

2019-2020
School Catalog
June 1st 2019 to May 31st 2021

Community Technology Learning Center of Portage County



Community Action Council
of Portage County, Inc.
P.O. Box 917, 1036 West Main Street
Ravenna, OH 44266
330.297.1456
Fax 330.298.9680
www.cacportage.net

Community Technology Learning Center
of Portage County
P.O. Box 917, 243 South Prospect Street
Ravenna, OH 44266
330.296.8720
Fax 330.296.8730
www.cacportage.net

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INSTITUTIONAL INFORMATION

History and Ownership

The Community Action Council of Portage County, Inc. (CAC) is a private non-profit community action organization that was created in February, 1965 under the authority of the Economic Opportunity Act and incorporated in the State of Ohio as a 501© (3) charity. The agency is charged with developing and operating programs and services that will positively affect economically disadvantaged residents of Portage County.

The Main office of the CAC is located at 1036 West Main Street, Ravenna, Ohio. To contact the CAC main office, please call 330-297-1456 or fax 330-298-9680.

The agency's federal tax identification # is 34-0967324.

Donations of goods or services to the agency are tax deductible.

The Community Technology Learning Center (CTLC) is a proprietary school approved through the Ohio Board of Career Colleges and Schools. CTLC was developed by CAC in response to the growing need to help provide Portage County residents with computer skills and technology training. The Community Technology Learning Center was established 2004-2005. We have continually upgraded our curriculum to provide our students and the community with the skills necessary to compete in a 21st century labor market. Information technology continues to be one of the fastest growing occupations in the entire state of Ohio, and we offer a diversity of classes, ranging from beginning computer literacy to advanced networking and network administration.

The technology center is also one of the few schools that provide, administer, and proctor all required testing for classes offered through the school, as well as providing proctoring services to other on-line testing centers. With technology changing virtually every day, we hope to attract students and professionals who not only are interested in earning a living wage, but who wish to be on the cutting edge of technology. Students have access to low-cost training and globally recognized certifications enabling them to either upgrade their current skills or learn new skills for the future. Classes are kept small, and with a current student to instructor ratio of less than 10:1, we can provide individualized instructions and hands-on laboratory experience.

CAC/CTLC has contracted with multiple testing sponsors, including Scantron, Certiport, Comira, Iso-Quality Testing, Kryterion, PSI, Pearson Vue, GED, Tasc, and Hi-Set, thus, students are offered testing opportunities at one location.

The Community Technology Learning Center is located at 243 South Prospect Street Ravenna, Ohio 44266. To contact CTLC office, call 330-296-8720 or fax 330-296-8730.

Mission Statement

To advocate for those in need, and provide services that educate, empower, and enable them to achieve their maximum potential and self-sufficiency.

The Community Action Council of Portage County, Inc., operates twenty (26) programs and receives grant and other funding from a wide variety of sources, including local government, state government, the federal government, businesses, foundations and individuals. As a 501© (3) charity, the agency's primary purpose is to provide a broad range of services focusing on Portage county's low-income individuals and families. In 2018, CAC provided services to over 12,000 families ranging from emergency utility assistance, housing, and summer food assistance for children, after-school services, weatherization and emergency home repair. CAC also operates a range of education, employment, and training programs for youth, seniors, and unemployed/ underemployed adults, with the Community Technology Learning Center as a key component of those services. As stated earlier CTLC also operates a full service online testing center, and CTLC students can complete all testing certification requirements in house. In 2018, CTLC provided over 2500 tests in a wide variety of areas.

Administration and Staff

Community Action Council of Portage County operates under the auspices of a volunteer Board of Directors, who are responsible for overseeing the operations of the organization. Community Action Council's Board of Directors is a diverse mixture of members from the private sector, public sector, the low income population, and the Portage County community.

Community Action Council of Portage County Board of Directors, 2019-20

Chair	Michael A. DeLuke
Vice-Chair	Dr. Marlene Dorsey
Treasurer	Mary Daily
Member	Brad Cromes
Member	Bruce Ribelin
Member	Dr. Geraldine Hayes Nelson
Member	Gregg Isler
Member	Laure Gauntner
Member	Lynn Allen
Member	Mandy Berardinelli
Member	Melissa Long
Member	Nancy Grim
Member	Pamela Nation Calhoun
Member	Patty Robinson
Member	Rev. David Gray
Member	Rev. William Schnell
Member	Sean Dockery
Member	Suzanne Livengood

Administrators

David B. Shea - Chief Executive Officer

Kathy McIntyre - Fiscal Officer/ CAC Office Manager

Regina Holliday – Assistant Director/ Operations Manager

Robert Besaw – Information Technology Support/ Instructor

List of Faculty

Robert Besaw – Lead Instructor

- CompTIA A+
- CompTIA A+ ce
- CompTIA Network+
- CompTIA Security+
- CompTIA Server+
- Microsoft Certified Solutions Associate (MCSA)
- Microsoft Office Master Program (MOS 2016)
- Microsoft Office Specialist (MOS 2016)

Facility and Equipment

The CAC's Community Technology Learning Center occupies approximately 2,400 square feet of space located at 243 South Prospect St., Ravenna, Ohio 44266. The facility includes a student resource center with two individual computer stations each containing a computer, and printer. Each computer has high-speed internet access, with multiple versions of applicable programs; including but not limited to Windows operating systems, Microsoft Office Specialist.

CTLC maintains a school Library at the facility, stocked with all previous and current courses available at CTLC, along with multiple educational disks.

There are two classrooms located within CTLC and each classroom contains a student printer, over-head projector, instructor station with instructor computer, and individual workstations for all students.

Classroom A is primarily used for students enrolled in the Microsoft Office Specialist Program (MOS). This classroom contains ten workstations with ten individual computers, high-speed internet, Windows 10 Enterprise Version and Microsoft Office Specialist Access, Excel, OneNote, Outlook, PowerPoint, SharePoint Workstation, and Word.

Classroom B is for lab work. This is where we work on the computers and have a practice network setup. The students can configure computers as well as servers in this area. We also have multiple computers that the students can take a part and put back together.

There is a fully equipped faculty/ student lounge area with various appliances for the convenience of the students. Administrative offices are there to provide student services, career services, financial aid, registration, admissions, and CTLC business offices.

Institutional & Programmatic Accreditation Approvals

The Community Action Council's Community Technology Learning Center is a registered propriety school through the [Ohio State Board of Career Colleges and Schools](#). Our Registration Number is 04-03-1710B.

State Board of Career Colleges and Schools

30 East Broad Street, Suite 2481

Columbus, OH 43215

Phone: (614) 466-2752

Toll Free: (877) 275-4219

Fax: (614) 466-2219

<http://scr.ohio.gov>

John Ware, Executive Director

ACADEMIC INFORMATION

Catalog and Policies Statement

Students with the information presented in the Enrollment Agreement, Catalog and any addenda to the Catalog. This Catalog serves as a handbook for the student. By enrolling in the CTLC, the student agrees to abide by all policies of the Institution. If at any time, there is conflict between the Enrollment Agreement and the Catalog, the Enrollment Agreement shall be the binding contract.

Consumer Information

The purpose of this catalog is to inform students and communities of the CAC CTLC's academic programs, policies, calendar, tuition, fees, administration, and faculty. The information contained herein is current and accurate as of the date of publication. The CAC nor CTLC cannot assure that changes will not occur which will affect this information. The CAC and CTLC reserves the right to make changes within the term of this catalog, which may affect any of the information published, and to make such changes, if necessary, without prior notice to individual students. As such, any changes that occur will be published in a Catalog Addendum, which is intended as, and is to be regarded as, an integral part of this catalog.

The CAC and CTLC expects its students to read and understand the information published in this catalog and in any Catalog Addendum identified as belonging to this catalog. Failure to read and understand this catalog will not excuse any student from the application of any requirement or regulation published herein. Further, it is the responsibility of each student to remain apprised of current graduation requirements of his or her program.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. It applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records

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unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.

- Parents or eligible students have the right to request that school correct records, which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - School officials with legitimate educational interest;
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student;
 - Organizations conducting certain studies for or on behalf of the school;
 - Accrediting organizations;
 - To comply with a judicial order or lawfully issued subpoena;
 - Appropriate officials in cases of health and safety emergencies; and
 - State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

For additional information, please call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may call 1-800-437-0833 or contact us at the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520

Tuition and Fees

Students may pay by cash (any supplemental payment plan agreed), check, money order or credit card for educational costs. Tuition is based on the terms in the student enrollment agreement. Students unable to make timely tuition payments must speak with the school's director to continue in their program of study. Unexcused late payments may be cause for suspension or dismissal.

Course Name	Tuition Cost	Material Cost	Total Cost
CompTIA A+ ⁽³⁾	\$ 1,500.00	\$ 1,500.00	\$ 3,000.00
CompTIA A+ ⁽²⁾	\$ 1,600.00	\$ 800.00	\$ 2,400.00
CompTIA Network+ ⁽²⁾	\$ 1,500.00	\$ 500.00	\$ 2,000.00
CompTIA Security+ ⁽²⁾	\$ 1,500.00	\$ 500.00	\$ 2,000.00
CompTIA Server+ ⁽²⁾	\$ 1,500.00	\$ 500.00	\$ 2,000.00
MCSA: Windows Server 2012 ⁽¹⁾	\$ 4,500.00	\$ 1,500.00	\$ 6,000.00
MOS OutLook ⁽²⁾	\$ 500.00	\$ 300.00	\$ 800.00
MOS PowerPoint ⁽²⁾	\$ 700.00	\$ 300.00	\$ 1,000.00
MOS (Word, or Excel, or Access) <i>per</i> ⁽²⁾	\$ 1,200.00	\$ 300.00	\$ 1,500.00
MOS Master (Word, Excel, OutLook, & PowerPoint) ⁽²⁾	\$ 3,600.00	\$ 1,200.00	\$ 4,800.00

Legend	
1	Course includes books
2	Course includes books, exam vouchers
3	Course includes books, computer & exam vouchers

Schedule of Fees Refund Policy

If any student is not accepted into the training program, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1.

There is one (1) academic term for this program that is 200 clock hours in length. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10:

(1) A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.

(2) A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

(3) A student who starts class and withdraws after the academic term is 15% but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

(4) A student who starts class and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

(5) A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The school shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based upon the last date of a student's attendance or participation in an academic school activity.

Scholarships

At this time, no scholarships are available through the CTLC of Portage County.

Program Termination/ Cancellation

In the event of permanent class cancellation by the school, the student will be entitled to a refund of any tuition monies already paid for their cancelled classes.

Net Price Calculator

This calculator is intended to provide *estimated* net price information (defined as estimated cost (price) of attendance — including tuition and required fees, books, supplies and other related expenses to current and prospective students and their families based on what similar students paid in a previous year.

You may refer to the following website to access CTLC's Net Price Calculator:

<http://www.cacportage.net>

(scroll down to see the link)

Class Schedule

Class start and end dates will vary based on the individual course and program for which a student has enrolled. Due to holiday schedules, enrollment rosters, weather, certification pre-exam/exam and/or any other interruption at the CTLC training center(s), course schedules are subject to change at any point during the training period. Students should inform CTLC staff members in advance, if class schedules or interruption in class schedules presents a problem for individual funding agencies, including but not limited to employers, ODJFS, RSC/BVR, TAA, WIA, PRC, Workers Compensation and grants.

Operation Hours

CAC - Main Office

Monday – Friday

8:00 – 5:00 PM

CTLC

Monday – Friday

8:00 – 4:30 PM

Program Schedule

MOS program meets 6 hours per week on
Tuesday & Thursday or Monday & Wednesday
9:00 AM – 1:00 PM

CompTIA A+ program meets 10 hours per week on
Monday & Wednesday or Tuesday & Thursday
9:00 AM – 2:00 PM

CompTIA Network+ program meets 10 hours per week on
Monday & Wednesday or Tuesday & Thursday
9:00 AM – 2:00 PM

CompTIA Security+ program meets 10 hours per week on
Monday & Wednesday or Tuesday & Thursday
9:00 AM – 2:00 PM

CompTIA Server+ program meets 10 hours per week on
Monday & Wednesday or Tuesday & Thursday
9:00 AM – 2:00 PM

MCSA program meets 10 hours per week on
Monday & Wednesday or Tuesday & Thursday
9:00 AM – 2:00 PM

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School Calendar

The school operates on a non-traditional term and does not utilize a conventional academic calendar of quarters or semesters. The program time varies depending on the individual certification program for which a student is enrolled.

All CAC & CTLC offices will be closed on the following official federal holidays, and breaks and no classes are held:

2019	
Tuesday, January 1	New Year's Day
Monday, January 21	Martin Luther King Day
Monday, February 18	President's Day
Monday, May 27	Memorial Day
Thursday, July 4	Independence Day Observed
Monday, September 2	Labor Day
Monday, October 14	Columbus Day
Monday, November 11	Veterans Day
Thursday, November 28	Thanksgiving Day
Friday, November 29	Day after Thanksgiving
Tuesday, December 22	Christmas Eve
Wednesday, December 25	Christmas Day
December 23 - January 2, 2020	Christmas Break
2020	
Wednesday, January 1	New Year's Day
Monday, January 20	Martin Luther King Day
Monday, February 17	President's Day
Monday, May 25	Memorial Day
Friday, July 3 (Observed)	Independence Day
Monday, September 7	Labor Day
Monday, October 12	Columbus Day
Wednesday, November 11	Veterans Day
Thursday, November 26	Thanksgiving Day
Friday, November 27	Day after Thanksgiving
Thursday, December 24	Christmas Eve
Friday, December 25	Christmas Day
December 23 - January 4, 2021	Christmas Break

SCHOOL POLICIES

Information regarding CTLC and our programs can be located on our website
www.cacportage.net

Student Rights and Responsibilities

All students have the right to know the following:

- CTLC accrediting and licensing agencies
- CTLC programs, facilities and faculty
- The cost of attending school
- The financial assistance available
- Each type of aid to be received and how it will be disbursed
- How to submit appeals under various school policies
- The School's method of determining satisfactory academic progress; and how it affects the student's financial assistance.
- The criteria for continued eligibility for financial assistance
- Student completion and retention rates, placement rates, and student body diversification

All students have the following responsibilities:

- To review and consider all aspects of the School program before enrolling
- To complete financial assistance processes accurately and truthfully
- To provide additional documentation, verification, correction, etc. as requested by the School or agency
- To read, understand and keep copies of all forms received
- To notify the School of any change in their financial circumstances
- To notify the School of a name or address change
- To understand the School's satisfactory academic progress policy
- To understand the School's refund policies
- To sign all required certification statements

CTLC affirms a policy of equal employment opportunity, equal educational opportunity, and non-discrimination in the provision of educational services to the public. CAC and CTLC operates all educational programs and related supporting services and benefits in a manner that does not discriminate because of a student's race, color, creed or religion, sex or sexual orientation, national origin, age, physical or mental disadvantage, or other factors, which cannot be lawfully the basis for an employment decision.

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The CAC and CTLC is obligated by and adheres to the provisions of all Local, State and Federal regulations.

Contact:

Regina Holliday, Assistant Director/ Operations Manager of CAC's CTLC via phone, e-mail or mail regarding inquiries and or concerning the application of these laws and their implementing regulations.

Regina Holliday, Assistant Director/ Operations Manager
Community Action Council of Portage County, Inc.
Community Technology Learning Center
243 South Prospect St., PO Box 917
Ravenna, OH 44266
rholliday@cacportage.net
330-296-8720 Extension 103

David B. Shea, Executive Director
Community Action Council of Portage County, Inc.
Community Technology Learning Center
243 South Prospect St., PO Box 917
Ravenna, OH 44266
dshea@cacportage.net
330-297-1456 Extension 224

Entrance Requirements

First Time Students

All applicants are required to complete a personal interview with an admissions representative. This interview will be conducted at the Community Technology Learning Center. The interview allows school administrators to determine whether an applicant is a qualified candidate for enrollment into their chosen program.

Parents, children, friends, spouses and/or significant others are encouraged to partake in the admissions interview and tour the facility. This process provides an opportunity for a candidate to ask questions relating to the school's curriculum and career objectives and to learn about the school's equipment and facilities. After the applicant has completed the initial interview process, he or she may apply for admission to the school. All required documents and paperwork must be submitted prior to the first day of classes.

- CAC/CTLC Intake form
- Admission Application
- Applicants must be 14 years of age or older
- Applicants under 18 must have parents and or guardian attend all segments and applicants and parents and or guardians *must sign* all required documentation
- Submit proof of either a high school diploma or equivalent
- Applicants must attend a personal interview with CAC / CTLC personnel.
- Approval from an individual funding source or payment and payment plan must be in place prior to the start of class.
- Enrollment Agreement
- Applicants will need to pre-test to find out their appropriate program path. (Negative scores on a pre-test does not prohibit acceptance to the training.)

Returning Students

A student who withdraws in good standing may be re-admitted to the school on condition that that all required paperwork is current and completed, and the student is current with his or her financial obligation to the school.

Regardless of the reason for intermission (withdrawal), a student is permitted to apply for readmission to the school no more than two times and will not be re-admitted a third time. Students applying to re-enter must request re-admittance to the director in writing. Such request must be in the form of a letter and must set forth valid reasons for granting the request. The director and faculty will evaluate the student's written request and prior academic history and make a determination on whether to grant a student request. Any student can attend this conference upon request. Student will be notified in writing regarding the final decision.

Students may request credit for previously completed course or petition for test-out from a course previously taken prior to withdrawal. All requests for Test-out or credit transfer must be made in writing and must be submitted to the Director for approval. Requests for Test-out or eligibility for credit transfer must be reviewed by the Director on case-by-case basis.

Assessment Test

Applicants will be required to take an assessment test at the discretion of the school.

Student Conduct and Conditions for Dismissal

Upon acceptance to school, each student agrees to demonstrate professional behavior and maintain a professional appearance, which will enable the school to recommend him or her to prospective employers as a professional, courteous, considerate, and well-mannered candidate. Any student unable or unwilling to abide by the schools policies and rules may expect disciplinary action by school. CTLC may dismiss any student whose conduct is unsatisfactory and shall be under no liability from such action. Degrees of disciplinary action in CTLC include reprimand, probation and dismissal.

First Offense*** - Instructor or by designated faculty member shall determine the appropriate penalty.

Second Offense*** – Instructor, Director, and or by any designated faculty member shall determine the appropriate penalty, up to and including dismissal from the school.

**** Depending on the nature and severity of the offense, the school reserves the right to impose the maximum penalty even in the case of a first offense.*

CTLC defines the following as disciplinary offenses:

1. **Academic Dishonesty:** submission of false records of academic achievement; cheating on pre and or post examinations; plagiarizing; altering, forging, or misusing a School academic record; taking, acquiring, or using test materials without faculty permission; acting alone or in cooperation with another to falsify records or to obtain dishonestly grades, honors, and awards.

2. Falsification: willfully providing the school office or faculty with false, misleading, or incomplete information; intentionally making a false report of a bomb, fire, natural disaster, or other emergency to a school official or an emergency service agency. Forging, or altering without proper authorization, official school records or documents or conspiring with or inducing others to forge or alter without proper authorization school records or documents.

3. Identification and Compliance: Willfully refusing to comply with a proper order or summons when requested by an authorized school official.

4. School Facilities and Services: acting to obtain fraudulently – by deceit, by unauthorized procedures, by bad checks, by misrepresentation. Such as software, equipment, services, or funds from school departments or individuals acting in their behalf. Any misuse, alteration, or damage of fire-fighting equipment, safety devices, or other emergency equipment or interference in the performance of those specifically charged with carrying out emergency services, wrongful use of school properties or facilities.

5. Disorderly Conduct at the School: threats to, physical abuse of, or harassment which threatens to or endangers the health, safety, or welfare of a member of the CTLC faculty or student body; breach of the peace; physically assaulting another; fighting; obstructing or disrupting teaching, administrative, or public service functions; obstructing or disrupting disciplinary procedures or authorized school activities; vandalism.

All cursing, offensive language, racial, or sexual comments are strictly prohibited. Sexual or racial comments are illegal and will be taken seriously.

6. Theft and Property Damage: theft or embezzlement of, destruction of, damage to, unauthorized possession of, or wrongful sale or gift of property belonging to CTLC, a member of CTLC faculty, or student body, or a school guest.

The reproduction or digital transfer in any way of copyrighted materials is illegal and strictly prohibited.

No student is to place any outside software or device in or on any computer under the control of CTLC. Any student that disrupts or causes failure of any equipment or software program will be financially responsible for the damages to the items as well as its cost per hour for the repair.

Additional requirements related to the use of school technology is defined elsewhere in this catalog.

7. School Rules: violating School policies and or rules, which have been posted or publicized and announced, provisions contained in School contracts with students shall be deemed “rules” under this code.

8. Weapons on Campus: possession of firearms, incendiary devices, explosives, articles, or substances usable as weapons or means of disruption of legitimate school functions, activities, or assemblies; or using firearms, incendiary devices, explosives, articles, or substances calculated to intimidate, disturb, discomfort, or injure a member of CTLC faculty and or student body.

9. Violations of Federal or State Laws of Special Relevance to CTLC: when the violation of federal or state law, including but not limited to those governing alcoholic beverages, drugs, gambling, sex offenses, indecent conduct, or arson occurs on school property, the offense will also constitute an offense against CTLC. If a student is suspected of being under the influence of alcohol or drugs while on school or participating in a School sponsored event, the student may be requested to submit to drug testing at their expense. Before resuming classes, the student must produce a drug test document that states the student tested negative for drugs. No student is permitted to attend class under the influence of illegal drugs or alcohol. Any student found to be reasonably exhibiting behavior of being under the influence by an employee of CAC / CTLC of Portage County will be asked to leave the building.

10. Disruptive Noise: making noise or causing noise to be made in any manner, which disturbs classes, meetings, office procedures, and other authorized School activities.

11. Attempt to Injure or Defraud: to make, forge, print, reproduce, copy, or alter any record, document, writing, or identification used or maintained by CTLC when done with intent to injure, defraud, or misinform.

12. Persistent Violations: repeated conduct or action in violation of the above code is relevant in determining an applicant's or a student's enrollment in CTLC.

The expectation of professionalism begins when the student makes application to CTLC for admission. In addition, CTLC students are expected to act in a mature manner and considerate manner and considerate manner pertaining to all functions in the school.

Additionally, the following may result in disciplinary action, including temporary suspension and/or permanent expulsion:

- Vandalism
- Gambling
- Smoking (smoking is permitted outside of the building only)
- Unruly or disruptive behavior

Student Grievance Procedure

Any student who has a grievance with the school or an instructor should first discuss the problem with the instructor or school director. If a resolution is not reached, the student should make a written complaint and submit it to the school director asking for a written response. When a satisfactory resolution of the problem is not obtained, the student may contact the [Ohio State Board of Career Colleges and Schools](#).

State Board of Career Colleges and Schools
30 East Broad Street, Suite 2481
Columbus, OH 43215
Phone: (614) 466-2752
Toll Free: (877) 275-4219
Fax: (614) 466-2219
<http://scr.ohio.gov>
John Ware, Executive Director

Disciplinary Standards

The following are the various degrees of disciplinary standards that can be imposed on students. Students charged with disciplinary offenses have the rights of due process and appeal. However, all notations shall remain in the student file.

1. Reprimand: Oral or written warning per the circumstances of each particular case. The immediate compliance with the policy in question or the discontinuance of wrongful behavior is required. Failure to comply can lead to Probation or Dismissal.

2. Probation: A special status with conditions imposed for a limited time after determination of policy violation or behavioral misconduct. The immediate and permanent compliance with the policy in question or the discontinuance of wrongful behavior is required. Failure to comply can lead to Dismissal.

3. Permanent Dismissal: If after evaluating the evidence received, and considering the safety and well-being of students, faculty, and school property, the Director believes that there is an indication that a student's misconduct will be repeated or continued or poses serious threat to students, faculty and school property, he/she will immediately dismiss/suspend a student from school.

Note: CTLC will confiscate any goods used or possessed in the violation of Institute regulations, rules or policies or local, state, federal laws.

Transfer of Academic Credit from Other Academic Institutions

The receiving institution always determines transferability of Credit. Unless a student receives written assurance from another institution, that the student's course work taken at the CTLC will transfer, the student should accept that any credits obtained while attending our schools cannot be transferred.

If a student would like to request transfer credit for courses taken at other institution, a request for credit transfers must be made in writing to the Director and the student must provide or request an official transcript. All requests for transfer credit must be submitted prior to the student beginning the program. Failure to provide documentation may result in denial of this request.

During the process of credit(s) transferability assessment, the Institution uses the following criteria:

- Only grades of "C" or "70%" or higher qualify for consideration.
- Any course or courses must be equal to or greater in clock hours to the course(s) offered by the school.
- The course(s) must be similar in contact hours and similar in format to the course(s) offered by the school in terms of type of instructional delivery

- No course may be older than five years to be considered for transfer credit.
- All prior education and training will be evaluated, and where deemed appropriate, the student will be granted credit or advanced placement. The applicant will be notified regarding the acceptance or rejection of the credit transfer after all required materials have been evaluated. No credit will be given for subject related work experience.
- Decisions regarding transfer credit are made on a case-by-case basis and may require some testing, lab or scanning assessment. No more than 50% of the program credits may be transferred into CTLC from another institution.

Grievance Procedure

This grievance procedure is intended to provide an orderly process by which grievances of a professional nature are examined or resolved within the established structure of the school. It is understood that this procedure is available to students on a voluntary basis and that any student shall have the right to pursue a grievance through regular administrative channels.

Definitions:

GRIEVANT – refers to a student.

GRIEVANCE – Refers to a written claim by a grievant that there has been a violation, misinterpretation, or an inequitable application of any existing policies, rules, or regulations of the school, which substantially affects a grievant.

PARTY IN INTEREST – Refers to the grievant, the instructor(s), or the administrator(s) who are involved in the examination and resolution of the claim.

The grievant may be present at any informal or formal meetings, hearings, or appeals.

Informal Procedures:

Level 1 – Party in Interest

The parties in interest acknowledge that it is usually most desirable for a student and his/her immediately involved party to resolve problems through free and informal communications.

Level 2 – Instructor or faculty member

If the grievant is dissatisfied with, the response or solution provided in Level 1, the grievant must present the grievance in writing to the Operations Manager.

Formal Procedures:

Level 1 – Operations Manager/ Assistant Director

If the grievant is dissatisfied with the informal procedure within 30 (thirty) days after he/she knew of the act or condition on which the grievance is based, the grievant may present the original written grievance to the Operations Manager. A separate notation should be made of any attempts to resolve the grievance from the submission of the first written grievance. A grievance filed must specifically state the existing policy, rule, or regulation, which has been violated, misinterpreted, or inequitably applied and how the grievant is thereby affected.

The Operations Manager/ Assistant Director shall arrange a meeting to take place within five (5) working days of receipt of the grievance. The grievant and the Operations Manager shall be present in the meeting.

The Operations Manager/ Assistant Director shall provide the grievant with a written answer to the grievance within five (5) working days after the meeting.

Level 2 –Executive Director/ CEO

If the grievant is not satisfied with the disposition of his/her grievance at Level 1, he/she may submit a written request to the Executive Director for review.

The Director of the Community Technology Learning Center is

Mr. David B. Shea
243 South Prospect St., PO Box 917
Ravenna, OH 44266
(330) 297-1456 Ext. 224
E-mail: dshea@cacportage.net

The Director shall provide a written response within five (5) working days of receipt.

Student Appeal Procedure

The school tries its best to formulate and enforce school policies that support the Mission of the institution. At times, a student may be unable to meet the school's policy as it is described due to extenuating circumstances. A student who wishes to appeal the school's decision with regard to loss of financial assistance or application of a school policy must submit their request in writing within 10 days of receiving notification of the school's decision. A student should explain all mitigating circumstances that may exist. The school will review a student's request and make a determination if the student will be reinstated to satisfactory status. The student will be notified in writing of the decision. The decision is final and may not be further appealed.

Failure to Appeal

Should the grievant fail to appeal a decision within the period of ten (10) working days; the decision will be deemed as acceptable. If the appeal is approved due to mitigating or special circumstances, the student will be placed on probation and will be considered making satisfactory academic progress and eligible for financial assistance, if applicable.

All parties shall be given at least two (2) days' notice of scheduled meetings.

Mutual consent of both parties may extend the time-periods within the above procedures.

Pregnancy Policy

Pregnancy does not preclude attendance for any student unless the student has been advised otherwise by her physician.

Communicable Disease Policy

Should a student contract a communicable disease, that information must be provided immediately to the CTLC. Depending upon the circumstances, the student may be administratively withdrawn from certain courses, particularly class, lab courses and then return upon resolution of the disease.

Sexual Harassment Policy

The school is committed to treating its students and employees with dignity and respect. All students and employees have the right to be free from unwanted verbal, physical or sexual advance that is prohibited by law. Sexual harassment violates both Federal and State laws.

If a student or employee has been determined to have harassed another, appropriate disciplinary action will be taken up to and including expulsion from school or termination of employment. Any incident of expected harassment should immediately be reported to the Operations Manager.

Computer Usage Policy

To protect students' access to functioning computers and to protect computer hardware, networks, and the proprietary rights of CTLC and third parties in commercial software, all students must assume the following responsibilities of legal and ethical computer and network use. Depending on the severity of any violation of this policy, consequences may include a written or oral reprimand, loss of computer use privileges, expulsion from CTLC, and/ or referral to the appropriate legal authorities.

- You may use the CTLC computer labs if you are a currently enrolled student or a graduate in good standing. You are not permitted to bring guests into the computer lab or resource center. **You are to use these resources only for college or job-search related activities such as research, homework assignments, and resume preparation.**
- You are prohibited from using Internet resources or network facilities for solely personal pursuits such as electronic mail, downloading or viewing pornographic web sites, chat rooms, games, for the purposes of sending, receiving, or storing chain mail, advertising or fraudulent materials, or using the network for commercial or for-profit activity. You are prohibited from annoying other users by such means as broadcasting unsolicited messages, or sending harassing, obscene, or offensive messages.
- The computer lab may be used for **authorized purposes** whenever the college is open and classes are not in session in the lab(s). The resource center may be used anytime that the college is open. The college reserves the right to close the labs or resource center when necessary for maintenance, etc. without prior notice.

You are not to take any food or drinks into the computer lab(s).

There are NO EXCEPTIONS to this policy.

- You are not authorized to change any settings, or run any diagnostic or utility programs, on any CTLC-owned computer or network without specific instruction by a faculty member or administrator of CTLC. "Settings" include, but are not limited to, video display settings, mouse settings, wallpaper, screen savers, printer specifications, network settings or protocols, etc.
- You are prohibited from installing software on any CTLC-owned computer equipment without explicit permission from the appropriate authority. This includes, but is not limited to, freeware, shareware, public domain, or commercial software. You are not permitted to "download" software from the Internet to any CTLC-owned computer.
- To safeguard the college's computers and networks against viruses and damage, you are required to follow these guidelines with respect to diskettes:

1. Purchase only new, sealed diskettes for use in the classroom. Label them with your name.
2. You are responsible for backing-up and monitoring the quality of your diskettes. Damaged or worn-out diskettes can damage disk drives.
3. CTLC is not responsible for damage to diskettes or for information not retrievable in any CTLC-owned computer.

- To create strong passwords use the following guidelines:
 1. Has at least 8 characters
 2. Has uppercase and lowercase letters
 3. Has numbers
 4. Have symbols such as (! @ # \$ % ^ & * () _ +)
 5. DO NOT USE
 - a. your name
 - b. Login
 - c. friend and/or family member's name
 - d. A dictionary word
 - e. Pet's name
 - f. Common words or keyboard patterns such as 123456789

Note: If you need assistance with creating a strong password, go to [Strong Password Generator](#) or <http://strongpasswordgenerator.com/>

Students are responsible for remembering their own passwords. Failure to remember your password may result in a temporary loss of computer use privileges while your account is reactivated. Always log off at the end of class.

Never give passwords to someone else or allow others to use your account.

- Use shared resources considerately. Do not monopolize systems, overload networks with excessive data, or waste computer time, disk space, paper, or other resources. Any student files stored on the hard drive are not secured and may be accessed or deleted by others. Therefore, it is required that you save all work to a diskette. Leave the work area clean and in order for the next class when you have finished. All computer hard drives and network folders will be cleaned off periodically at the discretion of the administration and the network administrator.
- All computer and electronic files and diskettes belong to somebody. Assume them private unless the owner has explicitly made them available to you. If you are in doubt, ask first.
- You are prohibited from copying commercial software on or off campus except as specifically permitted by the software's author or manufacturer, or engaging in other activities that may violate a copyright. (Check with your Instructor or read the appropriate license agreement if you have any questions.)
- You are prohibited from accessing data or programs for any reason without the owner's explicit permission. Do not create, modify, execute, or re-transmit any computer program or instructions intended to gain unauthorized access to, or make unauthorized use of, any computer facilities or software.
- You are prohibited from using CTLC-owned computers or networks with the intent to compromise other computers or networks, or to commit crimes or other unethical acts.
- You will be billed for the cost of any damage to computer hardware or the cost of reconfiguration of any software caused by willful disregard of this policy.
- Report any violations of system access or policies to the Faculty or Administration.

Completion, Graduation and Transfer-Out Rate Report

The school publishes a report annually, which details the completion, graduation and transfer rates by program. A copy of the most recent report is available through the Operations Manager during regular business hours.

Transcripts

A transcript of final grades will be retained with the student's permanent record. A student is not eligible to receive a transcript if he or she is not in good financial standing with the school.

Evaluation of Previous Training Policy

All students wishing to enter a higher program of study with pre-requisites or who want to enter a program of study already underway or want to skip a certain course/session of study, must gain approval from the school. Approval may be granted through either a "test-out" test, documentation of course/certification completion or an interview with either their instructor or the Education Director of CAC / CTLC of Portage County.

Standards for Satisfactory Progress

CAC / CTLC of Portage County provide training towards certifications from outside entities such as Microsoft, CompTIA, and Certiport; the student's skills are primarily measured on pre-exam and actual exam scores.

Grading System

A final grade will be determined by compiling a weighted average of grades awarded for each course and may include laboratory projects, written tests/quizzes, class participation, professionalism, attendance, outside assignments and final examinations. Instructors will issue grades at the end of each module/level. Students will receive a copy of their grade from their instructor or the Operations Manager.

To help the student achieve their certification goals, the following grading system is used:

Category	% of Total Grade
Classes	20%
Labs	60%
Attendance	20%

Minimum Grades considered Satisfactory

All students must attain at least a grade point average of a C average or a 3 per the Grading Point System

Grading Point System	Potential Letter Grade	Description
5	A	Superior
4	B	Above Average
3	C	Average
2	D	Below Average
1	F	Fail
*	TO	Test Out
*	I	Incomplete
*	W	Withdrawn
*	WF	Withdrawn – Failure
*	T	Transferred
*	NA	Not Attempted

Probation period

A student unable to attain at least a C average or a 3 per the Grading Point System will be placed on academic probation. If this occurs, the student will be provided with additional assistance such as tutoring and/or retaking classes up to two times at no additional cost (provided that the class is not maxed out in student capacity) or is given opportunities to bring their GPA up by performing make-up and/or extra credit work.

Re-entrance

Students are permitted to re-enter their program of study after excessive unexcused absences if they show sufficient evidence that the reason for the absence has been resolved and that the student will maintain a good attendance record.

Attendance Policy

Records of all students' attendance are maintained. Students are required to meet the attendance guidelines as set forth by their sponsoring organization. The Community Technology Learning Center (CTLIC) encourages all students to attend a minimum of 90-95% of all their classes. Most students find that they need to attend classes regularly in order to keep up with the class material.

All absences are forwarded to the students' funding organization.

The technical nature of the training and graduate employability goals of the programs offered requires that students attend classes on a regular basis. Regular attendance and punctuality will help students to develop good habits necessary for successful career. Acquisition of the skills needed for success in classes can only be mastered with regular class participation and attendance.

Consequently, the following are the school's attendance policies:

1. Attendance is recorded on daily basis and students will only receive a credit for the time attended each day for each course. Students arriving to class late or leaving early will be considered tardy and marked absent for the time missed.

2. Faculty is responsible to monitor students attendance and advising students who have been absent from their classes.

4. Students are encouraged to schedule medical, dental, or other personal appointments after school hours. If student finds that he or she will be unavoidably absent, he/she should notify the instructor. In the event of documented extenuating circumstances, students may be eligible to make any missed class work, tests, or other projects at the sole discretion of the instructor but cannot make up the absence.

- Personal illness
- Family emergency
- Court/Jury duty
- Unplanned shift change and/or work overtime
- Severe Weather

5. Students who demonstrate poor attendance performance may at first receive a verbal warning followed by the written advisories. Disregard of verbal warnings and/or written advisories and continuation of unsatisfactory attendance progress may result in dismissal from the program.

6. Students will be dismissed from the program if they are absent for fourteen (14) consecutive calendar days.

Enrollment Dates

Classes begin every 2-4 weeks for short-term training programs and generally every 6-8 months on long-term programs. A student must be enrolled prior to the start date of the class they plan to attend.

Enrollment Cancellation Policy

A student may cancel his enrollment within three business days of signing the Enrollment Agreement. In the event that a student cancels his enrollment, all tuition and fees paid will be refunded. If a student cancels his enrollment after three business days, but prior to the first day of class, the student will receive a refund of all tuition and fees paid, except for the registration fee. If a student cancels his enrollment after three business days and after classes have begun, the School Refund Policy will be applied. Students are asked to submit requests for cancellation in writing to the school. If the school rejects a student application for enrollment, all monies paid will be refunded.

Class Cancellations

The weather will play a role in actual class schedule. Any classes canceled due to weather will be made up with extra outside work throughout the remainder of the class.

In the event of a severe storm, CTLC will always respect a student's decision not attend classes due to safety issues. All students will have an excused absence in these situations and with make-up classes provided.

For any questions regarding school cancellations during severe weather, tune into WEWS News Channel 5 or WJW Fox 8 News for cancellation notices.

Leave/ Absences Policy

If student's unexcused absences exceed a sponsoring organization's requirements, they may be subject to review and the sponsoring organization may discontinue benefits.

Tardiness Policy

Reporting 30 minutes late or more for class, a student is tardy. Three-recorded incidents of tardiness are equal to one absent day.

Class-cut Policy

Any student that cuts or leaves class early without authorization from the instructor is an unexcused absence.

Graduation Policy

All students, in order to be eligible for graduation must maintain at least grade point average of a C average or a 3 per the Grading Point System and not have any outstanding financial obligations to the school. The student must complete all lecture and lab hours to the satisfaction of the course instructor(s). All courses require computer based testing in order to receive certification in the enrolled program. CTLC has adopted the policy of at the conclusion of each course all testing is done. Pretesting with a 900 score rate is required prior to each exam being administered. Completed any required graduation application and or completion of CTLC Exit Survey form.

PROGRAM DESCRIPTION

Certification is often a benchmark for qualifying individuals. Employers and recruiters can quickly determine the individual's ability and skills. Statistics and studies often point to individuals who receive promotions or salary increases as a result of becoming certified. The Community Action Council / Community Technology Learning Center of Portage County are registered partners with Adobe, Certiport, CompTIA, and Microsoft amongst several others. As registered partners with these networks, CAC's Community Technology Learning Center of Portage County is authorized to deliver the following certification programs:

Definition of a Clock Hour

CTLC uses a Clock Hour one Clock Hour equals 50 – up to 60-minutes faculty-supervised laboratory, classroom training, or lecture.

CompTIA A+

CompTIA A+ certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. CompTIA A+ certification confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism.

Course Number	Course Title	Course Hours
220-1001	CompTIA A+ Essentials	50
220-1002	CompTIA A+ Practical Applications	50
	Total Program Hours	100

[CompTIA Network+](#)

A **CompTIA Network+** certification demonstrates your technical abilities in networking administration and support, and validates your knowledge of media and topologies, protocols and standards, network implementation, and network support.

Course Number	Course Title	Course Hours
N10-007	CompTIA Network +	50
	Total Program Hours	50

[CompTIA Security+](#)

The **CompTIA Security+** certification is geared towards individuals who wish to emphasize their networking skills in security including access control, authentication, preventing external attacks and more.

Course Number	Course Title	Course Hours
SY0-501	CompTIA Security +	50
	Total Program Hours	50

[CompTIA Server+](#)

CompTIA Server+ validates the knowledge and skills of advanced IT technicians. It certifies technical knowledge in areas such as RAID, SCSI and multiple CPUs, as well as capabilities with server issues, including disaster recovery. Although not a prerequisite, it is recommended that CompTIA Server+ candidates hold a CompTIA A+ certification.

Course Number	Course Title	Course Hours
SKO-004	CompTIA Server +	50
	Total Program Hours	50

[MCSA Windows Server 2012](#)

This course is a three-part series that provides the skills and knowledge necessary to implement a core Windows Server 2012 infrastructure in an existing enterprise environment. The three courses collectively cover implementing, managing, maintaining, and provisioning services and infrastructure in a Windows Server 2012 environment. You will learn the initial implementation and configuration of core services including Active Directory Domain Services (AD DS), networking services, and Microsoft Hyper-V Server 2012 configuration. The administration tasks necessary to maintain a Windows Server 2012 infrastructure such as Implementing Server Images, User and Group management with Active Directory Domain Services(AD DS) and Group Policy, Remote Access and Network Policies, Data Security, Monitoring and Update Management.

Course Number	Course Title	Course Hours
70-410	Installing and Configuring Windows Server 2012	55
70-411	Administering Windows server 2012	55
70-412	Configuring Advanced Windows Server 2012 Services	55
	Total Program Hours	165

[Microsoft Office Specialist](#)

The **Microsoft Office Specialist** certification provides skill verification tools that not only help assess a person's skills in using Microsoft Office programs but also the ability to quickly complete on the job tasks across multiple programs in the Microsoft Office system. Earning a **Microsoft Office Specialist** certification can help you differentiate yourself in today's competitive job market, increase your employment opportunities by displaying your advanced skills and result in higher earning potential.

Course Number	Course Title	Course Hours
77-725	Microsoft Office Specialist Word	42
77-727	Microsoft Office Specialist Excel	42
77-729	Microsoft Office Specialist PowerPoint	24
77-731	Microsoft Office Specialist Outlook	18
77-730	Microsoft Office Specialist Access	42
	Total Program Hours	168

COURSE DESCRIPTIONS

<u>Course ID</u>	<u>Course Name</u>	<u>Course Hours</u>
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70-410	Installing and Configuring Windows Server 2012	55
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This exam is part one, of a series of three exams, which validate the skills and knowledge necessary to implement a core Windows Server 2012 Infrastructure in an existing enterprise environment. This exam will validate the initial implementation and configuration of the Windows Server 2012 core services, such as Active Directory and the networking services.

70-411	Administering Windows server 2012	55
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This exam is part two, of a series of three exams, which validate the skills and knowledge necessary to implement a core Windows Server 2012 Infrastructure in an existing enterprise environment. This exam will validate the administration tasks necessary to maintain a Windows Server 2012 infrastructure, such as user and group management, network access and data security.

70-412	Configuring Advanced Windows Server 2012 Services	55
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This exam is part three of a series of three exams, which validate the skills and knowledge necessary to implement a core Windows Server 2012 Infrastructure in an existing enterprise environment. This exam will validate the advanced configuration and services tasks necessary to deploy, manage and maintain a Windows Server 2012 infrastructure, such as identity management, network load balancing, fault tolerance and rights management.

77-725	Microsoft Office Specialist Word	42
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The Core-level Microsoft Office Word 2016 User should be able to navigate Microsoft Office Word 2016 software at the feature and functionality level. They should be familiar with and know how to use at least 80% of the features and capabilities of Microsoft Office Word 2016. The core-level user should be able to use Microsoft Office Word 2016 to create and edit professional-looking documents for a variety of purposes and situations. Users would include people from a wide variety of job roles from almost all areas of professional, student, and personal life.

42

77-727

Microsoft Office Specialist Excel

The Core-level Microsoft Office Excel 2016 User should be able to navigate Microsoft Office Excel 2016 software at the feature and functionality level. They should be familiar with and know how to use at least 80% of the features and capabilities of Microsoft Office Excel 2016. The core-level user should be able to use Microsoft Office Excel 2016 to create and edit professional-looking spreadsheets for a variety of purposes and situations. Users would include people from a wide variety of job roles from almost all areas of professional, student, and personal life.

77-729

Microsoft Office Specialist PowerPoint

24

The typical candidate for the exam is a student, office worker, or instructor who needs to navigate PowerPoint 2016 at the feature and functionality level. Users create complex slide shows, such as product plans, reports, and marketing materials. They create slide shows based on custom templates generated by others and frequently reuse slides. Their slides include sophisticated data presented in visual formats. These users know how to pause and move back and forth in slide shows, jump to specific slides, drill down to supporting data, and mark up slides.

77-731

Microsoft Office Specialist Outlook

18

The typical candidate for the exam is a student, office worker, or instructor who is able to navigate Outlook 2016 at the feature and functionality level. Users can format message content by using character and paragraph formatting, use graphic elements such as charts and tables, and create contact records, tasks, and appointments from incoming messages. They create contact groups, schedule meetings, and share schedules to facilitate communication with other Outlook users.

77-730

Microsoft Office Specialist Access

42

The typical candidate for the exam works as a user support professional, trainer, teacher, professor, database user, or database creator who needs to create or maintain a basic Access database. Users can create, modify, and extend functionality of basic database objects, including tables, queries, forms, and reports. Users can also construct and modify basic relationships among database entities and can instruct others in basic Access functionality and usage.

SY0-501

CompTIA Security +

50

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 demonstrates competency in, Network security, Compliance and operational security, Threats and vulnerabilities, Application - data and host security, Access control and identity management, and Cryptography

N10-007

CompTIA Network +

50

The CompTIA Network+ certification is the sign of a qualified networking professional. The exam covers network technologies, installation and configuration, media and topologies, management, and security. Candidate job roles include network administrator, network technician, network installer, help desk technician and IT cable installer.

220-1001 **CompTIA A+ Essentials** 50

The CompTIA A+ certification is the starting point for a career in IT. The exam covers maintenance of PCs, mobile devices, laptops, operating systems and printers. CompTIA A+ 220-1001 covers the fundamentals of computer technology, installation and configuration of PCs, laptops and related hardware, and basic networking.

220-1002 **CompTIA A+ Practical Applications** 50

CompTIA A+ 220-1002 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.

SKO-004 **CompTIA Server+** 50

Earning Server+ certification shows you have got your server admin basics down pat. The CompTIA Server+ course covers system hardware, software, storage, best practices in an IT environment, disaster recovery and troubleshooting. This course will prepare you for the Server + exam while building the skills and confidence you will need to become a server administrator or systems operator.

Community Technology Learning Center
 P.O. Box 917
 243 South Prospect St.
 Ravenna, OH 44266

PH - 330-296-8720 • FAX - 330-296-8730

Email - ctlc@cacportage.net
 Website - www.cacportage.net

Community Action Council of Portage County
 PO Box 917, 1036 West Main Street
 Ravenna, OH 44266

PH - 330-297-1456 • FAX - 330-298-9680

Email - info@cacportage.net
 Website - www.cacportage.net

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← Cleveland State Route 14/44



← I-76 Akron

Approved by the State Board
 of Career Colleges and Schools
 Main Campus: Ravenna
 04-03-1710B