

HYBRIDTM

TECHNOLOGY
TRAINING MAGAZINE

A PRINCE GEORGE'S COMMUNITY COLLEGE PUBLICATION

Pilot Program Yields Unprecedented Test Results with first Cohort

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U.S. Department of Labor Awards
Prince George's Community College

\$2.5 Million

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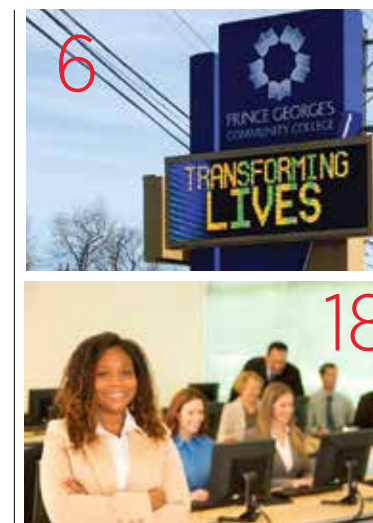
**PRINCE GEORGE'S
COMMUNITY COLLEGE**

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BUSINESS
BE AMONG THE
NEXT
GENERATION
OF BUSINESSES?



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Message from the President



It is with great excitement that I bring you greetings on behalf of Prince George's Community College.

The institution serves a diverse student population of more than 44,000 and has been instrumental in transforming the lives of the residents of Prince George's County for more than five decades. The college is able to provide students like those in the Hybrid Technology Training program with the tools they need to be competitive and successful in the ever-changing business environment of the 21st century.

Through this program students will be able to demonstrate the practical knowledge, skill, and abilities needed and expected of network and desktop professionals. In addition to the knowledge they will acquire, students will also be able to attain credentials through the Hybrid Technology Training program and will be exposed to cutting-edge online and technology-enabled learning.

The institution is privileged to be able to offer a program such as this one to county residents interested in furthering their skills in the cyber security field. As we continue our legacy of 50 plus years as an institution of excellence in higher education, this program further symbolizes our future as a leader of learning in the 21st century.

We hope that as you peruse this publication and learn more about the grant and how Prince George's Community College is helping to change the educational landscape through embracing new technologies and learning opportunities to assist our students in building new skills and equipping them for the challenges ahead.

Sincerely,

Charlene M. Dukes
President

HYBRID

TECHNOLOGY TRAINING MAGAZINE
A PRINCE GEORGE'S COMMUNITY COLLEGE PUBLICATION

April 2015
Volume 1 | Issue 1

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Employers, Partners, Students,
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Photo credits
iStock. by Getty Images and
Prince George's Community College

This publication is funded by the U.S.
Department of Labor (DOL) Trade
Adjustment Assistance Community
College and Career Training
(TAACCCT) Grant.



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About the College

Prince George's Community College (PGCC) is the number one choice of Prince George's County residents for an undergraduate education and the leading institution in training and preparing employees for the county's workforce. Among Prince George's County high school graduates who go on to college, 50 percent choose to attend Prince George's Community College. Since 1958, the college has provided students, the county, and region with high quality and affordable education, cutting-edge workforce and development training and the opportunity to achieve their dreams and aspirations.

Prince George's Community College serves a diverse population of more than 44,000 students who represent 103 countries throughout the world. The college offers more than 200 academic and workforce development and continuing education programs of study, and transfer and scholarship opportunities to four-year colleges and universities. Students can earn associate degrees, certificates, letters of recognition, and licensures.

At Prince George's Community College, student success is the highest priority. The college is committed to promoting opportunities for students to succeed inside and outside of the classroom! The college was recently named a National Center of Academic Excellence in Information Assurance Two-year Education 2010–2015 by the National Security Agency and the Department of Homeland Security.



The Trade Adjustment Assistance Grant

Source: U.S. Department of Labor

In 2009, the American Recovery and Reinvestment Act amended the Trade Act of 1974 to authorize the Trade Adjustment Assistance Community College and Career Training (TAACCCT) Grant Program. On March 30, 2010, President Barack Obama signed the Health Care and Education Reconciliation Act, which included \$2 billion over four years to fund the TAACCCT program. The grant provides community colleges and other eligible institutions of higher education funds to expand and improve their ability to deliver education and career training programs that can be completed in two years or less. It is suited for workers who are eligible for training under the Trade Adjustment Assistance (TAA) for Workers program.

Through these multi-year grants, the U. S. Department of Labor (in partnership with the U.S. Department of Education) is helping to ensure that our nation's institutions of higher education are helping adults succeed in acquiring the skills, degrees, and credentials needed for high-wage, high-skill employment while also meeting the needs of employers for skilled workers.

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As a Maryland Regional Higher Education Center, Laurel College Center features five colleges and universities offering 12 degrees and more than 150 courses right in your own back yard. A partnership between Prince George's Community College and Howard Community College, Laurel College Center also offers more than 100 noncredit courses each season. Many courses are offered in a variety of formats to meet your personal needs, including the traditional classroom, online, and evenings and weekends. Choose from a number of exciting areas that represent high-demand industries, including

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U.S. Department of Labor Awards Prince George's Community College \$2.5 Million

By Ashante Abubakar, David Buonora, Cheryl Green, Jay McElroy & Loyce Pailen, DM

In May 2012, Prince George's Community College (PGCC) was awarded \$2.5 million by the U.S. Department of Labor under the Trade Adjustment Assistance Community College Career Training (TAACCCT) Grant Program to develop a Hybrid Technology training program. Under this grant, the program created is called Information Technology Education and Career Pathways (INsTEP).

PGCC Workforce Development and Continuing Education division developed a model for this program that incorporates innovative and proven strategies with virtual information technology modules that will allow other community colleges to establish or enhance hybrid programs. The goals/objectives of the INsTEP program are to:

- Increase attainment of certifications, certificates, diplomas, and other industry recognized credentials to better prepare TAA-eligible, veterans, displaced, or other transitioning adults for high-wage, high-skill employment or re-employment in the growth industry of information technology;
- Introduce innovative and effective methods for curriculum development and delivery that address the specific industry needs for flexible learning, including: Virtual instruction, interactive technology-based individual and group supplemental learning emphasizing real-world analysis, troubleshooting, and solution delivery;
- Increase attainment of learning outcomes, retention, completion, and employment for program participants; and
- Establish education and career pathways model enabling accelerated learning with student supports that ease the transition from non-credit to Associate's degree programs to Bachelor's to employment.

The specific purpose of the INsTEP courses is to prepare students for successful completion of the CompTIA, industry-recognized, national certification exams in A+, Network+, Security+, and the Microsoft Certified Solutions Associate (MCSA Windows Server 2012). The course offerings will increase the number of effective and flexible programs available to at-risk and disadvantaged students; allow displaced workers, veterans, and transitioning adults to qualify for job opportunities; and meet the growth and demands of the industry.

Each of the courses contributes to the whole of the student's mastery; each course focuses on the skills required of a specific certification but contains overlapping information from other certification contents. Students are given a desired outcome and are expected to create a plan, then design, configure, test, and document the results. Although there is a separate certification exam for each, the CompTIA and Microsoft competencies work together in the real world.

Descriptions of the certifications follow:

- **A+** instruction teaches students the components of the CPU and how to assemble, and troubleshoot them (courses = A+ Essentials and A+ Practical).
- **Network+** instruction provide the skills to install, configure, maintain and troubleshoot networked computers.
- **Security+** instruction teaches network security, compliance and operational security, threats and vulnerabilities, and identity management.
- **Windows Server 2012** instruction covers installation, upgrade, maintenance, and troubleshooting of the network operating system.



The TAA INsTEP Hybrid Technology Training (HTT) Program

By Jay McElroy

Prince George's Community College developed a non-credit Hybrid Technology Training (HTT) program that is multi-fold. First it was designed to increase attainment of certifications, certificates, and other industry recognized credentials to better prepare TAACCCT-eligible veterans, displaced, or other transitioning adults for high-wage, high-skill employment or re-employment in the growth industry of information technology. It introduces innovative and effective methods for curriculum development and delivery that address the specific industry needs for flexible learning, which includes virtual instruction, interactive technology-based individual and group supplemental learning emphasizing real-world analysis, troubleshooting, and solution delivery. The program is expected to increase the attainment of learning outcomes, retention, completion, and employment for program participants and establish education and career pathways models enabling accelerated learning with student support that eases the transition from non-credit to associate degree programs to bachelor's degree to employment.

The ultimate purpose of the HTT program is to prepare students for successful completion of industry-recognized, national certification exams in A+, Network+, Security+, and the Microsoft Certified Solutions Associate (MCSA Windows Server 2012). The program will also provide additional certificate training in Information Technology (IT) education and career pathways, IT Customer Service, Cyber Security and Security Awareness, Social Media, professionalization training and hands on experience with 21st Century Technology based tools.

The HTT program curriculum is segmented into three classifications: Certifications, Certificate and 21st Century Tools and Technologies.

Industry Certification Courses

343 hours of training and 58 hours of exam prep

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Windows Server 2012

Certificate Courses

95 hours

- Customer Service for IT Professionals
- IT Industry Training (A Guide to Certification, IT Sustainability, A Student Guide: IT Professionals and It's All About Certification)
- Professionalization Training (Business Etiquette, Financial Literacy, Interviewing Techniques, Resume Writing and Social Media)
- Cybersecurity (Cybersecurity & Security Awareness, IT Fundamentals and Security Clearances)

21st Century Tools and Technologies

- Blackboard
- JIRA Defect Management Tool
- Mobile Application
- Netlab, TestOut Lab and Troubleshooting
- Two-way Notification Service

The HTT Program Selection Criteria

The TAA INsTEP Program Student Assessment and Selection Process

By Jay McElroy and Loyce Pailen, DM

All applicants complete a proctored assessment test and face-to-face interview. They are also required to write a one page essay on the value of the program to their personal endeavors. Students are chosen through a blind selection process. In order to remove bias from the selection process, a student reference number is used in place of personally identifying information (i.e. age, gender, race, disabilities, children, etc.). The Scoring Rubric provides the following percentages: proctored assessment (75%), face-to-face interview (10%) and written essay (15%). The assessments are broken into two test batteries.

- Battery A (50 minutes) - Computer Literacy, Math and Verbal, Personality and Integrity in the Workplace.
- Battery B (50 minutes) Customer Service and Cognitive.

The face-to-face interview evaluates oral communication, professionalism, and program interest. The written essay evaluates written communication skills and motivation.

Students Receive Credit for Certifications

By Jay McElroy and Loyce Pailen, DM

Students in the Hybrid Technology Program can receive credit for Prior Learning and/or Certifications. That is, INsTEP students who are admitted to PGCC with previous professional or academic experience may have their professional experience evaluated through the Prior Learning Assessment Network (PLAN) to determine if college credit toward an academic program can be awarded.

For certain industry certifications and/or non-credit course work, the college has also applied several other forms of evaluation, such as challenge exams, American Council on Education (ACE) course equivalencies, bridge courses, and/or credit for certifications (when the capstone or anticipated outcome in a credit course is that same certification).

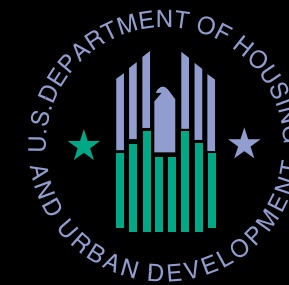
In some instances, offering credit for certification and/or non-credit course work may require a state-approved articulation to be developed between the credit and non-credit areas of the college.

Students with certifications in the areas of networking, cybersecurity, IT hardware and software maintenance, or information literacy can earn significant credits toward an Information or Engineering Technology program. At PGCC, students can receive up to 30 credits from non-traditional sources toward any single academic

program, 15 of which can be by challenge exam or prior learning portfolios. Students can receive up to 30 credits from non-traditional sources toward any single academic program, 15 of which can be by challenge exam or prior learning portfolios.



HUD Becomes a HTT Partner



The TAA INsTEP program welcomes our newest strategic employment partner, the U.S. Department of Housing and Urban Development (HUD). HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers; meet the need for quality affordable rental homes; utilize housing as a platform for improving quality of life; build inclusive and sustainable communities free from discrimination, and transform the way HUD does business.

Mr. Anthony Johnson
HUD Employment Representative

Mr. Johnson agreed to mentor students in the Hybrid Technology Program to ensure they understand how to search and apply for employment with HUD and other federal government agencies. He will also conduct one-on-one resume reviews.

CHANGE.

Satcha Robinson
Business Administration

PGCC has allowed me to step outside my comfort zone. It showed me that not only could I meet my expectations, I could exceed them. I now carry this confidence with me in every endeavor, both in school and in life.



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Workforce Development and Continuing Education at PGCC



Joseph Martinelli
Interim Vice President
Workforce Development
and Continuing Education

The Workforce Development Institutes (WDI) at Prince George's Community College provide businesses, government agencies, and educational institutions with a collaborative forum for action planning that addresses the county's and region's current career learning needs as well as forecasted and/or emerging economic and/or workforce development trends. The Institutes advocate for resources and develop responsive workforce development programs in order to improve employee recruitment, development, and retention in Prince George's County. The following are our institutes of learning:



David Buonora
Assistant to the Vice President
Workforce Development
and Continuing Education

The **Transportation and Distribution Institute (TDI)** provides services for both individuals and businesses with in-demand, industry-specific training, certification, and licensing. TDI provides career training for individuals seeking jobs in the industry and workforce training for businesses, industry and government organizations in need of solutions for their transportation and distribution workforces.



Yvette Snowden, EdD
Dean
Workforce Development
and Community Partnerships

The **Center for Entrepreneurial Development (CED)** is a one-stop business support center; offering Local Small Minority Business Enterprise's (LSMBE's) with training and business enhancements that will support growth, expansion, innovation and increased productivity. Training and development programs are based on a three-tier approach that integrates capacity building and business development. The CED targets a business owner's needs at various stages of growth.



Ashante Abubakar
Director
Center of Business
and Industry Solutions (CBIS)

The **Team Builders Academy (TBA)** offers cohort-based accelerated adult career training. TBA's mission is to provide job readiness-related soft skills training combined with occupational trade-related technical skills training. The TBA has added "tracks" of occupational training within a variety of industry clusters that align with the Prince George's Community College Workforce Development

Institutes such as, computers and information technology, health and human services, hospitality and tourism, transportation and distribution, and public safety and security.

The **Public Safety and Security Institute** offers a 25 week program, certified by the Maryland Police and Correctional training Commission, provides the necessary training in all aspects of law enforcement. Graduates of the academy have full knowledge of police operations and functions, including firearms training and emergency vehicle operations, and are immediately eligible for employment with law enforcement agencies throughout the State of Maryland. In addition, Police Academy cadets can earn 18 credits toward an academic degree.

The **Construction and Energy Institute (CEI)** delivers the vital education needed by students to enter the construction industry with marketable, trade-specific skills. It supports construction and development businesses by preparing their future workforce for direct, skilled entry into the industry and by providing continuing education and training for their experienced workforce.

The **Hospitality and Tourism Institute (HTI)** meets the ever-increasing worldwide demand for well-trained hospitality and tourism professionals and offers customized, specially developed, comprehensive training programs that benefit businesses by lowering in-house recruitment and training costs, reducing workforce turnover and increasing employee productivity.

The **Human Services Institute (HSI)** is a unique professional development, training and education asset for the employees of human service and social service agencies. It provides proactive discussion and serves as a clearinghouse for human services issues.

Pilot Program Yields Unprecedented Test Results with First Cohort

By James Dick

Students have passed the first three certification exams with a success rate of 100%. These results show students are on pace to surpass the grant's initial projections.



There were unprecedented test results for INsTEP Cohort 1. Through the first four certification exams students have passed with a success rate of 100% even with the Hybrid Technology Training's accelerated schedule. These results show the students on pace to surpass the grant's initial projection!

The first cohort was selected from an applicant pool of 151 candidates. The applicants were asked to complete a computerized skills assessment test, an essay describing their motivation to join the program, and a face-to-face interview. This process objective was to choose students likely to succeed in addition to forming a skill diverse group.

On September 2nd, 2014, 15 students began classes as the pilot cohort of the Hybrid Technology Training Program. The students have previously worked in fields ranging from education, to corrections, to military, and communications. Of the 15 students, 40% had a background in either a STEM or IT field, 30% are female, and 12% are veterans. All the students in the class have achieved at least a high school diploma or GED with 35% having attended some college, and 41% having attained a bachelor's degree. Also, 47% of the students held some form of employment and an additional 33% were enrolled in another college or workforce training program.

There have been outstanding initial student results capped by the fact that 100% of students are certified on the CompTIA A+ Essentials exam. After only 2 weeks of study for the exam, a full two thirds were able to obtain a passing score. Additionally, the remaining students were able to obtain certification on a second attempt with individual students showing test over test improvement of up to 50%. These student accomplishments are very impressive considering the findings of a 2014 paper entitled *Getting Students Certified: A Study of Certification Pass Rates in Information Technology Degree Programs*¹ found that IT students required on average 10 weeks of study in order to pass the same exam.

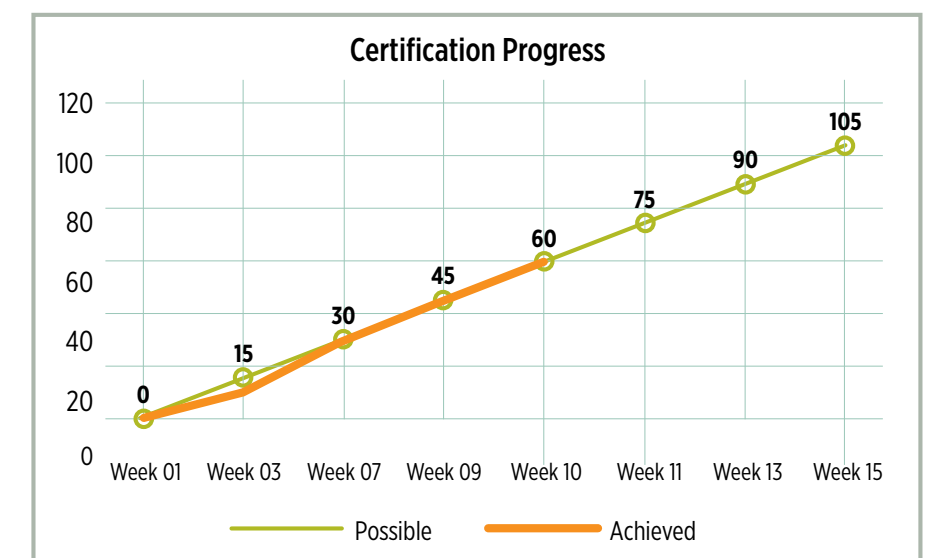
In the following three certification exams (A+ Practical, Network Plus, and Security Plus) Cohort 1 had a 100% pass rate. Additionally, as the students have progressed through successive exams the average class score has improved from 76% to 84% to 90%. Furthermore, there was no statistically significant difference in scores when looking at differing gender, educational attainment, or work history. In fact, the only data that has been found to have a positive correlation to certification success is high attendance and time spent studying outside of class hours.

At this point there is strong reason to believe that the unique methodology of the Hybrid Technology Training Program is leading to success on the certification exams. A study of student's test scores vs. the percent complete embedded assessment tool, showed that increased work in the online portion of the class explained around one third of the variation in student to student test scores ($r^2=.36$).

At a future point, it will become clearer where the program has succeeded and what aspects need to be revised. Current reports on the students' progress is extremely encouraging.

– James Dick, TAA INsTEP Research Analyst

¹ Hopkins, Charles, Pickard, John, and Patrick, Annie "Getting Students Certified: A Study of Certification Pass Rates In Information Technology Degree Programs," *ASEE Gulf-Southwest Conference*, 2014, <http://asee-gsw.tulane.edu/pdf/getting-students-certified-a-study-of-certification-pass-rates-in-information-technology-degree-programs.pdf>





Meet the Students from the First Cohort

The following are personal statements from the students in Cohort 1 about their experiences and ambitions.



Ronald Bizzell
CompTIA A+, Network+ and Security+ Certified
ronald.bizzell@gmail.com

I am a Navy veteran with 5 years in the engineering field. I am a dedicated customer service representative. My motivation, determination, and ambition will assure customer satisfaction as well as my commitment to a progressive company or project. I am currently increasing my skills by studying Networking Systems Administration at Prince George's Community College.



Roderick Debrew
CompTIA A+, Network+ and Security+ Certified
roderick802@gmail.com

I am excited about the opportunity to build a rewarding career in the IT industry. In addition to participating in the INsTEP Hybrid training program, I am currently a full-time student at Southern New Hampshire University, pursuing a bachelor's degree in Mathematics with a 3.83 GPA (estimated graduation June 2015). My previous career in sales developed my ability to maintain a calm demeanor in the face of difficulties, effectively manage people and projects under stressful conditions, and quickly master new roles and responsibilities. Just as important, I also have a reputation for integrity, perseverance, and a strong work ethic.



Franklin Glascon Jr.
CompTIA A+, Network+ and Security+ Certified
fglasconjr@mail.com

I am a student in the TAA INsTEP Hybrid Technology Training program at Prince George's Community College. I am studying to be an IT professional and consider myself to be a fast learning and hard working person eager to see how much I can achieve in a new environment and career. I have an extensive background in customer service, and I am excited to apply that knowledge to a career in the IT industry.



Alfred Lawson, Jr.
CompTIA A+, Network+ and Security+ Certified

I am an aspiring IT professional interested in networking, cyber security, and mobile technology. I am a responsible, ethical worker whose background involves superior customer service, time-management, and problem solving. I am results-oriented whether in a team or working independently. Through continuing my education at Prince George's Community College, I am further increasing my knowledge and skill in the IT industry.



Andrew Buckner
CompTIA A+, Network+ and Security+ Certified

As a student of technology, improving, and learning is a consistent goal. My love for people helps me in dealing with customers and my attention to detail provides them a high level of comfort in letting me get involved with their issue(s). Most importantly my job is not finished until the job is done right according to company policy and customer expectations.



Segun Elesho
CompTIA A+, Network+ and Security+ Certified
el_esho@yahoo.com

I believe in joint efforts and being a team player. I am versatile, strong, creative, and friendly. I have one year of experience as an IT intern for a local company. I am currently employed with as a state employee and look forward to working with a reputable company as an IT Technician. I am currently pursuing Microsoft Solutions Associate (MCSA).



Tiffany Griffin
CompTIA A+, Network+ and Security+ Certified
tiffanygriffin1113@gmail.com

I am an accomplished, results-oriented administrative professional with a bachelor's degree in Communications from Marymount University. I have strong supervisory, administrative, and customer service background with a vast knowledge of organizational management principals. I can readily adapt to change, and also possess the ability to multi-task high priority assignments without compromising the integrity and quality of my work. Currently, I am pursuing certifications in Information Technology troubleshooting, Computer Networking and Cyber Security with a desire to be vigilant in protecting our nation's critical information from the ever-increasing cyber threat.



Darius Malone
CompTIA A+, Network+ and Security+ Certified
darius_malone10@yahoo.com

I am an analytic problem solver with the ability to work well independently or as part of a group. With a great sense of time management and the speed and efficiency needed to get the job done right the first time, I feel I am ready to tackle any job. I am an inspiring ethical hacker looking to get a foot up in the world by furthering my networking knowledge through the program here at PGCC.



Meet the Students from the First Cohort

The following are personal statements from the students in Cohort 1 about their experiences and ambitions.



Lamar Maxwell
CompTIA A+, Network+ and Security+ Certified
lmaxwell@students.pgcc.edu

I am a result-oriented mobile/pc technician with a strong aspiration to work as a cloud engineer. I have over 10 years of IT experience which has allowed

me to develop a wide range of skills that can meet and exceed organizational expectations. My ultimate desire is to work as a project manager where I can coordinate IT project plans designed to communicate phases, life cycles, milestone dates, and resources in this country and abroad.



Chukwuemeka "Chuck" Nwaopara
CompTIA A+, Network+ and Security+ Certified
chnwa2@morgan.edu

I am a creative and motivated person with a passion for technology. I graduated from Morgan State University with a bachelor's

in Electrical Engineering, May 2013. I joined this program to further my education and to expand my knowledge on Computer Systems. My goal is to contribute my unique perspective of technology to a diligent company.



Russell Ramsey
CompTIA A+, Network+ and Security+ Certified

I have strong listening skills and the ability to present my thoughts clearly and to remain patient especially in a tense situation. Through the knowledge I am acquiring

through this program I am learning that conflicts should be avoided and understanding the customer is paramount.



Student 15
CompTIA A+, Network+ and Security+ Certified

She is a driven leader with exceptional verbal and written communication skills. Her attention to detail and goal oriented nature has enabled her to lead technical and non-

technical personnel in cross-functional environments. She is currently broadening her knowledge base to encompass A+, Network+, Security+, and Microsoft Server 2012.



Angela Noell
CompTIA A+, Network+ and Security+ Certified
at8401@aol.com

I am a career oriented person with an extensive background in customer service, healthcare, education and management. I am a problem solver, a hard worker

and am able to work well in a group setting or independently. I am detail oriented and I possess excellent communication skills both written and oral. I am also committed to meeting deadlines. I am currently expanding my knowledge in the Information Technology field at Prince George's Community College which will provide me with the necessary skills to move forward in my career.



Alexander Perry
CompTIA A+, Network+ and Security+ Certified
alezp2000@yahoo.com

I'm a leader and dedicated, and consider myself good with my hands and mind. I work well individually and in groups. I have extensive customer service skills,

experience in the health care and technology field, and I'm an out the box thinker. I'm learning new skills in Information Technology at Prince George's Community College.



Herbert D. White
CompTIA A+, Network+ and Security+ Certified
whitehd1864@yahoo.com

I am a test Engineer and Management professional with over 15 years of technical and leadership experience developing processes and managing resources

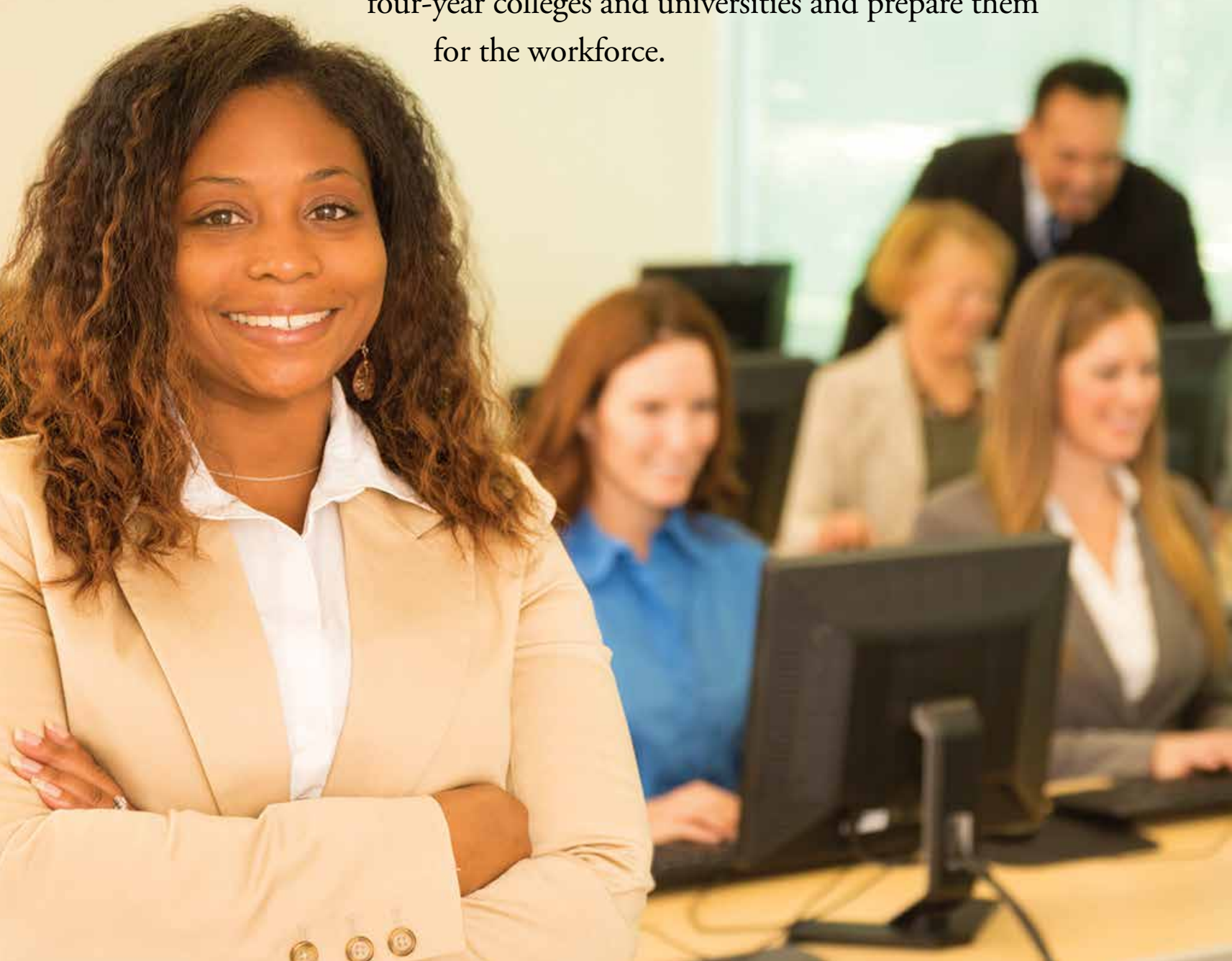
for the development, production and servicing of industrial electronic and client/server equipment throughout the product life cycle.

I am currently attending Prince Georges Community College pursuing a number of IT certifications in preparation of becoming a Certified Ethical Hacker. I hold a bachelor's of Science in Electronics Engineering Technology Degree.



Training Programs at PGCC

Prince George's Community College provides transfer and career programs that help students transfer to four-year colleges and universities and prepare them for the workforce.



IT Industry Training

By Kenneth Harris, Instructor

Nowadays, learning computer repair on your own or even having a degree in computer science just isn't enough. Companies are demanding that their IT professionals be certified as a way to measure their skills as well as computer training certification will help a computer professional get a good job and stay competitive in what is now a highly demanding Information Technology environment.

A Guide to Certification

» 1 Day

This course explores DOD Directive 8570.1M "Information Assurance Training" (IAT), Certification, and Workforce Management. Students will receive guidance and procedures for the training, certification and management of the DOD workforce conducting Information Assurance (IA) functions.



The training, certification and workforce management requirements of 8570.01-M Directive apply to all members of the DoD IA workforce including military, civilians, local nationals, Non-appropriated fund (NAF) personnel, and contractors. The requirements apply whether the duties are performed full-time, part-time, or as embedded duty.

Technical (IAT) Level certifications are cumulative. Higher level certifications qualify for lower level requirements. Certifications listed in Level II or III cells can be used to qualify for Level I. However, Level I certifications cannot be used for Level II or III unless the certification is also listed for the higher level.

IT Sustainability

» 1 Day

This course explores how to sustain certifications and other educational options in IT industry. Topics discussed include: educational demands, salaries, certifications, programming languages, growth hubs, effective habits and do's and don'ts in IT.

A Student Guide: IT Professionals

» 1 Day

This course focuses on industry focused step-by-step tips in Information Technology and explores course curriculum of colleges and universities nationwide.



It's All About Certification

» 1 Day

This course focuses on computer certification program standards for the Information Technology industry worldwide. Although most careers in the IT and communications fields are lucrative and lead to rapid advancement, students can move ahead even more rapidly if they have been certified. In fact, you often can earn a salary increase of 20% or more once you become certified.

Cybersecurity Training

By Latresa Lomax, Darnell Lomax, Beatrice Fabuyi and Michael Greenfield, Instructors



The CompTIA Security+ certification designates knowledgeable professionals in the field of security, one of the fastest-growing fields in IT.

CompTIA Security+ is an international, vendor-neutral certification that proves competency in system security, network infrastructure, access control and organizational security.

Security Clearances

» 1 Day

This course explores information systems security and assurance. The curriculum delivers fundamental IT security principles and real-world applications, tools, and techniques used for careers in IT security, cybersecurity, or information assurance (IA). Upon completion of this course, the student will be able to:

- Lists steps to getting clearance eligibility
- Explain how to receive and maintain a security clearance
- Review Standard U.S. Form 86
- Identify causes of rejections for clearance eligibility

Cybersecurity and Security Awareness

» 1 Day

This course explores information systems security and assurance. The curriculum delivers fundamental IT security principles and real-world applications, tools, and techniques used for careers in IT security, cybersecurity, or information assurance.

IT Fundamentals

» 1 Day

This course certification ensures a knowledge of PC components, functionality, compatibility and related technology topics. The course explores technology and computer hardware basics, compatibility issues and common errors, software installation and functions, security risks and prevention.



This level of the Microsoft Certified Solutions Associate (MCSA) certification requires recertification every three years. Server infrastructure, Desktop infrastructure, Private cloud, Messaging, Communication and SharePoint are critical components of this high-end certificate.



Cybersecurity and Workforce Development

By Ashante Abubakar

Prince George's Community College's (PGCC) division of Workforce Development and Continuing Education (WDCE) INsTEP training program offers Information Assurance levels I and II training leading to fundamentals in Network, Help Desk, and Operating Systems, according to standards as outlined in the **DoD 8570 Information Assurance Workforce Improvement Program**. This training also provides the foundation for those seeking to enter into Cyber Security as a career path. Former Governor Martin O'Malley established Maryland as a hub for cyber security expertise and as such positioned our state to better answer the challenge of information systems security. Creating career opportunities through workforce training in cyber security leads to increased job growth and supports a state-wide and national priority. The INsTEP program is another way Prince George's Community College answers the challenge.

We are excited and hopeful about the possibilities for all students who participate in the program!

Industry Certification Training

By Ashante Abubakar, Zack Lawrence, Wilbert Frances, Nicholas Riegel, Steven Smith, Crispin Vincent

Prince George's County Workforce Development and Continuing Education (WDCE) TAA INsTEP program offers comprehensive, multi-phase programs that develop the skills needed to enter the demanding world of IT Support. WDCE students will demonstrate the practical knowledge, skill, and abilities expected of network and IT desktop support professionals.

A+ Essentials CompTIA A+

Exam 220-801

» 2 Week

A+ Essentials covers the fundamentals of computer technology, laptops, installation and configuration of PCs, and related hardware, and basic networking.

A+ Practical CompTIA A+

Exam 220-802

» 1 Weeks

A+ Practical covers the skills required to install and configure PC operating systems, as well as configuring common features (e.g. network connectivity and email) for mobile operating systems Android and Apple IOS.

Network+ CompTIA Network+

Exam N10-005

» 1 Week

Network+ covers network technologies, media and topologies, installation and configuration, security and management.

Security+ CompTIA Security+

Exam N10-005

» 1 Week

Security Plus covers network security, compliance & operations security, threats & vulnerabilities, application, data and host security, access control and identifies management and cryptography.

Microsoft Certified Solutions Associate

Exams 70-410, 70-411 & 70-412

» 3 Weeks

Installing and Configuring Windows Server 2012 covers how to install and configure servers, configure server roles and features, configure Hyper-V, Deploy and configure core network services, install and administer Active Directory and create an manage Group Policy.

Administering Windows Server 2012 covers deploying, managing and maintaining servers, configuring file and print servers, network services and access, It also covers configuring a network policy infrastructure, configuring and managing network directory and group policy.

Configuring Advanced Windows Server 2012 covers configuring and managing high availability, and file and storage solutions, implementing business continuity and disaster recovery, configuring network server, and the Active directory infrastructure and configuring access and identity solutions.



The CompTIA A+ certification demonstrates competency as a computer technician. CompTIA A+ certification is a vendor neutral certification. It requires two tests to be passed: the 220-801 exam and the 220-802 exam. CompTIA is vendor neutral but leans towards Microsoft operating systems, although some Apple and Android questions do appear on newer exams.



The CompTIA Network+ certification ensures that the successful candidate has the important knowledge and skills necessary to manage, maintain, troubleshoot, install, operate and configure basic network infrastructure, describe networking technologies, basic design principles, and adhere to wiring standards and use testing tools.



Professionalization Training

By Sharon Green, Latresa Lomax and Darnell Lomax

Soft skills are what accompany the hard skills and help organizations use its technical expertise to full advantage. Soft skills are increasingly becoming the hard skills of today's workforce. It's just not enough to be highly trained in technical skills, without developing the softer, interpersonal and relationship-building skills that help people to communicate and collaborate effectively.

Financial Literacy

» 4 Hours

This course covers the strategies of good stewardship over financial resources. It provides an overview of proven systems used to manage and project wealth, while eliminating debt. This course covers the definition, benefits, standards, functionality, and importance of how the proper financial management tools create an environment of personal financial stability.

Resume Writing

» 1 Day

This course covers the strategies for writing an effective resume. It provides an overview of the key elements in the resume writing process. The course covers the 'how to' for resume writing, as well as, for a descriptive accomplishment and career objective statement. It identifies the language required to best account for student experiences. This course culminates with the production of a student's draft resume.

Social Media

» 1 Day

This course covers the theories and principles behind all of the mainstream social media venues including: Technical composition of the big social media platforms, security risks associated with social media and how to spot phishing and social engineering scams.

Business Etiquette

» 1 Day

This course covers the strategies for an effective personal representation in a business environment. It provides an in-depth analysis of personal presentation and appearance, dealing with confidence, stress, and work related protocol. This course covers the definition, benefits, standards, functionality, and importance of how proper business etiquette is to an effective job-related experience. The course

explores self awareness, and the implementation of setting goals, getting organized, practicing presentation and researching companies in advance of the job related encounters.

Business Networking

» 1 Day

This course focuses on the fundamentals of business networking including purposeful communications and building business connections.

Interviewing Techniques

» 1 Day

This course provides an understanding of the interview process. This course includes: the strategies for an effective personal representation, and provides an in-depth analysis of personal presentation and apparel, when planning for, participating in and follow-up to an interview.

This course covers the definition, benefits, standards, functionality, and importance for why proper interviewing skills are to a successful job search experience. The course provides a hands-on interview experience and stresses the importance of practice.



Customer Service for IT Professionals

By Dr. Stephen Penn, DM and Tamara Chisolm, Instructors

The Customer Service training courses will help students navigate all types of customers, including angry customers, in a professional manner. Specific skills and qualities of successful customer service professionals help companies meet and exceed customer service goals and objectives.

Customer Service for IT Professionals

» 3 Days

This course focuses on the importance of delivering excellent customer service. Students will learn to handle complaints and deliver excellent customer service on the telephone, in chat sessions, in writing, and in person so that customers have a positive perception about the organization. Students who complete this course will have been exposed to skills, concepts, and techniques of interfacing with customers who require IT support. The interaction can be over the phone, online chat, or in person.

Course modules are as follows:

Module One

In this module, students will be exposed to the importance of delivering excellent customer service and ensuring the customer is satisfied with the work performed.

Module Two

In this module, students will be exposed to concepts of focusing on the customer, Service Level Agreements, and different types of customers. This module will tie together the concepts of viewing customers as groups of people with common goals and support needs.

Module Three

In this module, students will be exposed to the importance of building relationships, solving problems, and ensuring the customer is satisfied with the work performed. The students also will learn to handle complaints so that customers are satisfied, cope with stress so that you maintain a healthy level of work-related stress and identify the guidelines for dealing with unreasonable and irate customers.

Module Four

In this module, students will be exposed to communication techniques for face-to-face, chat, and telephone conversations. The emphasis in this module is to prevent or correct situations with difficult customers. The previous



two modules presented customer support in a positive light. This module covers what to do when customers complain and when your stress level starts to become unmanageable. Students learn to focus on the customer so that the individual is motivated to return.

Module Five

In this module, students will review everything covered in the previous in modules with emphasis on the technical aspects of solving customer issues, problems and handling multiple issues at once. In this module, the students will be exposed to the tools and various means of solving difficult issues.

Module Six

In this module, students will review everything covered in the previous modules with emphasis on interfacing with customers via multiple means, service management, detecting persistent problems, and handling complaints and compliments. This module will tie previous concepts together in delivering excellent customer service.

21st Century Tools and Technologies

By Jay McElroy

21st Century Tools and Technology skills are an important consideration for every student as they are striving to prepare for testing and entry into the workforce. The TAA INsTEP program utilizes state of the art technology that provides our students with hands on experience they can transfer to real world work experiences.

Notification Service

The notification service simulates help desk service requests and other communications. It is utilized to communicate issues, problems, and statuses, as well as to track service level agreements, etc. The service has two-way communications, with notification supports for landlines telephones, cellular devices, voice over IP, text messaging (SMS), email, computer desktops, and the ability to support conference bridge technology. These services will allow students and staff to join a conference call, to receive simultaneous alerts across multiple devices (PDA and mobile phones) and to customize real time help desk troubleshooting scenarios. Students will have the ability to login and access from multiple locations (onsite/offsite).

Blackboard

Blackboard is a powerful learning management system at its foundation, this Learning Core solution helps higher education institutions enhance the educational experience by giving students and educators more ways to stay engaged online—both in and outside of the classroom. Features include: course creation, delivery, and management, course assessments, grading, and plagiarism prevention through SafeAssign, enterprise surveys, social learning and Blackboard's Global Learning Network, Global Learning Object Repository, portfolios, mobile access, flexible delivery options, including Software-as-a-Service (SaaS), self-hosted, and Blackboard hosted.

HTT Mobile App

The HTT Mobile Application is a research tool and it is available for iPhone, Android and PDA. It contains publications and knowledge software, research and reviews, organizations and association information, live chat and instant messaging, in addition to easy access to information about the industry.

NetLab, TestOut Lab and Troubleshooting Tools

Students will experience real life training via multiple Learning Platforms. These platforms include: lab simulators and hands-on training.

The program will provide the students two categories of lab simulation; the NetLab, a virtual simulator, and TestOut for embedded assessments and troubleshooting. These provide a real time end-to-end experience for our 50 students. These tools will assure that our students are well prepared for industry certification exams A+, Net+, Security+ and MCSA Server 2012. Additionally, they provide an assessment tool that tracks student learning, delivers embedded assessments for analysis of student learning patterns and progress, and helps analyzes student and training performance. The students will, additionally, have the ability to configure hardware, install drivers, manage operating system settings, and configure network devices. These hands-on exercises, labs, troubleshooting, as well as quizzes and certification practice exams reinforce classroom leaning and will be invaluable to the students.

JIRA Defect Management Tool

The defect management tool will be utilized by students and faculty in an effort to simulate real life desktop support troubleshooting scenarios that are based on pre-determined Service Level Agreements (SLA).

Students will have the ability to submit, track and fix the bugs and issues, configure permissions based on status, move the bug to another status, or delete the bug, and configure notifications. Also, JIRA allows the students to define business rules that will enable a user to organize issues, perform action such as changing issue severity or priority assign the issue to a user when there is a change in the status, and set the issue severity (i.e. high, med, low) and classification (security, data loss, etc.). Users have the ability to view bugs reported or assigned to them and to configure status/workflow for bugs like Open, Closed, Assigned, Resolved, Verified, Reopen, and In Progress.



TAA INsTEP Grant Staff

Jay McElroy

Director, TAA INsTEP Grant

Ms. McElroy is responsible for oversight in the planning, development, implementation, evaluation and support of all programs and activities related to the INsTEP grant. She is responsible for overseeing the development and implementation of technology certification courses delivered in a hybrid format that will result in stacked credentials. She is responsible for collaboration with PGCC academic departments to establish education and career pathways from non-credit to associate degree programs. Ms. McElroy received her B.S. in Information Systems, Computer Science and Industrial Engineering from the University of Pittsburgh, and her M.A. in Divinity from The Samuel Kelsey Bible Institute.

Danielle Chisolm

Coordinator, TAA INsTEP Grant

Ms. Chisolm is responsible for advanced level office processes and is responsible for assisting with the administration of the online/hybrid courses. She performs a wide variety of assignments involving general clerical support and administrative functions, including assistance with data collection, budget, and internal/external communications. Her duties also include: scheduling, registration, data collection, and interaction with the Blackboard course management system. Ms. Chisolm received her B.A. from Old Dominion University in Communications.









James Dick

Research Analyst, TAA INsTEP Grant

As the Hybrid Technology Training Program Research Analyst, James works with the assessment data to see how each of the students are progressing through the program and how the program can be adjusted to increase student achievement. He is heavily involved in the student recruitment process through the creation of student questionnaires, and grading rubrics. Additionally, he has conducted more than 200 interviews of program applicants. Lastly, James works as a liaison between the program's third party evaluation team and the college on projects including the IRB proposal, logic model development, as well as the formative and summative studies. James attended Duquesne University on the Paul D. Coverdell Fellowship where he graduated with a Master's degree in Social and Public Policy.



HTT Consulting Service Providers

	<p>AITHERAS, LLC is an 8(a) Small Disadvantaged Business headquartered in Rockville, MD with experience in providing enterprise-level IT consulting services to both government and private sector organizations. Support provided to INsTEP for web-site development.</p>
	<p>BroadBlast, Inc. provides a high speed mass notification/communication that is organized for the primary purpose of supporting one way and two way communication of messages between both individuals and groups of individuals. These systems are commonly designed to integrate the cross-communication of messages between a variety of communication technologies, forming a unified communication system intended to optimize communications and attain accountability.</p>
	<p>ICF International (ICF) is the independent third-party evaluator for PGCC's INsTEP initiative. The program evaluation is a systematic assessment of the implementation and outcomes of the INsTEP program. It also provides feedback on ways to improve the program to help achieve the intended outcomes. Over the course of three years, the INsTEP program evaluation will study the implementation and program outcomes for three cohorts of students.</p>
	<p>Strategic Management Services, LLC (SMS) offers a wide array of networking engineering, and IT support services by carefully studying clients' needs and recommending the most effective response to meet requirements. SMS provides information technology support services to enable functional and technical expertise across industry lines.</p>
	<p>TATA International Systems (TIS) worked on the design framework for the multi-phased hybrid training program. Using robust instructional design principles, they wove together all the hybrid instructional components into a comprehensive and cohesive program. The design strategy provides students and instructors with a seamless, interactive, and engaging learning environment.</p>
	<p>TestOut provides online labs for academia and IT professionals. With LabSim, students get a broad range of hands-on experience in a safe, simulated environment. They help hundreds of thousands of individuals acquire the skills they need to progress in their education and careers with an end-to-end solution for teaching industry certification exam. Students use the online systems for the vendor and association fact-based exams and prepare for TESTOUT certification exams that measure what they can do, not just what they memorized.</p>
	<p>VETS1st LLC develops custom curriculum that supports eight (8) core competencies that students need to achieve extraordinary results. It offers complete training and mentoring programs for both current and future leaders at all levels within an organization.</p>
	<p>Will to Win, Inc. (W2W) specializes in educational and career development. W2W assisted in the identification and development, through assessments, of emerging students who aspire to optimal achievement and performance levels.</p>



Ashante Abubakar
Instructor: IT Fundamentals, Cert Master and Security Clearance Awareness

Mr. Abubakar currently serves as the Director of Workforce Development and Continuing Education (CBIS). Ashante is a former U.S. Army service member. He is a graduate of the University of Maryland University College (UMUC), and holds a Master of Business Administration, with a concentration in new market penetration and development.

Tamara Chisim
Instructor: Customer Service for IT Professionals

Ms. Chisim has an MBA and is a certified Project Management Professional (PMP). She has 28 years of experience in information technology, and more than 20 years of experience specializing in the areas of program and project management, process improvement, software engineering, quality, and customer service.

Beatrice Fabuyi
Instructor and Tutor: Information Technology Fundamentals

Ms. Fabuyi earned her Bachelor's degree in Computer and Information Science from the University of Maryland University College, Adelphi, MD and Oracle 11g Database Administrator Certification from Oracle University. She also earned certificates in Database Management System and Websites Development.

Sharon Green
Instructor: Business Etiquette, Resume Writing, Interviewing Techniques and Financial Literacy

Ms. Green received her Army commission as a Financial Manager after graduating with honors in 1988 from Howard University as a ROTC Distinguished Military Graduate, earning a Bachelor of Business Administration degree in Accounting (BBA-A). She earned a Master of Science in Business Administration (MSBA) degree from Boston University. She is also a graduate of the Spirit of Faith Bible Institute.

Kelsey D. Miller
Instructor: Information Technology Fundamentals

Mr. Miller is the Chief Technology Officer (CTO) of Strategies First LLC, and has over 18 years experience in the IT Industry working with large systems integration firms in the Federal Government market. As the CTO, Kelsey supports all aspects of technical requirements for the company, including business development, solutions development, technology partnering, and architectural oversight. Working in multiple engineering disciplines within the IT Profession, his career spans the pulling cable to optimizing system and network performance. Kelsey Miller is currently pursuing the highly coveted Cisco Certified Internetwork Expert (CCIE) certification—the most prestigious networking certification in the IT industry, represented by less than 1% of the networking professionals worldwide. ▶



HTT Instructors

Kenneth Harris
Instructor: IT Sustainability, It's All About Certification, A Student Guide: IT Professionals and A Guide to Certification
 Mr. Harris holds a bachelor's of science degree in Information Systems Management from Morgan State University and an associate in Information Systems Management from Baltimore City Community College. He is currently pursuing his master's degree in Instructional Systems Development at the University of Maryland Baltimore Campus.

Joey Hutchins
Instructor: Business Networking
 Mr. Hutchins, United States Marine Corp Service-Disabled Veteran, formed Right Direction Technology Solutions (RDTS), LLC and has been responsible for the management and daily operations in addition to overseeing numerous projects involving business application and middleware implementations, design, development, and testing while leveraging overall technical architecture knowledge to develop innovative business solutions for RDTS clients.

Latresa Lomax
Instructor: Social Media, Security Awareness/Cybersecurity and Security Clearances
 Mrs. Lomax has more than 25 years of experience in both the U.S. Navy and the Intelligence Industry (IC). She has earned a bachelor's degree in Criminal Justice from National University, a Master of Science in Counseling Psychology from Bowie State University, Master of Science in Software Engineering from Central Michigan University and a Master of Science Cyber Security Certificate from University of Maryland

Darnell Lomax
Instructor: Social Media, Security Awareness/Cybersecurity and Security Clearances
 Mr. Lomax has more than 33 years' experience in both the U.S. Army and the Intelligence Industry (IC). He has earned a bachelor's degree in Professional Aeronautics from Embry Riddle University and a Master of Science in Software Engineering from Central Michigan University.

Loyce Pailen, DM
Tutor: Security+ and Network+
 Dr. Pailen has more than 35 years of broad experience in information technology including cybersecurity, software development, project management, telecommunications, risk management, and network and systems security and administration. She has held director level positions at The Washington Post, Graham Holdings, University of Maryland University College, and Computer Sciences Corporation contracting for the U.S. Department of Defense, Defense Cyber Investigations Training Academy. Along with her IT experience, Dr. Pailen has provided instructional design and subject matter expertise for the development of major graduate-level curriculum development projects. Among other certifications, credentials, and awards Dr. Pailen holds the highly recognized CISSP certification. Currently Dr. Pailen is a Full Collegiate Professor within the University of Maryland system teaching Cybersecurity management and policy, and technology courses.

Stephen Penn, DM
Instructor: Customer Service Training for IT Professionals
 Dr. Penn earned his Doctor of Management in 2012 from University of Maryland University College. His dissertation focused on data-driven decision making. He has taught courses in information technology, computer science, and business management in several colleges across the country, and is currently an Assistant Professor at Hood College.

Nicholas Riegel
Instructor: A+
 Mr. Riegel is a CompTIA A+ and Network+ certified professional. Nicholas teaches CompTIA A+ and Network+ certification preparation courses and focuses on using innovative and modern technology to enhance student's experience.

Steve Smith
Instructor and Tutor: A+
 Mr. Smith has been working in the field of IT for the past decade providing excellent service in hardware and application support. He has been an Adjunct Professor at Prince George's Community College since 2007. Mr. Smith is currently certificated in CompTIA A+.

Crispin Vincent
Instructor: A+, Network+ Security+, and Microsoft Server 2012
 Mr. Vincent's professional life spans more than twenty years and has mostly been spent in education, government, and health care with opportunities at International Baccalaureate; Walter Reed National Military Medical Center; U.S. Departments of Agriculture, Commerce, and Defense; Kaiser Permanente; United Therapeutics and Management Sciences for Health (MSH). Mr. Vincent's current certifications include: CompTIA A+, Network+, Security +, Encase Certified Examiner, Novell CNE and GroupWise CNE. ▼



Proceeds benefit Prince George's Community College Scholarships*
 For more information, please call 301-322-0858 or e-mail foundation@pgcc.edu

*Managed by the PGCC Foundation, Inc., a 501c(3) organization for the charitable purposes of furthering educational programs, facilities and opportunities at Prince George's Community College.

HTT Employers and Partners



From the Office of Yvette Snowden, EdD

Dean of Workforce Development and Community Partnerships
in the Workforce Development and Continuing Education

Dear Employers, Partners and Prince George's County,

A great opportunity awaits you! I am proud to recommend and extend an invitation for you to come and visit our high-performing students currently achieving workforce training and employment readiness in Information Technology.

According to workforce studies, the single most important characteristic of an effective technician is the ability to solve problems. Our program is designed to do just that for you. Over the next few months, these students are not only accomplishing critical IT credentials, but will also meet the challenges of a 24-hour, 7-day a week rapid response scenario. We expect to see you soon, at our training center, and are pleased to assist your company with a critical need-skilled human capital!

HTT Program Partners

U.S Department of Veteran Affairs mission is to fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans. As a dedicated partner, Dr. Stephen T. Redmon served as Cohort 1 Program Completion Ceremony keynote speaker in December 2014. He also agreed to coach students with future educational pathways.

Dynamic Network Enterprises, Inc. (DNE) is a Service-Disabled Veteran Owned Small Business that specializes in Information Assurance (IA), Continuity of Operations Planning (COOP), DoD Information Assurance Certification and Accreditation Process (DIACAP), and Network Operations Management. DNE is currently performing contracts out of the Pentagon (USMC), Military Sealift Fleet Support Command (MSFSC), and Military Sealift Command Headquarters (MSC). DNE has a proven track record of success in contract management and customer support which is evident through our long-term partnership with MSC on multi-million, multi-year contracts

HTT Program Employers

Every employer wants to hire a person that has intimate knowledge, skills, and ability in the exact area of the discipline for which they need an employee for. The more specialized the discipline, the more coveted the person with the specialized experience becomes and wages escalate—regardless of any certifications or degrees the person may have. Explicit experience therefore trumps anything else. Certifications are developed to assure the competency of persons in the discipline, or skill set, for which they are awarded. When an employer is looking to hire for a specific set of duties related to a discipline for which there is a certification, then of course they are looking for an individual with the specific certification...or relevant experience.

AgemO Technology, Inc. is a Service-Disabled Veteran-Women Owned Small Business (SDVWOSB) that specializes in Cyber Security and Information Assurance services. AgemO provides cyber security services to Federal and commercial organizations that are tailored around regulatory compliance and best practices. Our employees' skills and experience collectively cover a very broad

segment of the open systems' distributed client and server field. With over 30 years of industry expertise, we provide customized solutions to our client. The company's focus is on information systems assurance, security, and governance by applying best practices from industry recognized standards.

B&D Consulting Inc. is a Veteran, Minority Owned, Small Business founded in 2004 by Security Engineering and Security Professionals with over 20 years of experience in providing engineering and security services and solutions for both Government and Fortune 500 organizations alike. B&D Consulting Inc. is dedicated to becoming the premier Network Engineering Information Assurance/Risk Management services provider to both Government and Private Industry organizations through providing of innovative, yet cost effective solutions to assist these organizations in meeting their mission objectives.

ChristTube is the first all-inclusive social media portal integrating video, communication services, digital content delivery, marketing and social sharing services in ONE location.



McKenzie Christopher Associates is a management and technology consulting company that provides information technology, engineering, and consulting services to federal, state and local Government as well as commercial clients. In addition to its technical services, it provides strategic planning, training, and program management.

Quality Solution Inc. (QSI) offers a comprehensive portfolio of management and technical consulting services to government & private businesses through a dedicated and highly trained technical staff.

Right Direction Technology Solutions, LLC (RDTS) is a certified SBA 8(a), HUBZone, Certified Service Disabled Veteran Owned Small Business (SDVOSB), Small Disadvantaged Business and holds other certifications such as Maryland Minority Business Enterprise/Disadvantaged Business Enterprise (MBE/DBE). RDTS is able to serve clients in the DC, MD, VA metro area as well as CONUS and OCONUS locations. Our exceptional staff of IT professionals provide information technology management and consulting services to various federal agencies as well as commercial organizations.

Strategies First, LLC, a minority owned SDB consulting company, provides a modern approach in producing efficient strategies to service our clients' needs. From business owners, to government program managers, we service the areas of Business Management, IT Services, Telecommunication, Software Development and Application Support. Strategies First, LLC., blends a considerable amount of experience and knowledge of practical application necessary to develop a true viable understanding of each client's technology objectives.

The Nolan Group (TNG) is a provider of call center services, outsourced CRM, customer contact programs, US based call centers and services including inbound and outbound voice, email and live agent chat services.

U.S. Department of Agriculture Farm Service Agency is a customer-driven agency with a diverse and multi-talented work force, dedicated to achieving an economically and environmentally sound future for American Agriculture Farm Services Agency. The Farm Service Agencies mission is to equitably serve all farmers, ranchers, and agricultural partners through the delivery of effective, efficient agricultural programs for all Americans.

U.S. Department of Defense Washington Headquarter Services (WHS) provides a full range of information technology equipment, solutions, and services supporting our customers and employees, helping them to meet mission and business requirements through effective and efficient use of technology.

U.S. Food and Drug Administration (FDA) is responsible for protecting the public health by assuring the safety, efficacy and security of human and veterinary drugs, biological products, medical devices, our nation's food supply, cosmetics, and products that emit radiation. FDA is also responsible for advancing the public health by helping to speed innovations that make medicines more effective, safer, and more affordable and by helping the public get the accurate, science-based information they need to use medicines and foods to maintain and improve their health. FDA fulfills this responsibility by ensuring the security of the food supply and by fostering development of medical products to respond to deliberate and naturally emerging public health threats.

U.S. Mint is the Nation's sole manufacturer of legal tender coinage and is responsible for producing circulating coinage for the Nation to conduct its trade and commerce. The primary mission of the United States Mint is to serve the American people by manufacturing and distributing circulating, precious metal and collectible coins and national medals, and providing security over assets entrusted to us.

Other HTT Program Contributors



The Workforce Development and Continuing Education (WDCE) administrative support team includes: Kristal Brown, Adrienne Francis, Gnansi Konan, Lori Jones and Denise Walker. The comparison cohort managed by Barbara McCreary. Departmental operations for course registration Gloria Belt and faculty appointments and parking permits Anita Mitchell.

The Division of Sciences, Technology, Engineering, and Mathematics (STEM) offers credit courses to over 5,000 students each semester. The STEM division is responsible for curriculum review for Maryland Higher Education Commission (MHEC) and the American Council on Education (ACE). They are also responsible for assisting with articulation agreements. Contributors: Dr. Christine Barrow, Michael Burt, Cherry Carter, William Lauffer, Jr. and Zack Lawrence.

The Office of Financial Affairs is responsible for monitoring and reporting on grant expenditures. They are also responsible for accounts payable activities. Contributors: Tanilya Ferguson, Whitney Holder, Thandiwe Lowe, Stephanie Mills, Sheila Walker, Bridgett Watson, and Kalika White.

The eLearning Services department at Prince George's Community College provides a variety of services to support students and faculty using Blackboard and related eLearning technologies in the online and on-campus classroom. The eLearning team is responsible for managing program Blackboard content and for ensuring hybrid meets the criteria of Quality Matter Rubrics. Contributors: Dr. Rhonda Spells, Diane Garrison, Theresa Walker, Eileen Flage and Solomon Ghezzer.

The Grants and Resource Development department provides services in program development, grant proposal writing, grant monitoring/compliance, and facilitating sustainability and institutionalization of best-practices from grant-funded programs. Contributors: Cheryl Green, Diane Butler and T. Necole Cooper.

The Video Systems & Multimedia Production department supports teaching and learning by broadcasting course content for e-learning and by recording lectures, conference speakers, fine arts performances and special events on campus. Contributors: Gary Eldridge and Marshall Johnson.

The Department of Technology Services (ITS) department is comprised of the following divisions: Administration, Customer Information Support, Network, Applications, Database, Desktop, Telephony, and Geographic Information System. Contributors: Dr. Joseph G. Rossmeier, Bill Anderson, Oliver Hansen, Ayman Idrees, Mohammed Ali and Randy Graham.

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