TRITON INSTITUTE

CATALOG 2025

This Catalog Covers the Time Period:
01/01/2025 - 12/31/2025

3120 Scott Blvd., Ste.103
Santa Clara, CA 95054
Tel: (408) 400-9099
Website: triton-institute.org
Email: info@tritoninstitute.org

January 1, 2025

Questions about this catalog: Any questions a student may have regarding this catalog that have not been satisfactorily answered by the Triton Institute may be directed to the Bureau for Private Postsecondary Education at:

1747 North Market Blvd., Suite 225,
Sacramento, CA 95834

P. O. Box 980818
W. Sacramento, CA 95798-0818

Website: www.bppe.ca.gov

Toll Free Number:
1 (888) 370-7589

Telephone Number:
(916) 431-6959

Fax Number:
(916) 263-1897

A student or any member of the public may file a complaint about this institute with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov

INTRODUCTION

This publication is an announcement of the current certificate programs and course offerings provided by Triton Institute.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

This catalog is for information only and is subject to change without notice. Courses, faculty assignments, prerequisites, graduation or completion requirements, standards, tuition and fees, and programs may change from time to time.

Triton Institute reserves the rights to change requirements regarding admission, the courses and their contents, the organization of curriculum, retention, awarding of degrees, and other necessary rules and regulations. Such regulations shall be effective whenever determined by the appropriate faculty and administrative bodies; they may govern both old and new students.

Every effort, however, has been made to assure that all regulations and curriculum information contained in this *Catalog* are correctly updated as of January 1, 2024.

The catalog is available both online and in hardcopy format if requested. The Triton Institute Catalog and other pertinent information are also available at Office of Admissions as well as on the Institute website at www.tritoninstitute.org.

The Triton Institute official website www.tritoninstitute.org includes all of the following documents available to the public:
   (1) The school Catalog
   (2) A School Performance Fact Sheet for each educational program offered by the institution.
   (3) Student brochures offered by the institution.
   (4) A link to the bureau's Internet Web Site.
   (5) The institution's most recent annual report submitted to the bureau.

Classes are held at 3120 Scott Blvd., Santa Clara, CA 95054.

INSTITUTE LOCATION

Triton Institute is located in the heart of Silicon Valley, 30 miles south of San Francisco, CA. Silicon Valley area is the home to many of the world's largest high-tech corporations and thousands of start-up companies in the industries of IT, semiconductor, biotechnology, medical etc. Triton is surrounded by high tech companies such as: HP, Cisco, Apple, Yahoo, Google and etc. The area is also a hub of large regional hospitals and medical groups such as the Kaiser Permanente, Santa Clara Valley Medical Center, El Camino Hospital, and the Good Samaritan Hospital. Palo Alto Medical Foundation and Stanford Medical Center represent the cutting edge medical research and development. Stanford University, UC Berkeley, Santa Clara University, San Francisco State University, and San Jose State University are all within 30-mile radius. Triton Institute is easily reachable via public transportation with bus stops and light rail stations within walking distance. The Monterey Peninsula, Carmel and the famous Napa Valley wine country are all less than two-hour drive away. Mineta San Jose International Airport is the closest airport to the campus, while San Francisco International Airport is approximately 30 minutes from the campus.

Address: 3120 Scott Blvd., Ste. 103
Santa Clara, CA 95054
Tel: (408) 400-9099 (Admission)
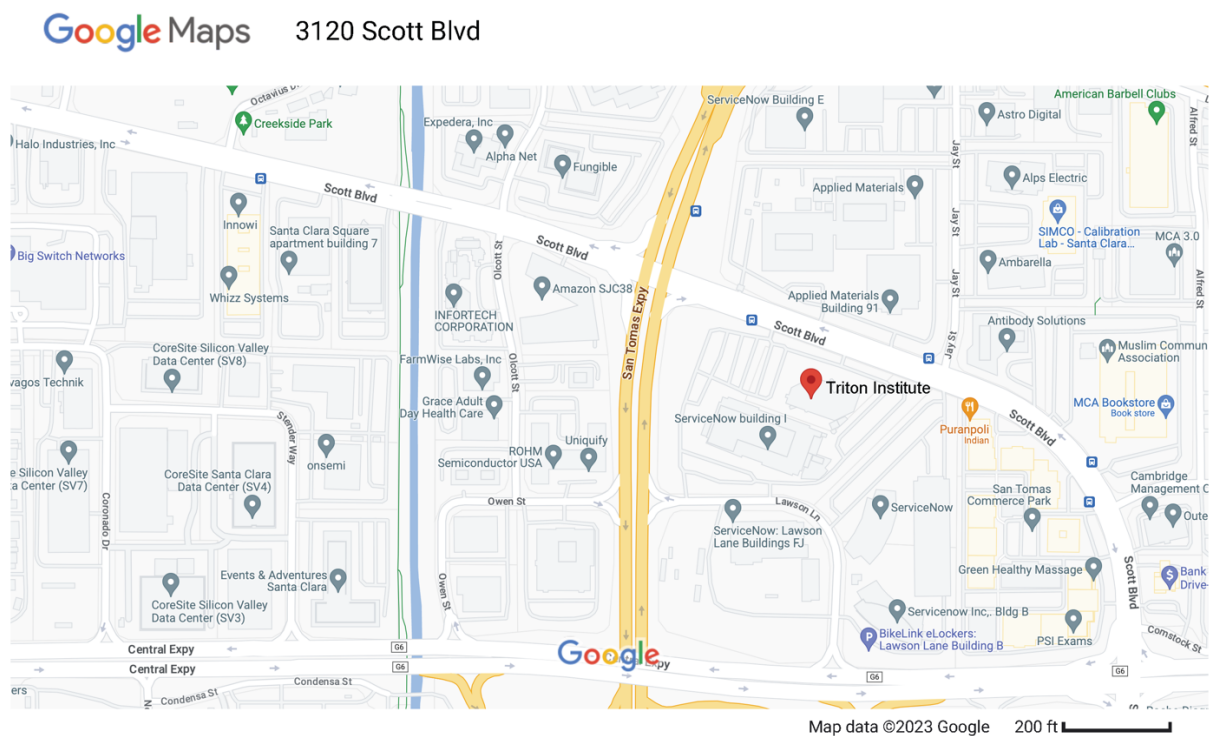
(Map by Google Inc.)

2025 Academic Calendar

Traditional Semester Scheduling

Traditional Semester Scheduling consists of three 15-week sessions scheduled throughout the academic year.

Spring 2025 (January 6, 2025 – April 18, 2025)
    January 2   New student orientation
    January 6   Classes begin
    January 6–10   Late registration period (additional fee applies)
    January 6–10   Add/Drop period for classes
    March 28   Last day to file for graduation for Spring 2025
    April 7–18   Regular registration period for Summer 2025
    April 14–18   Final week

Summer 2025 (May 5, 2025 – August 15, 2025)
    May 1   New student orientation
    May 5   Classes begin
    May 5–9   Late registration period (additional fee applies)
    May 12–16   Add/Drop period for classes
    July 25   Last day to file for graduation for Summer 2025
    July 7–18   Regular registration period for Fall 2025
    August 11–15   Final week

Fall 2025 (September 2, 2025 – December 12, 2025)
    August 29   New student orientation
    September 2   Classes begin
    September 2–6   Late registration period (additional fee applies)
    September 8–12   Add/Drop period for classes
    November 24 – December 6   Regular registration period for Spring 2026
    November 21   Last day to file for graduation for Fall 2025
    December 8–12   Final week

2025 Holidays

*Campus is closed during holidays listed below.

Date	Holiday
Monday, January 1	New Year's Day
Monday, January 20	Martin Luther King Day
Monday, February 17	President's Day
Monday, May 26	Memorial Day
Monday, June 19	Juneteenth Independence Day
Tuesday, July 4	Independence Day
Monday, September 1	Labor Day
Monday, October 13	Columbus Day
Friday, November 11	Veteran's Day
Thursday & Friday, November 27 & 28	Thanksgiving Holiday
December 14, 2023-January 2, 2026	Christmas & New Year Holidays

(Students will be notified if there are any changes.)

Contents

Welcome Message

We welcome you to join Triton Institute! Our faculty and administration are always ready to assist you. Feel free to browse through our courses, as well as speak with our faculty and administrators about types of student service we offer. Our faculty integrates the breadth of knowledge on each subject with skilled practitioner insights. Personal attention and hands on instruction means that students are never alone on their educational journey. Our professional instructors and industry leaders are pleased to advise and assist students whenever in need.

Your education is an important foundation for your success. Triton's education places you into a position of taking advantage and adapting to the constantly changing world. We look forward to providing you with the best cost-effective educational experience in the industry with caring support.

Triton Institute

GENERAL INFORMATION

History

The history of Triton Institute began in 2001.Triton is a private educational institution owned and operated by Triton Institute Corp, Inc., a California corporation. The mission back then as it is today is to provide students with vocational training in a variety of areas. The Institute offers several high quality certificate programs. Over the years, graduates from our school have achieved their career goals. The training programs have opened up opportunities to work in the professional fields that require competitive work skills. Since Triton Institute's education encompasses professional training, students can be ensured that learning experience at Triton Institute will be an enriching and rewarding.

Over the years, Triton's alumni have established networks and built relationships with professional colleagues. Today, our alumni enjoy successful careers in a wide variety of local and global industries. Their success has been made possible by skills developed at Triton Institute. They are currently serving in leading medical groups, top companies, and government agencies.

Missions

Triton Institute's mission is to provide quality occupational education to ensure students' competency in a constantly changing job market. Triton Institute seeks to assist and continuously support those individuals who are pursuing a career through job placement services. Triton Institute programs are tailored to meet students' needs with the most current instruction materials and equipment.

Objectives

Our objective is to educate people who have definite career goals to achieve career success by offering quality, comprehensive education, and excellent career services. Through establishing industry relationships with market leaders, our institution seeks to stay relevant as well as to use the relationships as sources of career opportunities for our students.

Qualifications

Triton Institute was granted an institutional approval from the Bureau for Private Postsecondary Education (BPPE), pursuant to California Education Code. The Bureau's approval means that the institution and its operation comply with the standards established laws and regulations for occupation instruction by postsecondary educational instruction. Our BPPE approved school code is 1942501 since April 29, 2002. (www.bppe.ca.gov).

Since 2012, Triton Institute has become an Employment Development Department (EDD) approved eligible training provider in California.

Accreditation

Currently, Triton Institute and its certificate programs are not accredited by an accrediting agency recognized by the United States Department of Education.

A graduate of the certificate program may not be eligible to sit for the applicable licensure exam in California and other states. Depending on the job requirements, a graduate of the certificate program may not need to pass a licensure exam to meet job qualification requirements.

A certificate program that is unaccredited or a degree from an unaccredited institution is not recognized for some employment positions, including, but not limited to, positions within the State of California.

A student enrolled in an unaccredited institution is not eligible for federal financial aid programs.

Bankruptcy

Triton Institute has never had a pending petition in bankruptcy, is not operating as a debtor in possession, has never filed a petition within the preceding five years, has never had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Facilities

The institute is situated in the well facilitated campus inside the urban league education building at 3120 Scott Blvd., Santa Clara, CA 95054. All classes are held in this campus location.

Classrooms are equipped with medical lab, computer lab and easily approachable required study tooling materials. The classes are instructed according to the syllabus by using up-to-date medical related software, in-class instruction, and hands-on practice. Campus offers great and spacious activity rooms for student use of hands-on practice. The institute greets students upfront in a warmly reception area.

Students can enjoy their casual meetings in the meeting rooms, study rooms, and dining area for after- class networking.

The institute's facilities and equipment are monitored by Chief Operating Officer/ Vice President and is ensured to comply with all local, state and federal safety and health rules and regulations.

Faculty

Faculty members are selected according to their individual skills and academic background. They are also experienced teachers who are skilled at stimulating and developing a professional attitude with their students. They are skilled and scholarly practitioners.

Ms. Margarita Perez
• College of the Sequoias, Visalia, CA
• Certified Medical Assistant Instructor/ Certified CPR Instructor

Dr. Farid Dalili
• Ph.D. in Education, University of Akron, Akron, OH
• Master of Arts in Education, University of Akron, OH

Dr. Deepak Srivastava
• Ph.D. in Computational Physics, University of Florida, Gainesville, FL, USA
• Bachelor of Science in Physics, Math and Chemistry, Lucknow University, India

Ms. Kelly Lan
- Master of Science in International Relations, Northeastern University, Boston, MA, USA
- Bachelor of Business Administration in Finance, Tiffiin University, OH, USA

ADMINISTRATIVE POLICIES

Class Start Dates

All scheduling information, including class schedules or any revisions, will be announced to current students in advance. Classes are in session through a calendar year and start approximately every month depending on the program chosen.

Class Size

A maximum of 15 students per class ensure an efficient teacher/student ratio. Students who wish to enroll in a course that has already reached maximum enrollment are placed on a waiting list.

Clock Hours

One clock hour is defined as 50 minutes of theoretical or practical instruction.

Non-Discrimination Clause

Triton Institute maintains a strict anti-discrimination policy. Students are admitted, trained and referred for employment without regards to race, color, creed, handicap, national origin, sex, political affiliation, or religious belief. No special services are provided for handicapped students. However, doors, hallways, payphones, and restroom facilities are in compliance with standards for access to handicapped persons existing at the time of construction or installation. Please feel free to visit the campus to determine its adequacy to your special needs. Please express any additional assistance you might require to the Vice President who will attempt to assist you in every way possible.

Admission Requirement

The programs and courses offered by Triton Institute are open to any individual that possess a high school diploma or equivalent and a will to succeed. The prospective students must be 18 years or older of age. For local students, a $50 application fee is required upon submission of application form. All certificates and transcripts provided in a language other than English must have a translated copy into English.

The admissions process includes a placement test for students without a high school diploma or GED. The process is designed to assist the Triton Institute to better assess the student's requirements for support, as well as opportunity for success in the program courses. Prospective students are invited to visit the institute and discuss their needs, goals, and objectives with faculty and staff members.

Language Proficiency

All instruction will occur in English at Triton Institute. Applicants whose native or official language is not English are required to provide the school with proof of English-language skill level. A high school diploma or equivalency is sufficient. A Test of English as a Foreign Language (TOEFL) score report is acceptable.

English as a Second Language (ESL) Instruction

Triton Institute does not offer ESL instruction. All students must be able to read, write, speck, understand and communicate in English.

Procedure for Enrollment

Your first step in enrolling at the Triton Institute is to make an appointment for an interview with the admissions staff. The application process includes completing an admissions form which includes personal data, education, employment history, and area of occupational interest. We offer a tour of the Triton Institute facilities and explanation of student vocational and support programs. Students without a high school diploma or GED may request the admission test on their visit. Enrollment includes documentation of prior education. Students without a high school education document or its equivalent are asked to take a placement test.

Transferability of Credits and Credentials Earned at Our Institution

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"

The transferability of credits you earn at Triton Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Triton Institute to determine if your credits or certificate will transfer.

Credit for Prior Education or Training

Triton Institute does not award credit for prior experiential learning. All the institution's programs lead to a certificate of completion in the student's chosen field of study.

Triton Institute has not entered into any formal transfer credit agreements with other institutions at this time.

Special Accommodations

Pursuant to the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, Triton Institute complies with the regulation to provide reasonable accommodations for a student's disability, so long as the accommodations must be related to the student's disability. Reasonable special accommodations include auxiliary aids and/or service if the student has a disability. Student may contact the Office of Administration for special accommodation needs. Students should submit written requests with supporting documentation at least four (4) weeks prior to the beginning of the first day of classes or as soon as practical.

ACADEMIC POLICIES

Conduct Policy

At the discretion of the Director of Academic Affairs, a student will be or may be dismissed from the institute for an incident involving the use illegal substances, public intoxication, behavior inconsistent with our learning environment, possession of illegal drugs or alcohol upon institute premises, possession of weapons upon institute premises, behavior creating a safety hazard to other persons at the institute, disobedient or disrespectful behavior to another student, an administrator, or faculty member, or any other stated or determined infraction of conduct. Students are expected to treat the institute premises with consideration, keep the student lounge neat and clean no graffiti on walls, computer equipment or furniture.

Drug Abuse Policy

The institute fully supports drug-free schools and communities act of the United States' congress.

Statement of Satisfactory Academic Progress

The progress of each student is monitored and graded periodically. Grades are based on a combination of objective and subjective evaluations of written and verbal tests/quizzes and practical application. Each course is divided into classroom instruction, written work, and lab/practice time. To maintain satisfactory academic progress or a pass, a student must achieve a cumulative grade average of 75% during the course to obtain a certificate.

Method for Collecting Delinquent Tuition

Students are counseled before their graduation, if an amount is due, a payment schedule is arranged. If the student does not follow payment guidelines, after 90 days his or her account **maybe** turned over to the corporation's collections agency.

Grade Average Required to Remain in School

An average grade of 75% or better (**C or better**) in each **course** must be obtained to be eligible for a certificate.

Satisfactory Progress & Maximum Time Period

For continued enrollment, students must maintain a cumulative Grade Point Average (GPA) of 2.0 or better. If the GPA falls below 2.0, the student is placed on academic probation, and has to repeat the module. The student has 30 days to complete the course work or receive an F (Failed), which will be added to their GPA and may result in termination. The maximum time frame may not exceed 150% of the published length of all the programs offered by Triton Institute.

Grades

Averages are calculated on the basis of 40% written tests and 60% practical application.

The Institute's grading scale is as follows:

Letter Grade	Value	Description	Score
A	4.0	Excellent	90-100
B	3.0	Above Average	80-89
C	2.0	Average	75-79

D	1.0	Below Average	70-74
F	0	Unsatisfactory	Below 69
I	N/A	Incomplete	N/A
W	N/A	Withdrawal	N/A
W/F	N/A	Withdrawal/Failing	N/A

A "W" or Withdrawal grade will be given to students who attend at least one day of theory class, miss at least two other class sessions, and withdraw prior to completing the course. This grade is used only if the faculty member can determine that the student was passing the course at the time of the withdrawal.

A "W/F" or Withdrawal/Failing grade will be given to students who attend at least one day of theory class, miss at least two other class sessions and it is determined by the faculty member that the student was failing the course at the time of withdrawal.

Students will be permitted to re-enroll in the course from which they withdrew as long as they are able to complete the full program within the 150% of the total program length.

Grading System for each program:

A. Computer Office Assistant Certificate Program:

Modules including Practical Components

Grading Components	Percentage
Lab/Practical Skills/Projects	25%
Quizzes & Exams	35%
Assignments	30%
Attendance & Professionalism	10%
Total Module Grade	100%

Modules not including practical Components

Grading Components	Percentage
Quizzes	15%
Exams	40%
Assignments	35%
Attendance & Professionalism	10%
Total Module Grade	100%

B. Medical Assistant
Modules including Clinical Components

Grading Components	Percentage
Clinical Lab/Practical Skills	35%
Quizzes & Exams	30%

Assignments	25%
Attendance & Professionalism	10%
Total Module Grade	100%

Modules not including Clinical Components

Grading Components	Percentage
Quizzes	20%
Exams	35%
Assignments	35%
Attendance & Professionalism	10%
Total Module Grade	100%

C. Computer Programming (All Modules)

Grading Components	Percentage
Lab/ practical skills/projects	25%
Quizzes & Exams	35%
Assignments	30%
Attendance & Professionalism	10%
Total Module Grade	100%

D. Database Management (All Modules)

Grading Components	Percentage
Lab/ practical skills/projects	25%
Quizzes & Exams	35%
Assignments	30%
Attendance & Professionalism	10%
Total Module Grade	100%

Practice and Make-up Time

Practice/Make-up/Refresher time is available between 3:00 pm and 5:00 pm, Monday- Friday. Every hour of make-up time is equal to one hour of missed time. Make-up time must be completed within 30 days of time missed. The instructor must approve and sign the make-up time slip. During make-up time students have the opportunity to make up any work missed.

Early Completion

Students may, on occasion (by challenging a module), complete requirements for a program in less time than is indicated in the catalog. No refund is made for early completion. Electives must be substituted for courses from which a student had been exempt, with approval of the Director of Academic Affairs.

Withdrawal and Reinstatement

A student not maintaining satisfactory academic progress, during the first 30% of the stated course period, will be placed on academic probation for the next 30% of the course. If, at the end of the probationary period, the student has not corrected the progress deficiencies, then the student is subject to expulsion at the discretion of the institute director. The student will have the option to continue classes and improve their overall progress, with the concurrence of the director and instructor. If the grade point average falls below 2.0 during the remainder of the course, the student will have an opportunity to repeat the course or portions of the course in order to improve their overall grade. Additional time to achieve satisfactory progress may not, however, extend beyond 150% of the stated course length. In any event, the student will not be permitted to graduate until the progress deficiencies are corrected.

Dismissal Policy

The school reserved rights to dismiss a student(s). When the grade average of a student is unsatisfactory for a current module, the student will be placed on probation. If during the next two modules, the student's grade average is still below 2.0, dismissal from the academic program will occur.

Condition for Re-entrance After Dismissal

Re-entrance will be approved only after evidence has been shown to the Director of Academic Affairs and education committee that conditions which caused the termination for unsatisfactory progress have been rectified. The student will then be placed on probation for 30 days.

Description of Probationary Period

Any student who is placed on academic/ attendance probation has 30 days to bring themselves to a level of satisfactory progress. If the student fails to attain satisfactory progress and grades during this period, they will be terminated from school and will not be eligible for re-admission.

Academic Review and Appeal Process

A student placed on academic probation or who is not making satisfactory academic progress may review the determination and may appeal the determination through the Office of the Director for Academic Affairs whose judgment in this matter shall be final, conclusive, and binding.

1. Challenging the record for purposes of changing any of its contents must be requested in writing, fully stating the reason for challenge.
2. The director will review all requests in consultation with the instructor; and make a determination to either retain the records intact or change them.
3. The student may meet with the director and anyone he/she may designate to review the conclusions.
4. Should the student request further review, a disinterested third party with competence in the program will be asked to review the student's records and findings, and make a recommendation to the director for final action.

Attendance Policy

Students are expected to attend class regularly, arrive on time and remain in class until dismissed. Since attendance and punctuality are integral parts of the work environment, our objective is to prepare graduates for that environment. Class attendance will be reported and recorded each day. To remain in good standing,

the student must be in attendance at least 85% of each module. Any student who accumulates absences of over 15% (or 5 days in a module) of their schedule classes is subject to suspension from their classes and placed on probation. To be removed from probation, the student must prove their ability to maintain their attendance and stay current with class.

If a student cannot attend one session of the class, they should email or call their instructors to inform them of their absence and get any missed assignments and/or homework. Students are expected to contact their instructor(s) when they will not attend beforehand. If students are sick and absent for more than two class sessions for each module, they should provide doctor's note and schedule a make-up class with the Office of Administration.

Cumulative attendance is reviewed at the middle and end of every module. No more than three absences will be excused in a 15-week period. Instructors should notify the Director of Administration, however, if a student has missed more than 3 consecutive days of class. If students miss 8 class days in a 15-week period or 14 consecutive days of class without approved excuse, they will be dismissed and considered automatic withdrawal. If the excuse is approved beforehand, the student needs to retake each module that is missed at the student's expense.

Tardiness/ Early Departure

Students are expected to be in class on time and remain in class until class is over. Twenty minutes after the scheduled start of class is tardy and leaving twenty minutes or more before class is over is an early departure. Four tardiness/early departures equal on absence and will be reported to the Office of the Registrar.

Make-Up Work

Students must arrange make- up work for classes missed with the instructor. However, absences will remain on record.

Leave of Absence Policy

Regular attendance and continuity of information are essential for successful completion. A leave of absence is a temporary interruption of a student's program. Students may be granted a leave of absence for unforeseen circumstances which include: family, medical, death, jury duty, military, and employment.

1. A student must request the leave of absence in writing in advance of the beginning date of the leave and specify a reason for the leave unless unforeseen circumstances prevent the student from doing so.
2. The leave of absence is limited to 90 calendar days in one enrollment period.
3. The student must understand the procedure and implementation for returning from leave of absence to complete the program that he or she began prior to the leave of absence.
4. The institution must approve and document the approval of the leave of absence request.
5. There are no additional charges to the student as a result of leave of absence.
6. An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirement, and the total length of leave does not exceed the maximum time limit and/ or reentry into the program aligns with the sequence and scheduling of class work for the student's program aligns with the sequence and scheduling of class work for the student's program required to continue their studies.

Student Records/ Right of Privacy

The federal right of privacy Act of 1964 allows all students to review their academic records, including grades, attendance, and counseling reports. Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission of the student. State law requires the institute to maintain these records for no more than a fifty-year period. Students may request a review of their records by writing to the director of the institute. All such reviews will be scheduled during regular institute hours under appropriate supervision.

Graduation Requirements

Upon completion of the all classroom, laboratory, and/ or externship education with a grade point average of no less than 75% (Grade C), the student will be issued a certificate attesting to his/ her successful completion of the course 30 days after the course is over.

Copyright and Software Licensing Infringement Policy

Triton will respect all copyright rights including but not limited to:
- the rights of owners of third party material used in teaching,
- the rights of students in all material they create in and for school,
- the rights teachers and staff have in material they created prior to being employed at the school and in material created while employed at the school,
- the rights of software and resource publishers in all material used by teachers and or staff of Triton.

Triton will comply with American Copyright Legislation including sections relating to educational and library use.

The school will purchase appropriate copyright licenses where its use of copyright material exceeds that permitted under the Copyright Law of America and Triton will comply with the terms of these licenses.

While acknowledging that Triton cannot control all actions of its students, the school will endeavor to educate students on copyright use, including referencing, approved copying, and proper use of electronic and non-electronic material and downloadable music.

Triton has set up copyright procedures within the school to facilitate compliance with this policy, including training and education of staff. This policy is included in the employee manual that is given to all new hires upon employment and required reading for any teachers or staff.

All teachers who want to use anything published must check the copyright and software licenses of said published works. All teachers are instructed to relate any questions of copyright and software licensing to the Director of Administration. Failure for staff to comply with Triton's Copyright and Software Licensing Infringement Policy will be taken very seriously.

STUDENT SERVICES

Students can access all available student resources on the School's website www.tritoninstitute.org, in the Student Services Department, and a meeting with any member of the Student Services Staff. Information in the School Catalog can also provide a list of resources for all Triton Students.

Advising / Counseling

The instructors periodically review the students' progress. Students experiencing problems that may affect their progress will be advised as needed by an instructor and/ or director to help overcome whatever difficulty is being experienced.

Transportation

Public bus transportation is available with stops located close to the campus. Students commuting to campus via vehicle are required to observe all prudent driving etiquette and safety rules while in the parking lot.

Housing

Triton Institute does not own or provide student housing of any kind. Lists of housing facilities are not provided, as students are able to search and find housing on their own. Additionally there are numerous on-line rental companies for students to search on their own. The costs of housing near the institution's facilities are around $800-$2,000 per month.

Record Retention

Enrollees are advised and cautioned that state law requires this educational institution to maintain institute and student records, once a student has completed, withdrawn or graduated from a program, for a period of five (5) years. However, student transcripts and academic records are maintained into perpetuity.

Library and Reference Materials

Triton Institute does not provide full library services at its campus for a variety of reasons, and the main one being that the city of Sunnyvale has an outstanding library services that are free to our students, and conveniently located nearby. The following information is provided here to guide you to the library and to all of its services. The library has a concentration of books and materials based on the business community that surrounds this institution. For further information, please make an appointment with the Academic Director.

Central Park Library
2635 Homestead Rd., Santa Clara, CA 95051   (408) 615-2900
Library Hours:

Sunday	closed
Monday	10 AM.- 2 PM.
Tuesday	12 PM-7 PM
Wednesday	12 PM-6 PM
Thursday	12 PM-7 PM
Friday	10 AM -2 PM
Saturday	10 AM -2 PM

Library materials are organized into various collections. The following is a description of these collections, stating the purpose and scope of each collection and selection criteria specific to that collection.

Fiction

The fiction collection is designed to serve the reading interests of a highly diverse community. It includes bestsellers, contemporary fiction and classics as well as representative works of new authors and works from a variety of national and cultural traditions. Genre collections shelved separately are mystery and science fiction/fantasy. Multiple copies are purchased based on popularity of the title and patron demand.

Nonfiction

The nonfiction collection contains circulating materials in a wide range of subjects supporting the learning and information needs of library users. Included are books on job skill enhancement, self-help and individual growth, cultural awareness, business and consumer information, community affairs, recreational pursuits and general knowledge. Shelved separately is a College and Career collection which provides test preparation materials for students and job seekers. Materials for the nonfiction collection are selected by subject specialists and are organized using the Dewey Decimal Classification System. Duplicates of popular titles are purchased when indicated by demand.

Reference

General reference materials include bibliographies, indexes, directories, dictionaries, encyclopedias, almanacs, atlases and statistical compendia which provide timely, accurate and useful information to library users. Reference materials are available in both print and electronic formats. Selection criteria of particular importance to reference materials are: currency, accuracy, arrangement, and uniqueness of information, authority, documentation and level of indexing.

The Business Reference Collection serves all facets of the business community. It contains national and local company directories, industry surveys, trade and association directories, and national and local manufacturing directories.

Because of its designation as a Patent and Trademark Depository Library (PTDL), the Library houses a collection of U.S. patents and patent and trademark materials in various formats. Also included in this collection are patent searching guides and other reference materials on intellectual property.

The Sunnyvale Collection provides historical and current information about the city and community of Sunnyvale. It includes books, newspapers, city documents, photographs, pamphlets and audiovisual materials.

International Languages

The International Language collection provides recreational and information materials to meet the needs of community members who use materials in languages other than English. Resources include books, magazines, newspapers and audiovisual materials.

The Library currently owns materials in Chinese, French, German, Hindi, Italian, Japanese, Korean, Persian, Russian, Spanish and Vietnamese. Each language collection varies in breadth and depth depending on public needs and availability of materials and resources.

The Library is committed to developing and maintaining this collection in order to respond to the changing demographics of the population served. New languages may be added to reflect community needs. Inclusion of languages in the collection is based on patron surveys and local demographic data.

READ

The READ collection provides material in print and audio formats to support adult new readers or new readers in English as a second language. Some materials are suitable for use in teaching or tutoring situations, while others can be used for individual study and recreational reading. The materials, consisting of both fiction and nonfiction, are written on a first to fifth grade reading level. In addition to general reading skills, the collection supports other areas of interest to learners of English such as pronunciation, conversation, vocabulary and grammar.

Periodicals

Periodicals for the adult collection is comprised of newspapers, magazines and newsletters chosen to provide current and retrospective information on a wide range of special interests in the areas of health, hobbies, business and finance, sports, technology, entertainment and current events. Periodicals are retained for varying periods of time. Included in the collection are a number of periodicals in languages other than English. The teen and children's collections contain titles of general interest to those age groups.

Although certain long-established titles remain staples of the collection, others change frequently in response to community demand, publishing trends, and lifestyle changes. Indexing in standard sources also influences inclusion in this collection.

Some newspapers and magazines are available on microfilm.

Map File

The map collection includes world maps of various regions, countries, and major cities, as well as state and major city maps. It contains an in-depth collection of maps of California counties, major cities, local Bay Area cities, and topographic maps. Also included are Santa Clara County flood maps and regional earthquake maps of special use to home builders, home buyers, or city planners.

Audiobooks

The Library collects audio books for adults, teens, and children, housed in their respective areas of the Library. Titles in this format are chosen for their appeal to a wide variety of interests. The collection contains fiction and nonfiction titles on a variety of subjects including language learning materials. The collection consists of both tape and CD formats although tapes are no longer being purchased.

Music

The adult music collection consists of works by major classical and contemporary composers, as well as popular genres. It is comprised primarily of compact discs due to their popularity and availability. The children's music collection includes folk music, popular children's songs and introductions to classical music. Music recordings are selected based on popularity and patron demand. Careful attention is given to selecting popular international music as well as music from this country. The Library recognizes that some music lyrics can be controversial. Selections will be made on the merits of the work according to general selection criteria.

Movies, Documentaries and Series

The Library's film collection is primarily a browsing collection and includes both feature and non-feature films in a variety of languages to appeal to children, teens and adults. Films are selected for their intellectual and imaginative content and to reflect the varied ethnic backgrounds and other demographic and social issues of the community. Multiple copies of the most popular items are purchased to increase patron access.

Factors influencing purchase decisions for this collection include patron demand, popularity of the film (based on theater box office figures and sales rankings of commercial video/DVD vendors), and film reviews.

An effort is made to select films from other countries, time periods and genres, and to provide films about topics that are enriched by a visual presentation such as travel, the arts, performances, and natural history. Television series have also become very popular. The Library purchases films with United States Motion Picture Association of America ratings of G, PG, PG13 and R. NC-17 and X-rated films are not purchased.

Films from other countries that have not been rated by the MPAA are also purchased for the collection. Films containing extremes of sex and violence will be excluded when these experiences are an end to themselves, rather than part of the movie theme. The Library recognizes that many films are controversial. Selections will be made on the merits of the works according to general selection criteria.

The collection consists of DVDs. As technology progresses, other formats will be considered once they have become the established format.

Electronic Resources Databases
The Electronic Database Collection serves the information needs of library users and librarians alike, providing easy, Web-based access to databases covering a wide range of subjects, including business and investments, health, current events, consumer information, teaching programs, and a variety of popular and academic topics. Library members may gain remote access to a number of these subscription databases.

The databases provide indexing and often full-text for numerous magazines, journals, newspapers, and reference sources, some of which are held by the Library. They also offer access to articles, reports, and listings that would not otherwise be available in the Library's print collections. The majority of the databases are in English. Full-text Spanish-language periodical and newspaper coverage is also offered. Databases are evaluated periodically based on user statistics and continued relevance to the community.

E-Books
The Library offers a sizeable collection of e-Books which is shared with the Northern California Digital Book Consortia. New titles are selected each year with a focus on business, technology and computer books; however, all subjects are represented. Although many titles are also available in print, e-Books allow the Library to provide more copies of popular print titles and extend its collection to remote users.

Another component of this collection is digital audiobooks which can be downloaded to a computer or a listening device. These titles are mostly popular fiction titles intended for the general public.
A small collection of downloadable music is also available for Library patrons.

Job Placement Assistance Service
Triton provides a variety of services to assist students in clarifying, planning, and achieving their career goals. Workshops are held on career planning, including self-assessment, resume writing, interviewing skills, and job search strategies. The objective of these programs is to include career professionals that may assist students with questions and information concerning career opportunities.

Upon successful completion of training, students are eligible for placement assistance. Triton institute cannot, by law, guarantee employment. The Student Service Office assists students in job search by maintaining contact with employers and participation in related professional organizations. School also provides networking opportunities, and provides career services within the curriculum of each program of training offered. Students learn resume and cover letter techniques, interpersonal communication skills and experience job interview scenarios, basic business etiquette and so on through job placement assistance

services. With Triton's practical training programs and all-in-one career services, students are confident in achieving their career goals.

Academic Grievance Procedures

Students are encouraged, at all times, to verbally communicate their concerns to members of the faculty and administration for amicable solutions. A written grievance, addressed to the institute director, must be received from the student within 48 hours after the incident occurs. The director will verify that the student has made a verbal attempt to resolve the concern with instructor or other staff member. If the student has followed the above steps, the institute director will call a grievance committee hearing within 24 hours of receipt of the report. Such committee will include the director, instructor, and/or appropriate staff member. In addition, all persons involved with the incident must be present at the time of the hearing. The committee will immediately meet in the absence of those involved to review the evidence and vote on a decision, the decision of the committee will be communicated immediately. If the decision is unacceptable to the student, the student must, within 24 hours of the hearing, send copies of all documents and a cover letter explaining why the decision is unacceptable. All complaints will be resolved within 30 days from the receipt date of the incident report. Unresolved complaints may be directed to the: Bureau for Private Postsecondary Education by calling: (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site: www.bppe.ca.gov.

TUITION POLICIES

Tuition Payment Policy

All tuition and fees are payable in advance unless other arrangements are made with the institute prior to commencing classes.

Program	Class Hours	Tuition	Registration Fees*	Books & Supplies**	STRF***	Total Charges
Computer Office Assistant	**720 hrs**	**$8,050**	**$150***	**$800***	**$22.5**	**9,022.50**
1. TOTAL CHARGES FOR 1ST PERIOD OF ATTENDANCE: $4,997.50 2. TOTAL CHARGES FOR 2ND PERIOD OF ATTENDAN: $4,025.00 3. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $9,022.50 4. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $ 4,997.50						
Computer Programming	**104 hrs**	**$3,500**	**$200***	**$100***	**$17.5**	**3,817.50**
1. TOTAL CHARGES FOR THE ENTIRE ATTENDANCE: $3,817.50 2. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $3,817.50 3. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $3,817.50						
Database Management	**112 hrs**	**$3,700**	**$150***	**$100***	**$10**	**3,960.00**
1. TOTAL CHARGES FOR THE ENTIRE ATTENDANCE: $3,960.00 2. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $3,960.00 3. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $3,960.00						
Medical Assistant	**720 hrs**	**$7,450**	**$150***	**$1400***	**$22.50**	**9,022.50**
1. TOTAL CHARGES FOR 1ST PERIOD OF ATTENDANCE: $5,297.50 2. TOTAL CHARGES FOR 2ND PERIOD OF ATTENDANCE: $3,725.00 3. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $9,022.50 4. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $5,297.50						
Medical Billing and Coding	**760 hrs**	**$8,150**	**$150**	**$600***	**$22.50**	**8,922.50**
1. TOTAL CHARGES FOR 1ST PERIOD OF ATTENDANCE: $4,847.50 2. TOTAL CHARGES FOR 2ND PERIOD OF ATTENDANCE: $ 4,075.00 3. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $8,922.50 4. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $4,847.50						
Microsoft Office	**80 hrs**	**$1,300**	**$150**	**$100***	**$5**	**1,555.00**
1. TOTAL CHARGES FOR THE ENTIRE ATTENDANCE: $1,555.00 2. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $1,555.00 3. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $1,555.00						
Networking	**96 hrs**	**$1,400**	**$150**	**$100***	**$5**	**1,655.00**
1. TOTAL CHARGES FOR THE ENTIRE ATTENDANCE: $1,655.00 2. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $1,655.00 3. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $1,655.00						
.Website Development	**80 hrs**	**$900**	**$150**	**$30***	**$2.50**	**1,082.50**
1. TOTAL CHARGES FOR THE ENTIRE ATTENDANCE: $1,082.50 2. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $1,082.50 3. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $1,082.50						
Premise Telecom Installer	**360 hrs**	**$1,600**	**$150**	**$100***	**$5**	**1,855.00**
1. TOTAL CHARGES FOR THE ENTIRE ATTENDANCE: $1,855.00 2. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $1,855.00 3. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $1,855.00						
Coping with New Employment	**60 hrs**	**$400**	**$150**	**$30***	**$0**	**580.00**
1. TOTAL CHARGES FOR THE ENTIRE ATTENDANCE: $580.00 2. ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: $580.00 3. TOTAL CHARGES OBLIGATED TO BE PAID UPON ENROLLMENT: $580.00						

 (Tuition and fees are subject to change. Please contact Admissions office for updated information.)

* Registration Fee: Non-refundable.

** Books and Supplies: non-refundable once book or supply is received.

*** STRF Fees: ($2.50) per one thousand dollars ($1,000) of institutional charges. STRF fees are non-refundable.

**** Total Charges: This is the amount you will be required to pay to complete the program & receive a certificate of completion.

Financial Assistance

For those students requiring financial assistance to enroll in a program, a tuition loan may be available from a financial institution. Some private or public agencies may be willing to provide tuition assistance for those individuals who meet the particular agency's requirements. For further information, please inquire at the admissions office.

Federal and State Financial Aid Programs
At this time Triton Institute is not accredited and does not participate in state and/or federal student financial aid programs. No Title IV funding is available through this institution. If the student has received federal student financial aid funds, the student is entitled to a refund of the money is not paid from federal student financial aid program funds.

Student Loan Obligations
If you obtain a loan to pay for an educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the money not paid from federal student financial aid program funds.

We encourage all students to discuss the most suitable financing option for their particular needs with one of our Financial Specialists.

Financial Note Disclaimer: This institution does not extend or lend money to any student for school fees or tuition of any kind. Students do not sign any promissory note in order to finance the cost of the educational program.

Student Tuition Recovery Fund

State of California Student Tuition Recovery Fund
"The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program."

"It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd., Ste 225, Sacramento, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:
1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.

5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number."

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code. Reference: Section 94923, 94924 and 94925, Education Code.

Effective **April 1, 2022**, the Student Tuition Recovery Fund (STRF) assessment rate changed from fifty cents ($.50) per one thousand dollars ($1,000) of institutional charges to two dollars and fifty cents ($2.50) per one thousand dollars ($1,000) of institutional charges. (5, CCR Section 76120)

Cancellation Policy

If Triton Institutes does not accept your application for admission or cancels your enrollment agreement prior to the first class session, all funds paid, including the registration fee, will be fully refunded. The student has a right to cancel the enrollment agreement and obtain a refund of charges paid, through attendance at the first class session, or the seventh day after enrollment, whichever comes later. You may cancel this enrollment agreement and receive a refund by providing a notice to: Director of Administration, TRITON INSTITUTE, 3120 Scott Blvd., Ste. 130, Santa Clara, CA 95054. Triton Institute must receive a cancellation notice.

Withdrawal Policy

A student may withdraw from a course of instruction after the cancellation period allowed by the school. Students may formally withdraw from a program by providing a written notice to: Director of Administration, TRITON INSTITUTE, 3120 Scott Blvd., Ste. 130, Santa Clara, CA 95054. Triton Institute must receive a withdrawal notice. If a student withdraws from a course, he/she may be eligible to receive a refund. The student must return all the checked out items such as library books and equipment prior to refund.

Refund Policy

The refund shall be the amount the student paid for instruction multiplied by a fraction, the numerator of which is the number of hours of instruction which the student has not received but for which the student has paid, and the denominator of which is the total number of hours of instruction for which the student had paid.

All amounts that the student has paid, however denominated, shall be deemed to have been paid for instruction, unless the student has paid a specific charge for equipment as set forth in the agreement for the course of instruction. The last date of the student's attendance is used for all refund calculations.

Full Refund

A student who cancels his/her enrollment agreement after the attendance of the first class session or the seventh day after enrollment, whichever is later, shall be entitled to receive a full refund. Cancellation shall occur when the student gives a notice to the Director of Administration. If sent by mail, the notice of cancellation is effective when postmarked, and properly addressed with postage paid.
Pro- rated refund

Hypothetical Refund Example

Assume that a student, upon enrollment in a 720 clock-hour training program, pays $9,022.50 for total, including $8,050 tuition, $150 for enrollment and registration fee, $800 for books and materials expense, and $22.5 for STRF fees as specified in the enrollment agreement. He or she then withdraws after completing 600 clock-hours. The statutory pro-rata refund to the student would be as follows:

1. $9,022.5 (total paid)- $150 (registration/enrollment and application fee) --$800 (book fee)-$22.5 (STRF) = $ 8,050 (tuition)
2. $8,050 (tuition)/ 720 (clock hours) = $ 11.18 (per clock hour)
3. 720 clock hours which you have paid= $ 8,050
4. 600 clock hours which you have received= 600 X $11.18= $6,708
5. Total due to school= $ 6,708 + $150 (registration/enrollment and application fee) +$800 (book fee) + $4.5 (STRF)=$ 7,662.50
6. Total refund= $ 9,004.5 (total paid) - $ 7,662.5 (total due) = $ 1,342

Under the statutory pro rate calculation a refund of $ 1,342 is due and will be paid within 45 days of student's cancellation or withdrawal.

Revision of Programs and Tuition

The institute reserves the right to change or modify, without notification, the program content, equipment, staff, or materials as necessary, with approval of the council for private. Such changes may be required to keep pace with technological advances and to improve teaching methods. In no event will any changes diminish the competency of any program or result in tuition changes for current attending students.

EDUCATIONAL PROGRAMS

All programs of study at Triton are certificate programs, and certificates are awarded to the successful graduates of our programs. Triton does not offer any degree-granting programs. Triton Institution is not accredited at this time, and does not provide for a Title IV Federal Funding by way of grants or loans to students.

Computer Office Assistant

The computer office assistant certificate program is a comprehensive program provides students the knowledge and skills required for entry administrative support and related positions requiring intermediate computer skilling. It is designed for students working or planning to work in office-support position in business, industry, and government.

The program covers a wide spectrum of topics including office general procedure, office equipment and computer, Microsoft Office feature, business documents, language usage, financial activities and career advancement.

Occupation: Secretaries and Administrative Assistants (43-6014); Executive Secretaries and Executive Administrative Assistants (43-6011)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job
Length of the Program: 720 Hours

Instructional Mode/Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on lab instruction by instructor.

Instructional Clock Hours:

Module	Module Title	Lecture Hours	Lab Hours	Total Clock Hours
1	General Procedures	27	18	45
2	Office Equipment and Computers	33	12	45
3	Office Productivity Software	51	129	180
4	Business Documents *	93	42	135
5	Language Usage *	87	48	135
6	Financial Activities	56	106	162
7	Career Advancement *	9	9	18
	TOTAL	356	364	720

Note: * indicates the modules not including practical components.

Program Objectives
Upon successful completion of this module, students will be able to:

1. Use telephone effectively, plan meeting, set up files, schedule appointments, maintain calendars, and make travel arrangement
2. Use office equipment, mobile computing, internet, and web conferencing
3. Demonstrate knowledge and skills of using Microsoft Office including Word, PowerPoint, Excel, Publisher, OneNote, Outlook, Access; use Gmail and Google Docs
4. write business documents including business letter, reports, and other professional documents purposefully, clearly and distribute processed information
5. Communicate effectively by improving language use
6. Perform basic financial tasks, such as book keeping and basic accounting, business taxes and how to use QuickBooks.
7. Prepare professional portfolio that contains resume, cover letter, application for employment, reference letters and personal achievement; understand organizational structure and the role of organizational structures that include the supervisor's role and any subordinate roles; understand business ethics

Module Description
Module 1: General Procedures
This module aims to give students a general understanding of basic office procedures such as daily routine, telephone usage, mail services and shipping, travel arrangement, meeting, time management, and how to keep accurate record.

Module 2: Office Equipment and Computers
This module introduces to students office equipment such as telephone, fax machines, storage device, and projectors. It also teaches student how to use Microsoft Windows, Apple Macintosh, Internet and Web conferencing.

Module 3: Office Productivity Software
This module introduces the Microsoft Office, Gmail and Google Docs. It develops students' familiarity with Word, PowerPoint, Excel, Publisher, OneNote, Outlook and Access. At the end of this module, students will be able to recognize when to use each of the Microsoft Office programs to create professional business documents following professional or industry standards.

Module 4: Business Documents
This module is designed to improve students' skill on how to write effective letters, memo, proposals and other professional documents. Learn the process of writing and the use of concrete tools to improve students' business writing. The objective of the module is to prepare students to deal effectively with the documents they are likely to encounter in their future office assistant job.

Module 5: Language Usage
In this module, students learn the subjects of written and verbal communication by discussing the principle of grammar, spelling, pronunciation and punctuation.

Module 6: Financial Activities

This module teaches students the basic financial tasks including bookkeeping and basic accounting, how to use QuickBooks, file business taxes, and know the concepts of banking and financial information for small business.

Module 7: Career Advancement
This module includes preparation of a comprehensive professional portfolio that contains a resume, cover letter, application for employment, reference letters, and personal achievement. It also focuses on improving students' presentation and communication skills as well as providing student knowledge of organization structure and business ethics.

Grading Policy
Computer Office Assistant program students are graded after completing each module. The grading rubrics are different for the modules including practical lab skills or projects, and the modules not including practical skills. Please see following grading rubrics:

Modules including Practical Components:

Grading Criteria	Percentage
Lab/Practical Skills/Projects	25%
Quizzes & Exams	35%
Assignments	30%
Attendance & Professionalism	10%
Total Module Grade	100%

Modules not including practical Components:

Grading Criteria	Percentage
Quizzes	15%
Exams	40%
Assignments	35%
Attendance & Professionalism	10%
Total Module Grade	100%

Certificate Completion Requirements
To successfully complete the program, all students will demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and computer lab skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Computer Programming

In this program students learn the basics of computer algorithm development, programming in Java and Python as well as applications of computer programming in Java and Python to problem solving in Sorting, Google search rankings, animation and game, and basic web design. Students gain fundamental knowledge of algorithms and pseudo codes leading programming skills relevant to initialization, data types, input-output, conditionals and loops, arrays, object-oriented programming, and applications.

Students learn these fundamentals of programming in two most versatile languages, Java and Python, with introduction to the basics of Object-Oriented Programming (OOP) such as how to define classes, write constructors and destructors, overload operators, and use essential OOP techniques such as inheritance and polymorphism. Finally, students consolidate their knowledge by doing simple real-life programming projects relevant to Graphics, Google Ranking of Web Pages, Animation and Game Design under the supervision of the instructor.

Occupation: Computer Programmer (15-1251)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 104 Clock Hours, including 50 lecture hours and 54 lab hours.
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on computer instruction in Integrated Development Environment (IDEs) by the instructor.

Instructional Modules and Clock Hours:

Module	Module Title	Lecture Hours	Lab Hours	Total Clock Hours
1	Intro to Algorithm	10	2	12
2	Java Program and App	15	25	40
3	Python Programming and App	15	25	40
4	Object Oriented Programing	10	2	12
	TOTAL	**50**	**54**	**104**

Upon completion of this program, students are able to:

1. Describe the basic concepts and terminology of computer programming such as algorithms, pseudo algorithms with problem solving in Insertion and Merge Sort Algorithms.
2. Describe basic structure of program writing including data, variables, initial declarations, input/output, etc in both Java and Python.
3. Describe the basics concepts and terminology of Object-Oriented programming such as inheritance and polymorphism.
4. Write simple Functions and Procedures and other simple programs using computer languages such as Java and Python.
5. Describe the differences of various kinds of conditionals, loops and know how to apply them in Java and Python.
6. Design and create object-oriented codes for simple games, animation, and web page using Python.
7. Design and create simple programming projects for sorting and google search algorithms using Java.

Module Description
Module 1: Introduction to Algorithms
In this module, students learn the algorithmic basis of problem structure and solving through computer programming. This module also includes basic structure of an algorithm, top-down flow diagram of a

program, structure and writing of pseudo-codes, and pseudo-codes. In addition, the module provides students with knowledge of scaling of Sorting algorithms, examples and applications of insertion and merge sort algorithms.

Module 2: Java Programming and application
This module starts with installation, introduction and tutorial on Eclipse IDE for Java programming followed by the methods of creating and running Java Program in Eclipse, Data Types and Structure, Initialization and Input-Output. Students understand the commands of conditionals and loops using IF, WHILE, and FOR, 1-D and 2-D Arrays. Students apply programming methods to projects, such as Shuffling of a Card Deck, Vector and Matrix Operations, Insertion and Merge Sort, Random Web Surfer, Google Ranking Algorithm of Web Pages.

Module 3: Python Programming and applications
In this module, students learn how to identify Python data types and write and run Python code. Students master the skills of initialization, assignment, and input-output in Python. Additionally, the module includes knowledge of how to deal with logics, structure, text strings analysis, conditionals, loops and arrays in Python. Hands-on projects of this module include text analysis, basic graphic design, and animation of features in Python and basic of Web design.

Module 4: Object Oriented Programing in Python
Students learn basics of Object Oriented Programming (OOP) such as how to define data, objects, methods, classes, write constructors and destructors, overload operators, and use essential OOP techniques such as inheritance and polymorphism.

Certificate Completion Requirements
To successfully complete the program, all students must demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and computer lab skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Database Management

The aim of this course is to get a background in database design, methodology, and application through relational databases for business applications and services. It forms a beginner's introduction for those who have no background in data, database management systems. Students gain fundamental knowledge of data structures, modeling, types, database models, database types mainly focused on relational databases and database management. Important topics such as Data Tables, Schema, ER Diagrams, Normalization etc., are covered in detail. Programming and development are introduced through SQL language, examples, and applications in MySQL package. Students also get familiar with advanced topics like Big-Data and Hadoop, Comparison of SQL and NoSQL methods and applications, Data Science and Analysis, R and R Studio for Analytics of numerical and text data. Finally, students consolidate their knowledge by doing relevant applications oriented projects in SQL, MySQL, R and R-Studio under the supervision of the instructor.

Occupation: Database Administrators and Architects (15-1245)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 112 Clock Hours, including 42 lecture hours and 70 lab hours.
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on computer instruction in IDEs such as MySQL, R, R-Studio by the instructor.

Instructional Clock Hours:

Module	Module Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
1	RDBMS and Normalization	6	10	16
2	SQL and MySQL	15	25	40
3	SQL vs NoSQL and Big-Data	6	10	16
4	R and R Studio	15	25	40
	TOTAL	**42**	**70**	**112**

Upon completion of this course, students are able to:

8. Describe the basic concepts and explain the terminology of data, data structures, data models, database models, relational databases, tables, rows, columns, entity relationship, and types of commercial databases.
9. Explain the Normalization of Data-tables and perform 0NF to 1NF to 2NF to 3NF normalization of data-tables and databases.
10. Use SQL programming language using Select, Create, Insert, Where, Orderby, Groupby, Update, and Inner and Outer Join commands to write SQL queries to create tables, and write out put in desired forms
11. Use the SQL programming language in MySQL databases to create databases for Bank Customer, On-line Book Store, Student/Institute, Departmental Store projects, create tables, and write desired output reports.
12. Describe basic principles of Data Science, Big Data, Structured vs Unstructured Data, and basic Statistics to analyze both numerical and text data including simple linear regression approach
13. Use major commands of R statistical programming language to analyze a variety of numerical and text data within R-Studio programming environment
14. Use R and R-Studio to visualize X-Y, linear regression, and bubble plots for analysis of both numerical and text data and do simple project on text data analytics.

15. Describe basic differences in SQL and NOSQL type databases with examples of commercial databases to highlight such differences

Module Description
Module 1: RDBMS and Normalization
Students learn basics knowledge of RDBMS, such as data types, data structures, and data models including Hierarchical, Relational, and Objective data, and Database types. RDBMS is introduced through database designs, tables, fields and columns, tuples and rows. Principles of normalization are introduced and explained via 1NF, 2NF, and 3NF forms and projects of normalization of data tables for on-line book store, bank customer, Walmart and other data bases are assigned to students in this module.

Module 2: SQL and MySQL
Having been introduced to data tables and 1-3NF form of data tables, in this module students master the skills of using powerful language programming with SQL commands: Select, Where, Groupby, Orderby, Inner and Outer Join, Create, Delete, Update and Move queries. Databases such as On-line Book Store, Bank Customer, Library databases are created in MySQL. Hands-on projects using MySQL database IDE in the application areas mentioned above are assigned to students.

Module 3: SQL vs NoSQL and Big-Data
In this module, Students gain the knowledge of relational databases such as MySQL based on SQL queries and NoSQL based on commercial databases such as Dynamo and Couchbase. The comparison between Simple SQL commands for RDBMS and NoSQL based approaches will be introduced. Current popular approaches such as Map Reduce, Hadoop, HDFS etc., will be discussed with the context of Big-Data and its applications.

Module 4: R and R-Studio
Basic statistics based approaches to data science and analysis will be presented for both tabular numerical and text data in statistical programming language R within IDE package R Studio. In addition to R programming, students also learn skills of current popular text data analysis using R studio.

Certificate Completion Requirements
To successfully complete the program, all students must demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and computer lab skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Medical Assistant

This program is designed to prepare students for entry-level positions as medical assistants in a variety of health care settings. Students study the structure and function of the major body systems in conjunction with medical terminology, diagnostic and therapeutic procedures, computer skills, administrative processes, bookkeeping and accounting practices, and the processing of medical insurance forms and claims.

The curriculum is structured to provide theory and practical application of knowledge and skills needed to function as a medical assistant. Medical assistants are skilled interact with different kinds of patients, their families and other professionals. Medical assistants duties are vary depending on the healthcare environment important but some typical duties include recording patients' weight, height, temperature, blood pressure and medical history. Medical assistants help doctors examine and treat patients and do routine chores needed for office operation. They sterilize instruments and equipment used in tests, such as urinalysis and blood counts and take electrocardiogram. Other clinical duties may include telling patients about medication and self-treatment and applying bandages. In addition, the clinical duties medical assistance may be responsible for some clerical duties which include all the rain supply sending out letters, billing patients, completing insurance forms and writing down dictation. In some offices, they keep financial records and handle credit, collections and other bookkeeping duties.

The medical assistant program presents modules in terminology, anatomy and physiology, safety, and appointment, computers, medical office emergencies/CPR, medical insurance, and performance improvement. This course also presents modules covering medical office receptionist, records, finances, insurance billing and office management. In addition, the medical assistant program will cover exam room procedure, specialty procedures, pharmacology, minor office surgery, laboratory procedures, nutritional needs of patients and patient education.

Occupation: Medical Assistant (31-9092)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
However, students are given review materials for certification for NCCT/CCMA Certification.
Length of the Program: 720 Clock Hours, including 436 lecture hours and 284 lab hours.
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on medical lab instruction by the instructor.

Instructional Clock Hours:

Module	Class Title	Lecture Hours	Lab Hours	Total Clock Hours
1	Introduction to Medical Assisting*	32	0	32
2	Medical Terminology, Anatomy & Physiology*	80	0	80
3	Administrative Medical Assisting	40	38	78
4	Health Information in the Medical Office*	54	0	54
5	Medical Office Emergency & CPR	8	12	20
6	Management of Medical Insurance	60	72	132
7	Computer Applications for Medical Office	15	25	40
8	Clinical Procedures I	20	18	38
9	Practical Pharmacology	20	20	40
10	Clinical Procedures II	56	50	106

11	Diagnostic Procedures	45	45	90
12	Career Development	6	4	10
	TOTAL	**436**	**284**	**720**

Note: * indicates the modules not including clinical lab skills or practical skills.

Module Description

Module 1: Introduction to Medical Assisting

This module is to introduce the students to the healthcare industry, assess the importance of proper attitude and behavior expected of a medical assistant healthcare worker with emphasis on interpersonal skills and professional behavior, basic knowledge and a broad perspective of the past history and current issues affecting the practice of medicine, and the various occupations in the healthcare field. In addition, students also learn the general role of a medical assistant, the impact of law and ethics in the practice of medical assisting, skills necessary for effective customer service along with the basic knowledge of multi-culturalism in the healthcare field.

Module 2: Medical Terminology, Anatomy and Physiology

This module is to provide students with basic knowledge and correct use of the language of medicine, develop a strong foundation in medical terminology and medical vocabulary to enhance communication between multidisciplinary healthcare teams. In addition, the students will learn the basic knowledge of anatomy and physiology of the different body system such as the integumentary system, cardiovascular system, respiratory system, digestive system, urinary system, immune system, endocrine, nervous, muscular-skeletal and the reproductive system

Module 3: Administrative Medical Assisting

This module is to prepare students with basic knowledge and skills in the use of computers, answering incoming telephone calls, efficient way of interviewing new patients, to register patients, the techniques to accurately schedule and reschedule appointments using the matrix system, handling outgoing, incoming mail & sending fax. In addition, students develop skills necessary to coordinate various types of supplies, equipment, preventive maintenance and contracts, maintaining good, safe physical office setting appropriate to accommodate patients and customers, working knowledge of concepts related to patient reception, the smooth daily operations of the medical clinic and emergency preparedness
.

Module 4: Health Information in the Medical Office

This module is to introduce students on the importance of the medical record, explore the process of medical record management, legal and ethical issues regarding patient information, ownership of the medical record, making additions, corrections and alterations in the medical record, In addition, the students will learn medical transcription, editing, filing procedures technologic terms in Health Information, advantages and disadvantages of EMR, HIPAA, Patients Rights and disclosing protected health information.

Module 5: Medical Office Emergency & CPR

This module is to prepare students with basic knowledge and First aid skills necessary to handle common medical office emergencies such as asthma, seizures, poisoning, anaphylactic shock, nosebleed, tissue injury, sprain, strain, dehydration & diabetic emergencies. Students will also acquire skills to evaluate cardiac arrest and/.or an obstructed airway, and safely perform Cardiopulmonary Resuscitation (CPR) intervention on infant, child and adults. Upon successful completion of the course, students will earn CPR certification.

Module 6: Management of Medical Insurance

This module is to prepare the student with basic knowledge of medical insurance billing including the types of insurance and insurance claim. The module covers the principles and theory of health insurance, different types of health insurance and billing procedure codes, Current Procedural Terminology (CPT), International Classification of Diseases and Clinical Modifications (ICD-9-CM/ ICD-10 supplement). Students also learn the basic knowledge and skills to establish professional fee, customer credit, and identify the laws and regulations that affect follow-up and collection procedures. The module also includes the ways to perform bookkeeping, accounting, payroll, and it to perform banking procedures

Module 7: Computer Applications for Medical Office
This module is to introduce students to common financial and administrative procedures necessary in family practice, medical specialty offices and large medical facilities. Students learn to input various patient information, submit insurance claims to various companies, and schedule office visits, laboratory, and specific diagnostic and procedural testing appointments. Students run common reports associated with the medical practice. Day sheets, patient ledgers, and other financial reports important to the day-to-day financial operations of the medical facility.

Module 8: Clinical Procedures I
This is the first of two courses that use lecture and training lab experiences to impart clinical skills necessary to successfully perform the role of medical office assistant. The new skills include implementation of Occupational Safety and Health Act (OSHA) regulations, medical asepsis and infection control; proper nutrition & health promotion, perform correctly vital signs and height/weight measurements. In addition, students will learn to develop effective interviewing & communication skills in acquiring patient history, proper documentation, setting up correct instruments and supplies needed for physical exam, safe and proper body mechanics

Module 9: Practical Pharmacology
This module provides introduction to the principles of pharmacology and skill in medication administration of oral, topical and parenteral drugs in the ambulatory setting. This course focuses on the effects of drug therapy on human body systems, interpreting and documenting medication orders and administration, calculating adult & pediatric dosages, safety precautions in medication administration, DEA regulations for the management of controlled substance, OSHA guidelines in parenteral administration and accurately transcribe prescriptions. Students will also learn principles of IV therapy and the medical assistant role in patient education, legal & ethical issues in drug administration in the ambulatory setting.

Module 10: Clinical Procedures II
This module is the second part of clinical procedures that use lecture and lab training experiences to impart clinical skills necessary to successfully perform the role of medical office assistant. The new skills include distance and near visual acuity tests, Ishihara color vision test, Weber & Rinne tests, ear irrigation, eye and ear drops instillation, throat swab for throat culture, collecting specimen for wound culture, occult blood test, assisting with pelvic, prenatal exam, pediatric measurements, documenting immunizations, instructing patient on BSE, TSE, use of therapeutic & ambulatory devices, peak flow meter, assisting in neurological exam and geriatric care, ambulatory devices, blood glucose test, peak flow meter, and EKG technique, .

Module 11: Diagnostic Procedures
This course introduces student to methods of specimen collection, performing blood test like micro hematocrit, blood glucose, physical and chemical urinalysis, preparing specimen for microscopic urinalysis, pregnancy test, Strep test, Mono test, hands on experience with phlebotomy and capillary puncture & EKG technique. This course will also use lecture and training lab experience in minor surgery technique like suturing, suture removal, autoclaving wrap, autoclaving, surgical hand scrub, gloving with sterile gloves,

removal of contaminated gloves, donning a sterile gown, patient skin prep, assisting minor office surgery, applying dressing and bandaging. Conducting patient education in aseptic technique and surgical procedures.

Module 12: Career Development
This module is to prepare the student with the basic knowledge and skills necessary to obtain and maintain employment. Human Resource information will allow the students to be proactive in their own job search, making quality resume, developing good job interview skills, career networking, and identifying professional associations for which they could be a member. Students are also provided review for NCCT/CCMA certification to make them more competitive and increases chances of employment.

Grading Policy
Medical Assistant program students are graded after completing each module. The grading rubrics are different for the modules including clinical lab skills and the modules not including practical skills. Please see following grading rubrics:

Modules including Clinical Components:

Grading Criteria	Percentage
Clinical Lab/Practical Skills	35%
Quizzes & Exams	30%
Assignments	25%
Attendance & Professionalism	10%
Total Module Grade	100%

Modules not including Clinical Components:

Grading Criteria	Percentage
Quizzes	20%
Exams	35%
Assignments	35%
Attendance & Professionalism	10%
Total Module Grade	100%

Certificate Completion Requirements
To successfully complete the program, all students must demonstrate knowledge of expected proficiency by completion of assigned clinical and administrative projects 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable clinical, clerical, classroom and laboratory skill proficiency standards and complete all clinical requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Medical Billing and Coding

Upon completion of this program, students will be eligible to work in the Medical Industry as medical insurance claimer for hospitals, medical groups, clinics, insurance companies, and medical consulting firms.

Students will be helping medical providers claiming the insurances, bills, and dealing with insurance companies. Students will be able to: identify legal aspects and terms associated with medical records and billing; define general insurance terms and contracts; know the general standards and universal forms and procedures used in billing; know and explain the different forms of electronic and manual billing. Totally 720 clock hours of instruction and externship are required.

Occupation: Medical Secretaries (43-6013)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 760 Clock Hours, including 436 lecture hours and 284 lab hours.
Instructional Mode/ Methods

Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on medical lab instruction by the instructor.

Course Description:
Module A: Introduction to Medical Billing (60 hours)
This course introduces the basic concepts, procedures and applications necessary to perform tasks involved in health insurance and all types of billing, reviewing and filing of insurance claim forms.

Module B: Terminology, Anatomy and Physiology (80 hours)
The purpose on this module is to prepare students with basic knowledge to correctly use the language of medicine and it with the basic knowledge of human anatomy, physiology, musculoskeletal system, senses, nervous system, and circulatory system. In addition, the students will learn the basic knowledge of the integumentary system, endocrine system, respiratory system, digestive system, urinary system, immune system, and the reproductive system.

Module C: Computers in the Medical Office (100 hours)
The purpose of this module is to introduce students to common financial and administrative procedures necessary in family practice, medical specialty offices and large medical facilities. Students learn to input various patient information, submit insurance claims to various companies, and schedule office visits, laboratory, and specific diagnostic and procedural testing appointments. Students run common reports associated with the medical practice. Day sheets, patient ledgers, and other financial reports important to the day-to-day financial operations of the medical facility.

Module D: Medical Coding ICD-9/10-CM (100 hours)
Introduction to ICM9-CM manual and transition to 10, the basic organization and its components namely Volume1, 2 and 3. Student will demonstrate knowledge basic concepts and coding principles of ICD-9-CM and ICD-10-CM.

Module E: Medical Coding CPT (100 hours)
This course introduces CPT and ICD coding as they apply to medical insurance and billing. Emphasis is placed on accuracy in coding, forms preparation, and posting. Upon completion, students should be able to describe the steps of the total billing cycle and explain the importance of accuracy.

Module F: Medical Coding Surgery & Specialty Coding (100 hours)
This course is designed as a more advanced coding course for those interested in learning or reviewing Surgical Coding. The course also includes specialty coding such as OB/GYN, ENT, GI, Orthopedics and

more. Global billing codes affect those in such setting as clinics, Ambulatory Surgery Centers, outpatient hospital surgeries and physician's offices.

Module G: Advanced Medical Coding (100 hours)
This module is to introduce coding definitions and distinctions between and about the International Classification of Diseases, Ninth Revision, Clinical Modification System (ICD9-CM); the Current Procedural Terminology; Health Care Procedure Coding System (HCPCS); Diagnostic and Statistical Manual of Mental Disorders; (DSM) and the upcoming ICD10.

Module H: Medical Office Emergency & CPR (20 hours)
The purpose of this module is to prepare students with basic knowledge and skills to correctly evaluate cardiac arrest and/or abstracted airway, and to safely perform CPR intervention. Students will also learn skills necessary to him to emergency procedures in the medical office.

Module I: Career Development (10 hours)
The purpose of this module is to prepare the student with the basic knowledge and skills necessary to obtain and maintain employment.

Module J: Externship (110 hours)

Certificate Completion Requirements
To successfully complete the program, all students must demonstrate knowledge of expected proficiency by completion of assigned clinical and administrative projects 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable clinical, clerical, classroom and laboratory skill proficiency standards and complete all clinical requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Microsoft Office

This program helps students gain the skills they need to make effective use of today's most popular and powerful suite of business applications while students prepare for professional certifications. Starting with Windows basics, the students make progress through the individual applications. These applications include Word, Excel, Outlook, PowerPoint and Access. Additionally, the student will learn software, hardware and using the Operating Systems for Computers.

Occupation: Secretaries and Administrative Assistants (43-6014); Executive Secretaries and Executive Administrative Assistants (43-6011)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 80 Clock Hours, including 40 lecture hours and 40 lab hours.
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on computer lab instruction by the instructor.

Upon completion of this course, students will demonstrate the abilities to:
1.   Create, modify, format and print letters and documents with Word 2013

2. Create headers and footers
3. Sort paragraphs and tabular information
4. Create and editing columns
5. Create, modify, format, use and print Excel Spreadsheets
6. Create custom queries to retrieve external data and perform unlit-column filters
7. Enhance your excel worksheets and charts using drawing tools and graphic objects
8. Work with macros in Excel, protect worksheet data, find and replace data, and use special format and print options
9. Use Outlook 2013 features
10. Identify type of computers, how computers work.
11. Identify the functions of computer hardware components and common problems associated with individual components.
12. Identify factors that go into decision on how to purchase a computer or select a computer for work, school or home.
13. Identify how software works and how software and hardware work together to perform computing tasks, identify different type of software, the tasks for which each type of software is most suited, identify what an operating system is and how it works, be able to manipulate and control Windows desktop, files and disks
14. Create, modify, format, use and print PowerPoint Applications
15. Create, modify, format, use and print Access Applications

Certificate Completion Requirements

To successfully complete the program, all students will demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and computer lab skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Modules including Practical Components:

Grading Criteria	Percentage
Lab/Practical Skills/Projects	25%
Quizzes & Exams	35%
Assignments	30%
Attendance & Professionalism	10%
Total Module Grade	100%

Modules not including practical Components:

Grading Criteria	Percentage
Quizzes	15%
Exams	40%
Assignments	35%
Attendance & Professionalism	10%
Total Module Grade	100%

Certificate Completion Requirements

To successfully complete the program, all students will demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and computer lab skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Networking

This program introduces you to the technologies and tools commonly used to implement and manage enterprise-level networking solutions. You will gain in-depth knowledge of the OSI model and the configuration and administration of enterprise level networks such as Windows Vista and Windows 7. In addition, you will be able to backup and recovery procedures and optimize a network for maximum efficiency. Totally 96 clock hours are required for completion of the program.

Occupation: Computer Network Architects (15-1142); Computer Network Support Specialists (15-1152)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 96 Clock Hours, including 48 lecture hours and 48 lab hours.
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on computer lab instruction by the instructor.

Upon completion of this course, students will demonstrate the abilities to:
1. Successfully install, configure, manage and troubleshoot the OSI model, Windows Vista and Windows 7 operating systems
2. Identify and troubleshoot the most common computer components and install new components or replacement modules
3. Use the techniques and tools used by professional technicians to diagnose and repair networked PCs and peripherals
4. Add or replace components such as motherboards, microprocessors, disk drives, modems, CD-ROMs, sound cards, printer and video card etc.
5. Have a comprehensive knowledge of many of the major topics related to the effective implementation and administration of a modern day network.
6. Set up, configure, and administer Windows Vista workstations in a stand alone or networking environment.
7. Install, configure and manage Windows 7 Professional for optimum performance and flexibility.

Certificate Completion Requirements

To successfully complete the program, all students will demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and computer lab skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Web Site Development

This program introduces you to a variety of different and rapidly changing languages and technologies in Web Site development. You will be introduced to the markup language for Web documents (HTML), and tools and technologies such as FrontPage, Dreamweaver, and Java Script to create interactive Web Content and embed dynamic data into Web pages. In addition, you will gain industry insight into the emerging and alternate Web technologies such as XML programming.

Occupation: Web Site Developer (15-1152)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 80 Clock Hours, including 40 lecture hours and 40 lab hours.
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on computer lab instruction by the instructor.

Upon completion of this course, students will demonstrate the abilities to:
1. Use the markup language for Web documents (HTML) and the tools and technologies to create interactive content on the web and embed dynamic data into Webpages
2. Design and create SML documents that enable the structured delivery of data and information over a corporate intranet, over the Internet, or using simple XML messaging between HTTP servers
3. Create XML documents, validate the documents using DTDs, and learn different techniques for displaying them using a browser
4. Use JavaScript and its components (e.g. attributes, rags, variables, expressions, operators, codes, functions, objects, properties, methods, and events) to construct robust interactive Web pages.
5. Define frames and arrays and use event handlers and forms

Certificate Completion Requirements

To successfully complete the program, all students will demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and computer lab skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Premise Telecom Installer

This program coupled with an internship provide the training for persons entering into employment as a cable installer for telecommunication companies, and network integrators, i.e. companies in the business of selling and installing computerized systems.

Occupation: Telecommunications Equipment Workers (49-2023)
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 360 Clock Hours, including 270 lecture hours and 90 lab hours.
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on lab instruction by the instructor.

Upon completion of this course, students will demonstrate the abilities to:
1. Working during the internship will advance the student into the working knowledge of networking

installations. Employers are more likely to view persons working as they are going through training as a commitment to his/her new profession.

2. Completing the course and the BICSI certification portion of this program will provide graduates with the ability to enter into employment as an entry-level I installer or a level II advanced installer.

3. Individuals will learn to pull, install, terminate troubleshoot cable systems, identify various copper-fiber optic systems, and follow blueprints used to install telephone/voice, data, computer, and other communication systems.

Certificate Completion Requirements

To successfully complete the program, all students will demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and installation skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

Coping with New Employment

Students will learn the basic concepts of preparation for new employment using a holistic approach in developing fundamental skills required to be successful on the job and home. This program also identifies the essential work behaviors necessary to maintain the job.

Occupation: Any positions.
Prerequisite: N/A
Licensing: No licensing exam is required of graduates in order to get a job.
Length of the Program: 60 Clock Hours, including 60 lecture hours
Instructional Mode/ Methods:
Classroom instruction is delivered in a traditional classroom setting, with an instructor by a direct lecture and hands-on computer lab instruction by the instructor.

Upon completion of this course, students will demonstrate the abilities to:

1. Develop skills on how to design and attain work and personal goals.
2. Develop skills in decision-making.
3. Develop appropriate communications skills on the job, with co-workers.
4. Understanding employee and employer rights.
5. Effectively coping with stress on the job and in personal life.
6. How to maintaining good mental health and avoid substance abuse.
7. Success with financial matters (budgeting, banking, and accounting skills)
8. Successful decision making with:
    a. Selecting the right childcare provider
    b. Preparing cheap nutritional meals kids love
    c. Adjusting family attitudes that support success on the job

Certificate Completion Requirements

To successfully complete the program, all students will demonstrate knowledge of expected proficiency by completion of 75% (on a scale of 1-100 percent) on written and practical tests. Students must meet all applicable classroom and job related skill proficiency standards and complete all lab requirements and hours, and receive satisfactory evaluations. In addition, students must fulfill all financial obligations to the Institute prior to graduation.

DIRECTION TO CAMPUS

Coming from San Francisco (approximately 45 minutes):

By Car:
- Get on US-101 S/Central Fwy
- Follow US-101 S to San Tomas Expy in Santa Clara
- Take exit 392 from US 101S
- Follow San Tomas Expy and Scott Blvd
- Visit us at 3120 Scott Blvd on the right

By Public Transportation:
- Take L5 #512 to San Jose Diridon Station
- Get off at Sunnyvale Station
- Walk to Santa Clara Transit Center
- Take bus #59 at Baypointe Station and get of at Scott and Joy
- Walk to 3120 Scott Blvd on the right

Coming from San Jose (approximately 10 minutes):

By Car:
- Get on CA-87 N
- Take US-101 N to Montague Expy in Santa Clara
- Take exit 392 from US 101 N
- Take San Tomas Expy
- Visit us at 3120 Scott Blvd on the right

By Public Transportation:
- Take L1 #118 San Francisco and get off at Santa Clara Station
- Walk to Santa Clara Transit Center
- Take 59 to Baypointe Station and get off at Scott & San Tomas Station
- Walk to 3120 Scott Blvd on the right

Coming from Hayward (approximately 40 minutes):

By Car:
- Take CA-92 W/Jackson St to I-880 S. Take exit 26A from CA-92 W/Jackson St
- Follow I-880 S to Montague Expy in San Jose. Take exit 7 from I-880 S
- Follow Montague Expy to Scott Blvd.,
- Visit us at 3120 Scott Blvd on the right

By Public Transportation:
- Take Bart from Hayward station
- Get off at Milpitas Bart Station
- Walk to Milpitas Transit Center
- Take 69 to Winchester Station Via Airport and get off at Santa Clara Transit Center
- Walk to Santa Clara Transit Center
- Take 59 to Baypointe Station and get off at Scott & San Tomas Station
- Walk to 3120 Scott Blvd on the right