Computer Technologies Program
Course Catalog
January 1, 2016 – December 31, 2016

Administrative Offices and School Location

Ed Roberts Campus
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Computer Technologies Program Mission Statement

To broaden employment opportunities for people with significant disabilities by providing training in Information Technologies, self-marketing strategies, and advocacy, in partnership with the business and workforce development communities.

*****IMPORTANT: Please do not wear scented products or fragrances when visiting CTP, or the Ed Roberts Campus.**

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Course Descriptions
Computer Technologies Program regularly revises and updates class offerings to maintain their vocational relevance and effectiveness. The course descriptions that follow are the most up-to-date course listings.

Courses and modules are available on a monthly open-enrollment basis.
The Computer Technologies Program is a private institution that is approved to operate by the Bureau of Private Postsecondary Education. Approval to operate means that CTP is in compliance with state standards as set forth in California Education Code, Title 3, Division 10, Part 59, Chapter 8. CTP is not accredited by an accrediting agency recognized by the United States Department of Education.

Classes are taught in English only.

Approved are the courses:
Course: PRO Customer Service and Administrative Training (PRO)

PRO Training Prerequisite: Computer Skills Bootcamp (CSB)

This three-month course consists of daily classroom lab work and instruction by a staff technical instructor and business and job search lectures by CTP staff trainers. Throughout the training course students attend employment service workshops. At the conclusion of the training, the CTP Job Developer works with the graduate to assist with placement in a local Bay Area company or organization.

A Certificate of Completion in PRO Customer Service and Administrative Training is awarded for successful completion of the total course.

PRO Educational/Occupational Objective
PRO graduates are suited to a wide variety of entry-level jobs such as customer service, administrative roles and retail sales positions such as: cashier, office clerk, receptionist and telephone & customer service representative.

PRO Course Description
The course is broken down into three academic modules. Throughout the training course students attend employment service workshops and have additional in-person meetings with the CTP Job Developer.

PRO training modules follow a repeating calendar schedule and students may start at the beginning of any module.

Instruction is in residence with class size limited to 14 students per class schedule.

PRO Class Hours

- 132 Hours Core Academic Classes

PRO Training Module Overview

PRO Training Module 1 "Red Month": Front Desk Office Skills

- 1 Month – 44 Hours Instruction & Lab
- Monday – Thursday 11:00 p.m. – 1:00 p.m. & Friday 10:00 a.m. – 1:00 p.m.

Participants attending this training module will gain skills and confidence in all main aspects of desk-based customer service and receptionist activities. This module focuses on customer service practices over the phone and the use of multi-line phones.
This module covers the following topics: Touch typing, image and presentation, creating positive and professional impressions, communication skills, active listening, telephone techniques such as answering, transferring callers/putting people on hold, taking messages and call center customer service.

PRO Training Module 2 "Blue Month": Face to Face Customer Service

- 1 Month – 44 Hours Instruction & Lab
- Monday – Thursday 11:00 p.m. – 1:00 p.m. & Friday 10:00 a.m. – 1:00 p.m.

This module focuses on face-to-face customer service and current point-of-sales (POS) machines used in many retail and food service environments.

Topics covered in this module include: Customer service, touch typing, use of Point of Sales (PoS) register systems, counting change, customer interaction and complaint handling. In addition to the curriculum students will prepare for taking the Kantola Productions Customer Service Certificate exam as well as the California eFoodHandlers Food Handling Certificate exam.

PRO Training Module 3 "Yellow Month": Office and Computer Skills

- 1 Month – 44 Hours Instruction & Lab
- Monday – Thursday 11:00 p.m. – 1:00 p.m. & Friday 10:00 a.m. – 1:00 p.m.

Participants attending this training course will gain skills and confidence in the basic aspects of computerized office, clerical and data entry activities. This module focuses on basic Microsoft Office Suite applications and the use of office machines.

Topic covered in this module include: Touch typing, computer vocabulary, computer hardware such as AV equipment, printers, monitors, scanners, projection devices, etc., computer operating systems fundamental skills, Microsoft Word, Data Entry including sorting & filtering in Excel, Internet Research, Inventory, use of office machines (FAX/scanner/copier), Microsoft PowerPoint and online job search.

PRO Customer Service and Administrative Training Requirements

1. Completion of Introduction to Computer Skills Bootcamp (prerequisite)
2. Completion of the three class modules
3. Complete 96 Hours Core Academic Classes

Students should anticipate spending approximately 2 to 2½ additional hours per class hour working on homework and further study in topics covered by class. CTP's computer lab is open to students Monday to Friday 9:00 a.m. to 5:00 p.m. excepting holidays for this purpose or students may work off-site.

In order to graduate, the student must have, in a satisfactory manner, submitted all their completed assignments, and fulfilled the class hours requirement. Graduates will receive a Certificate of Completion at graduation.

Course: Computer Technician Training (CTT)

CTT Prerequisite: Computer Skills Bootcamp (CSB)

This four-month course consists of daily classroom lab work and instruction by a staff technical instructor and business and job search lectures by CTP staff trainers. The last module of the course consists of 160 hours of off-site training at a local Bay Area company or organization. This allows the students an opportunity to apply the skills they have acquired during their training in a business setting. At the conclusion of the training, the CTP Job Developer works with the graduate to assist with placement in a local Bay Area company or organization.

A Certificate of Completion in Computer Technician Training is awarded for successful completion of the total course.

CTT Educational/Occupational Objective

CTT graduates are qualified for jobs as Computer User Support Specialists (O*Net SOC 15-1151.00). This field of employment has diverse employment opportunities that range from technical support specialist, customer service representatives, desktop/deskside support both on and off-site, technical sales, and network or server administration.

CTT Course Description

The course is broken down into three academic month-long modules which are followed by a 160-hour externship. Throughout the training course, students attend employment service workshops three hours per week and have additional in-person meetings with the CTP Job Developer on an as-needed basis.

CTT training modules follow a repeating calendar schedule and students may start at the beginning of any module.

Instruction is in residence with class size limited to 12 students per class schedule.

CTT Class Hours

- 156 Hours Core Academic Classes
- 160 Hours Externship

CTT Training Overview

Each individual module of the CTT program covers all of the essential CompTIA A+ Certification exam objectives which are grouped into four primary topics areas: hardware, operating systems, networking and professionalism. Although each module presents the same high-level topics, different sub-topics are covered (detailed below). Most concepts in this class interrelate so covering them multiple times provides students with the best opportunity to both understand each concept as well as how they relate to one another.

Classroom instruction and learning materials are based on the CompTIA A+ Certification exam objectives (220-901 & 220-902) and study materials. Exam objects are available from the CompTIA website (https://certification.comptia.org/training/exam-objectives).

Each of the three academic modules listed below are four-weeks in duration and consist of 60 hours of instruction and lab. Classes are scheduled Monday – Thursday 2:30 p.m. – 5:00 p.m. & Friday 10:00 a.m. – 1:00 p.m.

CTT Training Module 1

This module covers the following sub-topics of the course's primary topic areas:

- PC Hardware – Common tools, PC disassembly, using POST for troubleshooting, basic troubleshooting methodologies
- Operating systems – Desktop/mobile OS history and overview, Windows install process, using virtual machines
- Networking – Networking concepts and troubleshooting, networking hardware, topologies, IPv4, sub-netting
- Professionalism – Various topics in IT related customer service, common technical topics that involve user interaction such as security, malicious software, passwords etc.

CTT Training Module 2

This module covers the following sub-topics of the course's primary topic areas:

- PC Hardware – PC specs, CPUs, motherboards, sockets, RAM, hard drives part 1
- Operating systems – Windows Administration, troubleshooting, disk imaging
- Networking – Networking concepts and troubleshooting, public/private IPs, basic network setup, creating network cables
- Professionalism – Various topics in IT related customer service, common technical topics that involve user interaction such as security, malicious software, passwords etc.

CTT Training Module 3

This module covers the following sub-topics of the course's primary topic areas:

- PC Hardware – Power supplies, hard drives part 2, preparing customer computers to user specifications
- Operating systems – Usage of Linux & Windows command line, Mac OSX in a virtual machine
- Networking – Networking concepts and troubleshooting, wireless setup and security, channel interference, MAC filtering

- Professionalism – Various topics in IT related customer service, common technical topics that involve user interaction such as security, malicious software, passwords etc.

CTT Completion Requirements

1. Successful Completion of Computer Skills Bootcamp (prerequisite)
2. Successful Completion of the three CTT class modules
3. Complete 6000 points of academic exercises and lab practicals*
4. Complete 180 Hours Core Academic Classes
5. Complete 160 Hours Externship

* Class assignments consist of academic exercises which average 100 points each and lab practicals which average 200 points each. Ten lab practicals (in-class participation activities) will be required, leaving 40 academic exercises, 20 lab practicals, or a combination thereof to be determined by the student.

Students should anticipate spending approximately 2 to 2½ additional hours per class hour working on homework and further study in topics covered by class. CTP's computer lab is open to students Monday to Friday 9:00 a.m. to 5:00 p.m. excepting holidays for this purpose or students may work off-site.

In order to graduate, the student must have, in a satisfactory manner, submitted all their completed assignments, fulfilled the class hours requirement and completed the externship requirements. Graduates will receive a Certificate of Completion at graduation.

Computer Skills Bootcamp (CSB)

- 4 Weeks – 48 Hours Instruction & Lab
- Monday – Thursday 10:00 p.m. – 1:00 p.m.

This class provides an assessment of the computer skill level of each student and training that is tailored to each individual's level as well as the student's specific vocational interests. Training includes lecture, direct lab instruction and an online training program, SkillSoft.

Computer Skills Bootcamp is a prerequisite course for the CTT and PRO courses. Computer Skills Bootcamp may also be taken as a stand-alone module for training or assessment purposes.

CSB Educational Objective
The class is designed to prepare incoming students for participation in the core training or pursue other educational options outside of CTP. The class focuses on file system usage, online office applications and other software tools used at CTP. It is also designed to make new students familiar with the resources available on CTP's network.

Computer Skills Bootcamp Completion Requirements
In order to successfully complete the Computer Skills Bootcamp, the student must have, in a satisfactory manner, submitted all their completed assignments, fulfilled the class hours requirement and achieved a passing grades in each of the classes key evaluation areas. Key evaluation areas include; computer skills, professional accountability, attendance and professional readiness.

Introduction to Computer Essentials (CE)

- 3 Weeks – 24 Hours Instruction & Lab
- Monday – Thursday 10:00 a.m. - 12:00 p.m.

This class module is helpful for students who lack basic computer usage knowledge. Use of a computer mouse, computer navigation, Internet search; class includes work readiness assessment and career evaluation.

Introduction to Computer Essentials can be taken by students who are not yet prepared to begin CTP's Computer Skills Bootcamp (CSB). Class. Introduction to Computer Essentials may also be taken as a stand-alone module for training or assessment purposes.

Introduction to Computer Essentials Educational Objective
Students who complete this module will be able to put their technical skills to work in order to further their computer knowledge, obtain further computer training, and have a better understanding of their work readiness and career goals.

Introduction to Computer Essentials Completion Requirements
In order to successfully complete the Introduction to Computer Essentials elective course, the student must have, in a satisfactory manner, submitted all their completed assignments and fulfilled the class hours requirement.

Employment and Placement Services (PRO and CTT Students)
Enrolled students participate in regular employment service workshops and graduates receive comprehensive placement assistance. An employment specialist is on staff to assist students with job seeking skills, resume writing and to make referrals. Students have mock interviews with recruiters and technical personnel. Direct feedback in all of these areas helps the student obtain the best preparation possible for the job search upon graduation. Placement is never guaranteed, but the techniques for success are available to every student to learn.

Throughout the CTT and PRO training courses students attend Employment Services Workshops and have additional in-person meetings with the CTP Job Developer on an as-needed basis.

Employment Services Workshops include

- Cover Letter & Resume Writing
- Interviewing Practice
- Job Search Techniques
- Workplace Communications
- Professional Workplace Skills

Student Grading and Evaluation Criteria

Grading system: A - Excellent
B - Above Average
C - Average
D - Below Average
F – Failure

Students must receive a passing grade and complete all of their required assignments to successfully complete the training program requirements.

Students enrolled in CTT must complete the academic training requirements in a satisfactory manner before they go on to a 160-hour unpaid offsite training at a Bay Area business, nonprofit, or government agency.

Due to the unique nature of these programs and instruction, no credit towards completion is granted for previous experience or training.

Probation Policy

A student who is not meeting academic expectation of the enrolled course or is habitually late or absent to class may be placed on a probationary status. When an instructor observes that a student is not completing assignments satisfactorily or is incurring multiple late arrivals to class or absences, the instructor will discuss the matter with the student and attempt to arrive at a solution to the issue. If the behavior continues, a meeting will be arranged with the student and CTP staff in order to clarify the issue, how it may be resolved and gain an agreement from the student that the behavior in question will not continue. If this fails to resolve the issue the student will be placed on probation and a written contract of expectations of the student will be created, and must be signed by the student and CTP staff. Failure by the student to follow the contract of expectations will lead to dismissal from the program.

Dismissal from Program Policy

Computer Technologies Program has a policy of providing an environment free of unlawful and improper harassment. Students may be dismissed from the program at the sole discretion of staff without warning or process.

Offenses for which a student can be terminated without notice include but are not limited to:

- Harassment of staff or students such as: ethnic slurs, derogatory jokes, and sexual innuendos.
- Unprofessional behavior such as: Loud, quarrelsome, threatening, harassing, violent behavior.
- Using the computer for inappropriate and/or offensive materials such as pornography, violent or hate content.
- Illegal downloading of software or media.

These rules are in place to protect the students and the CTP staff. It is very rare that CTP has to dismiss a student for issues stated above. If a student feels uncomfortable with another student's behavior they should let the CTP staff know immediately.

Neither home study nor correspondence instruction is offered by the Computer Technologies Program.

Student-teacher ratio is at most 1 to 14. The instructors maintain office hours to work with students individually. The emphasis is on practical application of lecture material. Textbooks are assigned and provided as part of the training.

Admissions

Computer Technologies Program (CTP) seeks students who wish to improve their computer skills and develop their career opportunities. CTP does not discriminate against applicants based on disability, gender, race, cultural background, nationality, or sexual orientation. CTP's admissions process is designed to ensure candidates are prepared for and will benefit from the course they wish to enroll in. Courses and modules are available on a monthly open-enrollment basis. Visa services are not offered. Due to the unique nature of these programs and instruction, no credit towards completion is granted for previous experience or training. CTP determines, with reasonable certainty and in advance of class start date, that the applicant has proper qualifications to complete training. Each Enrollment Agreement and other pertinent information submitted by the applicant will be reviewed prior to starting classes. To comply with the school's entrance requirements prior to starting or re-enrolling, students must supply and CTP must accept one of the following documents:

- State-issued GED or standards-based high school diploma from a school taught primarily in English, recognized by the student's state (documented with a copy of the diploma, a transcript provided by the high school or a DD Form 214 showing verification of high school graduation). Diplomas and transcripts will be evaluated upon receipt. CTP will evaluate diplomas for validity and reserves the right not to accept those deemed invalid; or
- Evidence of having previously attended a Title IV-eligible program at a postsecondary institution taught primarily in English under the Ability to Benefit (ATB) provision prior to July 1, 2012 (a copy of the official ATB test scores and transcript); or
- Successful completion of a degree program taught primarily in English at the postsecondary level (associate degree and beyond proven by submission of an official transcript from the college) or
- Successful completion of home schooling taught primarily in English, officially recognized by the state of residence or an approved online high school diploma.

The primary qualification for entering any CTP program is a desire to learn with the ability to read and comprehend the English Language, defined as knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

CTP has not entered into an articulation or transfer agreement with any other college or university.

Application to Trainings Process

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.
Once a candidate (or sponsoring agency) indicates an interest in attending classes at CTP an intake appointment will be scheduled. During the intake a student will participate in an interview with a staff member and complete an intake form. After the interview the CTP admissions team will evaluate the candidates work experience and academic background.

If the admissions team determines the candidate meets the minimum criteria for enrollment to any Computer Technologies Program training, a recommendation will be made to the sponsoring agency (if any) and a starting class day will be determined.

Minimum criteria for acceptance to Computer Skills Bootcamp, and/or Introduction to Computer Essentials are as follows:

- Have earned a high school diploma or G.E.D. equivalent.
- Motivation and demonstrated interest to work in the area of study.

Enrollment in core certification trainings, PRO and CTT, is based upon criteria including but not limited to:

- Successfully completing the Computer Skills Bootcamp (CSB)
- Have earned a high school diploma or G.E.D equivalent
- A recommendation by the CSB instructor
- A recommendation by the core class instructor
- A good attendance record in CSB
- Good test scores, which are administered during the Computer Skills Bootcamp

Financial Aid

Computer Technologies Program does not participate in any federal or state financial aid program and students are not eligible to receive student loans or financial aid. If a student obtains a loan to pay for CTP classes, the student is fully responsible for repaying the full amount of the loan plus interest, less the amount of refund as per terms of that agreement. If the student received federal financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

Tuition Costs

The costs of the available programs break down as follows:

Core Certification Training (CTT)

Tuition:	$ 7,700.00
Registration fee (non-refundable)	$ 100.00
Textbooks/supplies	$ 200.00
Student Tuition Recovery Fund fee (non-refundable)	$ 0.00
TOTAL CHARGES	$ 8,000.00

Core Certification Training (PRO)

Tuition:	$ 4,200.00
Registration fee (non-refundable)	$ 100.00
Textbooks/supplies	$ 200.00
Student Tuition Recovery Fund fee (non-refundable)	$ 0.00
TOTAL CHARGES	$ 4,500.00

Computer Skills Bootcamp

Tuition:	$ 1,400.00
Registration fee (non-refundable)	$ 100.00
Textbooks/supplies	$ 0.00
Student Tuition Recovery Fund fee (non-refundable)	$ 0.00
TOTAL CHARGES	$ 1,500.00

Introduction to Computer Essentials

Tuition:	$ 650.00
Registration fee (non-refundable)	$ 100.00
Textbooks/supplies	$ 0.00
Student Tuition Recovery Fund fee (non-refundable)	$ 0.00
TOTAL CHARGES	$750.00

STUDENT TUITION RECOVERY FUND (STRF)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and

2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program, such as the California Department of Rehabilitation or Veteran's Administration or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.
You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of one of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.
   However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Program Personnel – Faculty and Qualifications

Instructional Staff

Alex Tabony – Computer Skills Bootcamp Instructor, hire date: October 1999
Alex Tabony holds a B.S. in Mechanical Engineering from the University of Cincinnati, and attended the Graduate Program in Mechanical Engineering for one year. In addition, Alex is a graduate of the Business Applications Programming course at CTP in 1999. Alex's previous work experience includes 2 years at Ariadne Spun Communications in San Francisco where he worked in Technology Assessment and Client/Server Programming. Alex comes to CTP with a wealth of hardware and software skills.

Peter Slattery - CTT Instructor, hire date: September 2015
Peter has a Master of Science in Chemistry San Francisco State University (SFSU). At SFSU he worked as a computer technician for three years and taught college-level chemistry. In addition to his experiential and academic qualification he also has long term experience with people with physical and mental disabilities.

Alafia Stewart – PRO & CE Instructor, hire date: November, 2014
Alafia is an educator, community organizer, youth mentor, social entrepreneur, and a noted speaker on issues relating to multiculturalism, gender, diversity, and global citizenship with the Melton Foundation. She has been interviewed by National Public Radio and the Public Broadcasting System for her work on the empowerment of disenfranchised populations. She holds an M.B.A in Human Resources from Interamerican University of Puerto Rico, and a B.A in Sociology and Criminal Justice from Dillard University. Alafia also holds an executive position as the International Organizing Coordinator for the Empowered Community Development Corporation. Alafia is a passionate agent of change for creating employment spaces of inter-sectional diversity, inclusion, and retention.

Aubrey Green – Employment Services Workshops, hire date: July 2014
Aubrey Green is a passionate practitioner of diversity and inclusion, currently working to create and implement newer innovative ways in supporting those underrepresented minorities including those with disabilities find permanent fulfilling employment within the technology, administrative, and retail industries.

Aubrey has over 7 years of experience working with individuals of diverse backgrounds, specializing in the work of disability employment, public speaking, and business development. Aubrey holds a B.A. in Broadcast Journalism from Hampton University in

Hampton Virginia. He has also obtained several advanced graduate certificates in Autism Studies courses. Aubrey is passionate about empowering those individuals in and out of the disability community in an effort to see individuals not only obtain employment within their vocational industry goals but ascend past these goals with the proper supporting foundation.

Officers of the Corporation

The Computer Technologies Program is an independent non-profit agency. Officers of the Corporation for 2016 are as follows:

Tali Bray, Board President
Susan Schapiro, Board Secretary
Sean Kenmore, Board Treasurer

Administrative officials

Alex Tabony, Executive Director (CEO)
Christine Tabony, Business & Finance Manager (COO/CFO)

Facility and Equipment

CTP is located on the 2nd floor of the Ed Roberts Campus (ERC), which is a universally designed, transit-oriented campus, built directly on top of the Ashby BART station in South Berkeley.

*****IMPORTANT: Please do not wear scented products or fragrances when visiting CTP, or the Ed Roberts Campus.**

CTP has a significant collection of computers, printers and lab equipment for classroom instruction and lab work. Workstations can be adapted for a wide variety of physical disabilities and accommodations.

Inside CTP, students have access to open partitioned shelves for storage of belongings and assignments. Restrooms are accessible to people with physical disabilities and are located throughout the main ERC campus.

Street parking adjacent to facility. Pay for parking lot is located under and adjacent to the facility.

Prospective enrollees are encouraged to visit the physical facilities of the school at the Ed Roberts Campus in order to discuss personal, educational and occupational plans with school personnel prior to enrolling or signing enrollment agreements.

The Computer Technologies Program does not provide English as a second language instruction.

Persons seeking to resolve problems or complaints should contact the Student Services Coordinator, or the Executive Director.

Office hours are 9 a.m. to 5 p.m., Monday through Friday

In most cases, classes are not held on any legal holiday observed by the State of California. Core technical training classes are four months long and are offered on an open enrollment basis. Specific scheduling information is made available to each student at the time of enrollment.

Enrollees are advised and cautioned that state law requires that this educational institution maintain permanent student transcripts and additionally that pertinent student records are maintained for a period of five years from the date of the student's completion or withdrawal.

Housing

The Computer Technologies Program offers no dormitory facilities, no housing referrals and does not assist students in locating housing. However, students are eligible for a variety of services offered by CTP's former parent organization, the Center for Independent Living (CIL). CIL offers peer counseling, independent living skills training, transportation, mobility training, occupational therapy, attendant/reader referral, and housing referral. These services enable CTP students to live independently and manage their own lives. Students are required to have good independent living skills. CIL is a non-profit, consumer-based organization, located on the ground floor of the Ed Robert Campus in Suite #100. Housing is available in Berkeley, near public transportation, at an estimated range of $1500 - $1800 per month for a one (1) bedroom apartment.

Student Services

Student services include a Student Services Coordinator who along with the Instructor assists the student in obtaining any necessary adaptation, equipment, and/or tutoring

the student may require. These services are delivered with the cooperation and support of that student's rehabilitation counselor, if applicable.

The Computer Technologies Program does not have a formal library; however, textbooks and manuals are available on the premises for students (in addition to the textbooks issued for each class). The Computer Technologies Program's reading resources are limited, but provide the background and support of the training, which is primarily hands-on with ongoing instructor feedback, consultation, and support.

Attendance Policy
Students must be present and on time for all classes they are currently enrolled in. It is the student's personal responsibility to know the schedule. CTP will not tolerate students being habitually late to class. Should a student have to miss a class or be unavoidably late, call the student Services Coordinator immediately (510 849-2911 ext. 4003), or e-mail (cara@ctpberk.org).

A student who accrues three or more absences during any calendar month will have their status as a student reappraised. If absence prevents a student from maintaining class deadlines, the student may be dismissed from the course unless she/he demonstrates that missed work can be made up within a reasonable period of time, and that effort spent in catching up will not cause the student to fall further behind. Make up work must be scheduled and approved by the instructor.

Leave of Absence Policy
A student may request a leave of absence for reasons of medical necessity, family emergencies or other extenuating circumstances. When possible the leave of absence should be arranged in advance with the Student Service Coordinator and a specific return date established. Until leave is approved time missed will be considered unexcused absences. The Student Service Coordinator will present the leave of absence request for approval by the instructional staff.

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution
The transferability of credits you earn at the Computer Technologies Program is at the complete discretion of an institution to which you may seek to transfer. Acceptance of any certificate you earn at the Computer Technologies Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at the 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 the Computer Technologies Program to determine if your certificate will transfer.

Notice of Student Rights
You have the right to stop school and withdrawal at any time.

You may cancel your contract for school, without any penalty or obligation. You have the right to cancel an enrollment agreement for a course of instruction, and obtain a full refund of all charges paid in advance if you cancel this agreement within the Cancellation Period, which is prior to or on the first day of instruction, or the seventh day after enrollment, whichever is later.
(Note: This refund policy does NOT apply to clients of the Department of Rehabilitation or to Private Rehabilitation clients.)

You may cancel an enrollment agreement and receive a refund by providing a written notice to Computer Technologies Program, 3075 Adeline Street, Suite 240, Berkeley, CA 94703. A "Notice of Cancellation" form is the last page of this catalog and may be used to cancel your enrollment.

If you cancel within the Cancellation Period, any payment you have made, less the nonrefundable charges described below in the Refund Policy section, and any negotiable instrument signed by you shall be returned to you within 10 days following the school's receipt of your cancellation notice. If the school gave you any equipment, you must return the equipment within ten days of the date you signed a cancellation notice. If you do not return the equipment within this 10-day period, the school may keep an amount out of what you paid equal to the price of the equipment written in the contract.

Upon request, the Computer Technologies Program shall provide the student with a copy of a "Notice of Cancellation" form and a copy of the enrollment contract executed by the student.

Any questions a student may have regarding this catalog that have not been satisfactory answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento California, 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Refund Policy

There is no refund policy applicable for students sponsored by third-party payers such as the California State Department of Rehabilitation, or other Private Rehabilitation Agencies.

For those students who personally pay tuition, a 'private-pay' student, all tuition is required to be paid upon enrollment. Additionally a Student Tuition Recovery Fund (STRF) assessment rate is due which is $0.00 per $1000 of institutional charges rounded to the nearest thousand dollars.

The 'private pay' student has a right to a full refund of all charges paid in advance, including STRF fees, but not including the nonrefundable charges described below, if she/he cancels this agreement during the Cancellation Period, which is defined as 'prior to or on the first day of instruction, or the seventh day after enrollment, whichever is later.' If the student has received federal aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

There is a $100 nonrefundable registration fee, and a $200 nonrefundable textbooks and supplies fee.

If the 'private pay' student cancels after the Cancellation Period, a pro-rated refund will be issued to the student using the following calculation method:

Pro-Rated Tuition Refund Calculation:

The pro-rated tuition refund calculation is made by taking the Total Adjusted Tuition (total tuition minus the nonrefundable registration fee of $100) and dividing it by the total hours for the program to obtain the hourly charge for instruction.

The amount owed by the 'private pay' student for the purposes of calculating the refund, is derived by multiplying the total hours attended by the hourly charge for instruction plus the $100 nonrefundable registration fee, the $200 textbooks and supplies fee, and the nonrefundable Student Tuition Recovery Fund (STRF) assessment rate, which is $0.00 per $1,000 of institutional charges rounded to the nearest thousand dollars.

The refund shall be any amount in excess of the final total amount owed, that was paid in advance by the 'private pay' student.

For those students who are sponsored by third-party payers such as the California State Department of Rehabilitation, or other Private Rehabilitation Agencies, there is no STRF payment due, and the tuition is billed to the sponsoring agency on a monthly basis after that particular month's training.
There is no refund policy applicable for students sponsored by third-party payers such as the California State Department of Rehabilitation, or other Private Rehabilitation Agencies.

Complaints
The Computer Technologies Program is committed to providing an educational atmosphere conducive to the success of its mission. If a student has a complaint or grievance against a fellow student, instructor, staff member or any other person or persons at the Computer Technologies Program they should feel free to address this complaint or grievance in person, via telephone or in writing to the Student Services Coordinator who will work to resolve the situation as soon as possible. If the student does not feel comfortable approaching the Student Services Coordinator, they may take the complaint or grievance to the attention of the Executive Director, for resolution.
A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site: www.bppe.ca.gov

STUDENT TUITION RECOVERY FUND ELIGIBILITY/ REIMBURSEMENT
The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California resident who attends a private postsecondary institution from losing money if said resident prepaid tuition and suffered a financial loss as a result of the school closing, failing to live up to its enrollment agreement, or refusing to pay a court judgment. It is a state requirement that a student who is a California resident who pays his or her tuition is required to pay a state-imposed assessment for the Student Tuition Recovery Fund.

To be eligible for STRF, you must be a California resident and reside in California at the time the enrollment agreement is signed, or when you receive lessons at a California mailing address from an approved institution offering correspondence instruction. Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered to be California residents.

To qualify for STRF reimbursement, you must file a STRF application within one year of receiving notice from the Bureau that the school is closed. If you do not receive notice from the Bureau, you have 4 years from the date of closure to file a STRF application. If a judgment is obtained you must file a STRF application within two years of the final judgment.

It is important that you keep copies of the enrollment agreement, financial aid papers, receipts, or any other information that document the monies you paid to the school. Questions regarding the STRF may be directed to:

Bureau for Private Postsecondary Education **www.bppe.ca.gov**

Mailing Address:
Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818

Physical Address:
Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento California, 95833

Phone: (916) 431-6959 Toll Free: (888) 370-7589
Enforcement/STRF/Closed Schools Fax: (916) 263-1896

Bankruptcy Statement
The Computer Technologies Program does not currently have, nor has it held in its entire history since 1975, a pending petition in bankruptcy; nor is it operating as a debtor in possession; nor has it filed a petition for bankruptcy within the preceding five years; nor has it had a petition in bankruptcy filed against it with in the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.)

Notice of Cancellation

Any 'private pay' student has a right to a full refund of all charges paid in advance if she/he cancels this agreement during the Cancellation Period which is prior to or on the first day of instruction, or the seventh day after enrollment, whichever is later. There is a $100 nonrefundable registration fee, and a $200 nonrefundable textbooks and supplies fee.

The 'private pay' student may cancel an enrollment agreement and receive a refund by providing a written notice to Computer Technologies Program, 3075 Adeline Street, Suite 240, Berkeley, CA 94703.

If you cancel, any payment you have made, less the nonrefundable charges described above, and any negotiable instrument signed by you shall be returned to you within 10 days following the school's receipt of your cancellation notice. But if the school gave you any equipment, you must return the equipment within 10 days of the date you signed a cancellation notice. If you do not return the equipment within this 10-day period, the school may keep an amount out of what you paid equal to the price of the equipment written in the contract.

To cancel the contract for school, mail or deliver a signed and dated copy of this cancellation notice, or any other written notice, to:

Computer Technologies Program
3075 Adeline Street, Suite 240
Berkeley, CA 94703

I cancel the contract for school.

Print Name _____

Date _____

Signature _____

REMEMBER, YOU MUST CANCEL IN WRITING. You do not have the right to cancel by just telephoning the school or by not coming to class.