## Veterans Catalog

☐ I have received a copy of the New Horizons Computer Learning Center of Tucson VA catalog, which contains the rules, regulations, course completion requirements, and costs for the specific course in which I am interested.

eCourseware (Electronic Books)

☐ New Horizons is committed to doing our part to conserve the environment and provide our students with the most technologically advanced "Best Practices" in IT training.

With eCourseware, you'll be able to:

- Access your electronic books on-the-go from School, home and/or office
- Electronic books can be stored on a flash or thumb drive, so there is no need to tote around heavy books
- Ability to annotate or take notes directly in the electronic books for future reference
- Ability to download your books to hand-held and other personal electronic devices
- Interactive multimedia functions let you search through text to quickly find topics and answers
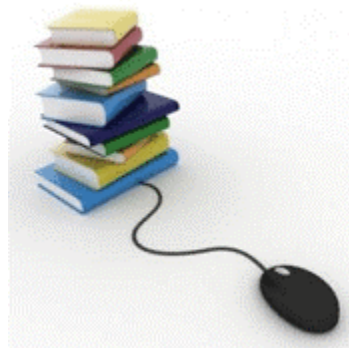
I understand that if I do not meet the required number of hours per week my program will be subject to adjustment and possibly suspension.

Start Date: _____

End Date: _____

Signature: _____

Print Name: _____

Social Security or C-Number: _____

Enrolled By: _____

Date: _____

Please be aware it may take 30 days to certify you with the Veterans Administration.

New Horizons Computer Learning Center of Tucson Catalog
1/1/2020 – 12/31/2021

New Horizons – Tucson

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Sierra Vista, AZ 85635
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Headquarters**
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Contents

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New Horizons has grown to become the largest training organization in the world for computer software and hardware instruction. Courses offered include PC software applications, networking, operating systems, graphics, internetworking, hardware and client/server programming along with Project Management and Six Sigma.

New Horizons provides a first rate, quality education, to students entering the Information Systems field for the first time, as well as supplementing the existing knowledge of experienced users. Our goal is to provide the student with a foundation of working knowledge that will allow them to be a success in the workplace. New Horizons is a private institution and is approved to operate by the Arizona State Board for Private Postsecondary Education. New Horizons programs are approved by the Arizona State Board for Private Postsecondary Education and Arizona State Approving Agency. New Horizons Computer Learning Center of Tucson individual classes are registered with the Arizona State Board for Private Postsecondary Education.

MISSION STATEMENT

Due to the ever-increasing need for well-trained and skilled computer professionals, New Horizons develops and effectively delivers well-structured courses where the focus is on increasing the students growth opportunities by making them more employable and increasing opportunities for career advancement. New Horizons maintains awareness of the Information Technology (IT) market demands, through its link to the corporate employers we serve. Students are equipped with cutting-edge, specialized and marketable skills. New Horizons is committed to maintaining its position as a worldwide industry leader in providing quality, cost-effective training.

New Horizons provides a cost-effective, compelling education solution for those wanting a career change or enhancement in the Healthcare Information Management, Project Management, or Information Technology (IT) industries. If you have a strong desire to make a career change, or if you are looking to upgrade your career prospects by pursuing a certification in IT, New Horizons can help.

WHY NEW HORIZONS?

If you are looking to upgrade your skills or begin a career in the Information Technology fields, New Horizons can give you the training which businesses are looking to hire. We have been training employees of thousands of these same businesses for the last 33 years; working with the premier training provider to the IT industry just makes sense. New Horizons offers a complete, simplified learning solution that focuses on knowledge transfer, retention and skills development.

- New Horizons training programs are based on our corporate clients' hiring needs. With our clients' input, we tailor our training programs to the needs of the industry, giving our students a distinct advantage.
- You will be trained and prepared for the industry certifications required by employers, setting you apart from the competition.
- Our programs are short and intensive so you can get the critical skills and prepare for the certifications you need to enter the job market.
- New Horizons is the world's largest independent training company, offering more courses at more times and in more locations to individuals and businesses than any company in the industry.
- We are the complete solution:
  - o We start with the instructor-led training delivered by vendor-approved instructors.
  - o We give you our Virtual Labs to practice what you have learned.
  - o We provide you with test preparation tools to assist you in preparing for your exams.
  - o We assist you in entering the workforce. Our extensive corporate relationships allow us to design our programs around industry demand. These relationships also open the door for our graduates.

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STUDENT SERVICES

At New Horizons, we understand no two people learn the same way. To help you meet your training goals, we provide a comprehensive learning experience to effectively maximize your potential. A Guidance Counselor will assist you assuring your studies are on track and you are preparing properly for your exams.

At completion of your training New Horizons offers placement assistance. Our Placement Specialist works with businesses we train to find job opportunities for our students. It is the student's responsibility to work in conjunction with our Placement Specialist to find employment. Our placement assistance services include a Job Portal which is only available to our students who have completed their program. The jobs listed on the Portal are with companies who train with our parent company, New Horizons Computer Training Centers, and that have requested to advertise jobs on the Portal. We also conduct job fairs for our completed students with companies who have job openings. Our job fairs are conducted on a supply and demand basis.

Traditional Instructor Led Training

Our classroom training gives you hands-on training from professional, certified Instructors, who are constantly re-tested and evaluated by every student to keep our quality of instruction at the highest level. Our student to computer ratio is one-to-one.

Authorized Testing Center

These centers are available for our students' convenience. Additionally, PearsonVUE tests may be taken at hundreds of other locations locally. New Horizons CLC is a PearsonVUE Authorized Testing Center which enables students to take Certification tests for Microsoft®, Novell® CISCO®, CIW® and Comptia®. The purchase of test vouchers and registration for exams must be made through the PearsonVUE website at https://home.pearsonvue.com/test-taker.aspx or via telephone at (855) 542-6924.

Class Repeat Privilege

Students may retake courses listed on the public schedule free of charge, on a standby basis. Students who are retaking classes must use original courseware or purchase new courseware if they desire.

Hands-On Instructor-Led Training

Our classroom training gives you hands-on training from professional, certified Instructors, who are constantly re-tested and evaluated by every student to keep our quality of instruction at the highest level. Our student to computer ratio is one-to-one.

Title 38 VA benefits can only be used for programs in which formal instruction is given live, in real time, over the internet, with the student in class and on campus.

To Obtain a Catalog

Individuals interested in obtaining a New Horizons Computer Learning Center Catalog can visit one of our campus, or may download our catalog by visiting our website at https://www.careerdevelopmentsolutions.com/career-training-program-catalogs and refer to our 'VA specific Arizona course Catalog called 'Arizona VA' underneath the Arizona Icon.

You can also obtain a catalog by
1. Going to www.careerdevelopmentsolutions.com
2. Click on the 'About Us' Tab
3. Click on the 'Program Catalogs' Tab
4. Click on our VA specific Arizona course Catalog called 'Arizona VA' underneath the Arizona Icon

Individuals can also obtain a catalog by calling us at (520) 290-5600 and request a catalog to be mailed to their home address.

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Our Staff

Cindy Sutherland – Vice President of Career Development

For eleven years, I've been working with industry leaders in the field of information technology to develop learning solutions for individuals in Southern California and Southern Arizona. The goal is to help students improve their marketability by making the most out of themselves. Being part of the largest independent IT training company in world, has given me the ability to deliver effective, accessible and personalized solutions to our customers.

Choosing proper training or certification paths is often difficult, our clients appreciate that we make that process simple. Our goal is to help align the appropriate learning solutions to each student's needs, including software, hardware or business skills training. We specialize in helping students realize training opportunities that they would have otherwise overlooked.

I'm happy to be a part of an authorized learning solutions provider like New Horizons. Our team prides itself on going above and beyond and can tailor learning and technology solutions to help you achieve long-term growth and attain a competitive advantage.

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Directors

Kevin M. Landry	Owner and CEO
Cindy Sutherland	Vice President of Career Development
Ryan M Landry	Vice President and General Manager
Vic Emurian	Chief Operating Office
Sylvia Sanders	Vice President of Employee Exerience

PROGRAM DESCRIPTIONS

CompTIA Network+

CRM ID: P17SoCal

General Course Description

CompTIA Network+ validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols and services.

Audience

The demand for skilled network support professionals continues to grow, and CompTIA Network+ is a valuable credential to help start or enhance a networking career. In fact, many IT certifications integrate CompTIA Network+ into their curriculums.

Prerequisites

CompTIA along with New Horizons recommend CompTIA A+ training. Students are required to show proof of a High School Diploma or High School Equivalency prior to enrollment.

Acquired Skills

After completing the Network+ course, students will have the skills required to ⬧ manage, maintain, troubleshoot, install, operate, and configure basic network infrastructure. ⬧ They will be familiar with current networking technologies, design principles including adherence to wiring standard, and use of testing tools. ⬧ They will also be prepared to utilize network-specific security practices, disaster recovery procedures, and data storage technology.

Job Titles (Job Titles related to IT Training stretch horizontally, can vastly vary and the list below is a sampling but not limited to)

PC / Network Support   Systems Support   PC Field Technician

Program Information

Hours: 35	1 week	
Course: CompTIA Network+ Training		35 Hours
	Price	$2,400.00
	CompTIA Network+ Textbooks Cost	$68.00
	Exams	Not included
	Total Program Cost	$2,468.00

CompTIA Network+ Certification

CompTIA Network+ Certification

This course will help the student prepare for the N10-006 exam and certification. Students will learn to identify basic network theory concepts and major network communications methods. Describe bounded network media. Identify unbounded network media. Identify the major types of network implementations. Identify TCP/IP addressing and data delivery methods. Implement routing technologies. Identify the major services deployed on TCP/IP networks. Identify the infrastructure of a WAN implementation. Identify the components used in cloud computing and virtualization. Describe basic concepts related to network security. Prevent security breaches. Respond to security incidents. Identify the components of a remote network implementation. Identify the tools, methods, and techniques used in managing a network. Describe troubleshooting of issues on a network.

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CompTIA IT Professional Program
CRM ID: C5SOAZ

General Course Description

CompTIA A+ is a program curriculum sponsored by CompTIA that increases the knowledge and technical competency of entry-level computer service technicians. A+ covers two main areas of competency: The Essentials class is followed by: IT Technician, Remote Support Technician, and Depot Technician. A+ is a non-vendor, non-product specific program.
CompTIA Network+ validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols and services.
CompTIA Security+ validates the knowledge and skills of a professional in the field of security, one of the fastest-growing fields in IT. Security+ proves competency in system security, network infrastructure, access control and organizational security.
The CompTIA Advanced Security Practitioner is an international, vendor-neutral exam that proves competency in enterprise security; risk management; research and analysis; and integration of computing, communications, and business disciplines.

Prerequisites
High school diploma or High School Equivalency is required and Individuals should have basic knowledge of computers and operating systems.

Acquired Skills
Students will be able to ⬧ identify different types of computers and hardware components ⬧ manipulate and control Windows desktop, files, and disks, and change system settings. In addition, students will gain an understanding of
⬧ how software applications work and how to install and configure them. For every devise and process students will
⬧ have a conceptual and hands on troubleshooting experience, ⬧ understanding of networking and networking cabling, hubs, switches, routers, bridges, servers, workstations, IP sub-netting, WAN/LAN typology, and firewalls.

Job Titles (Job Titles related to IT Training stretch horizontally, can vastly vary and the list below is a sampling but not limited to)

Computer Repair Technician   PC / Network Support   Systems Support PC Field Technician

Program Information

Hours: 112	Approximately 3 weeks of instruction	Hours	
CompTIA CASP or CompTIA A+		35 or 35	
CompTIA Network+		35	
CompTIA Security+		35	
Organizational Skills		7	
	Price		$8,183.55
	Total Textbooks Cost		$216.45
	CompTIA A+ or CompTIA CASP	$68.75	
	Network+	$68.95	
	Security+	$68.75	
	Organizational Skills	$10.00	
	Exams	Vouchers not included	
	Total Program Cost		$8,400.00

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CompTIA IT Professional Program

CompTIA Advanced Security Practitioner (CASP)
In this course, you will analyze and apply advanced security concepts, principles, and implementations that contribute to enterprise-level security. You will: Manage risk in the enterprise. Integrate computing, communications, and business disciplines in the enterprise. Use research and analysis to secure the enterprise. Integrate advanced authentication and authorization techniques. Implement cryptographic techniques. Implement security controls for hosts. Implement security controls for storage. Analyze network security concepts, components, and architectures, and implement controls. Implement security controls for applications. Integrate hosts, storage, networks, and applications in a secure enterprise architecture. Conduct vulnerability assessments. Conduct incident and emergency responses.

Or

CompTIA A+ Certification
In this course, you will acquire the essential skills and information you will need to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on PCs, digital devices, and operating systems. You will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems. You will: Identify the hardware components of personal computers and mobile digital devices. Identify the basic components and functions of operating systems. Identify networking and security fundamentals. Identify the operational procedures that should be followed by professional PC technicians. Install, configure, and troubleshoot display devices. Install and configure peripheral components. Manage system components. Manage data storage. Install and configure Microsoft Windows. Optimize and maintain Microsoft Windows. Work with other operating systems. Identify the hardware and software requirements for client environment configurations. Identify network technologies. Install and configure networking capabilities. Support mobile digital devices. Support printers and multifunction devices. Identify security threats, vulnerabilities, and controls. Implement security controls. Troubleshoot system-wide issues.

CompTIA Network+ Certification
This course will help the student prepare for the N10-006 exam and certification. Students will learn to identify basic network theory concepts and major network communications methods. Describe bounded network media. Identify unbounded network media. Identify the major types of network implementations. Identify TCP/IP addressing and data delivery methods. Implement routing technologies. Identify the major services deployed on TCP/IP networks. Identify the infrastructure of a WAN implementation. Identify the components used in cloud computing and virtualization. Describe basic concepts related to network security. Prevent security breaches. Respond to security incidents. Identify the components of a remote network implementation. Identify the tools, methods, and techniques used in managing a network. Describe troubleshooting of issues on a network

CompTIA Security+ Certification
In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-401). Upon successful completion of this course, students will be able to: - Identify the fundamental concepts of computer security. - Identify security threats and vulnerabilities. - Manage data, application, and host security. - Implement network security. - Identify and implement access control and account management security measures. - Manage certificates. - Identify and implement compliance and operational security measures. - Manage risk. - Troubleshoot and manage security incidents. - Plan for business continuity and disaster recovery.

Organizational Skills
Developing good Organizational Skill is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of your participants professional and personal lives. Through Organizational Skills your participants will encounter improved productivity, better management, and an overall increase in professional growth. Every day people waste numerous amounts of time looking for items. So stop looking for those important items, and start knowing where they are by getting organized.

SCNP - Security Certified Network Professional Program

CRM ID:

General Course Description

This high level security program is a combination of CompTIA Security +, Certified Ethical Hacker (CEH), Computer Hacking Forensics Investigator (CHFI) and Certified Information Systems Security Professional (CISSP). These courses provide a very in-depth, comprehensive approach designed for security professionals. This program will take you from basic computer infrastructure security to learning how to prevent security threats from hackers in addition to learning the "Common Body of Knowledge" which contains a common framework of security terms and principals used by security professionals worldwide.

Prerequisites

The program is designed for experienced technology professionals who have knowledge of Networks and Server Environments. Students should have some experience with Information Security concepts and practices. To earn the CISSP® certification, 4 years of full-time experience in information security or 3 years plus a B.S. degree is required.   Students are required to show proof of a High School Diploma or High School Equivalency prior to enrollment.

Acquired Skills

Upon successful completion of this program, students will be able to ⬧ identify fundamental concepts of computer security ⬧ harden internal systems and services ⬧ enforce organizational security policies ⬧monitor the security infrastructure and ⬧ scan, test, hack and secure their own systems as well as ⬧ master the ten security domains as described by the (ISC)2.

Job Titles (Job Titles related to IT Training stretch horizontally, can vastly vary and the list below is a sampling but not limited to)

PC / Network Administrator   Security Analyst   Certified Hacker

Program Information

Hours: 140	Four weeks of training		Hours
CompTIA Security +			35
Certified Ethical Hacker (CEH)			35
Computer Hacking Forensics Investigator (CHFI)			35
Certified Information Systems Security Professional (CISSP) or			35 or
CompTIA Advanced Security Practitioner (CASP)			35
Price			$9,990.50
Total Textbooks cost			$737.50
CompTIA Sec+		$68.75	
CEH		$300.00	
CHFI		$300.00	
CASP or CISSP		$68.75	
Exams			Not Included
Total Program Cost			$10,728.00

SCNP - Security Network Professional Program

CompTIA Security+ Certification

In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-401). Upon successful completion of this course, students will be able to: - Identify the fundamental concepts of computer security. - Identify security threats and vulnerabilities. - Manage data, application, and host security. - Implement network security. - Identify and implement access control and account management security measures. - Manage certificates. - Identify and implement compliance and operational security measures. - Manage risk. - Troubleshoot and manage security incidents. - Plan for business continuity and disaster recovery.

EC-Council Certified Ethical Hacker (CEH) v9.0

A Certified Ethical Hacker is a skilled professional who understands and knows how to look for weaknesses and vulnerabilities in target systems and uses the same knowledge and tools as a malicious hacker, but in a lawful and legitimate manner to assess the security posture of a target system(s). The CEH credential certifies individuals in the specific network security discipline of Ethical Hacking from a vendor-neutral perspective.

EC-Council Computer Hacking Forensics Investigator (CHFI) v9.0

EC-Council's CHFI certifies individuals in the specific security discipline of computer forensics from a vendor-neutral perspective. The CHFI certification will fortify the application knowledge of law enforcement personnel, system administrators, security officers, defense and military personnel, legal professionals, bankers, security professionals, and anyone who is concerned about the integrity of the network infrastructure.

CISSP: Certified Information Systems Security Professional

The vendor-neutral CISSP certification is the ideal credential for those with proven deep technical and managerial competence, skills, experience, and credibility to design, engineer, implement, and manage their overall information security program to protect organizations from growing sophisticated attacks. Backed by (ISC)², the globally recognized, nonprofit organization dedicated to advancing the information security field, the CISSP was the first credential in the field of information security to meet the stringent requirements of ISO/IEC Standard 17024. Not only is the CISSP an objective measure of excellence, but also a globally recognized standard of achievement.

Or

CompTIA Advanced Security Practitioner (CASP)

In this course, you will analyze and apply advanced security concepts, principles, and implementations that contribute to enterprise-level security. You will: Manage risk in the enterprise. Integrate computing, communications, and business disciplines in the enterprise. Use research and analysis to secure the enterprise. Integrate advanced authentication and authorization techniques. Implement cryptographic techniques. Implement security controls for hosts. Implement security controls for storage. Analyze network security concepts, components, and architectures, and implement controls. Implement security controls for applications. Integrate hosts, storage, networks, and applications in a secure enterprise architecture. Conduct vulnerability assessments. Conduct incident and emergency responses.

MCSA – Microsoft® Certified Systems Administrator

CRM ID: P34SoCal

General Course Description

The Microsoft Certified Solutions Associate (MCSA): Windows Server certification shows that you have the minimum set of skills needed to hit the ground running, and differentiates you as better able to work with Windows Server in a real-world business context. This certification validates a set of primary Windows Server skills that are relevant across multiple solution areas. MCSA: Windows Server certification is a prerequisite for earning an MCSE: Private Cloud.

Audience

The MCSA program is appropriate for Network Administrators, Network Engineers, Systems Administrators, IT Professionals, IS Administrators, Network Technicians, and Technical Support Specialists.

Prerequisites

An MCSA candidate should have six to 12 months of experience implementing and administering a desktop operating system, implementing and administering a network operating system, and managing an existing network infrastructure *or* completion of either Network+ or A+. . Students are required to show proof of a High School Diploma or GED prior to enrollment

Acquired Skills

A typical MCSA will support from 200 to 26,000 or more users at two to 100 physical locations. Typical network services and resources include messaging, database, file and print, proxy server or firewall, Internet and intranet, remote access, and client computer management. Connectivity needs include connecting branch offices and individual users in remote locations to the corporate network and connecting corporate networks to the Internet.

Job Titles (Job Titles related to IT Training stretch horizontally, they can vastly vary and the list below is a sampling but not limited to)

Network Administrator	Network Technician	PC/Network Support	Desktop Support

Program Information

Hours: 156	8 weeks of training	Hours	
Installing and Configuring Windows Server		35	
Administering Windows Server		35	
Configuring Advanced Windows Server Services		35	
Presentation Skills		8	
Negotiation Skills		8	
Security +		35	
Price		$8956.25	
Total Textbooks Cost		$838.75	
Installing and Configuring Windows Server	$250.00		
Administering Windows Server	$250.00		
Configuring Advanced Windows Server Services	$250.00		
Presentation Skills, Negotiation Skills ($10 x 2)	$20.00		
Security +	$68.75		
Exams	Not Included		
Total Program Cost		$9,795.00	

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MCSA – Microsoft® Certified Systems Administrator

Installing and Configuring Windows Server

This course provides the skills and knowledge necessary for implementing, managing, maintaining, and provisioning services and infrastructure in a Windows Server environment. Passing this exam validates a candidate's ability to implement and configure Windows Server core services, such as Active Directory and the networking services.

Administering Windows Server

This course will provide the skills and knowledge necessary to administer a Windows Server infrastructure in an enterprise environment. Passing this exam validates a candidate's ability to administer the tasks required to maintain a Windows Server infrastructure, such as user and group management, network access, and data security.

Configuring Advanced Windows Server Services

This course will provide the skills and knowledge necessary to configure a Windows Server infrastructure in an enterprise environment. Passing this exam validates a candidate's ability to perform the advanced configuring tasks required to deploy, manage, and maintain a Windows Server infrastructure, such as fault tolerance, certificate services, and identity federation.

Presentation Skills

In this course, students will learn active listening skills to facilitate the exchange of ideas in meetings and presentations. They will also organize your ideas to create coherent and convincing oral presentations. This program can benefit anyone who presents; a trainer, a meeting facilitator, speaker, or seminar discussion leader. No matter which role you are assuming, this workshop will help you become more efficient and proficient with the skills of providing information to others.

Negotiation Skills

This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved. Although people often think of boardrooms, suits, and million dollar deals when they hear the word "negotiation" the truth is that we negotiate all the time. For example, have you ever: decided where to eat with a group of friends? Decided on the chore assignments with your family> Asked your boss for a raise? These are all situations that involve negotiating!

CompTIA Security+ Certification

In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-401). Upon successful completion of this course, students will be able to: - Identify the fundamental concepts of computer security. - Identify security threats and vulnerabilities. - Manage data, application, and host security. - Implement network security. - Identify and implement access control and account management security measures. - Manage certificates. - Identify and implement compliance and operational security measures. - Manage risk. - Troubleshoot and manage security incidents. - Plan for business continuity and disaster recovery.

Six Sigma Lean Black Belt
CRM ID: P63SoCal

General Course Description

This course is designed for professionals with a MBA degree or 10 years equivalent experience. Following the course combined with assigned projects can lead to Black Belt Certification. To graduate students must have: 80% attendance of the course and 70% pass rate on class assessments.

Prerequisites

A High School Diploma or High School Equivalency is required and a score of 19 or better on the Wonderlic Exam. Must have a MBA degree or 10 years equivalent experience and Six Sigma Lean Green Belt Certified. In addition, be familiar with personal computers and the windows operating system.

Acquired Skills

Understanding of and ability to implement the DMAIC model, manage projects and lead teams. Understanding of and ability to implement SPC XL software measurement systems and lean metrics. Understanding of and ability to exercise Root Cause Hypothesis, P-Values Statistical Testing and correlation and regression. Understanding of and ability to exercise solution concepts, identify failure modes, exercise effects analysis and capture improvement data. Understanding of and ability to implement Control Charts, communication and Replication.

Job Titles (Job Titles related to IT Training stretch horizontally, they can vastly vary and the list below is a sampling but not limited to)

Management Analysis   Process Improvement Specialist

Course Information

Hours: 35	Approximately 1 week of training	Price:	$3,450.00
Course			Hours
Six Sigma Black Belt			35
		cost of Books	
		Six Sigma Black Belt	$50.00
Total Program Cost			$3,500.00
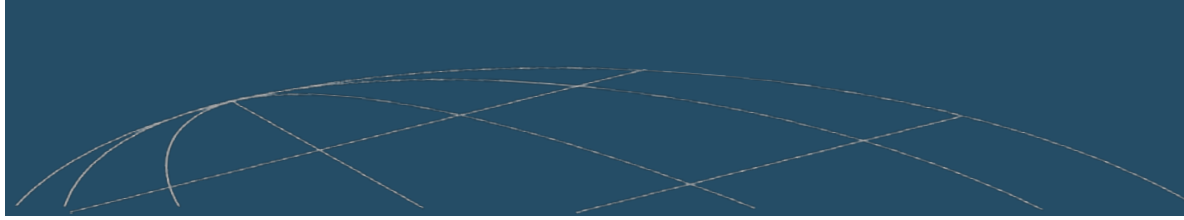
Six Sigma Lean Black Belt

Six Sigma Black Belt

The accelerated lean Six Sigma Black Belt program and methodology allows students to complete certification requirements faster than traditional Six Sigma and Lean training programs. Students will learn how to use the DMAIC methodology in order to improve and control the processes within an organization.

Number of Clock Hours

The table below shows the number of clock hours for each course.

Vocational Program Title These are the maximum clock hours and tuition costs covered by VA Educational Benefits. *programs may reflect lower tuition costs due to price changes or monthly discounts/promotions.	Clock Hours	Total Range/ Max
CompTIA Network+	35	$2,468
CompTIA IT Professional Program	112	$8,400
SCNP – Security Certified Network Professional	140	$10,728
MCSA - Microsoft Certified Systems Administrator	156	$9,795
Six Sigma Lean Black Belt	35	$3,500

CLASSROOM LEARNING
As the foundation of Integrated Learning, the classroom experience is enriching, dynamic, and valuable for our students. Our traditional classroom delivery method includes instructor lecture and demonstration, along with instructor led by in student hands on labs.

Non-Discrimination Policy
New Horizons is committed to providing a learning environment that is free of discrimination. New Horizons is an educational institution that admits academically qualified students without regard to race, national origin, ancestry, religion, age, gender, sexual orientation, pregnancy, marital status, physical or mental disability or medical condition and affords students all rights, privileges, programs, employment services and opportunities generally available. Equal opportunity will be extended to all persons in all aspects of our Program. New Horizons will not discriminate against a student because of race, national origin, ancestry, religion, age, gender, sexual orientation, pregnancy, marital status, physical or mental disability, or medical condition. New Horizons complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 and does not discriminate on the basis of disability. If a student believes they are being discriminated against, they should report the facts of the incident to the Instructor, the Education Consultant, or the Site Manager in writing (see Grievance Procedures).

Drug Free Campus
In accordance with the Drug-Free Schools and Communities Act, Public Law 101-226, New Horizons is a drug and alcohol free school. Student use of alcohol or the manufacture, distribution, dispensing, or use of a controlled substance on school property, or while participating in school related activities, is prohibited. Students who violate this policy are subject to disciplinary action, which could include termination from the program. A detailed copy of this policy is provided to all current students.

"Notice Concerning Transferability Of Credits And Credentials Earned At Our Institution"
"The transferability of credits you earn at New Horizons Computer Learning Center of Tucson is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Course, or Certification you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer.   If the Course, Certificate or Certification that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending New Horizons Computer Learning Center of Tucson to determine if your Course, Certificate or Certification will transfer." To request a transcript please email studentrequest@nhlearninggroup.com

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Articulations Agreements with Universities or Colleges

New Horizons Computer Learning Center of Tucson does not have an articulation or transfer agreement with any other college or university.

New Horizons Computer Learning Center of Tucson courses, programs and certificates are not accredited by an accrediting agency recognized by the United States Department of Education.

Student Records Reporting and Confidentiality

Students have a right to any and all of their personal records which our school maintains for the sole purpose of monitoring progress during their enrollment. This includes attendance, personal information, and entrance testing results. New Horizons is obligated by various government regulatory entities to use the student records as a whole to report performance statistics related to enrollments. Because of the confidentiality of student records, New Horizons Career Centers do not give out student information without proper authorization. The only individuals who have proper authorization without written permission from the student are as follows:

- New Horizons
- Authorized State of Arizona and Federal Representatives
- The student

If a student wishes a printout of their transcript, they will need to visit the school in person or email a request from their personal email address (on record at the school). The student will also need to return in person in order to pick up a copy of their transcript. The school does not mail any transcripts or certifications directly to the student. All student records are stored in a location only accessible by approved staff.

The following records will be maintained on the student permanent file and will be maintained in perpetuity after the students last day of attendance:

- Enrollment agreement
- Copy of the entrance exam, if applicable.
- Student transcript.
- Veterans Disclaimer
- Veterans Addendum
- Student Bill of Rights and Considerations
- Grades received, where applicable
- Student attendance information
- Counseling records
- Financial aid records for a length of time as required by the U. S. Department of Education and
- All obligations incurred and all funds paid by the student to the institution
- All student records will be available and readily accessible for use and review by authorized officials of the institution and authorized representatives of the Board.

School Locations

Tucson, AZ	6377 Tanque Verde Rd Suite 200
	Tucson, AZ 85715
	(520) 290-5600

Teaching Location
Sierra Vista

51 E Wilcox Dr
Sierra Vista, AZ 85635
(520) 589-1000

Training instruction is offered Monday through Friday from 6:00 AM to 10:00 PM. Evening classes are scheduled on as need basis. Some weekend instructions are scheduled depending on need.

Course Hours

New Horizons are conveniently scheduled. Classes are available during the weekdays and some evenings and Saturdays. Classes are scheduled frequently to allow students the flexibility to take daytime classes or to arrange classes around their work schedule.   Class schedules vary based on location.   New Horizons class schedules can be viewed via our website: www.nhlearninggroup.com. Schedules should be reviewed for specific class dates and times. New Horizons class times and frequency are based on consumer demand. All classes necessary to complete a program may not always be available evenings and Saturdays. New Horizons retains the right to add or cancel class scheduling based on enrollment and consumer demand.

Standard Class Hours

Class Type	*Day Time	*Evening
Cohorts	6:00 AM – 10:30 AM 11:00 AM – 3:30 PM	4:30 PM – 9:00 PM 5:30PM – 10:00 PM
Instructor Led Technical Courses (Microsoft®, Novell®, CompTIA®, CISCO®)	6:00 AM – 2:00 PM 7:00 AM – 3:00 PM	
Application Courses	7:00 AM - 3:00 PM 8:00 AM – 4:00 PM	

Breaks are as follows:
- First 15 minute break - Starts 2 hours from class start time
- Lunch Period – Starts 2 hours from first break
- Second 15 minute break – Starts at 2 hours from the lunch period

ADMISSIONS PROCESS

When a prospective student contacts New Horizons to inquire about our training, an Education Consultant will discuss our offerings with the student and an invitation is extended to attend an evaluation class and a tour. An Education Consultant will meet with the student to discuss their individual training interests. An appointment will be made to take the entrance exam. The Education Advisor will discuss the exam results with the candidate. It is determined at this time whether a student has the required prerequisite knowledge, and ability to be successful in the chosen program.

An interview may also be used to determine the viability of a candidate. A member of our management team conducts interviews. Additional interviews may be required in certain situations.   Student interviews assess employment history, educational background, and relevant skills. Interview results are used to determine the candidate's ability to be successful in the desired program. Upon successful completion of assessments and interviews, a candidate may request enrollment. All enrolling students will read and sign a Contractual Enrollment Agreement: and the Students Right to Cancel Notification along with reviewing the

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School Performance Fact Sheet. These documents outline the items included in the program, cost, cancellation grace period, withdrawal, and refund policies. Each program has requirements listed for the given program. A High School diploma or High School Equivalency is required for enrollment. Applicants under the age of 18 must have a signed letter of approval from a parent or guardian.

2020 Holidays
School is closed for the following holidays
New Year's Day 01/01/2020
Memorial Day 05/25/2020
Independence Day 07/03/2020
Labor Day 09/07/2020
Thanksgiving .... 11/26/2020 – 11/27/2020
Christmas .... 12/24/2020 – 12/30/2020
New Year's Eve 12/31/2020

2021 Holidays

New Year's Day 01/01/2021
Memorial Day 05/31/2021
Independence Day 07/05/2021
Labor Day 09/06/2021
Thanksgiving .... 11/26/2021 – 11/26/2021
Christmas .... 12/27/2021 – 12/30/2021
New Year's Day 12/31/2021

ESL
New Horizons does not provide ESL. All students must have a High School Diploma or High School Equivalency to enroll in our programs.

Enrollment Policy
Student may enroll on any day school is in session. Student may not begin course or program until enrollment agreements are completed and signed by both student and Career Consultant.   Student must pay required fees prior at time of enrollment. Student must meet prerequisites for the course he or she is enrolling. Prerequisites for each course and program is listed in course outlines and program descriptions.

Cancellation and Refund Policy
Rejection: An applicant rejected by the school is entitled to a refund of all monies paid.
Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund. Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (minus an administrative/registration fee not to exceed $200, if applicable).Refund after the commencement of classes:
1) Procedure for withdrawal/withdrawal date:
    a) A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
    b) For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to show up for their class.
    c) A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.
    d) All refunds will be issued within 30 days of the determination of the withdrawal date.
2) Tuition charges/refunds:
    a) Before the beginning of classes, the student is entitled to a refund of 100% of the tuition (less the registration fee, not to exceed $200, if applicable)
    b) After the commencement of classes, the tuition refund (less the registration fee, not to exceed $200, if applicable) amount shall be determined as follows:% of the clock hours attempted: Tuition refund amount:
        • 10% or less 90%

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- More than 10% and less than or equal to 20% 80%
- More than 20% and less than or equal to 30% 70%
- More than 30% and less than or equal to 40% 60%
- More than 40% and less than or equal to 50% 50%
- More than 50% No Refund is required

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.
Books, supplies and fees: Identify what if any of these costs as specified on the enrollment agreement are refundable and under what terms and conditions. Refunds will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

Veteran's Refund Policy

New Horizon Computer Learning Centers Veteran's Refund Policy complies with 38 CFR § 21.4255. In the event the veteran or eligible person fails to enter the course, withdraws, or is dismissed at any time prior to completion, any unused portion of tuition, fees, and other charges is refunded. Any amount in excess of $10 of the application/registration fee is subject to proration. The amount charged will not exceed the exact pro-rata portion of total charges. The length of the completed portion of the course will be prorated over its total length, and the exact proration will be determined by the ratio of the number of days of instruction completed by the student, to the total number of instructional days in the course. Refunds are made within 40 days of the last date of the student's attendance.

Grievance Procedures

If you encounter any problems concerning the education or administration of this program, please contact your Instructor immediately and state your concerns. If you cannot come to an agreement and understanding with your Instructor please document your concerns in writing. The issue will not be addressed until a written grievance has been submitted in the following order to New Horizons Staff:

- 1st level - Your Guidance Counselor or Assistant Guidance Counselor
- 2nd level - Your Campus Education Consultant
- 3rd level - VP of Career Development
- 4th level – President / CEO

If the 1st level staff (Guidance Counselor or Assistant Guidance Counselor) has not responded to your grievance issue in a satisfactory manner, please proceed to the next level of authority.

If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post- Secondary Education. The student must Contact the State Board for further details.

The State Board address is:

1740 W. Adams Street, #3008
Phoenix, AZ 85007.
Phone: 602/542-5709
Website: www.azppse.gov

Reimbursement to Veterans and Eligible Persons

For information or for resolution of specific payment problems, the Veteran should call the DVA Nationwide toll free number at: 1-800-827-1000

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Student Services

New Horizons offers a variety of resources to support students in their academic achievement, educational goals, personal growth, and professional development. These resources advance overall student development and become an integral component of the educational process, with the ultimate goal of strengthening learning outcomes. Students are provided with Practice Tests and are counseled through their learning experience.   Students also have access to Counseling Services, they simply request an appointment.

Academic Advising

Our Educational Advisors assist our students to choose programs that will help them design a career development program that will allow them to reach both short term and long term goals. Our goal is to assure success. Our Advisors and Students Services team also assist our Veteran students with referrals to agencies who can assist as situations arise.

Learning Resources & Library Services

New Horizons has appropriate learning resources to complement its programs of study. NEW HORIZONS DOES NOT HAVE LIBRARY SERVICES.

Privacy Act

New Horizons with the Family Educational Rights and Privacy Act of 1974, as amended. This Act protects the privacy of students' educational records, establishes students' rights to inspect and review their academic records and provides guidelines for correcting inaccurate and misleading data through informal and formal hearings.

Prior Credit Evaluation

This institution will inquire about each veteran's previous education and training, and request transcripts from all prior institutions, including military training, traditional college coursework, and vocational training. Previous transcripts will be evaluated and credit will be granted, as appropriate.

Schedule of Fees and Tuition Charges

Tuition is dependent on the specific list of courses within each program that the student has enrolled in, in accordance with the training and education path outlined between the student and Education Consultant. Tuition costs listed in this catalog can differ in charges with monthly promotion discounts and course specification. Tuition costs for each program reflect a maximum cost for every course listed within each program. Additional information on tuition, fees, supplies, and refunds can be found in the Sample Enrollment Agreement and within each program section within this catalog. Details should be reflected in Enrollment Agreements.

STUDENT POLICIES

Attendance & Tardiness
(Veterans: please refer to and abide by these policies as well as the related "Attendance" policies on page 39)

We require students to arrive to class on time. If a student arrives more than 15 minutes late, we may allow another student to take their place in class. If students arrive more than 30 minutes late, they will not be admitted to class. If the class is a multiple day class (2-5 days long) and the student is more than 30 minutes late or the seat is relinquished due to tardiness, the seat is relinquished for the entire length of the class (2-5 days long). The student will need to reschedule the class. If a student misses more than 20% of a program, a certificate of completion will not be awarded. If an absence or tardy is absolutely necessary, we require that you notify us by calling The Customer Service desk at your local campus on or before the date(s) in question.

Accumulation of tardiness and/or absences during a reporting period (as outlined below) may result in a Recovery Schedule Evaluation Period (RSEP) or Dismissal from the program.

- **A Reporting Period** = 1 Month
- **Absence** = 2 or more hours of unattended class time per day. This is a 7-hour deduction from attendance per day.
- **Recovery Schedule Evaluation Period (RSEP)** = 1 Month.

The performance during this period will be reviewed. If attendance does not improve, a student may be dismissed from the program. RSEP is initiated when a student has more than 3 Tardies or more than 2 Absences. Successful completion of courses requires an 80 percent attendance rate.

New Horizons requires that students attend scheduled classes and stay for the duration of instruction. Adequate attendance is determined by productive training sessions of 18 hours per week for each month of training within the student's declared term. Hours per day vary within different Program Terms. Completion of Training Certification is awarded upon the completion of class instruction AN ASSESSMENT SCORE OF 70% OR HIGHER AND A MINIMUM OF 80% ATTENDANCE. Program Certification is dependent upon the successful attempt of the Certification Exam. Attendance is tracked by the School Certifying Officials. Acknowledgement of class attendance by the School Certifying Official is required and documented on the Student's Attendance Record daily in accordance with the Program Term and Enrollment dates. Any unexcused absences, incomplete programs, or insufficient training hours will be considered an absence or noncompliance and will affect the student's Veteran's Education Benefits Certification.

Program Interrupt-Extension Policy / Leave of Absence / Withdrawal

All written requests for a "Leave of Absence", "Training Extension", or "Reinstatement" will be considered. These are granted to students at the discretion of the school. Students will be allowed a maximum THREE Leaves of Absences during their training program. Each Leave should not exceed 15 days.   These interruptions or reinstatements into a program are subject to space availability. Students who interrupt from one class and transfer to the next available class will be responsible for any cost incurred due to any change or upgrade made in course kits or books. If an upgrade occurs, the added cost will be the sole responsibility of the student. New Horizons will not incur any of the additional costs.

Suspension or Dismissal

It is the intention of New Horizons to provide the most effective learning and training environment for our students. Therefore, it is imperative that our staff maintains and enforces guidelines that will ensure the best possible educational atmosphere for the students. The following are general examples of behaviors and actions that may lead to a student's suspension and/or dismissal:

1. Inappropriate and/or violent conduct displayed by the student.
2. Inappropriate clothing, or improper clothing attire, and/or indecent exposure.
3. Disrespect for New Horizons property and equipment.
4. Software piracy or violating copyright rules and regulations.
5. Recurring attendance problems despite continuous meetings with the Education Consultant and/or Site Manager to rectify the issues.

The general levels of reprimand are as follows:

The student will meet with the Education Consultant or Site Manager to discuss the inappropriate conduct and the respective consequences.

The second level, if the problem persists after the primary level of reprimand has been exhausted is to suspend the student [no longer than thirty (30) days] from the training facility. A mutual plan will be discussed and agreed upon by the Education Consultant, Site Manager and the student. Once all parties agree upon this mutual plan, then the student will be reinstated.

If the primary and secondary levels do not resolve the inappropriate behavior, then the student will be terminated from the training program. However, if the inappropriate behavior displayed violated any section of the federal, state, and local penal codes, than it is under the discretion of New Horizons to terminate the student from the training program and facility.

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Grading Standards

GRADE(S)		New Horizons does not issue letter grades. Courses are graded on a Pass/Fail system.
P	PASS	70% - 100%
F	FAIL	less than 70%
C	COMPLETE	A Completion Certificate is granted when a student completes a minimum of 80% of attendance and passes the New Horizons course post assessment quiz with a minimum score of 70%.
I	INCOMPLETE	When a requirement of a course has not been completed for acceptable reasons (excused absence, additional tutoring required…) and the rest of the academic work is passing, a grade of "I" (incomplete) may be made and additional time granted. An "I" grade, and amount of additional time is at the discretion of the instructor. At the discretion of the Admissions Representative or Admission Director, the student may be allocated up to five (5) business days following the end of the class to complete the Corrective Action and Successfully Complete the class.
W	WITHDRAWN	A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days or any student who violates this student conduct policy may be placed on advisement, suspension, or withdrawn from the program.

A Completion Certificate is granted when a student completes a minimum of 80% of attendance and passes the New Horizons course post assessment quiz with a minimum score of 70%. New Horizons Student Services Staff performs a monthly progress report for all students where each student's attendance and academic progress is reviewed. **(Veterans: please refer to and abide by these grading and attendance policies as well as the related "Satisfactory Academic Progress" and Attendance policies on page 39)** Students with substandard progress are alerted and mentored by our Student Services Staff. Our Education Advisor will structure a learning plan to assist the student. When a requirement of a course has not been completed for reasons acceptable to the instructor and the rest of the academic work is passing, a report of "I" (incomplete) may be made and additional time granted.   The "I" (incomplete) is only granted at the discretion of the instructor.

Credit Evaluation Policy
Students who enter New Horizons with previous training in the course to be pursued will be tested upon enrollment and when appropriate, be given credit for prior education and/or experience. Evaluation will be based upon a written exam, an oral exam, official documentation or certificates or a combination of the above criteria. Credit will be recorded on enrollment record and the length of the course shortened proportionately. Tuition will be adjusted accordingly. All prior training is subject to evaluation.

Reentrance
Conditions for re-enrollment will be approved only after evidence is shown to the School Director's satisfaction that the condition, which caused the interruption for unsatisfactory progress, has been rectified.

Certification Testing

New Horizons Programs do include the cost of certification exams unless otherwise noted in the program. Each student is financially responsible for the cost of exam registrations. Exam registration fees vary and are established individually by each certifying body (Microsoft, Novell, CIW, CompTIA etc.). Appointments for exams are registered and purchased from Pearson VUE exam appointments may be made via the Pearson VUE website at https://home.pearsonvue.com or via telephone at (855) 542-6924. If you schedule an exam with Pearson VUE and fail to make that appointment, Pearson VUE will charge you for that exam.

Completion Requirements
Completion requires a minimum of 80% course attendance and a passing score of 70% on all New Horizons post class exams.

Equipment
Manuals and equipment for application classes will be distributed at the beginning of each individual course. The Novell, Microsoft, CIW, CompTIA and CISCO training materials (Student Kits) are given to each student at the beginning of each course. These kits become the property and responsibility of the student; <u>by no means should any student material or property be left in a classroom unattended.</u> As a note, replacement costs for some of these kits are as much as $300 plus tax. For security reasons, the classrooms will be locked at the noon break and students will not be allowed to stay and study. *Be advised*: The photocopying or reproduction of any copyrighted material (books, computer data, files, etc.) may be a violation of governing laws and will not be allowed. This, along with any theft of New Horizons' or other student's hardware, software, books or personal belongings may lead to immediate dismissal from the program.

Student Conduct
Students must abide by all school policies and regulations. This includes the proper use of software, hardware, classroom behavior, dress code, respect for the instructor's authority, completion of courses in the designated time frame, and adherence to attendance policies.

New Horizons believes that no student has the right to interfere with another student's ability to learn. If any student exhibits behavior that hinders that right, they will be asked to leave the classroom. Children are not allowed to accompany parents into any class or to labs. Students are prohibited from unlawful possession, use, or distribution of illicit drugs, alcohol, or weapons of any kind. No student will be allowed to use any verbal, physical, or discriminatory threats or abusive language toward another student, or member of the staff. The use of profanity is strictly prohibited. Discriminatory remarks of any kind will not be tolerated and may result in termination from the program (See Non-Discrimination Policy on pages 17). Any violation of this conduct policy should be brought to the attention of the Instructor immediately. These concerns can be made verbally, or in writing as stated in the grievance procedures described in this catalog.

Any student who violates this student conduct policy may be placed on advisement, suspension, or dismissed from the program. Any courses that are missed due to violations of the conduct policy must be made up, and are the student's responsibility.

Mobile Phone Policy

Students will always have Mobile Phones on silent. Talking on mobile phones in class is prohibited.
Talking on phones in classrooms will result in student being asked to leave for the day. <u>NO EXCEPTIONS</u>

Student Dress Code
New Horizons "business casual." New Horizons is a corporate client-based atmosphere. You may encounter a future employer in the hallway or break-room. Therefore, students are requested to wear clothing that is clean, and appropriate. It is further requested that students refrain from wearing the following articles of clothing: sandals, shorts, sweats or any shirt that may expose your midriff. Please use your best judgment in this matter. If you are observed in inappropriate attire, you may be asked to go home and change.

Software Piracy and Personal Items
In accordance with copyright laws, all New Horizons students are prohibited from copying any of the software loaded on the school's machines. Please understand that any student found doing so may be terminated from the program.
Students are not allowed to bring any of their personal computers or related software and hardware items on any New Horizons campuses to be connected or used with the school's equipment. New Horizons shall not be held responsible for any lost or stolen items belonging to any student while on any New Horizons campus.

Payment Policy

Programs of four months, or less, may require payment of all tuition and fees on the first day of instruction. Programs designed to be four months or longer, require 50 percent for tuition along with courseware cost for payment at the time of enrollment. When 50 percent of the program has been completed the remaining payment is due. The limitations in this section shall not apply to any funds received by an institution through federal and state student financial aid grant and loan programs, or through any other federal or state programs. (An institution that provides private institutional loan funding to a student shall ensure that the student is not obligated for indebtedness that exceeds the total charges for the current period of attendance. At the student's option, an institution may accept payment in full for tuition and fees, including any funds received through institutional loans, after the student has been accepted and enrolled and the date of the first class session is disclosed on the Enrollment Agreement.

Names and Qualification Governing Body and Administration

|	
Kevin M. Landry CEO	• 12 years at New Horizons • BA NAU • MBA National University
Cindy Sutherland VP of Career Development	• 11 years at New Horizons • BA CSUF • MASTERS CSUDH
Ryan M Landry VP and General Manger	• 10 years at New Horizons • BA Chapman University • MASTERS MIT (2017)
Vic Emurian COO	• 11 years at New Horizons • BA CSUF
Anita Maldonado Accounting Department Supervisor	• 1 Years at New Horizons • BS University of La Verne
Sylvia Sanders Director of Employee Experience	• 1 Years at New Horizons • BA CSULB
Jon Struebing Education Advisor	• 1 Years at New Horizons • BA University of Phoenix
Jeremy Janov Student Services Guidance Counselor	• 12 years at New Horizons • BA University of Phoenix

Map of Campus

Tucson Center Floor Plan

Map of Campus

Sierra Vista Center Floor Plain
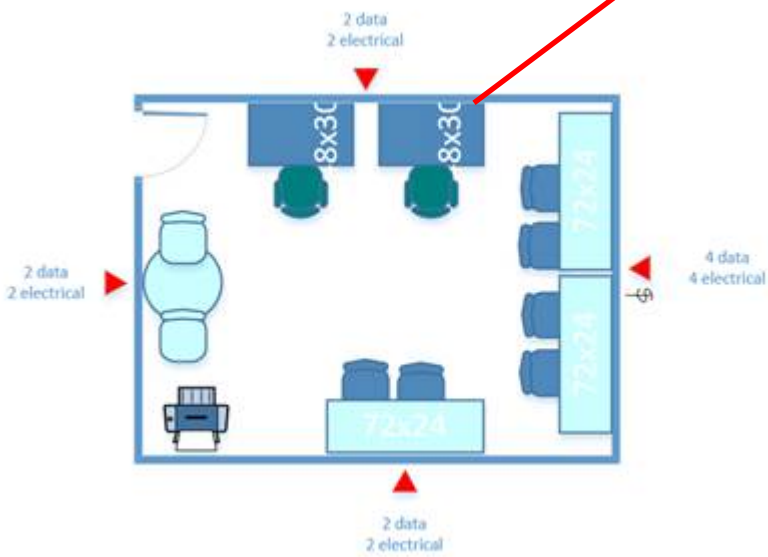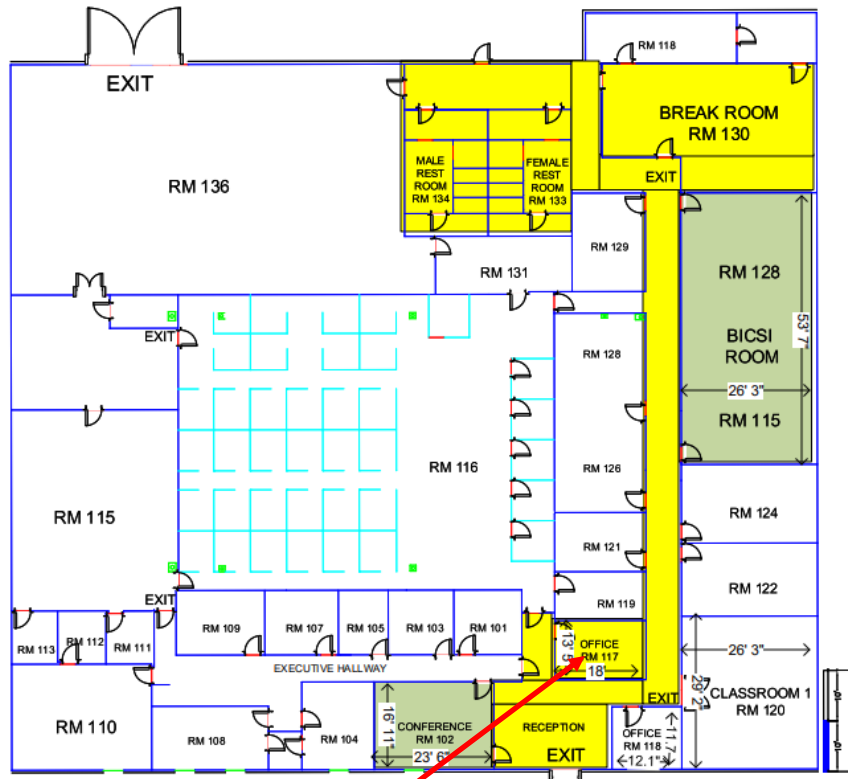
Office RM 117

CERTIFIED INSTRUCTORS

| FACULTY MEMBER | EXPERIENCE & QUALIFICATIONS |

Tony Bhawani
Applications Training Manager/Instructor
Master of Business Administration (Geographic Information Systems) from University of Redlands
Bachelors of Science in Business Administration from University of Redlands

Tony Bhawani has been an Applications Instructor with New Horizons and is now the Applications Training Manager.In addition to his applications training experience, he has worked in education as a tutor at both the primary and secondary school levels. Tony has been involved in many Microsoft Delivery Events, including the latest roll-outs of Windows 7 and Office 2010, 2013 and 2016. He is certified in Microsoft Office, and proficient in all versions of MS Office applications, including Access, Excel, Outlook, PowerPoint, and Word.

Barbara Benneian
Applications Instructor: Microsoft Office Specialist, Adobe Ace

Applications instructor with over 17 years of training experience. She joined New Horizons Career Development Solutions, LLC in 2014. Her teaching is based on both theoretical and real-world examples. Barbara has worked with notable clients like Cedars Sinai, 20th Century Fox and

Christopher Dominguez
Applications Instructor: Lean Six Sigma Black Belt, ITIL Foundations, Microsoft Office Specialist
B.S. Computer Information Science Coleman College, San Diego

Chris has 25+ years in Technical Support Management, Software Development, Infrastructure Management and End User training. His diverse career has provided him with examples for the benefits of proper training, as well as the consequences of its absence. Chris places an emphasis on great customer service, professional development and how to balance independence with being a contributing team member. His proficiency in not limited to Microsoft. He also performs well in the Six Sigma, ITIL and Business Skills realms as well.

Debbie Wong
Applications Instructor
Bachelor of Science- Information and Computer Science degree. Minor in Mathematics
University of California, Irvine

Debbie Wong is an Applications instructor with over 20 years of field experience, working with various office applications. Debbie has had past experiences in both the Microsoft Applications in real world office environments as well as programming and consulting. She has vast experience in Outlook and Word.

Gabe Chapa
Applications Instructor: MOS Master, Lean Six Sigma Black Belt, MCT

Gabe began his career in the information technology field in 1997. . Venturing into the field as a computer programmer allowed him to have a basic understanding of computers and how they worked. This led to a programming position as a Project Analyst with Experian, providing the first steps towards his current career as an Applications Instructor with New Horizons Computer Learning Center of Tucson. Gabe has seven years of experience as an instructor. Gabe is a three time winner of Top 25 Instructor in the Worldwide Network.

FACULTY MEMBER	EXPERIENCE & QUALIFICATIONS

Genaro L. Moran

Applications Instructor: Microsoft Office Specialist: Word, Excel, PowerPoint, Access, Outlook. Quickbooks, Great Plains

Bachelor of Arts in Finance- Cal State University Fullerton, MBA Liberty University, Doctoral Candidate in Organizational Management- Jones International University

Genaro Moran is both an Applications instructor with over 30 years of Business and Educational field experience, working with various office applications. As a trainer, he holds more than 15 years, using real world situations to help his students His teaching is based on both theoretical and real-world examples. Genaro specializes in Excel and Spanish based deliveries.

Imee Leverette

Applications Instructor: Microsoft Office: Word, Excel, PowerPoint, Windows 7, Windows 8.1, Outlook. Adobe Creative Suite: Illustrator, Photoshop, InDesign, Animate, Mac OSX

Associates of Arts in Fashion Design from FIDM in Los Angeles, Ca. A Bachelor of Arts from Ashford University and a Master of Arts in Education from Ashford University

Imee Leverette comes from 15+ years of experience as a Senior Media Graphic/Apparel Designer for Action Sports Industries, 8 years as an Editor and Art Director for Tiaregirl Magazine in Hawaii. She also holds 4+ years' experience as a Higher Education instructor, teaching Adobe Creative Suites: Illustrator and Photoshop at Art Institute, FIDM and Mira Mesa College, with her concentration on Digital Art Design and Technical Drawing with Mac OSX and Windows platforms.

Jessica Brown

Applications Instructor: Microsoft Office Specialis

Bachelor of Arts – UNC Wilmington

Jessica Brown is an Applications Instructor with Career Development Solutions, LLC. She has over eight years of experience in the training industry, both with Career Development Solutions, LLC and as an in-house corporate trainer. Jessica has worked with the Microsoft Office suite for multiple generations and has assisted organizations on the latest roll-outs of Windows 8 and Office 2013. She is certified in Microsoft Office and proficient in all versions of MS Office applications, including Access, Excel, Outlook, PowerPoint and Word. Jessica uses a combination of theoretical and real-world examples to inform her teaching method, although she leans towards real-world examples most, as it has more relevance to utilizing concepts in the working environment. In 2015, Jessica walked stage as a Top 25 Instructor in the Worldwide Network.

John Warner

Applications and Busines Skills Instructor

Microsoft Office Specialist: Word, Excel, PowerPoint, Access, Outlook, MCSA, CompTIA A+, CompTIA Network+

John got his first computer in 1986 (a dual-floppy 8088!). After working with computers and the nascent internet (Mosaic browser, newsgroups,etc.) at school, he trained Applications and Networking for New Horizons from 1997-2003.

For over 20 years, John has supported employees, computers, and networks in the sales, service, contracting, and education industries and is back training full-time.

Kevin Nickle
Applications Instructor

Kevin Nickle joined New Horizons in 2011, providing high-level applications training to New Horizons of Southern California students. Kevin has worked with computers in some sort of fashion all his life. At six, Kevin began exloring his first machine, an Atari. Kevin is now a certified expert in Microsoft Office Excel, Word, PowerPoint, and Outlook. With over 5 years of training experience, Kevin enjoys working on real world issues. He takes pride in being able to explain complex technical issues in laymen terms for his students to understand. He also believes that training is not always the same, and that each student must be catered to in a different form. Depending on their learning style, Kevin believes in adjusting methods, and focus. Kevin combines theoretical concepts with real-life examples to provide students with a holistic understand of concepts that can be carried into the workplace.

Kendell Hoyer
Applications Instructor: Microsoft Office: Word, Excel, PowerPoint, Access, Outlook, Sharepoint, Visio, SQL Querying.
Masters of Science in Education, Nova Southeastern University, Ft. Lauderdale, FL. Bachelor's of Science in Education
University of Nevada Las Vegas, Las Vegas, NV

Ken is a former New Horizons instructor from the St. Louis franchise and comes with years of in-class experience in both private events and hybrid ILT/ OLL delivery. He is an MCT/ MOS master and is Cybersafe certified. Kendell started teaching computer applications in 2004. His areas of expertise include the Microsoft Office Suites, Windows, and Adobe Captivate. He instructs Office 2010-2016 classes as well as SharePoint and Windows 10. As an Adjunct College Professor, he has instructed over 200 online and ground courses in mathematics, American Politics, and the US Constitution. He has authored a national

Mia Gwyn
Applications Instructor: Microsoft Office Certified
Bachelor of Arts – University of Colorado, Boulder.

As an experienced technology expert and educator with over 10 years experience, Mia connects to her students at a very relatable level. Her practical and hands on approach encourages students to learn and not to be afraid of not knowing the program. Mia has been awarded as a Top 25 Instructor in the Worldwide network under two different ownership groups, which shows her stability and continued high level of performance. Mia focuses on Business Skills, Microsoft programs including high level VBA, Access and SharePoint as well as being able to deliver in Spanish as needed.

Phillip Dunn
Applications Instructor: Microsoft Office Master and Business Skills: Word, Excel, PowerPoint, Access, Outlook, Crystal Reports, PMF, SQL Querying, Visio, Scrum Master

16+ years in the training industry. Everything from starting small business, managing and growing medium sized ones, to working with management from major corporate entities. It's amazing where Microsoft Office has taken Phillip. He has trained rocket scientists at JPL, movie makers at Sony, Executives at Devon Energy and BP and Automakers like Toyota and Hyundai. Phillip also excels at Business Skills delivery and is currently studying Scrum methodologies.

FACULTY MEMBER	EXPERIENCE & QUALIFICATIONS

Raul Escalera
Applications Instructor: Microsoft Office Specialist: Word, Excel, PowerPoint, Access, Outlook. Crystal Report, Visio, SQL Querying

Raul Escalera is an Applications Instructor for New Horizons with over 15 years of training experience. In addition to his applications training experience, he has worked as a computer and network technician.

Having worked as an instructor for over a decade, Raul has assisted companies with several generations of Microsoft roll-outs. He is a certified Microsoft Office Master, and proficient in all versions of MS Office applications, including Access, Excel, Outlook, PowerPoint, and Word. Raul is a recipient of New Horizons' "World Wide Excellence in Training Award".

Rilynn Boykins
Applications and Business Skills Instructor
Bachelors of Psychology – University of Phoenix

Rilynn has been an instructor for over 4 years in various capacities and in different business disciplines. Rilynn traces her love of teach back to working with her fellows in healthcare and helping them through their reservations when it came to new technology. She teaches with heart and patience, and even her most reluctant students leave her class with a new found confidence in the emerging technologies that are shaping their world.Certified Scrum Master, Microsoft PowerPoint, Microsoft Word, Quickbooks, Agile Project Management, Microsot SharePoint, Conflict Resolution, Adobe Illustrator, Intrapersonal Communication. She is a member of Toastmasters International, SCRUM Alliance, Society of Industrial Organization and Psychology and Association for Talent Development.

Ronald Marsh
Applications Instructor: CIW, Adobe Certified, MOS Master
BA Communications/Advertising, from the University of Kentucky

Ron has over 20 years certified computer training experience with New Horizons and over 27 years as a trainer in some form or another. Ron has a proven track record of reliability and responsibility with both Consumer and Corporate clients. Ron's list of competencies is one of the largest in the company.

FACULTY MEMBER   EXPERIENCE & QUALIFICATIONS

Gerald (Gerry) Riani
Technical Training Manager/Instructor
MCT, MCSE, MCSA, MCTS, MCP, RHCI, RHCE, CompTIA A+, Network+, Security+, Linux+, Mobility+ and Cloud+,
BA in English Literature from the University of San Diego
After an initial career in the Financial Services industry, Gerry transitioned into an Information Technology career in 1999. He has worked as a Technical Instructor for more than 17 years. Additionally, from 2000 to 2014, he held the position of Chief Information Officer for New Horizons Computer Learning Centers of South Florida. In 2014, he joined the New Horizons Career Development Solutions, LLC team in 2014 as a Technical Instructor. As a Red Hat Certified Instructor and Engineer, Gerry's primary training focus has been with various Red Hat software products, especially Red Hat Enterprise Linux. Additionally, Gerry teaches classes covering various Microsoft technologies, as well as a number of CompTIA certification preparatory classes. Currently, Gerry also holds the position of Technical Training Manager for New Horizons Career Development Solutions.

Aaron Hamachi
Technical Instructor: CCNP, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Project +, MCSA, ITIL, CIW
MS - Information Security and Assurance, BS - IT Network Design & Management, AS - Business Information Technology
Aaron Hamachi has over 30 years of experience working in technology. Even after those years, he still loves seeing the AH-HA moment when something clicks for a student. With experience as a Help Desk, Field Technician, Systems Administrator, Network Engineer, IT Manager, and part-time Professor, Aaron knows his way around both a classroom and the actual world of technology. From navigating day-to-day internal and external customer needs to rescuing networks on 3 AM outage calls with all hands on deck, Aaron's done it all. He brings that real-world expertise to his teaching.

Bill Sullivan
Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, CISSP, CompTIA A+, Network+, Security+, Cloud Essentials and CASP,
BA in Physics from the University of California, Berkeley
As a US Navy veteran, Bill served in the Persian Gulf where he worked as a Fleet Instructor and Maintenance Check Pilot. Prior to beginning his career in Information Technology, Bill held the positions of Analyst and Total Quality Management Systems Instructor at Douglas Aircraft Company, as well as an Associate Professor of Aircraft Mechanics at Northrop University. Since 1994, Bill has held the position of Technical Instructor with New Horizons Career Development Solutions, LLC. As a Technical Instructor, Bill's focus has been on training and assisting students new to the IT world in becoming IT professionals and guiding them along the way to obtaining their Microsoft and CompTIA certifications. On three occasions, Bill received recognition as one of the Top 25 Technical Instructors in the World from New Horizons.

David Metzgar
Technical Instructor: MCSA, MCSE, VMware
BA in Business Administration University of New Mexico
David Metzgar is no stranger to New Horizons, having taught here from 1995 to 2012. He's back again as a Certified Microsoft and VMWare Instructor. David enjoys teaching people and connecting them and their businesses with various technologies that enable them to be more productive. "It's fulfilling when students can better understand complex products, concepts and procedures as a result of the training I have provided." He likes to set a tone in his class where everyone can be met with respect and gratitude.

CERTIFIED INSTRUCTORS

FACULTY MEMBER	EXPERIENCE & QUALIFICATIONS

Dennis Thibodeaux
Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, CISSP, EC-Council Certified Instructor, CEH, CHFI, CFR, CISA, CISM, CompTIA A+, Network+, Security+, CASP, Linux+, Cloud+, Mobility+ and Project+,
BS in Mass Communication from Middle Tennessee State University
Dennis Thibodeaux is a technology educator and IT professional who has been a Microsoft Certified Professional since 1998. As an instructor, he draws on his extensive experience as an Information Systems Security Management specialist, Systems Engineer and Network Administrator. Dennis joined the New Horizons Career Development Solutions, LLC Technical Instructor team in 2014. Dennis brings real-world security experience and solid business skills to the classroom, often using his own professional activities as examples. His skillset includes vulnerability assessment, risk management, network security, application security, physical security, incident response and digital forensics. As an Information Security industry analyst recently put it, "Leaders like Mr. Thibodeaux are needed to usher in the next wave of maturity for InfoSec- a period characterized by the fusion of business and IT." For 2016, New Horizons recognized Dennis as one of the Top 25 Technical Instructors in the World.

James Hanavan
Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, CCSI and CCNA,
BA in History from University of California, Santa Barbara James has more than 25 years of experience as an IT consultant and trainer and he joined the New Horizons Career Development Solutions, LLC team as a Technical Instructor in 1995. James specializes in the design, planning, implementation, management, maintenance and securing of Windows Server systems, Active Directory, Group Policy, Microsoft Exchange Server, Microsoft Skype for Business and Microsoft System Center. Moreover, as a Cisco Certified Systems Instructor, James delivers training for students interested in obtaining their Cisco CCNA certification.

James Nelson
Technical Instructor: MCT, MCSD, MCSA, MOS and CompTIA Project+,
BA in Communications from California State University, Fullerton
James has more than 20 years of experience in the IT industry focusing on database administration, programming and design. James joined the New Horizons Career Development Solutions, LLC team in 1998. During this timeframe, James' principal training focus has been with Microsoft SQL Server administration, database design and programming, data warehousing and business intelligence. In addition, James teaches classes covering various other technologies such as Microsoft SharePoint, Microsoft Excel and Access VBA and Project Management.

Jeff Zahorowski
Technical Instructor: MCT, MCSA, MCITP, MCTS, MCP, CompTIA A+, Network+ and Security+,
BS in Communications Studies from California State University, Sacramento
Jeff has worked in various positions within the IT industry over the past 25 years and he has been a Technical Instructor since 2000. He joined the New Horizons Career Development Solutions Technical Instructor team in 2016. Jeff's training expertise include Microsoft's Windows Server and Client operating systems. Additionally, he focuses on assisting students new to the IT industry gain a foothold within the industry by obtaining their CompTIA A+, Network+ and Security+ certifications. Employees from companies such as Intel, Apple Computer, Oracle, Northrup-Grumman and the US Navy Fighter Weapons Schools have gained insight and technical knowledge from Jeff's training events.

FACULTY MEMBER	EXPERIENCE & QUALIFICATIONS

John DeVries
Technical Instructor: MCT, MCSA, MCITP, MCTS, MCP, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Mobility+, CompTIA Cloud+
Computer Science - John Hopskins University, Baltimore Maryland
John has a wide reaching and impressive range of prior experience within the IT industry. For over 30 years, he worked as a product and marketing manager in the computer and data communications industries. Additionally, during this same period, John ran his own web design, software development and consulting business. John began his career as a Technical Instructor with New Horizons of Tampa, FL and he joined the New Horizons Career Development Solutions team, in the same role, in 2016. John specializes in training IT professionals on Microsoft Azure cloud services, Microsoft Office 365 and Windows 10. Additionally, he also specializes on web development and programming leveraging technologies such as JavaScript, C# and Microsoft .NET. Besides his experience within the IT industry, John received the honor of serving as the Chair for a National Institute of Standards and Technology working group on telecommunications.

Joseph (Joe) Ng
Technical Instructor: MCT, MCSE, MCDBA, MCSA, MCTS, MCP, CCSI, CCNA, VCI, VCP,
AS in Computer Information Systems from Santa Monica College
In addition to working as an IT Consultant, Joe has been an IT Technical Instructor since 1999. He has been a part of the New Horizons Career Development Solutions, LLC Technical Instructor team since 2001. Joe's areas of expertise are varied and include a number of Microsoft technologies, especially Windows Server and Microsoft Exchange, Cisco routing and switching technologies, as well as VMware's vSphere and Horizon products.

Kent Tuominen
Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, BS in Marketing from Cal Poly Pomona
B.S. Marketing, California State Polutechnic University Ponoma
As the son of two teachers, Kent believes that teaching is in his blood. Kent initially joined New Horizons Career Development Solutions, LLC in 1996, first as an Applications Instructor and later transitioning into the role of Technical Instructor. After a period pursuing other opportunities within the IT field, Kent rejoined New Horizons Career Development Solutions in 2012. Kent's training focus has been in the area of Microsoft technologies, including the deployment, installation and management of various versions of the Windows Client and Server operating systems, Active Directory and Group Policy, as well as Microsoft Exchange Server. For 2016, New Horizons recognized Kent as one of the Top 25 Technical Instructors in the World

Martin Wuesthoff
Technical Instructor: MCT, SQL Business Intelligence and Data Modeling, Windows PowerShell Expert, Microsoft Exchange Server
Bachelor's in Music Teacher Education, University of Connecticut
Martin has been a successful technical trainer for nearly 2 decades. In that time he has trained thousands of students on many different Microsoft Server products included SQL Server, SSIS, SSRS, SSAS, SharePoint BI, PowerShell, Windows Server, IIS, ISA Server, SMS, SCOM, SQL Server, VB Scripting and Exchange Server. He is highly ranked by students and focuses on providing real-world examples and practical knowledge.

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FACULTY MEMBER   EXPERIENCE & QUALIFICATIONS

Matt VanRhysseghem
Technical Instructor: Microsoft Office Specialist, CompTIA A+, Sec +, Net + and Applications Instructor

With a lengthy background in management, training and computing, Matt has been knowledgeable in many areas of the IT industry including hardware, software and networking. Matt has been an instructor with New Horizons for over 2.5 years with training focused primarily on software applications, ranging from Microsoft Office and Windows to cloud-based services like Google Applications and Office 365. In addition, his experience with the CompTIA certification objectives, leading instruction for both A+ and Network+. Free time activities include hiking, gaming, reading, writing and basically anything that gets me outside and moving. Matt is a great fit at New Horizons as it combines his love of computers with his love of conversation and social interaction. In his words "I absolutely love what I do and think that there's no better feeling than helping someone solve a problem they've been struggling with or seeing that light bulb come on when you show them something that they had maybe never considered possible"

Nicholas (Nick) Lane
Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, EC-Council Certified Instructor, CEH, CompTIA A+, Network+, Security+, CASP and Cloud Essentials
Computer Repair, Electronics & Networking Degree from Nassau Tech BOCES Vocational Institute

Since 1999, Nick has provided Technical Solutions, Systems Administration, Desktop Support, Technical and Applications Training to thousands of satisfied customers. He joined the New Horizons Career Development Solutions; LLC team in 2005 and, over that timeframe, Nick received recognition as one of the Top 25 Technical Instructors in the World on five separate occasions from New Horizons. Nick specializes in delivering Microsoft, CompTIA and EC-Council technical training.

Rhett Williams
Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, RHCI, RHCA, RHCE, CCSI, CCNA, CompTIA A+, Network+ and CTT+,
BA in History from California State University, Fullerton

Rhett has over 30 years instructing experience and he has been a technical instructor for New Horizons Career Development Solutions, LLC since 1996. .He has a wide range of technical training capabilities including network operating systems, database administration and development, application development, internetworking and network security. As a Red Hat Certified Architect and Instructor, Rhett's training focus has been on various Red Hat technologies, especially Red Hat Enterprise Linux, Red Hat Virtualization and Red Hat OpenStack. He received recognition as a Top 25 Technical Instructor in the World from New Horizons and, in 2013, Red Hat recognized Rhett as their Training Advocate of the Year.

FACULTY MEMBER	EXPERIENCE & QUALIFICATIONS

Charlotte Augustine
IT Technical Trainer: Certifications: CompTIA A+, CompTIA Network+, MOS
PhD in Religion from Claremont School of Theology.
Charlotte brings 23 years of education and experience to New Horizons Learning Group as the IT Technical Trainer in the Anaheim center. As the Distance Learning Training Specialist at her alma mater, Charlotte was responsible for downloading, installing and maintaining lab software in the Windows 7 environment, as well as assisting staff and students with IT-related issues. Having taught on and off for 23 years, Charlotte brings a wide range of exposure to different students, in a multitude of environments, utilizing various modes of content delivery. "Everything I have experienced continues to help me with each and every student as I try to meet each person's educational needs," says Charlotte.

Chris Borie
IT Technical Trainer; Java, Java Script, HTML, CSS
Bachelor of Science in Software Engineering and Programming, Masters in Cybersecurities Policies and Procedures
With a Bachelor's in Software Engineering and Programming and a Masters in Cybersecurity Policies and Procedures under his belt, Chris also brings 8 years of real-world training experience to New Horizons Learning Group. In addition to 8 years in various IT positions, Chris spent 3 years as a trainer at AT&T helping customers with their cell phones and the company with their billing system — and everything in between. He is also experienced with SQL and multiple programming languages.

Chris Roland
IT Technical Trainer: CompTIA Security+
BAS in Journalism and Broadcasting and an AS in Film Theory
Chris specializes in video production, as well as 7 years professional experience, to New Horizons Learning Group. "Witnessing first-hand of how the importance of properly trained members in the military could potentially be the deciding factor in their safety is what influences my teaching," says Chris. "My job is to make sure they can protect themselves; their safety is my top priority." Seeing the concept "click" with students is the best take-away of being an instructor, claims Chris.

Jason Biskie
IT Technical Trainer
Bachelors of Information Security
18 years of computer experience, specializing in CompTIA A+, Network+, Security+ related activities and responsibilities. Private sector virtual environment management experience using VMware & Microsoft Hyper-V. Windows Server 2003-2012R2, Active Directory and business applications.

Jason Burton
IT Technical Trainer: CompTIA A+, Network +, Security +, Server +; MCSA: Windows 8, MCPx2 Windows Server 2012R2
A.S. Networking Services Technology;.
Jason had 5 years of professional IT experience, 3 years of teaching experience. I have always had a passion for IT industry, in fact, my first jobs paycheck went to building my first PC. I was in the U.S Navy and used the G.I bill to pursue a degree in IT. After college, I became a student at New Horizon here in Las Vegas to finish my certifications and then went out to the IT workforce. Eventually, I was called back to New Horizons to work as IT / Instructor and I have been here for going on 3 years. While at New Horizon I have taught multiple CompTIA and Microsoft courses. My favorite topic and primary focus is Windows server. The best part of my job is seeing the knowledge start to make sense to students, also troubleshooting issues then being able to bring these examples to students.

FACULTY MEMBER	EXPERIENCE & QUALIFICATIONS

Jonathan Vazquez
IT Technical Trainer
BA in Business Administration, Major in Computer Info Systems
Did you know that Jonathan, our IT Tech Trainer in our Burbank center, was tutor of the year in 2012 at his alma mater? Jonathan tutored math, science, statistics, computer and business classes while in college and it was New Horizons where he found a strong passion to continue helping students succeed. With 12 years in the field, Jonathan is poised and ready to assist helping others succeed in life. Says Jonathan himself when asked what he likes best about training people, "Knowing that you are truly making a difference in people's lives and knowing that it is not just a job or a paycheck."

Karl Kreder
IT Technical Trainer: Cisco CCNA, CompTIA Linux+, Excel MOS Master
BA in Computer Information Systems University of Phoenix
With 20 years in the industry under his belt and a membership in the California Educational Technology Professionals Association (CETPA), Karl Kreder is our go-to IT Tech in our San Bernardino Center. Karl credits his professional experience in customer service along with his relationships with his IT circles outside of work with influencing his teaching. He likes to lead his students to the answers instead of just giving them. His favorite thing about teaching is seeing a student have that "Aha!" moment.

Marco Quezada
IT Technical Trainer
Bachelors of Science Information Systems. More than 20 years of computer experience including website design, network administration, Teaching CompTIA A+, Network+, Security+ and Microsoft Office Specialist classes since 1996. Held many high level positions at educational institutions including Director of Marketing, Director of Compliance, IT Manager, and Computer Department Chairman

Marcus Jackman
IT Technical Trainer: CompTIA Network+
BA in Computer in Audio Engineering, Minor in Computer Science
Marcus brings 6 years' experience in the field to New Horizons as the IT Tech Trainer in our Gardena center. His CompTIA Network+ certification along with his professional experience well equip him to get the job done. An Apple Support Specialist, all of Marcus' professional experiences have influenced his teaching. "IT troubleshooting requires working with others and trading information to reach the root of a problem. It's like learning and teaching simultaneously."

Patrick Shafer
IT Technical Trainer:CompTIA A+, CompTIA Network+.
Associates Degree in Communications – Sierra College - Rocklin, CA
20 years of building and maintaining computer systems. For the past year, I have been mentoring students who are looking to get certifications of their own. Certifications: CompTIA A+, CompTIA Network+.

Veterans Addendum

Satisfactory Academic Progress Policy
Progress will be monitored at the end of <u>each week</u> of every program for all students receiving veterans' benefits. If at the end of any week, the student's grade falls below 70%, the student will be placed on academic probation for one week. If at the end of the probation period, the student's grade is not raised to 70%, the Department of Veterans Affairs will be notified and benefits will be interrupted.

Funding Policy
New Horizons Computer Learning Center does not penalize students using VA Education benefit programs under Chapters 33 and 31 while waiting for payment from the Department of Veterans Affairs providing they submit a certificate of eligibility, a written request to use such entitlement, and any additional information needed to certify enrollment. Students will continue have access to classes, labs, and other institutional facilities as outlined in our catalog. No late fees will be assessed and student's accounts will be considered on hold.
This is required under Title 38 USC 3679(e)

VA Benefits
I understand that it is my responsibility to monitor my benefits. I also understand that I am responsible for the funding of my training.

Attendance Policy
A student will be placed on attendance probation if he or she is below 80% in attendance in any given week. The student must bring his/her attendance above 80% by the end of the following week to be removed from probation. If at the end of the probation period, the student's attendance is not raised to 80% of scheduled classes, the Department of Veterans Affairs will be notified and benefits will be interrupted.

A student can be placed on a maximum of TWO week probation for attendance prior to academic dismissal.

Prior Education and Training Policy
This institution will inquire about each veteran's previous education and training, and request transcripts from all prior institutions, including military training, traditional college coursework and vocational training. Previous transcripts will be evaluated and credit will be granted, as appropriate:
This is required per 38 CFR 21.4254(b)(12)

I have received and understand the above-stated policies.

_____   _____
Students Name   Date

_____
Student's Signature

Student Bill of Rights *and* Considerations Prior to Enrollment

This document must be given to enrolling Veterans and eligible persons when using GI Bill® education benefits at a private postsecondary institution approved for the training of Veterans by the Arizona State Approving Agency. This is provided for informational purposes only and is intended to give you guidance in order to optimize the use of your VA education benefits:

- You have the right to investigate training alternatives. Be aware that tuition charged by institutions offering similar training programs can vary greatly. You may also seek payment of GI Bill® benefits for other types of training or career objectives, including Apprenticeship/OJT and Entrepreneurships.
- You have the right to fully explore a program prior to enrolling. You may check out the school's facilities and equipment, inquire about instructors' qualifications and class sizes, observe a class, and talk to current students. You may also ask to contact recent graduates to learn about their experiences with the school.
- You have the right to check with the Better Business Bureau, or other consumer protection agency, to find out if complaints have been filed against the school. You also have the right to verify the school's standing with any accrediting association and/or licensing agency.
- You have the right to clear information about the value of the training. Are the credits transferable to other institutions you may attend in the future? Will the training satisfy requirements for employment, or is it necessary for the position you are seeking?
- You are entitled to clear data about the program's success rate. The institution will provide you with the completion and placement rates for the most recent years for which data is available. You will be given the definition of a "placement," including the length of time in the position. You will also be provided with the average starting salary.
- You are entitled to a clear statement of the <u>total</u> cost for completion of the program, including tuition, equipment and fees.
- You are entitled to a clear explanation, without coercion, of all financial aid options, before you sign up for any student loans.
    - o You are responsible for paying off a loan whether or not you complete the program. Failure to pay off a loan can lead to financial problems, including inability to get a future loan or grant for another training program, inability to get credit to buy a car or home, or garnishment of wages through the employer. You must begin repayment of the loan in accordance with the terms detailed within the financial aid documents.
- You have the right to read and understand the contract, and all other materials, before signing up.
- You are entitled to a clear explanation of the school's cancellation/withdrawal policy and procedures, to understand how to withdraw or cancel, and be informed of any financial obligations you will incur.
- You are entitled to a clear explanation of the school's refund policy. If you withdraw from a course after the first day of class, an overpayment of VA benefits can result. Ensure that you review the school's refund policy to understand the consequences of withdrawing before the end of the term.
- You have the right to contact the Arizona State Approving Agency at http://www.dvs.az.gov or the state consumer protection agency if you are unable to resolve a complaint with the school.

Student Signature _____ Date _____

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at https://www.benefits.va.gov/gibill."

PROGRAM ADDENDUM

Number of Clock Hours (New Programs)

The table below shows the number of clock hours for each course.

Vocational Program Title These are the maximum clock hours and tuition costs covered by VA Educational Benefits. *programs may reflect lower tuition costs due to price changes or monthly discounts/promotions.	Clock Hours	Total Range/ Max
Data Analyst (Entry Level)	288	$8,500
Desktop Application Administration Certificate Program	294	$7,500
Information Technology Network Support Specialist Certificate Program	252	$8,900

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PROGRAM ADDENDUM

Data Analyst (Entry Level)

CRM ID: DAEL
15-1121.00- Computer Systems Analysts: 15-1199.08- Business Intelligence Analysts

General Course Description

The need for IT departments and Business Units to monitor and analyze data is increasing daily.   There is currently an unprecedented demand for the skills required to manage and leverage large data sets into a competitive advantage.   . Professionals completing our certificate program will understand how to automate methods of collecting and analyzing data and utilizing the findings to create a business recommendation.

Prerequisites

A High school diploma or GED

Acquired Skills

Students will master Excel from learning to navigate the User Interface to using the software for Data Mining, Machine learning and predictive analytics utilizing toolsets including Analysis Services and Power Pivots and Pivot Tables.   Microsoft Access will be used to manage data including creating a new database, constructing tables, designing forms and reports. Students will be able to expand their knowledge of database design, write advanced queries, structure existing data, share data across applications, and customize reports. Students will create a basic report by connecting to a database and modifying the report's presentation. Information is critical to making sound business decisions.   Understand the role of the business analyst. Acquire a solid understanding of the various tasks/activities that comprises business analysis. Recognize the pre and post project business analysis activities. Develop requirements for software-intensive systems using proven methodologies. Build a use case-based requirements model Write user stories and brief, casual, fully developed use cases   Validate requirements, manage the changes and keep traceability   Learn how to initiate a root cause analysis and gather data for investigating process and non-process incidents.   Apply powerful techniques to identify and know the difference between symptoms and root causes Learn how to avoid future incidents by developing appropriate recommendations to address causal factors and root causes. Develop a process to identify systemic problem areas. Students will also identify the processes, requirements, time, cost and manage projects.

Job Titles (Job Titles related to IT Training stretch horizontally, they can vastly vary, the list below is a sampling but not limited to)

| Business Analysts | Data Analyst | Research Analyst | Business Intelligence Analyst |

Course Information

Hours: 288	Approximately 16 weeks of instruction	
Course		**Hours**
Microsoft Excel Levels One, Two and Three		36
Microsoft Access Levels One and Two		48
Crystal Reports Levels One and Two		48
Data Analysis with Pivot Tables		12
Data Analysis with Power Pivot		12
BA01 – Business Analysis Essentials		36
BA10 – Understanding Root Cause Analysis		36
BA30 – Foundation of Business Analysit		48
Project Management Fundamentals		12
*MOS Excel Certification exam prep and exam voucher		

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	Price	$8,070.00
	Total Textbook Cost	$430.00
Microsoft Excel Levels One, Two and Three	$60.00	
Microsoft Access Levels One and Two	$40.00	
Crystal Reports Levels One and Two ($65x2)	$130.00	
Data Analysis with Pivot Tables	$20.00	
Data Analysis with Power Pivot	$20.00	
BA01 – Business Analysis Essentials	$50.00	
BA10 – Understanding Root Cause Analysis	$50.00	
BA30 – Foundation of Business Analysit	$50.00	
Project Management Fundamentals	$10.00	
*Exam MOS Excel Certification exam prep and exam voucher	Included	
	Total Program Cost	$8,500.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Director of Education.

Data Analyst (Entry Level)

Excel Levels One, Two and Three

In this course you'll be able to create and develop Excel worksheets and workbooks so you can begin to analyze critical business data. Write a range of fundamental Excel command, Perform worksheet calculations Build custom formulas, Amend elements in a worksheet, Apply formatting changes to cells, Manage workbook properties. create advanced workbooks and worksheets, you'll be ready to create custom formulas, apply built-in Excel functions and manipulate data to extract the insights you need. Perform advanced data analysis, collaborate on workbooks and automate workbook functionality.

Access Levels One and Two

In this course, students will use Access 2016 to manage their data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data. database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access, and more. Knowledge of these features separate database professionals from the casual database users or occasional designers.

Crystal Reports Levels One and Two

In this course, students will create a basic report by connecting to a database and modifying the report's presentation. Identify the elements of the Crystal Reports interface., Create and modify a basic report., Use formulas to calculate and filter data., Build a parameterized report., Group report data., Enhance a report., Create a report using data from an Excel workbook., Distribute data. Create complex reports & data sources using the tools in Crystal Reports. Students will not only create more complex reports including sub-reports and cross-tabs, but will also increase their speed and efficiency.

Data Analysis with Pivot Tables

Advances in technology have made it possible to store ever-increasing amounts of data. Along with this, the need to analyze that data and gain actionable insight is greater than ever. Participants already have experience working with Excel and creating basic PivotTables to summarize data. But Excel is capable of doing much more. Being able to harness the power of advanced PivotTable features and create PivotCharts will help participants gain a competitive edge. Participants will not only be able to summarize data to analyze, but also organize the data in a way that can be meaningfully presented to others. This leads to data-driven business decisions that have a better chance for success for everyone involved.

Data Analysis with Power Pivot

Excel provides Power Pivot to help students organize, manipulate, and report on their data in the best way possible. In this courGet started with Power Pivot., Visualize Power Pivot data., Work with advanced functionality in Power Pivot.se, students gain a solid understanding of Power Pivot to maximize their effectiveness when analyzing data.

BA01 – Business Analysis Essentials

This is an introductory course designed to provide students with a basic understanding of the benefits, functions and impact a business analyst has within an organization. The course discusses the business analysis process as it is applied throughout a project as well as the pre-project activities that comprise strategy analysis. Students learn how a business analyst supports the project throughout the solution development life cycle, from defining business needs and solution scope to validating that requirements have been met in the testing phase and ensuring the solution continues to provide value after implementation.

BA10 – Understanding Root Cause Analysis

In this course, participants will learn to apply several practical, systematic methods for analyzing incidents and problems to uncover root causes. After completing this course, students will know how to: Learn how to initiate a root cause analysis and gather data for investigating process and non-process incidents, Demonstrate how to collect data through interviews and analysis, Apply powerful techniques to identify and know the difference between symptoms and root causes, Learn to know when to use the appropriate technique in root cause identification, Learn how to avoid future incidents by developing appropriate recommendations to address causal factors and root causes, Develop a process to identify systemic problem areas

BA30 – Foundation of Business Analysit

The course provides students a clear understanding and total immersion into all of the facets of the business analyst role, including a thorough walkthrough of the various domain/knowledge areas that comprise the business analysis profession. Students are provided an opportunity to try their hand at several business analysis techniques for eliciting, analyzing, and modeling requirements. The business analysis work performed in strategy analysis and solution evaluation, which is most often the least familiar to business analysts, is thoroughly presented and explored. Students completing this course will be well equipped with new skills and knowledge that can be immediately applied on current and future projects.

Project Management Fundamentals

In this course, students will identify effective project management practices and their related processes. They will examine the elements of sound project management and apply the generally recognized practices to successfully manage projects. identify the key processes and requirements of project management., initiate a project., plan for time and cost., plan for project risks, communication, and change control.,manage a project, execute the project closeout phase.

Desktop Application Administration Certificate Program
Office and Administrative Support Occupations
43-9061.00- Office Clerks, General

General Course Description
The Desktop Application Administration Certificate Program teaches students the applications which are used most in today's business world. While Microsoft applications are still the most used applications across businesses of all sizes of there is a recent surge of companies using Google Applications. This program not only addresses the Microsoft suite but also teaches student Google Applications along with the Adobe Applications that are most used in offices and valuable for Administration positions.   Students completing this program will have a balance of skills including a business writing class. At completion of the program students will receive a Certificate of Completion in Desktop Application Administration.

Prerequisites
A High School Diploma or equivalency is required.

Acquired Skills
Students will begin with learning basic computer skills. They will master the Microsoft Application Suite with includes Windows, Word, Outlook, PowerPoint, Excel with a focus on Pivot Tables. Students will learn the Google G-Suite of applications. Adobe Acrobat, Photoshop and InDesign will give students the fundamentals be successful in creating documents for business use. Visio will give students the tools needed for projects and organization charts. Students completing the program will be taught business writing skills to allow them to be communicate effectively when writing in business documents.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

Executive Assistant	Office Clerk	Managers of Office and	Information Clerks
Office Administrator	Receptionist	Administrative Support	Shipping and Receiving

Course Information

Hours: 294	Approximately 17 weeks of instruction		
Course			**Hours**
Google G- Suite			12
Adobe Photoshop Levels One and Two			48
Adobe InDesign Levels One and Two			24
Microsoft Windows Part One			12
Microsoft Word Levels One, Two and Three			36
Microsoft Outlook Levels One and Two			24
Microsoft PowerPoint Levels One and Two			24
Microsoft Excel Levels One, Two and Three			36
Pivot Tables			6
Acrobat One and Two			24
Visio One and Two			24
Writing for the Business Professional			24
		Price	$6,978.00

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Total Textbook Cost	**$522.00**
Google G- Suite	$22.00
Adobe Photoshop Levels One and Two	$40.00
Adobe InDesign Levels One and Two	$40.00
Microsoft Windows Part One	$20.00
Microsoft Word Levels One, Two and Three	$60.00
Microsoft Outlook Levels One and Two	$40.00
Microsoft PowerPoint Levels One and Two	$40.00
Microsoft Excel Levels One, Two and Three	$60.00
Pivot Tables	$20.00
Acrobat One and Two	$40.00
Visio One and Two	$40.00
Writing for the Business Professional	$100.00
Exams	**Not Included**
Total Program Cost	**$7,500.00**

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Desktop Application Administration Certificate Program

Google G- Suite

The office productivity apps that comprise Google G Suite™ support both real-time and asynchronous collaboration. In this course, you will learn about the features and functionalities of the apps included in most G Suite editions—Gmail™, Google Drive™, Google Docs™, Google Slides™, Google Drawings™, Google Sheets™, Google Forms™, Google Hangouts™, Google Calendar™, and Google Sites™—and work within their respective environments. Navigate in the Google G Suite environment., Store documents using Google Drive., Collaborate with Google Docs, Slides, and Drawings., Collaborate with Google Sheets and Forms., Communicate using Google Hangouts., Manage schedules using Google Calendar., Collaborate using Google Sites.

Adobe Photoshop Levels One and Two

This course focuses on some of the basic features of Photoshop so that the student can navigate the environment and use Photoshop tools to work with photographic images. Identify the components and capabilities of Photoshop CC., Create basic images., Manage selections and layers., Modify and repair images, and manage color., Refine images by adjusting layers, using camera raw and applying advanced image refinement., Import, export, organize, and save files advanced image creation and editing techniques, and offers you hands-on activities that demonstrate how these techniques can be used in combination to create exciting visual effects. Use brushes, gradients, and tool presets to create raster images.,Apply vector paths, shape drawing tools, type, and type special effects., Apply advanced layer techniques with masks, filters, layers, and smart objects., Apply actions and batch processing to automate tasks., Edit video by using timelines, transitions, graphics, titles, and animation., Set project requirements by identifying the purpose, audience, copyright rules, and project management tasks.

Adobe InDesign Levels One and Two

This course has all the tools you need to elevate the look of your document and get it out to the people who need to see it, whether it be in print or on the web. Navigate the InDesign interface., Create a new document., Customize a document using color, swatches, gradients, and styles., Manage page elements., Add tables., Prepare documents for deployment. Advanced InDesign techniques to enhance the look and functionality of your documents. Prepare documents for multiple formats., Manage advanced page layouts., Manage styles., Build complex paths., Manage external files and create dynamic documents., Manage long documents., Publish InDesign files for other formats and customize print settings.

Microsoft Windows

This course is designed for end users who are familiar with computers and who need to use the features and functionality of the Windows operating system for personal and/or professional reasons.

Word Levels One, Two and Three

In this course, students learn how to use Word 2016 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents, learn the features which enable them to create complex documents with a consistent look and feel. Students will also learn how to automate tedious tasks such as preparing a letter to send to every customer of your organization. n this course, you will,Use images in a document,Create custom graphic elements, Collaborate on documents, Add reference marks and notes, Secure a document, Create and manipulate forms, Create macros to automate tasks.

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Outlook Levels One and Two

In this course, you will use Outlook to send, receive, and manage email messages, manage your contact information, schedule appointments and meetings, create Tasks and Notes for yourself, and customize the Outlook interface to suit your working style and will help students customize a communication system well-suited to your work styles.

PowerPoint Levels One and Two

In this course will be able to create and deliver engaging multimedia presentations that convey the key points of your message through the use of text, graphics, and animations. Students learn different tools & features within PowerPoint that will help them deliver content in an informative & memorable manner. Students will create presentations that not only stand out, but also don't consume all of their time.

Excel Levels One, Two and Three

In this course you'll be able to create and develop Excel worksheets and workbooks so you can begin to analyze critical business data. Write a range of fundamental Excel command, Perform worksheet calculations Build custom formulas, Amend elements in a worksheet, Apply formatting changes to cells, Manage workbook properties. create advanced workbooks and worksheets, you'll be ready to create custom formulas, apply built-in Excel functions and manipulate data to extract the insights you need. Perform advanced data analysis, collaborate on workbooks and automate workbook functionality.

Pivot Tables

In This Course, students will analyze Excel data, create PivotTables, Pivot Charts as well as Analyzing Pivot Tables. Summarize PivotTable Data, Organize PivotTable Data, Filter PivotTable Data, Format a PivotTable, Refresh and Change a PivotTable

Acrobat One and Two

In this course the power of Portable Document Format, literally, at your fingertips. By taking advantage of the functionality & features available in Acrobat, you will ensure the integrity of your documents regards of who views them. In this course, you will create and work with PDF documents. You will:Access information in a PDF document, Create and save PDF documents, Navigate content in a PDF document, Modify PDF documents, Review PDF documents, Convert technical documents to PDF files, enhance PDF documents, create interactive PDF forms, and prepare PDF files for commercial printing.

Visio One and Two

This course provides students with a tool to easily create a professional-looking visual product. Students will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend. Identify the basic elements of Visio and their use., Create a workflow diagram., Build organization charts., Design a floor plan., Build a cross-functional flowchart., Design a network diagram., Style a diagram. Advanced features, Design advanced plans and diagrams., Enhance the look of drawings, Create, shapes, stencils, and templates., Connect drawings to external data, Leverage development tools, Share drawings, Use diagram standards

Writing for the Business Professional

In this course, you will learn the essential skills needed to organize your thoughts and select the best words and phrases to clearly convey them in writing. Awareness of common spelling and grammar issues in business writing, Basic concepts in sentence and paragraph construction, Basic structure of agendas, email messages, business letters, business proposals, and business reports, Collaborative writing techniques, tools and best practices, Tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports

Information Technology Network Support Specialist Certificate Program
CalJOBS# 11100311000015   CRM ID: ITNSSCP
15-1151.00 -Computer User Support Specialists

General Course Description
Student will receive Basic Computer training to Networking to Cloud Administration. This program offers a rounded education in the IT World. This is a beginning course that will introduce the student to basic hardware and software with CompTIA A+ then introduce them to basic networking with CompTIA Network+. Students will round out their training with IT Security training. Training will be completed with an introduction to computing within the Cloud.

Prerequisites
A High school diploma or equivalency is required.

Acquired Skills
Students will learn how networks function, network components and their functions, TCP/IP networking, addressing and routing, remote access services, LAN/WAN, VPN, and Cisco IOS (software language). A junior Hardware installation, configuring and troubleshooting, Software installation, configuring and troubleshooting, Networking basics, IP addressing and services, Monitoring network services, Names resolution, IP addressing and services, File and print services, Network and remote access. Basic IT Security fundamentals will be mastered along with the foundations of Cloud computing.

Job Titles (Job Titles related to IT Training stretch Horizontally, they can vastly vary, the list below is a sampling but not limited to)

Computer Specialist	Computer Support Specialist	Computer Technician
Information Technology Specialist	Network Technician Specialist	Help Desk Analyst

Course Information

Hours: 252	Approximately 14 weeks of instruction	
Course		**Hours**
CompTIA A+ Training – Essentials IT/Remote/Depot/Technician		90
CompTIA Network+ Training		54
CompTIA Security+		54
CompTIA Cloud+		54
Price		**$8,628.00**

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Total Textbook Cost	**$272.00**
CompTIA A+ Training – Essentials IT/Remote/Depot/Technician	$68.00
CompTIA Network+ Training	$68.00
CompTIA Security+	$68.00
CompTIA Cloud+	$68.00
*Exam Five CompTIA Exam Vouchers and Exam Preps	**Included**
Total Program Cost	**$8,900.00**

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Director of Education.

CompTIA A+ Certification

In this course, you will acquire the essential skills and information you will need to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on PCs, digital devices, and operating systems. You will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems. You will: Identify the hardware components of personal computers and mobile digital devices. Identify the basic components and functions of operating systems. Identify networking and security fundamentals. Identify the operational procedures that should be followed by professional PC technicians. Install, configure, and troubleshoot display devices. Install and configure peripheral components. Manage system components. Manage data storage. Install and configure Microsoft Windows. Optimize and maintain Microsoft Windows. Work with other operating systems. Identify the hardware and software requirements for client environment configurations. Identify network technologies. Install and configure networking capabilities. Support mobile digital devices. Support printers and multifunction devices. Identify security threats, vulnerabilities, and controls. Implement security controls. Troubleshoot system-wide issues.

CompTIA Network+ Certification

This course will help the student prepare for the N10-006 exam and certification. Students will learn to identify basic network theory concepts and major network communications methods. Describe bounded network media. Identify unbounded network media. Identify the major types of network implementations. Identify TCP/IP addressing and data delivery methods. Implement routing technologies. Identify the major services deployed on TCP/IP networks. Identify the infrastructure of a WAN implementation. Identify the components used in cloud computing and virtualization. Describe basic concepts related to network security. Prevent security breaches. Respond to security incidents. Identify the components of a remote network implementation. Identify the tools, methods, and techniques used in managing a network. Describe troubleshooting of issues on a network

CompTIA Security+ Certification

In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-401). Upon successful completion of this course, students will be able to: - Identify the fundamental concepts of computer security. - Identify security threats and vulnerabilities. - Manage data, application, and host security. - Implement network security. - Identify and implement access control and account management security measures. - Manage certificates. - Identify and implement compliance and operational security measures. - Manage risk. - Troubleshoot and manage security incidents. - Plan for business continuity and disaster recovery.

CompTIA Cloud+

In this course, you will learn how to implement, maintain, and deliver cloud technologies including network, storage, and virtualization technologies to create cloud solutions. Prepare to deploy cloud solutions, Deploy a pilot project, Test a pilot project deployment, Design a secure network for cloud deployment, Determine CPU and memory sizing for cloud deployments, Determine storage requirements for cloud deployments, Plan Identity and Access Management for cloud deployments, Analyze workload characteristics to ensure successful migration to the cloud, Secure systems to meet access requirements, Maintain cloud systems, Implement backup, restore, and business continuity measures Analyze cloud systems for required performance, Analyze cloud systems for anomalies and growth forecasting, Troubleshoot deployment,, capacity, automation, and orchestration issues, Troubleshoot connectivity issues, Troubleshoot security issues