an emphasis in Graphic Arts Design from Central Missouri State University. She also has over 8 years of drafting and drafting standards implementation experience.

**Richard Smith (Electrical Mechanic Instructor)**

Richard is a graduate of Vatterott College with honors with a diploma in Electrical Mechanical. In addition to his industry experience, he also has six years experience as a lab instructor with Vatterott College.

# Addendum 05-23-2009

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## Student Grievance Policy

Should a student have a grievance or complaint concerning any aspect of his or her recruitment, enrollment, attendance, education, or career services assistance, the student should first contact the faculty or staff member to whom the grievance or complaint refers.

If a solution satisfactory to the student is not reached with the faculty or staff member, the student may submit his or her grievance or complaint in writing to the Director of Education, clearly describing the grievance or complaint.

The Director of Education will review the grievance or complaint, seek resolution and notify the student of the remedy within 10 days. In the event the student is not satisfied with the resolution provided by the Director of Education, the student must appeal to the institution's Director in writing within 10 days of receiving the decision of the Director of Education.

The institution's Director will review the pertinent facts and evidence presented. Within 10 days of receipt of the student appeal, the institution's Director will formulate a resolution.

Students who wish to contest the Director's resolution may submit a written appeal to the Chief Administrator, Vatterott Educational Centers, Inc as the final entity seeking a favorable resolution to reported grievance or complaint.

At any time, the student may contact the Vatterott Educational Centers, Inc. Student Affairs division for additional support via email at [studentaffairs-kc@vatterott-college.edu](mailto:studentaffairs-kc@vatterott-college.edu).

Schools accredited by the Accrediting Commission of Career Schools and Colleges of Technology must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges of Technology  
2101 Wilson Blvd. / Suite 302  
Arlington, VA 22201  
(703) 247-4212

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the school director or director of education.

Students may also contact the following agencies concerning any grievance or complaint about the institution: Office of the Ombudsman, United States Department of Education, Toll-free phone: (877) 557-2575.

Students may also contact the Missouri Department of Higher Education, 3515 Amazonas Dr., Jefferson City, MO 65109-5717, phone: 573-751-2361, fax: 573-751-6635.