Computer Technologies Program

Course Catalog
January 1, 2025 – December 31, 2025

Administrative Offices and School Location

Ed Roberts Campus
3075 Adeline Street, Suite 240
Berkeley, CA 94703

Voice: (510) 849-2911
Fax: (510) 849-2968

Website: www.ctpberk.org
Email: info@ctpberk.org

Instruction is held remotely via video conferencing/Zoom via instructor-led, real-time class sessions (Online Synchronous).

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.

Computer Technologies Program Objectives

Computer Technologies Program (CTP) prepares people with disabilities for professional employment by providing technical training, coaching, and associated services.

CTP's History and Background
The Computer Technologies Program (CTP) was founded in 1974 through a partnership initiated by IBM. With the cooperation of the CA State Department of

Rehabilitation and the Center for Independent Living (CIL) in Berkeley, California, IBM established the CIL Computer Training Project. In 1982, the organization incorporated separately from CIL, and in 1989, the name was changed to Computer Technologies Program (CTP)

CTP trains persons with a broad range of disabilities: autism, blindness and low vision, deafness and hearing loss, chronic illnesses, cognitive impairments, mobility impairments, repetitive stress injuries, mental illness/psychiatric disabilities, and people with a history of substance abuse.

CTP serves people with disabilities from the Greater Bay Area.

Summary of CTP's philosophy and services
At CTP, we are educators working in partnership with the disability community and the corporate world to create comprehensive training programs and services tailored to suit our diverse student population. Every student is treated as an individual. We ensure that the experience each student has at CTP is the right path to their vocational goals. CTP has actively supported its participating graduates in finding employment and developing their careers at a wide variety of companies.

CTP's system of job readiness includes classroom training to build technical and interpersonal skills and establish connections with potential employers. Most importantly, CTP strives to foster self-confidence in our students.

Course Descriptions 2

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 online synchronous virtual 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 online synchronous employment service workshops. After the successful completion of training, the CTP Job Developer will work with the graduate to assist with job placement.

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. More information about these careers is available from their Standard Occupational Classification (SOC) Codes; 43-6014, 43-4051, 43-9061, 41-2011, 35-3021, 43-5081, 41-4011, 41-4012.00, 43-9051.

PRO Course Description

The course consists of three academic modules. Throughout the training course, students attend online synchronous employment service workshops and have additional 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 held online synchronous, remotely via video conferencing/Zoom with a class size limited to 12 students per class schedule.

PRO Class Hours
- 180 Hours Core Academic Classes
- Monday – Friday 2:00 p.m. – 5:00 p.m.

PRO Training Overview
The PRO training consists of three main subject areas and each area is covered in each of the three months (4 weeks of online synchronous instruction per month, 60 hours total instruction and lab), providing an opportunity to practice skills over the entire span of the class. In addition to CTP's learning materials, students have access to SkillSoft's entire online eLearning library.

Subject Area I: Front Desk Office Skills
In this training area, participants 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.

This module covers the following topics: Touch typing, presentation, creating positive and professional impressions, communication skills, active listening, multi-line telephone techniques, and taking messages.

Subject Area II: Face-to-Face Customer Service
This training area focuses on face-to-face customer service and point-of-sale transactions commonly used in many retail and food service environments.

Topics covered in this module include: Customer service, touch typing, use of point-of-sale systems, customer interaction, and complaint handling.

Subject Area III: Office and Computer Skills

In this training area, participants will gain skills and confidence in the basic aspects of the computerized office, clerical, and data entry activities. This module focuses on Office Suite applications (Google Apps) and document creation.

Topics covered in this module include touch typing, computer vocabulary and skills, Google Docs, Slides and Sheets, data entry including sorting & filtering in Google Sheets, internet research, inventory, use of office systems (eFAX), 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 180 Hours Core Academic Classes

Students should anticipate spending approximately 2 to 2½ additional hours per class hour working on homework and further study of topics covered by the class.

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 three-month course consists of daily online synchronous virtual classroom lab work and instruction by a staff technical instructor and business and job search lectures by CTP staff trainers. After the successful completion of training, the CTP Job Developer will work with the graduate to assist with job placement.

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

CTT Educational/Occupational Objective

CTT graduates are suited to a wide variety of entry-level jobs such as technical support specialists, customer service representatives, desktop/deskside support both on and off-site, and technical and retail sales positions. More information about these careers is

available by their Standard Occupational Classification (SOC) Codes; 15-1151, 43-4051, 43-9061, 43-5081, 41-4011, 41-4012.

CTT Course Description
The course consists of twelve academic week-long modules (4 per month). Throughout the training course, students attend online synchronous employment service workshops three hours per week and have additional meetings with the CTP Employment Services Specialist 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 held online synchronous, remotely via video conferencing (VTC) with a class size limited to 12 students per class schedule.

CTT Class Hours
- 180 Hours Core Academic Classes
- Monday – Friday 2:00 p.m. – 5:00 p.m.

CTT Training Overview
Collectively the individual modules of the CTT program cover the most essential topics related to the course's occupational objectives including computer hardware, operating systems, networking, computer usage, and professionalism (including customer service). Most concepts in this class interrelate and covering them multiple times provides students with the best opportunity to practice skills and understand each concept as well as how they relate to one another.

Technical instruction and learning materials are based on the CompTIA A+ certification exam objectives (220-1001 & 220-1002), CompTIA Network+ (N10-007), and related study materials. Exam objects are available from the CompTIA website (https://certification.comptia.org/training/exam-objectives).

Each of the weekly academic modules is one week in duration and consists of 15 hours of online synchronous instruction and lab. Advanced electives are also available in virtualization technologies, directory services, and cloud-based services (AWS and Azure). In addition to the CTP's learning materials, students have access to SkillSoft's

entire online eLearning library which includes the A+ and Network+ certification exam preparation materials as well as other, advanced certifications.

Subject Area I: Hardware
Virtual computer build, computer specifications, physical port recognition, storage benchmarking, data analysis and presentation, network testing, storage partitions, formatting, and disk arrays.

Subject Area II: Operating Systems
Virtualized operating system and services, operating system startup, storage, boot process, BIOS/UEFI, disk management, and virtual machine storage.

Subject Area III: Networking
Virtual networking, protocols, network ports, remote connectivity, virtual private networks, routing, Voice Over IP (VoIP) phone systems, configuration, phone provisioning, security considerations, and network scanning.

Subject Area IV: Professionalism
Professional documentation in a ticket system, research, and presentation of information.

Subject Area V: Computer Usage
Windows/Mac navigation, file management, document creation, data analysis and presentation using Google Sheets, and developing technical documents for non-technical users.

Subject Area VI: Customer Service
Verbal and written customer roleplay responses, multi-line phone systems, de-escalation techniques, and professional standards.

CTT Completion Requirements
1. Successful completion of Computer Skills Bootcamp (prerequisite)
2. Successful completion of all CTT class modules
3. Complete selected CompTIA A+ and Network+ exam preparation modules in SkillSoft (average 3 per week).
4. Complete 180 Hours Core Academic Classes

Students should anticipate spending approximately 2 to 2½ additional hours per class hour working on homework and further study of topics covered by the class. CTP's computer lab is remotely accessible 24/7/365 to students.

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.

Computer Skills Bootcamp (CSB)
- 4 Weeks – 48 Hours Instruction & Lab (instructor-led virtual classroom)
- Monday – Thursday 10:00 a.m. – 1:00 p.m.

Instruction is held online synchronous, remotely via video conferencing/Zoom with a class size limited to 12 students per class schedule.

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 lectures, direct lab instruction, and access to an online electives training system, 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.

Computer Skills Bootcamp 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 management, online office applications, and other software. It is also designed to make new students familiar with the resources available on CTP's network.

Computer Skills Bootcamp Completion Requirements
To 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 passing grades in each of the class' 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 (instructor-led virtual classroom)
- Monday – Thursday 10:00 a.m. - 1:00 p.m.

Instruction is held online synchronous, remotely via video conferencing (VTC) with a class size limited to 14 students per class schedule.

This class is helpful for students who lack basic computer usage knowledge including computer navigation and Internet search. The class includes a 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 use their technical skills 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
To complete the Introduction to Computer Essentials 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 online synchronous employment service workshops during training and graduates receive comprehensive placement assistance. An employment specialist is on staff to assist students with job-seeking skills, resume writing, and making 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 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

Some assignments are graded on a Pass/Fail basis.

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

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 expectations of the enrolled course or is habitually late or absent from 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, and 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

CTP's services are conducted in a group environment. For the well-being of everyone, some types of behavior are not allowed. Staff may dismiss participants from the program for behavior that includes but is not limited to:

- Harassment or hostility
- Disruptive, unprofessional, or uncooperative behavior
- Lying or dishonesty
- Dangerous or illegal behavior

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

Neither home study (i.e. <u>not</u> attending online synchronous classes via video conference/Zoom) nor correspondence instruction is offered by the Computer Technologies Program.

The student-teacher ratio is at most 1 to 12. The instructors maintain online synchronous office hours to work with students individually. The emphasis is on the practical application of lecture material. Online learning materials are 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 the class start date, that the applicant has the proper qualifications to complete training. Each Enrollment Agreement and other

pertinent information submitted by the applicant will be reviewed before starting classes. To comply with the school's entrance requirements before 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 homeschooling 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 candidate's 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 schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program. The costs of the available programs break down as follows:

Core Certification Training (PRO/CTT)

Tuition:	$ 4,200.00
Registration fee (non-refundable)	$ 100.00
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
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
Student Tuition Recovery Fund fee (non-refundable)	$ 0.00
TOTAL CHARGES	$750.00

STUDENT TUITION RECOVERY FUND (STRF)

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

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

Program Personnel – Faculty and Qualifications

Instructional Staff

Alex Tabony – CEO/Executive Director, Chief Academic Officer, Operations Manager, 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 was a graduate of the Business Applications Programming course at CTP in 1999. Alex's previous work experience includes two years at Ariadne Spun Communications in San Francisco, where he worked in Technology Assessment and Client/Server

Programming, and has a previous work history as a Mechanical Engineer. Alex comes to CTP with a wealth of technical skills.

Carrie Azan-Moncrieffe – Director of Employment Services. Hire date: Sept 2021
Carrie holds a B.S. in Mass Communication from Bemidji State University and a Certificate in Nonprofit Leadership from the University of Arizona. She has over a decade of experience in marketing, PR, technical and non-technical writing, social media, campaign launch and management, sales forecasting, public speaking, design, and analytics.

Michael Curran – Instructor. Hire date: January 2017
Michael is a graduate of CTP's PRO Customer Service and Administrative Training program in 2015. He volunteered extensively with CTP and has been employed as part of CTP's instructional staff since 2017. During this time, he has team-taught both the Computer Skills Bootcamp and PRO Customer Service and Administrative Training classes.

Marc Thomas – Instructor. Hire date: January 2017
Marc is a graduate of CTP's Computer Technician Training program in 2012. In the years after graduation, he has volunteered extensively with CTP and has been employed as part of CTP's instructional staff since 2017. He has team-taught both the Computer Essentials and PRO Customer Service and Administrative Training classes.

Devin O'Keefe – Student Services Coordinator (Admissions Officer). Hire date: November 2019
Devin graduated from CTP's PRO Customer Service and Administrative Training in 2018. He joined CTP's staff in November 2019 as the Student Services Coordinator. He holds a B.A. in Journalism from San Francisco State University where he was on the Dean's List. He has worked as a copy editor, reporter, library page, and gardener.

Jose Rivera-Lerman - Instructor. Hire date: October 2020
Jose is a graduate of CTP's Computer Technician Training Program. After graduating from CTP he worked as a computer technician at Jewish Vocational Services in San Francisco, up until the onset of the COVID crisis. Jose is a highly creative and empathic CTP staff person, responding to the technical needs of students in any training program and assisting with classwork.

Officers of the Corporation

The Computer Technologies Program is an independent 501c3 non-profit agency. Officers of the Corporation for 2025 are as follows:

- Freeman Corkum, Technology Systems Specialist III Marin County, Board President
- Maer Ben-Yisrael, Director of Technology, Ecole Bilingue de Berkeley, Board Treasurer
- Alex Tabony, Board Secretary
- Melina Taylor, Manager of Information Technology Hope Labs

Administrative officials

Alex Tabony, CEO/Executive Director, Chief Academic Officer, Operations Manager, Instructor

Christine Tabony, Business & Finance Manager (COO/CFO)

Facility and Equipment

*** NOTE: Classes are held online synchronously via instructor-led video conferencing (VTC) sessions.

CTP's business office 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, network resources, and related equipment for online synchronous instruction and lab work. Workstations are fully accessible remotely via Remote Desktop Protocol.

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 by appointment only.

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

Student Record Retention

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 five years from the date of the student's completion or withdrawal. The student records shall be retrievable by students and shall contain all of the following applicable information:

- Student name, address, e-mail address, and telephone number
- Transcript showing all of the programs and services that were started and grades received, certificate(s) granted, and the date on which that certificate was granted and the program and hours on which the certificate(s) were based
- Written records and transcripts of any formal education or training relevant to the student's qualifications for admission to the program. Typically, this would include a recommendation and authorization from a California Department of Rehabilitation counselor or other supporting agency
- Documents signed by the student, including enrollment documents, information disclosures, and contracts
- Information collected during CTP's intake appointment before admission, including scores for the intake evaluation
- Records of the dates of enrollment and, if applicable, withdrawal, and graduation
- Document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received
- Document specifying the amount of a refund, including the amount refunded for tuition and the amount for equipment, the method of calculating the refund, the date the refund was made, the check number of the refund, and the name and address of the person or entity to which the refund was sent
- Any official notices or warnings regarding the student's progress
- Complaints received from the student, including any correspondence, notes, and telephone logs relating to the complaint
- CTP shall maintain records of student attendance

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 community partner organizations such as 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 $2000 - $3000 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. The Computer Technologies Program provides an extensive online eLearning platform which, along with ongoing instructor feedback, consultation, and support, provides the background and main support of the training.

Attendance Policy
Students must be present and on time for all classes they are currently enrolled in. It is the student's responsibility to know the schedule. CTP will not tolerate students being habitually late to the online synchronous classes. Should a student have to miss a class or be unavoidably late, please inform CTP as soon as possible using one of the following methods:
- Use the form on the website: https://www.ctpskillcenter.com/attendance/
- Call 510-849-2911 x4003
- Email: attendance@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 timeframe, and that effort spent in catching up will not cause the student to fall further behind. Makeup 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
The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589 or by visiting www.bppe.ca.gov.

You have the right to stop school and withdraw 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.

<mark>(Note: Any refund of charges paid by a third-party payer such as the Department of Rehabilitation or Private Rehabilitation agencies will be returned to the third-party payer, not directly to the consumer.)</mark>

You may cancel an enrollment agreement and receive a refund by providing a written notice to the 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 1747 North Market Blvd., Suite 225, Sacramento California, 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Refund Policy
<mark>(Note: Any refund of charges paid by a third-party payer such as the Department of Rehabilitation or Private Rehabilitation agencies will be returned to the third-party payer, not directly to the consumer.)</mark>
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.

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 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, any STRF charges are included in the tuition paid by third party payers/sponsoring agency, and the tuition is billed to the sponsoring agency on a monthly basis after that particular month's training.
(Note: Any refund of charges paid by a third-party payer such as the Department of Rehabilitation or Private Rehabilitation agencies will be returned to the third-party payer, not directly to the consumer.)

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

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

It is important that you keep copies of 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
   1747 North Market Blvd., Suite 225
   Sacramento California, 95834

Phone: (916) 574-8900   Toll Free: (888) 370-7589
Enforcement/STRF/Closed Schools Fax: (916) 263-1896

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.

2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

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

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

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

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or

representative of an institution, but have been unable to collect the award from the institution.

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

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

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

Bankruptcy Statement
The Computer Technologies Program does not currently have, nor has it held in its entire history since 1974, 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 within 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.

The 'private pay' student may cancel an enrollment agreement and receive a refund by providing a written notice to the 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.