

ACADEMIC CATALOG

2020



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**YOUR FUTURE
STARTS
NOW**

at

CTIC



ACADEMIC PROGRAM PROFILES

ESL (ENGLISH AS A SECOND LANGUAGE) Course Description	The CTIChicago ESL program covers basic english Level 1 to advanced level English Level IV. it prepares students to sit for the Toefl & Ielts Exams. These certifications are required for acceptance in advanced industry certification or degree programs. Modules: L1 Beginning ESL Literacy (BL) L2 Low Intermediate ESL (LI) L1 Low Beginning ESL (LB) L3 High Intermediate ESL (HI) L1 High Beginning ESL (HB) L4 Advanced ESL (AE)
ESL Student Services	Housing Assistance, Transportation Training & City Outings
Prerequisites	High School, GED or Native Country Equivalent
Methods & Material	Certified Instructor-led training, Hands-on Labs, Certified Materials (Online Not Available)
Course Length	18 Months, 10 Weeks Per Module, 21 Hours Per Week, 16 Class, 5 lab,
Cost	Cost Per Module: 1,500 Total Cost: 9,000 (Training Materials Included in Pricing Exams not Included)
Certification Goal	TOEFL or IELTS



MISSION STATEMENT

Our mission is to improve the employment opportunities for residents of the State of Illinois, through 'In Demand' certification training. Everything we do is designed to help students complete their program, get certified and obtain employment.

ORGANIZATION & ADMINISTRATION

INCORPORATION & HISTORY

Computer Training Institute of Chicago was founded in 2010. The legal entity Computer Training Institute of Chicago LLC is a 'for profit' institution of higher learning incorporated under the State laws of Illinois and in 'Good Standing.'

STATE OF ILLINOIS APPROVAL

Computer Training Institute of Chicago is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education. Complaints against this school may be registered with the Illinois Board of Higher Education
1 N. Old State Capitol Plaza Suite 333 Springfield, IL 62701

Computer Training Institute of Chicago is not currently accredited by a US Department of Education recognized accrediting body.

BOARD OF DIRECTORS

Paul Johnson - President
MA MIS/ PMP/Six Sigma Black
Belt Phyllis Barnes - Treasurer
MA FIN/BA Accounting
Afaf Alyoubi - Secretary
MS Business Administration
Vivian Hollifield - Process Analyst
SSMB/MS BA/US Navy

ADMINISTRATION

Paul Johnson - Program Director
MA MIS/ PMP/Six Sigma Black
Belt Phyllis Barnes - Accounting
MA FIN/BA Accounting
Thomas Blanchard - Admissions
BA Business Administration
Zuri Salazar - Mktg/Social Media

INSTRUCTORS

Busi Admin - Phillip O'Neil
BA/SSBB/e-Learning
Busi Mgmt - Vivian Hollifield
Six Sigma Master Black Belt
Graphic Design - Christian Diaz
BS Graphic Design
CTIA/MCSA - Brian Beatty
Cisco CCNP - Julio Gonzalez

CONTACT US

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ADOBE GRAPHICS DESIGN & E-LEARNING COMBO Course Description	An Adobe Certified Associate (ACA) is a person who has demonstrated proficiency with one or more Adobe software products. To become an ACA, you must pass one or more product-specific proficiency exams. The course covers Adobe Photoshop, Illustrator, InDesign Dreamweaver & Adobe Captivate
Occupations	Graphic Design, Desktop Publisher, Administrator e-Learning content developer
Prerequisites	Prerequisites Basic MS Office skills
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$8500 Full Time 12,500 (Training Materials & Exams Included in Pricing)
Certification Goal	ACE

BUSINESS ADMINISTRATION MS Office & Quick Books Combo Course Description	Office Specialists use programs such as Word and Excel to function effectively as administrative assistants, as office managers, and in many other positions that require day-to-day problem-solving skills. As more and more employers begin looking for verification of employee software skills, you have no better way to stand out from the crowd than to show your credentials as a specialist in the software that a job requires.
Occupations	Office Administrator Payroll Specialist
Prerequisites	Office Administrator Payroll Specialist
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$5500 Full Time 8,500 (Training Materials & Exams Included in Pricing)
Certification Goal	MOS Quick Books CU

APPLE IOS & ANDROID APP DEVELOPER Course Description	Mobile app development is the new frontier of business communications and marketing. Today more people get information and communications about businesses from mobile apps than from all forms of printed media. This has created tremendous demand for Ios and Java developers.
Occupations	iOS & Adroid App Developer
Prerequisites	Composite C & Java Programming
Methods & Material	Certified instructor-led training, Hands Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$8500 Full Time 12,500 (Training Materials & Exams Included in Pricing)
Certification Goal	Certificate of Completion

BUSINESS MANAGEMENT PMP & SIX SIGMA COMBO Course Description	PMP Certification is the profession's most globally recognized and respected certification credential. The PMP designation following your name tells current and potential employers that you have a solid foundation of project management knowledge that can be readily applied in the workplace. The Six Sigma Greenbelt is a nationally recognized certification. The course and training program encompasses all aspects of running a Six Sigma project. Six Sigma is one of the highest standards for companies and individuals to achieve.
Occupations	Project Manager, Business Analyst, Quality Lead
Prerequisites	Limited Project management experience. High school or GED required.
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$6500 Full Time 9,500 (Training Materials & Exams Included in Pricing)
Certification Goal	PMP CSSGB

CISCO CCNA & CCNP COMBO Course Description	The Cisco Certified Network Associate certification validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN. The Cisco Certified Network Professional certification validates a network professional's ability to install, configure and troubleshoot converged local and wide area networks. Network Professionals who achieve the CCNP have demonstrated the knowledge and skills required to manage the routers and switches that form the network core, as well as edge applications that integrate voice, wireless, and security into the network.
Occupations	LAN Administrator, Cisco Engineer
Prerequisites	Network+ or equivalent knowledge and skills
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$8500 Full Time 12,500 (Training Materials & Exams Included in Pricing)
Certification Goal	CCNA CCNP

COMPTIA & MCSA COMBO Course Description	The Microsoft Certified Solutions Expert program is designed for professionals who implement, manage, and troubleshoot Windows 7 & 8 Professional and Server 2012 systems. Your responsibilities will include installing and configuring the components of Windows 2012 systems. Management responsibilities include administering and supporting the systems.
Occupations	Network Administrator, System Engineer
Prerequisites	Basic typing and computer skills
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available)8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$8500 Full Time 12,500 (Training Materials & Exams Included in Pricing)
Certification Goal	A+ Network+ MCSA

MISCROSOFT SHAREPOINT & SQL DATABASE COMBO Course Description	Demonstrate your essential skills and breakthrough insights in developing and maintaining the next wave of mission-critical environments Microsoft Sharepoint & SQL
Occupations	Sharepoint Administrator, Systems Engineer, SQL Database Administrator
Prerequisites	Basic Computer Skills
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available)8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$8500 Full Time 12,500 (Training Materials & Exams Included in Pricing)
Certification Goal	Sharepoint MCSA SQL MCSA

MEDICAL BILLING HEALTH & IT TECHNICIAN Course Description	The Healthcare Career Program focuses on the information needs of health care. Its graduates are prepared with the knowledge and skills necessary to provide medical coding and billing, manage health care data used to support patient care, and contribute to the development of a computer-based patient record. The profession offers career flexibility and a variety of workplace options. Presently, opportunities for practice are found in numerous areas including hospitals, private industry and colleges and universities.
Occupations	IT Health Technician, Medical Billing Coder, Insurance Billing Specialist
Prerequisites	Basic computer skills. High school or GED required.
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$5800 Full Time 9,800 (Training Materials & Exams Included in Pricing)
Certification Goal	CPC Certified Professional Coder AAPC (American Association of Professional Coders)

SALES FORCE ADMINISTRATOR Course Description	Become a Salesforce Certified Administrator or Advanced Administrator. Learn user management and security, have good experience with workflow and approvals, know how to get the most out of core Sales and Service Cloud features, and are a master in reporting, then you may be ready for the Administrator exam. Learn how to build advanced analytics, automate, and extend using more complex functionality, Then you will be ready for the Advanced Administrator exam.
Occupations	Sales Force Administrator & Advanced Administrator
Prerequisites	High school or GED required. Basic Computer Skills
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$6500 Full Time 9,500 (Training Materials & Exams Included in Pricing)
Certification Goal	ADM 201

GMAT (GRADUATE MANAGEMENT ADMISSION TEST) Course Description	The Graduate Management Admission Test (GMAT) is designed to prepare students to sit for the GMAT exam. Students learn to assess certain analytical, writing, quantitative, verbal, and reading skills in written English for use in admission to a graduate management program, such as an MBA. The GMAT exam assesses analytical writing and problem-solving abilities, while also addressing data sufficiency, logic, and critical reasoning skills that it believes to be vital to real-world business and management success. Graduate Management Admission Council (GMAC).
ESL Student Services	Housing Assistance, Transportation Training & City Outings
Prerequisites	High School, GED or Native Country Equivalent
Methods & Material	Certified Instructor-led training, Hands-on Labs, Certified Materials (Online Not Available) 8-1 Student instructor Ratio
Course Length	Full Time: 10 Weeks, 21 Hours Per Week, 16 Class, 5 lab, Total Hrs. 210
Cost	Total Cost: 1,500 (Training Materials Included in Pricing Exams not Included)
Certification Goal	GMAT Exam

SOCIAL MEDIA ADMINISTRATOR Course Description	The Google AdWords and Analytics certifications are professional accreditations that Google offers to individuals who demonstrate proficiency in basic and advanced aspects of AdWords and Analytics. Why get certified? An AdWords or Analytics certification allows you to demonstrate that Google recognizes you as an online advertising and Analytics professional.
Occupations	Google Analytics Specialist, Google Adwords Expert & HootSuite Administrator
Prerequisites	Basic computer skills. High school or GED required.
Methods & Material	Certified instructor-led training, Hands-on Labs, Certified Materials (Online Available) 8-1 Student instructor Ratio
Course Length	Part Time:144 Hrs FullTime: 288 Hrs
Cost	Part Time: \$6500 Full Time 9,500 (Training Materials & Exams Included in Pricing)
Certification Goal	Adwords Analytics

GRE (GRADUATE RECORD EXAMINATIONS) Course Description	The GRE program prepares students to sit for the GRE exam. The GRE exam aims to measure verbal reasoning, quantitative reasoning, analytical writing, and critical thinking skills that have been acquired over a long period of learning. The content of the GRE consists of certain specific algebra, geometry, arithmetic, and vocabulary. The GRE General Test is offered as a computer-based exam administered at Prometric & Pearson Vue testing centers. CTIChicago is also a Person Vue testing center. Students can take this exam at our location.
ESL Student Services	Housing Assistance, Transportation Training & City Outings
Prerequisites	High School, GED or Native Country Equivalent
Methods & Material	Certified Instructor-led training, Hands-on Labs, Certified Materials (Online Not Available) 8-1 Student instructor Ratio
Course Length	Full Time:10 Weeks, 21 Hours Per Week, 16 Class, 5 lab, Total Hrs. 210
Cost	Total Cost: 1,500 (Training Materials Included in Pricing Exams not Included)
Certification Goal	GRE Exam

ACADEMIC CALENDAR

Class start dates are subject to change. Contact the CTIC admissions department to confirm start dates. CTIC standard business operating hours are M-F 9-5pm; The CTIC office is closed on Saturdays and Sundays. CTIC is closed and does not hold classes on federal holidays.

ENROLLMENT	FALL PROGRAM 2018	ENROLLMENT	WINTER PROGRAM 2018
Enrollment Deadline	2nd Mon Sept	Enrollment Deadline	1st week Dec
Program Begin	2nd Mon Sept	Classes Begin	1st week Dec
Program End	2nd Wed Feb	Program End	2nd Wed May
Final Grade/Certificates	4th Wed In Feb	Final Grade/Certificates	4th Wed In May
ENROLLMENT	SPRING PROGRAM 2019	ENROLLMENT	SUMMER PROGRAM 2019
Enrollment Deadline	2nd Mon April	Enrollment Deadline	2nd Mon July
Classes Begin	2nd Mon April	Classes Begin	2nd Mon July
Program End	2nd Wed Sept	Program End	2nd Wed Dec
Final Grade/Certificates	4th Wed In Sept	Final Grade/Certificates	4th Wed In Dec

2018 FEDERAL HOLIDAYS

JANUARY 1: New Year's Day
 JANUARY 15: Martin Luther King Day
 FEBRUARY 19: President's Day
 MAY
 JUNE 28: Memorial Day
 JULY 4: Independence Day
 SEPTEMBER 3: Labor Day
 OCTOBER 8: Columbus Day
 NOVEMBER 12: Veterans Day
 NOVEMBER 22-23: Thanksgiving Day
 DECEMBER 24-25: Christmas Day

2019 FEDERAL HOLIDAYS

JANUARY 1: New Year's Day
 JANUARY 21: Martin Luther King Day
 FEBRUARY 18: President's Day
 MAY
 JUNE 27: Memorial Day
 JULY 4: Independence Day
 SEPTEMBER 2: Labor Day
 OCTOBER 14: Columbus Day
 NOVEMBER 11: Veterans Day
 NOVEMBER 28-29: Thanksgiving Day
 DECEMBER 25-26: Christmas Day

ACADEMIC POLICIES

APPLICATION PROCEDURE

To apply for admission, prospective students should contact the CTIC admissions department and schedule a personal interview. All students are required to complete a registration packet.

ADMISSIONS

Any student who qualifies is welcome to attend the Computer Training Institute of Chicago. A high school diploma, GED is not required.

Students with special needs should notify the admissions department during the registration process so we can accommodate their unique needs. CTIC Chicago facilities are handicapable accessible.

TRANSFERABILITY OF CERTIFICATIONS

Entering students will be given credit for current certifications and options to select exchange classes. Exiting students should verify that degree programs will accept certifications before enrolling. See 'Transfer of Credit Policy'.






STUDENT EVALUATIONS

Each student will receive a personal student evaluation before being admitted to the requested class. The evaluation includes a one-on-one interview. A evaluation exam that verifies that student meets the basic requirements to attend the requested course.

TUITION

Please contact the CTIC admissions department for the current Tuition rates. Tuition rates are subject to change based on factors related to operating cost, the market or other factors. Students are guaranteed that the tuition rates for the program that register for, will not change as long as they are enrolled in that program. If a student cancels or is removed from a program and they re-apply at a later time, they are subject to the current tuition rates at the time that they re-apply.

Tuition at the Computer Training Institute of Chicago provides students with the following benefits and services:

-  Live On-line Instructor-led education and training.
-  Online lab access.
-  Supplementary web based training and practice test.
-  Student services
-  Career & Job Placement Services

TEXTBOOKS AND OTHER SUPPLIES

Textbooks are included in the tuition fees. Notebooks, pencils, paper etc... are the responsibility of the student.

PAYMENT POLICY

Payments for tuition fees are due 7 days before the class start date. Payments may be made by credit card, checks or money orders. Payments should be made out to Computer Training Institute of Chicago. A \$35 fee will be charged for checks returned for insufficient funds.

TUITION OPTIONS

CTIC offers several options for financial assistance, student loans and grants. Contact the Administrative Office to discuss your options.

GRADING POLICIES

Policies and Procedures for Student Progress Evaluations: CTIC has instituted a standard grading system to ensure that all students are assessed and graded on a consistent and equitable basis. A clear level of achievement will be recorded and reported, along with a calculated GPA (Grade Point Average).

GRADING SCALE

GRADE	GRADE POINT VALUE	PERCENTAGE	DEFINITION
A	4.0	100-90	Exceptional Achievement. The student has demonstrated exceptional mastery over course competencies.
B	3.0	89-80	Commendable Achievement. The student has demonstrated commendable mastery over course competencies.
C	2.0	79-70	Acceptable Achievement. The student has demonstrated acceptable mastery over course competencies.
D	1.0	69-60	Minimum Achievement. The student has demonstrated minimum mastery over course competencies.
F	0.0	59-50	Insufficient Achievement. The student has demonstrated insufficient mastery over course competencies.

ADDITIONAL GRADE DESCRIPTIONS

IP	In Progress: Grade currently not available
IC	Incomplete: Coursework still remaining to determine grade
W	Withdrawal: Student has withdrawn from the course

GRADING FORMULA

PERCENTAGE	AREA
50%	Midterm & Final Exams
25%	Coursework & Labs
15%	Attendance
10%	Class Participation

GRADE APPEALS

Students have 30 days after receiving their grades to appeal. Appeals must be submitted in writing, to the Administration department. A review board will examine the appeal and verify that the proper grading formulas and assessments were performed correctly. If the review board finds that there was in fact an error, a new grade will be generated and recorded based on the board's findings and reported to the student.

SATISFACTORY ACADEMIC PROGRESS (SAP)

Federal and State regulations require that all students and grant recipients maintain Satisfactory Academic Standards (SAP).

To remain in good standing at CTIC, students are required to make academic progress toward completion of the program they enrolled for. Students must satisfy three standards for 'satisfactory academic progress' by the end of their program in order to graduate.

1. Achieve a minimum cumulative GPA of 2.0
2. Complete the entire program within a maximum of 150% of its scheduled length.
3. Maintain an attendance rate of 75% or above.

CTIC SAP (SATISFACTORY ACADEMIC PROGRESS) POLICY

CTIC validates that students meet these internal CTIC SAP requirements.

- 🕒 Each individual students progress is monitored throughout the program
- 🕒 A SAP report is created monthly for each student
- 🕒 Students who meet the standard are considered to be in good standing
- 🕒 Students who do not meet the requirements are placed on probation
- 🕒 Students on probation will be re-evaluated for one month after probation
- 🕒 A student will be removed from their program if they fail the SAP review after 50 or 75% of the program. For Veteran students, 2 months after the initial probation date. Students will be re-assessed and given the opportunity to take a different program that fits their assessment level.

MINIMUM GPA

Students whose GPA at the end of any Program is less than 2.0, are considered not to be making 'satisfactory academic progress' and will be placed on probation. Subject to the 'CTIC SAP Policy'.

MAXIMUM TIME FRAME

Students who fail to complete 70% of the assignments at 25, 50 & 75% completion of the program are considered not to be making 'satisfactory academic progress.' They will be placed on probation and subject to the 'CTIC SAP Policy' above.

ATTENDANCE POLICY

CTIC has a 80% attendance policy. Attendance reports are generated monthly. Students whose attendance is less than 80% at 25 or 50% completion of the program (monthly for veterans) are considered not to be making 'satisfactory academic progress.' They will be placed on probation policy below and subject to the 'CTIC SAP Policy' above.

Attendance is tracked in 15 minute increments.

A student who is late 15min four times will lose one hour of classroom clock hours.

A student must submit a written request for a leave of absence in advance of the beginning date of the leave of absence, unless unforeseen circumstances prevent the student from doing so. If a student does not request a LOA, the student is still held accountable to the SAP Attendance policy. If the student falls below the 80% mark, and we are unable to contact the student, to obtain a completed LOA and arrange makeup time within 7 days, they will be withdrawn from the program.

PROBATION POLICY

- 🕒 Students on probation will receive a written notification of probationary status.
- 🕒 Students are required to schedule a meeting with the Academic Administrator to jointly address and overcome any issues that may have lead to the probationary status.
- 🕒 If the student fails to achieve 'satisfactory academic progress' for the second Program, the student will receive a second notice of probationary status.
- 🕒 The student will be required to schedule a meeting with the Academic Administrator and student counselor to jointly address and form a action plan to help address any issues that may have lead to the probationary status
- 🕒 Students placed on probation remain eligible to change training programs. Students who choose to change programs will not receive a change in probationary status.

DISMISSAL

A student will be dismissed from the school after two SAP failures and one attempt to re-assess and re-assigned to a new program. (*Please see below for Veterans dismissal policy)

DISMISSAL APPEALS

Students who do not meet CTIC's internal 'satisfactory academic progress' requirements because of mitigating circumstances may submit an appeal to the Academic Administrator.

- 🕒 The appeal should include explanations of the circumstances that prevented the student from achieving 'satisfactory academic progress'.
- 🕒 The Academic Administrator may allow immediate reinstatement or may require that the student be placed on an 'administrative leave of absence' up to 90 days.
- 🕒 Upon readmission to the program, the student will remain on academic probation until they meet the satisfactory progress standards in the CTIC SAP policy.
- 🕒 Students who still fail to meet the CTIC SAP standards after 50% of their current program are eligible for permanent dismissal. This decision is final.

CONDITIONS FOR APPEAL OF SAP OR CONDUCT RELATED DISMISSAL

Documented student illness or proof of current or pre-existing medical issue

Documented immediate family illness or proof of current or pre-existing medical issue

Documented Business, employment related requirement or emergency

Documented Court, Legal or Police related matters

Extreme weather or acts of nature

DISMISSAL POLICY FOR VETERANS

If a veteran fails to meet SAP at a monthly evaluation, CTIC will either dismiss the veteran or extend the veteran's probation for a second month. If CTIC grants a veteran a second month of probation and they fail to meet SAP at the end of the second month of probation, CTIC will dismiss the veteran from the program. The veteran is eligible to re-enroll in a different program, after an assessment, that better meets the student's aptitude.

NOTICE OF NON-DISCRIMINATION

CTIChicago does not discriminate against any person on the basis of race, color, religion, creed, national or ethnic origin, age, sex, gender identity, sexual orientation, marital or parental status, disability, source of income, or status as a veteran in admission to, access to, treatment in, or employment in its programs and activities. CTIChicago has instituted these policies and certain procedures to ensure a safe and non-discriminatory environment and to meet legal requirements. All employers and faculty using the facilities and services of the career services offices must comply with these policies and procedures.

AFFIRMATION FOR VISA STUDENTS

CTIChicago affirms that non-immigrant foreign students will be enrolled under the appropriate visa status, which is: (a) a M visa for vocational and/or technical programs, (b) a J visa for visitor exchange programs, and (c) a F visa for academic and language (avocational) programs, consistent with federal requirements.

TRANSFER OF CREDIT

CTIChicago will grant transfer credit only for college level courses completed at a degree-granting, regionally accredited, post-secondary two-year and four-year College or University. Credit will also be accepted for courses taken at accredited institutions by the Ministry of Education in the home country. Courses from non-accredited institutions are not transferable to CTIChicago.

CTIChicago will also grant transfer credit for industry recognized certifications obtained in the last three years. This does not include the Private Vocational school certificates on completion. Only Industry recognized certifications will be accepted. For example Microsoft or Cisco Certifications.

College courses and certifications will only be accepted that are directly related the programs or course offerings that the candidate is enrolling in.

TRANSFER OF CREDIT FAQ'S

How to request course credits?

Request for acceptance of previous college or certification credits must be made in writing to the CTIChicago Admissions department. There is a \$200 administrative fee for transfer of credit request. Payment must be made by credit card or certified funds.

What documented proof is required? Official college transcripts or industry certification with course numbers.

How is transferability determined?

Three guiding principles inform CTIChicago's policies on transfer credit:

1. Educational quality
2. Comparability of the nature, content, and level of credit earned; and
3. Appropriateness and applicability of the credit earned in light of the student's educational goals.

Educational quality is ensured at least partially by the requirement that transferred credit must be from accredited institutions.

Comparability of the nature, content, and level of credit earned is ensured by thorough research into the content of each transferable course, by careful articulation of general education, and certain major program certifications and current industry standards by ongoing consultation with CTIChicago faculty.

Appropriateness and applicability of the credit earned in light of the student's educational goals is ensured by close consultation and coordination with CTIChicago's Academic and Program committees.

TRANSFER OF CREDIT FAQ'S

How and when do incoming transfer students know what credits are accepted?

Full disclosure about the transferability and applicability of coursework from other institutions is provided to all transfer students as part of the admission process, prior to matriculation. Written notification about the applicability of transfer credit to the CTIChicago General Education requirements is sent to the prospective student and to the CTIChicago Academic Director. Transferability of required courses in the major program is determined by the faculty of the appropriate academic discipline and the Academic Director.

How much credit will be received for college courses and certifications accepted by CTIChicago?

Previous training credit cannot exceed 25% of the prospects program. Evaluations are done on a case by case nature. Every program and each student's previous performance is different. However, comparability of the nature, content, and level of credit earned is ensured by thorough research into the content of each transferable course, by careful articulation of general education, and certain major program certifications and current industry standards by ongoing consultation with CTIChicago faculty.

If approved, how will my tuition be adjusted? CTIChicago is required by State law to provide a specific amount of training hours for each course we certify students for. However credits provided for courses within a specific program can be granted and the cost for that specific course that is covered by the credit will be deducted from the overall tuition. An adjusted program cost invoice will be provided to the student, company state of federal institution that is paying for the program.

Can I appeal the decision if denied? Yes. Appeals should be made in writing and addressed the Program Director. The appeal should include documentation and a detailed argument addressing the reasons stated in the denial of transfer credit letter. The decision made after a thorough review, by the Program Director will be final.

Can I receive credit from other colleges or institutions for the programs completed at CTIChicago? CTIChicago cannot guarantee acceptance of credit for our programs at other institutions. Students should contact the admissions department at the appropriate institution and understand that schools transfer of credit policy.

How do I request transcripts or certifications to submit to other schools? Request for copies of transcripts or certifications should be made in writing to the Student Services department. The request must be dated and signed by the student whose name is on the requested documents.

STUDENT RIGHTS AND RESPONSIBILITIES

LEAVE OF ABSENCE

CTIC may approve students for one or more leaves of absence(LOA) in any 12 month period that does not exceed 120 days. The student is not considered withdrawn during the approved leave of absence.

LOA PROCEDURE

Students must complete and submit a CTIC LOA form. Any documentation that supports the reason for the LOA should be attached to the form. The LOA form should be submitted to the Academic department. The Academic department must approve the LOA before the student takes the leave.

In the case of unforeseen circumstances (family emergencies, medical illness, military duty etc...)

An LOA must still be submitted. The student is still held accountable to the SAP Attendance policy. If the student falls below the 80% mark, and we are unable to contact the student, to obtain a completed LOA and arrange makeup time, they will be withdrawn from the program.

COMPLAINTS AND GRIEVANCES

1. Students with a complaint or grievance that is non-academic in nature should attempt to resolve the matter with the person at the school who is directly responsible for the problem.
2. If the matter cannot be resolved person to person, the student should file a written complaint with the administrators office. The complaint will be reviewed and efforts to resolve the matter will be taken, headed by the administrative staff.
3. If the student has a complaint with the school itself. The student has the right to file a complaint with the appropriate state accrediting and approval bodies for the school.

ABSENCES, MAKEUP WORK & TARDINESS





ABSENCES: Students are required to complete 70% of the classroom hours per the selected program. Days absent will account against the 70% attendance policy. Students absent more than 70% at the quarterly review check point of the program will be subject to the SAP policy.

TARDINESS: Students are required to complete 70% of the classroom hours per their enrolled program. CTIC records attendance in 15 minute increments. So although tardiness is not recorded as an absence, the time late or missed adds up in 15 min increments and will count against the 70% attendance hours requirement. Students who are consistently late and are not present 70% of the classroom hours at quarterly review check point, of the program will be subject to the SAP policy.

MAKE UPS: Students who fail to complete 70% of the assignments at the quarterly review check point of the program are considered not to be making 'satisfactory academic progress.' They will be placed on probation and subject to the 'CTIC SAP Policy' above. Students are allowed to make up missed assignments. Missed assignments must be completed and turned in within 2 weeks of the assignment date to receive credit for completion. The missed assignments will equal any assignments they missed in class.

CONDUCT

Students of CTIC are required to conduct themselves in a manner appropriate for an educational institution. Students will expose themselves to disciplinary action, deemed appropriate by the schools Administrative board on a case by case basis. Disciplinary action may be taken, if students perform actions that fall into the following major categories.

-  Computer or Software hacking, distributing viruses, trojans or any other forms of illegal software exploitation
-  Theft or damage to property of CTIC
-  Disruption or obstruction of CTIC activities, classroom, administrative or business related
-  Cheating, falsifying documents or dishonest behavior

DISMISSAL






CTIC reserves the right to dismiss any student whose, conduct, attendance, academic or financial standing does not meet the schools standards as set forth in this catalog.

APPEAL POLICY

Students of CTIC may appeal a variety of decisions made by the school that directly impact their academic standing or progress, including but not limited to:

SAP Requirements Policy Failure
Academic Probation
Student Dismissal, for SAP or Conduct

Students are encouraged to contact the instructor or person directly involved with the reason for the appeal. Both parties should work together to try to resolve the situation. If the matter cannot be resolved, the student should submit a formal appeal to the administration office. The following procedure should be followed.

-  All appeals must be submitted in writing no later than 30 calendar days after the decision being appealed with documented or signed witness evidence.
-  The appeal should be submitted to the Program Director to review the matter and determine if it merits further investigation.
-  If not, all parties involved will be notified of the decision in writing.
-  If so, the Program Director will escalate the matter to the CTIC Appeal Board. (Board of Directors)
-  The CTIC Appeal Board will review the matter and their decision will be final. (The CTIC Appeal Board is comprised of the Program Director, Admissions Director and Secretary. Other school staff may be asked to sit in on some appeal board meetings as needed. Instructor etc... This is determined on a case by case basis.)

REFUND AND WITHDRAWAL POLICY

REFUND POLICY:

All tuition and instructional charges is subject to the following pro-rata refund policy:

- 1) CTICHICAGO shall not receive, demand, or retain any amount in excess of proportions and dollar amounts disclosed in the enrollment agreement and catalog/bulletin for the term in which the student is enrolled.
- 2) The student's total financial obligation for instruction shall not be more than the total contract price of the program in which the student is enrolled.
- 3) CTICHICAGO shall return that portion of any refunds due to sponsors furnishing grants, loans, scholarships or other financial aids in conformity with federal and state laws, and regulations and requirements of financial aid sponsors within 45 days of the LDA (Last day of attendance) or the DOD, (Date of determination of withdrawal. After any disbursements to grant or financial aid sponsors, the student shall receive the balance, if any tuition was paid directly by the student, the amount due under the school's refund policy. For example International, ESL or Corporate funded student payments.
- 4) Rejection of Applicant: If an applicant is rejected for enrollment by an institution, or if a prospective international student has his/her visa application rejected, a full refund of all monies paid must be made to the applicant, less a maximum application/registration fee stated in this agreement.
- 5) Program Cancellation: If CTICHICAGO cancels a program subsequent to a student's enrollment, the institution must refund all monies paid by the student.
- 6) Cancellation Prior to the Start of Class or No Show: If an applicant accepted by the institution cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid, less a maximum application/registration fee, and any actual housing costs incurred by the institution. The only exception is for an international student who is recruited outside of the United States or its territories, receives an I-20 from the institution, enters the country, and subsequently cancels prior to the start of class or is a no-show. In this event, CTICHICAGO may only retain a maximum total of \$500 for any non-refundable charges clearly identified and itemized in the enrollment agreement, including any application/registration fee, courier fees, and travel cancellation insurance.
- 7) Cancellation After the Start of Class (Optional Student Trial Period): CTICHICAGO considers a withdrawal as a cancellation or no show (for example, the applicant does not show within the first week of the program) A student who is considered a cancellation or no show under our policy must have all charges refunded and all payments returned to the individual or the applicable funding source less the application/registration fee.

WITHDRAWING FROM A COURSE:

- 1) The student should verbally or in writing submit a withdrawal request, to the school management. The date of withdrawal initiated by a student shall be the date the letter of withdrawal is postmarked or, when the notice is hand-carried, it shall occur on the date the notice is delivered. The school shall provide a receipt for each letter of withdrawal received.
- 2) CTIC shall inform the student as to his/her contractual home study or distance education obligation if at any point during the course of instruction it has not received lessons for 60 consecutive calendar days; the date of withdrawal shall be the date of the last lesson received.
- 3) CTIC may give an home study, or distance education student who has withdrawn the opportunity to apply for reinstatement in writing and keep his/her enrollment active without prejudice to the student's refund rights.
- 4) A school shall notify any agency known to the school to be providing financial aid to the student of any withdrawal within 30 days after the date of withdrawal.
- 5) A school shall maintain accurate current records that make possible prompt return of funds in the correct amount.
- 6) In the event a student gives notice of withdrawal, the school is obligated to refund the cost of only those books and materials purchased for the current or future terms if the books and materials have been returned to the school unmarked.
- 7) Charges for books and materials, including software, shall maintain in the student's file along with a receipt with the book title or name of item, amount charged and date purchased. Charges for books and materials, including software, shall remain on file for three years, along with a list for each subject area and the exact charge for each. The record shall be updated as changes occur.
- 8) In the event that a student withdrawing from a course of instruction is less than 18 years of age on date of withdrawal, notice of cancellation shall be made by the purchaser of the enrollment agreement.
- 9) CTIC refunds all monies paid to it if the school did not screen the student, to determine that the student meets its admission standards prior to the date of the student's acceptance. For home study or distance education instruction, all references to class attendance or days in class, shall refer to lessons completed by the student and serviced by the school.

'LIVE-ONLINE' COMPUTER REQUIREMENTS

CTIC provides their students with the convenience of online computer classes. The online classes provide students with the benefits of not having to leave their homes. It also provides all of the benefits of live physical classroom instruction.

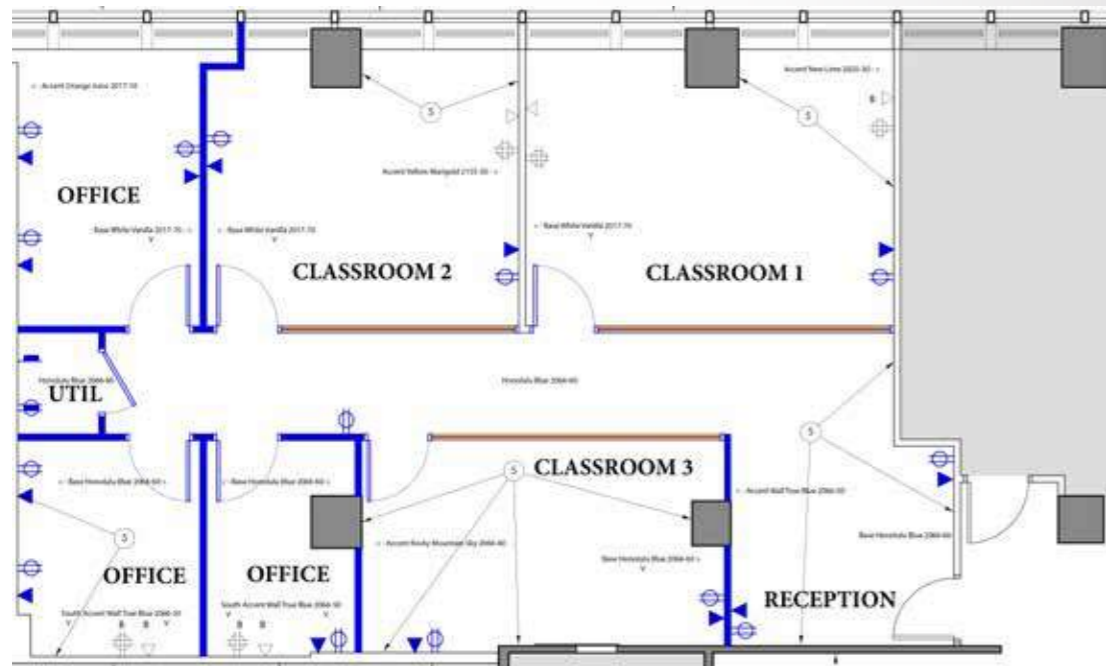
- 🔦 "Live on-Line" Virtual Classrooms
- 🔦 "Live on-Line" Hands on Training Tools
- 🔦 "Live on-Line" Instructors
- 🔦 "Live on-Line" Lectures and Presentations
- 🔦 On-line lab access to practice applications and servers.

Below are the minimum computer requirements to access our online 'Virtual Classroom'

- 🔦 250 GB Hard drive
- 🔦 4 GB RAM
- 🔦 2.2 GHZ CPU
- 🔦 DSL, Cable or Satellite Hi Speed Internet Connection

* Veterans receiving any form of VA Funding for training are not eligible to participate in online training. This includes but is not limited to GI Bill, Post 911, VRAP or Spousal/Dependant VA funded training.

DESCRIPTION OF FACILITY



DESCRIPTION OF EQUIPMENT

All classrooms contain a smartboard or large monitor for projection of instructor training presentations. Each classroom seats a maximum of eight students. All students have dedicated PC's with flat screen monitors or Laptops.

STUDENT SUPPORT SERVICES

ACADEMIC SERVICES

At CTIC, the success of our students is what makes us successful. To that end, all of our students we have instituted a variety of student services. The leadership at CTIC and our entire staff is committed to helping achieve their academic personal and career goals.

If at any time students feel that they are falling behind, we offer free tutoring services. Students should contact the instructor for their program to schedule tutoring sessions.

Tutors may be other instructors, staff members or students who have already completed the course. Here are some of the areas that our Tutoring Services cover.

- 🔦 Study skills, scheduling and time management.
- 🔦 Tutoring Services
- 🔦 Mentoring
- 🔦 Assistance for students limited in the English language.

CAREER SERVICES

CTIC STAFFS PROFESSIONALS IN CAREER MANAGEMENT AND COUNSELING. MAKE SURE YOU AVAIL YOURSELF TO THESE LIFE CHANGING PROGRAMS!

- 🔦 Resume Building
- 🔦 Career Counseling
- 🔦 Mentoring Seminars – Corporate Etiquette, Acing your first and last interview!
- 🔦 Interview Practice Sessions
- 🔦 Career Fairs

Alumni of CTIC have a lifetime membership in our Career Services Program. Graduates who successfully complete their programs are contacted every quarter for up to 1 year with updates on our career fairs and job placement services. After one year they can still continue to attend CTIC seminars and career fairs for free, for as long as they desire.

CTIChicago does not guarantee employment.

STUDENT PLACEMENT STAISTICS

CTIC PROGRAMS DISCLOSURE REPORTING	ADOBE GRAPHICS DESIGN & E-LEARNING COMBO	APPLE IOS & ANDROID APP DEVELOPER *NEW PROGRAM	BUSINESS ADMINISTRATION -MS OFFICE & QUICKBOOKS COMBO	BUSINESS MANAGEMENT PMP & SIX SIGMA COMBO	CCNA & CCNP COMBO
ENROLLMENT REPORT					
Enrolled on July 1, 2013	8	0	8	12	8
ENROLLED IN THE NEXT 12 MONTHS					
New Starts	6	0	0	11	10
Re-enrollments					
Transfers					
TOTAL NUMBER OF ENROLLMENTS	14	0	8	23	18
NUMBER OF STUDENTS ENROLLED IN THE PROGRAM WHO WERE:					
Transferred out of the program into a new program	0	0	0	0	0
Completed program	14	0	8	23	18
Withdrew from the school	0	0	0	0	0
Are still enrolled	0	0	0	0	0

JOB PLACEMENT REPORT					
Placed in field of study	6	0	6	12	9
Placed is related field	2	0	0	4	3
Placed out of field	3	0	0	3	1
Not available for placement	1	0	1	2	3
Not employed	2	0	1	2	2
CERTIFICATION REPORTS					
Took certification exam	12	0	8	20	16
Passed certification exam	10	0	7	18	15
EMPLOYMENT REPORTS					
Employed without CTIC Job Placement	6	0	5	10	11
Average Salary	29,000	N/A	24,000	48,000	55,000

CTIC PROGRAMS DISCLOSURE REPORTING	COMPTIA & MCSA COMBO	MEDICAL BILLING & CODING	MICROSOFT SHAREPOINT & SQL DATABASE COMBO *NEW PROGRAM	SALES FORCE ADMINISTRATOR *NEW PROGRAM	SOCIAL MEDIA ADMINISTRATOR *NEW PROGRAM
ENROLLMENT REPORT					
Enrolled on July 1, 2013	10	6	0	0	0
ENROLLED IN THE NEXT 12 MONTHS					
New Starts	7	4	0	11	10
Re-enrollments					
Transfers					
TOTAL NUMBER OF ENROLLMENTS	17	10	0	0	0
NUMBER OF STUDENTS ENROLLED IN THE PROGRAM WHO WERE:					
Transferred out of the program into a new program	0	0	0	0	0
Completed program	16	10	8	23	18
Withdrew from the school	1	0	0	0	0
Are still enrolled	0	0	0	0	0

JOB PLACEMENT REPORT					
Placed in field of study	10	3	0	0	0
Placed in related field	2	2	0	0	0
Placed out of field	0	2	0	0	0
Not available for placement	2	0	0	0	0
Not employed	2	3	0	0	0
CERTIFICATION REPORTS					
Took certification exam	12	6	0	0	0
Passed certification exam	10	6	0	0	0
EMPLOYMENT REPORTS					
Employed without CTIC Job Placement	8	4	0	0	0
Average Salary	33,000	27,000	*New Program	*New Program	*New Program

PROGRAM CURRICULUM

ADOBE GRAPHICS DESIGN & E-LEARNING COMBO

CLASS	CHAPTERS	TOPICS
PHOTOSHOP	1	INTERFACE
PHOTOSHOP	2	PROJECT EXPLORATIONS
PHOTOSHOP	3	CUSTOMIZING PS
PHOTOSHOP	4	IMAGE EDITING CONCEPTS
PHOTOSHOP	5	LAYERS & MASK
PHOTOSHOP	6	PHOTO RETOUCHING
PHOTOSHOP	7	DIGITAL IMAGES & RAW
PHOTOSHOP	8	TYPE & CREATING MOCK UPS
PHOTOSHOP	9	3D & VIDEO EDITING
PHOTOSHOP	10	JUST FOR FUN
PHOTOSHOP	11	OUTPUTING YOUR IMAGES
PHOTOSHOP	12	ARTISTICE EXSPRESSION & FX
ILLUSTRATOR	1&2	ILLUSTRATOR FUNDAMENTALS
ILLUSTRATOR	3	NAVIGATING VIEWS AND DOCUMENTS
ILLUSTRATOR	4	CREATING AND WORKING WITH SHAPES
ILLUSTRATOR	5	TRANSFORMATIONS, OBJECTS & LAYERS
ILLUSTRATOR	6	DRAWING
ILLUSTRATOR	7	USING SYMBOLS & COLOR
ILLUSTRATOR	8	TYPOGRAPHY
ILLUSTRATOR	9	WORKING WITH IMAGES
ILLUSTRATOR	10	WORKING WITH EFFECTS
ILLUSTRATOR	11	GRAPHS & BEYOND ILLUSTRATOR
INDESIGN	1	THE INDESIGN INTERFACE AND WORKSPACE
INDESIGN	2	INDESIGN PROJECT EXPLORATIONS
INDESIGN	3	COLOR ME HAPPY
INDESIGN	4	HIGH-END TEXT HANDLING
INDESIGN	5	ALL ABOUT PAGES
INDESIGN	6	FUN WITH IMAGES
INDESIGN	7	BOOK FEATURES
INDESIGN	8	DYNAMIC CONTENT & OUTPUT
DREAMWEAVER	1	INTERFACE
DREAMWEAVER	2	SITE CONTROL
DREAMWEAVER	3	CREATING NEW DOCUMENTS
DREAMWEAVER	4	ADDING & STRUCTURING TEXT
DREAMWEAVER	5	CODING IN DREAMWEAVER
DREAMWEAVER	6	MANAGING CSS
DREAMWEAVER	7	WORKING WITH IMAGES
DREAMWEAVER	8	CREATING LINKS
DREAMWEAVER	9	WORKING WITH TABLES
DREAMWEAVER	10	WORKING WITH FORMS
DREAMWEAVER	11	ADDING INTERACTIVITY
DREAMWEAVER	12	WEB SITE PRESENTATIONS
CAPTIVATE	1	WORKSPACES & NEW PROJECTS
CAPTIVATE	2	RECORDING SCREEN ACTIONS
CAPTIVATE	3	CAPTIONS, IMAGES, & SMART SHAPES
CAPTIVATE	4	BUTTONS, ROLLOVERS, & SLIDELETS
CAPTIVATE	5	AUDIO & VIDEO
CAPTIVATE	6	TEXT BOXES & WORKING WITH POWERPOINT
CAPTIVATE	7	INTRODUCTION TO QUESTION SLIDES
CAPTIVATE	8	FINISHING TOUCHES & PUBLISHING



AUTOCAD (NOT ACTIVE PENDING APPROVAL)

AUTOCAD	1	EXPLORING THE INTERFACE
AUTOCAD	2	YOUR FIRST DRAWING
AUTOCAD	3	DRAFTING TOOLS
AUTOCAD	4	ORGANIZING BLOCKS & GROUPS
AUTOCAD	5	TRACKING LAYERS & BLOCKS
AUTOCAD	6	WORKFLOW
AUTOCAD	7	MASTERING VIEWING TOOLS
AUTOCAD	8	PRINTING PLOTTING AND LAYOUTS
AUTOCAD	9	ADDING TEXT
AUTOCAD	10	FILES & TABLES
AUTOCAD	11	USING DEMENSIONS
AUTOCAD	12	ATTRIBUTES
AUTOCAD	13	USING OTHER SOURCES
AUTOCAD	14	ADVANCED EDITING
AUTOCAD	15	LAYING OUT PRINTING
AUTOCAD	16	SMART DRAWINGS
AUTOCAD	17	DYNAMIC BLOCKS
AUTOCAD	18	DRAWING CURVES
AUTOCAD	19	EXCAHNGING DATA FROM DRAWINGS
AUTOCAD	20	3D DRAWINGS
AUTOCAD	21	ADVANCED 3D
AUTOCAD	22	EDITING 3D
AUTOCAD	23	EXPLORING 3D MESH
AUTOCAD	24	CUSTOMIZING & MANAGING
AUTOCAD	FIN	PROJECT PRESENTATION



BUSINESS ADMINISTRATION

CLASS	ASSIGNMENT	TOPICS
WORD	1	INTERFACE, CREATE WORD FILE, PRINTING
WORD	2	EDITING AND FORMATING TEXT
WORD	3	PARAGRAPHS AND STYLES
WORD	4	TABLES AND ILLUSTRATIONS
WORD	5	DOCUMENT BUILDING BLOCKS
WORD	6	MODIFYING LAYOUT
WORD	7	PROOFING AND REVIEWING
WORD	8	SHARING AND CUSTOMIZATION
EXCEL	1	INTERFACE AND WORKBOOKS
EXCEL	2	FORMULAS
EXCEL	3	FORMATING
EXCEL	4	PRINTING AND LARGE PROJECTS
EXCEL	5	COLLABORATING AND DATABASES
EXCEL	6	ANALYSIS AND PIVOT TABLES
EXCEL	7	CHARTS
EXCEL	8	MACROS AND CUSTOMIZATION
ACCESS	1	BASICS AND CREATING FIRST DATABASE
ACCESS	2	DATA AND BUILDING STRUCTURE
ACCESS	3	FORMATTING APPERANCE AND FORMS
ACCESS	4	QUERIES
ACCESS	5	REPORTS AND PUTTING DATA TO WORK
ACCESS	6	MACROS
ACCESS	7	OTHER APPS AND ACCESS
ACCESS	8	ADVANCED TOOLS AND CUSTOMIZATION
POWERPOINT	1	INTERAFCE AND BASICS
POWERPOINT	2	FORMATING
POWERPOINT	3	TABLES AND CHARTS
POWERPOINT	4	SHAPES, AUDIO AND VIDEO
POWERPOINT	5	ART AND SHARING
POWERPOINT	6	CREATE 5 PAGE PRESENTATION ON FAMILY
QUICKBOOKS	1	CREATE MY FIRST COMPANY
QUICKBOOKS	2	SETTING UP MY COMPANY
QUICKBOOKS	3	WORKING WITH CHART OF ACCOUNTS
QUICKBOOKS	4	SETTING UP CHART OF ACCOUNTS
QUICKBOOKS	5	WORKING WITH LISTS
QUICKBOOKS	6	SETTING UP LISTS FOR MY COMPANY
QUICKBOOKS	7	SETTING UP BANK ACCOUNTS
QUICKBOOKS	8	SETTING UP MY BANK ACCOUNTS
QUICKBOOKS	9	SERVICES AND INVENTORY
QUICKBOOKS	10	SETTING UP SERVICES INVENTORY
QUICKBOOKS	11	SETTING UP CUSTOMERS COMPANY
QUICKBOOKS	12	SETTING UP ACCOUNTS RECEIVABLES
QUICKBOOKS	13	SETTING UP ACCOUNTS PAYABLE
QUICKBOOKS	14	SETTING UP TAX GROUPS
QUICKBOOKS	15	CREATE EMPLOYEES AND PAYROLL
QUICKBOOKS	16	CREATE CREDIT CARD ACCOUNTS
QUICKBOOKS	17	PAY BILLS AND RECEIVE PAYMENTS
QUICKBOOKS	18	HOW DID MY COMPANY DO
QUICKBOOKS	19	CREATE MY MONTHLY BUDGET

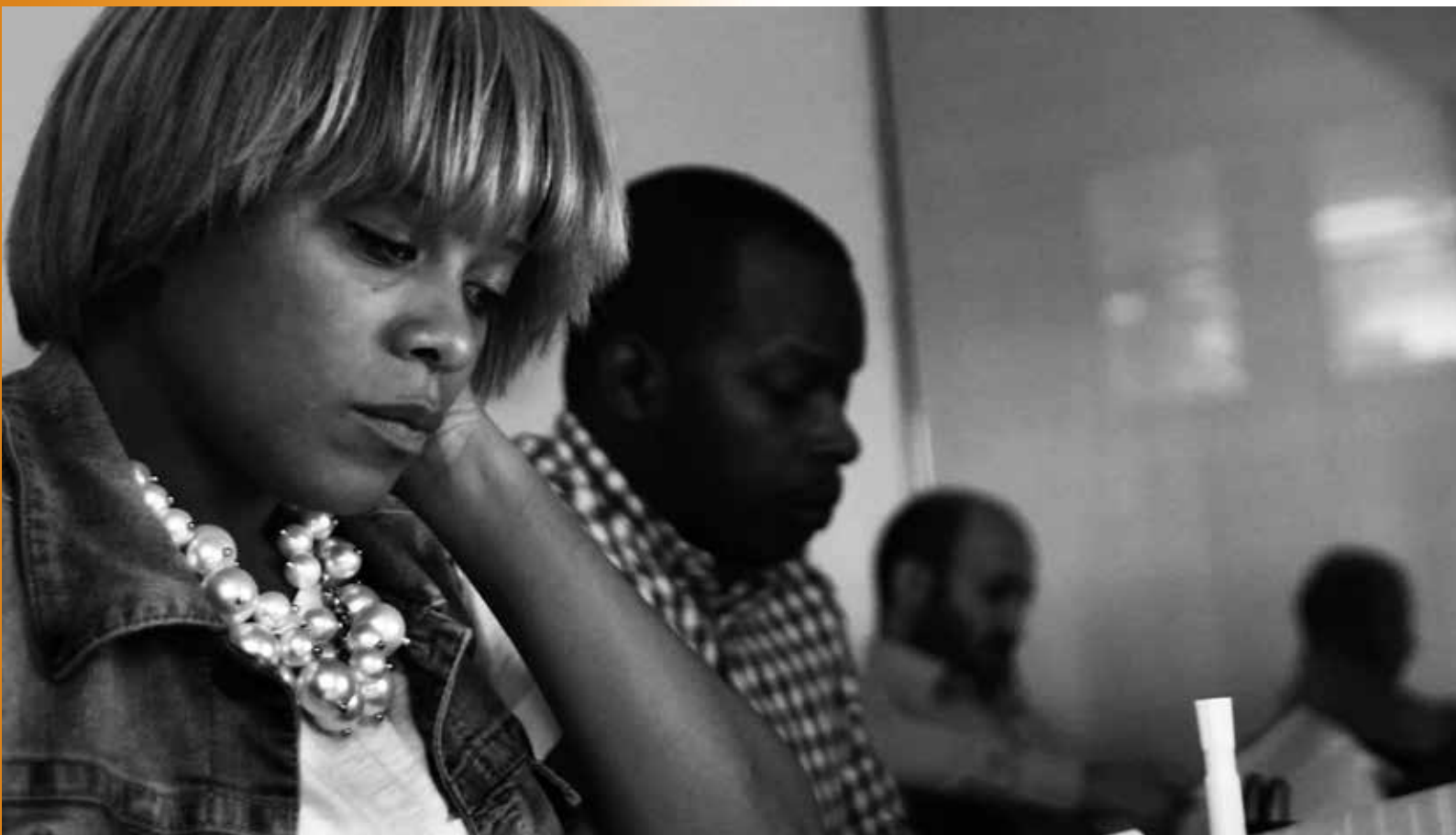
BUSINESS MANAGEMENT PMP & SIX SIGMA COMBO

PROJECT MANAGEMENT

- 1 CH1 THE PMP EXAM OVERVIEW
- 2 CH2 PROJECT MANAGEMENT FRAMEWORK
- 3 CH3 THE PROJECT MANAGEMENT PROCESS
- 4 CH3 THE WHAT COMES BEFORE GAME
- 5 CH4 INTEGRATION MANAGEMENT
- 6 CH4 INTEGRATION MANAGEMENT - DEVELOP PM PLAN
- 7 CH5 SCOPE MANAGEMENT
- 8 CH5 SCOPE MANAGEMENT
- 9 CH6 TIME MANAGEMENT
- 10 CH6 TIME MANAGEMENT - ESTIMATE ACTIVITY DURATIONS
- 11 CH7 COST MANAGEMENT
- 12 CH7 COST MANAGEMENT
- 13 CH8 QUALITY MANAGEMENT
- 14 CH8 QUALITY MANAGEMENT
- 15 CH9 PROJECT HUMAN RESOURCE MANAGEMENT
- 16 STUDENT PROJECT STATUS PRESENTATIONS
- 17 CH 10 PROJECT COMMUNICATIONS MANAGEMENT
- 18 CH 11 PROJECT RISK MANAGEMENT
- 13 CH 11 PROJECT RISK MANAGEMENT
- 14 CH 12 PROJECT PROCUREMENT MANAGEMENT
- 15 CH 13 PROFESSIONAL AND SOCIAL RESPONSIBILITY
- 16 FINAL PRESENTATION
- 17 FINAL PRESENTATION
- 18 CH 14 PREP TESTING - FINALIZE ALL PMP APPS

SIX SIGMA GREEN BELT

- 1 INTRODUCTION TO SIX SIGMA
- 2 DEFINE PHASE POWER POINTS
- 3 MEASURE PHASE POWER POINTS
- 4 ANALYZE PHASE POWER POINTS
- 5 IMPROVE PHASE POWER POINTS
- 6 CONTROL PHASE POWER POINTS
- 7 INTRO & SIX SIGMA GOALS
- 8 LEAN & DFSS
- 9 IDENTIFY STUDENT VIRTUAL PROJECTS
- 10 IDENTIFY STUDENT VIRTUAL PROJECTS
- 11 CREATE PROJECT CHARTER CTQ & CTC
- 12 CREATE HIGH LEVEL PROCESS MAP & SIPOC
- 13 DETAILED PROCESS MAP & HISTOGRAM
- 14 CREATE BI, POISSON & NORMAL DISTRIBUTION
- 15 CREATE PROJECT CP
- 16 STUDENT PRESENTATIONS DEFINE-MEASURE
- 17 CREATE MULTI VARI CHARTS
- 18 CREATE HYPOTH, CHI & ANOVA
- 13 CREATE DOE
- 14 CREATE FISHBONE & VALUE MAP
- 15 CREATE CONTROL X & -R
- 16 CREATE CONTROL P, C & NP CHARTS
- 17 FINAL PRESENTATIONS DEFINE-CONTROL
- 18 SUBMIT VIRTUAL EXAM SCORES



CISCO CCNA & CCNP COMBO

CLASS CCNA-ICND1 100-101 & 200-101
CCNA-ICND1 INTERNETWORKING/ETHERNET NETWORKING
CCNA-ICND1 INTRO TO TCP/IP
CCNA-ICND1 EASY SUBNETTING
CCNA-ICND1 VLSM/SUMMS/TROUBLESHOOTINH TCP/IP
CCNA-ICND1 CISCO IOS AND MANAGING INTERNETWORKS
CCNA-ICND1 IP ROUTING
CCNA-ICND1 OSPF & LAYER 2 SWITCHING
CCNA-ICND1 VLANS AND INTER VLAN ROUTING
CCNA-ICND1 SECURITY
CCNA-ICND1 NAT & IPV6
CCNA-ICND2 ENHANCED SWITCHED TECHNOLOGIES
CCNA-ICND2 MANAGING CISCO DEVICES
CCNA-ICND2 IP SERVICES
CCNA-ICND2 TROUBLESHOOTING IP/IPV6 AND VLANS
CCNA-ICND2 ENHANCED IGRP/MULTI AREA OSPF
CCNA-ICND2 WIDE AREA NETWORKS

CLASS CCNP ROUTING - 300-101
CCNP ROUTING CHARACTERISTICS OF ROUTING PROTOCOLS
CCNP ROUTING REMOTE SITE CONNECTIVITY
CCNP ROUTING IPV6 REVIEW AND RIPNG
CCNP ROUTING FUNDAMENTAL EIGRP CONCEPTS
CCNP ROUTING ADVANCED EIGRP CONCEPTS
CCNP ROUTING EIGRP FOR IPV6 AND NAMED EIGRP
CCNP ROUTING FUNDAMENTAL OSPF CONCEPTS
CCNP ROUTING THE OSPF LINK-STATE DATABASE
CCNP ROUTING ADVANCED OSPF CONCEPTS
CCNP ROUTING ROUTE REDISTRIBUTION
CCNP ROUTING ROUTE SELECTION
CCNP ROUTING FUNDAMENTALS OF INTERNET CONNECTIVITY
CCNP ROUTING FUNDAMENTAL BGP CONCEPTS
CCNP ROUTING ADVANCED BGP CONCEPTS
CCNP ROUTING IPV6 INTERNET CONNECTIVITY
CCNP ROUTING FUNDAMENTAL ROUTER SECURITY CONCEPTS

CLASS CCNP SWITCHING - 300-115
CCNP SWITCHING SWITCHING INTRO 1-4
CCNP SWITCHING SWITCHING INTRO 5-8
CCNP SWITCHING SWITCHING INTRO 9-12
CCNP SWITCHING CAMPUS NETWORK STRUCTURE
CCNP SWITCHING CAMPUS NETWORK ARCH
CCNP SWITCHING IMPLEMENTING VLANS & TRUNKS 1-8
CCNP SWITCHING IMPLEMENTING VLANS & TRUNKS 9-16
CCNP SWITCHING VLAN TRUNKING 1-6
CCNP SWITCHING VLAN TRUNKING 7-12
CCNP SWITCHING IMPLEMENTING ETHERCHANNEL 1-4
CCNP SWITCHING IMPLEMENTING ETHERCHANNEL 5-9
CCNP SWITCHING EXAM TIPS - REVIEW

CLASS CCNP TSHOOT 300-135
TSHOOT NETWORK MAINTENANCE AND TOOLS
TSHOOT TROUBLESHOOTING DEVICE PERFORMANCE
TSHOOT LAYER 2 TRUNKS AND VLANS
TSHOOT STP & LAYER 2 ETHER CHANNEL
TSHOOT INTER VLAN LAYER 3 ETHER CHANNEL
TSHOOT SWITCH SECURITY FEATURES
TSHOOT FIRST HOP REDUNDANTCY
TSHOOT TROUBLESHOOTING IPV4 ADDRESSING
TSHOOT TROUBLESHOOTING IPV6 ADDRESSING
TSHOOT ROUTING & GRE TUNNELS
TSHOOT TROUBLESHOOTING RIPV2 RIPNG
TSHOOT TROUBLESHOOTING EGRP & OSPF
TSHOOT ROUTE MAPS & REDISTRIBUTION
TSHOOT MANAGEMENT PROTICALS & TOOLS
TSHOOT TROUBLESHOOTING MANAGEMENT ACCESS
TSHOOT FINAL PREPERATION



COMPTIA & MCSA COMBO

**COMPTIA +
A PLUS HW
A PLUS HW
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A PLUS SW
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**TOPICS
THE PATH OF THE PC TECH & OPERATIONAL PROCEDURES
THE VISIBLE PC & VISIBLE WINDOWS
VISIBLE NETWORKS & MICROPROCESSORS
RAM & BIOS
MOTHERBOARDS & POWER SUPPLIES
HARD DRIVE TECHNOLOGIES & IMPLEMENTING HARD DRIVES
REMOVABLE MEDIA & INSTALLING AND UPGRADING WINDOWS
WINDOWS UNDER THE HOOD & NTFS, USERS, AND GROUPS
MAINTAINING AND OPTIMIZING WINDOWS & WORKING CLI
TROUBLESHOOTING WINDOWS & INPUT DEVICES
VIDEO & LOCAL AREA NETWORKING
WIRELESS NETWORKING & THE INTERNET
MULTIMEDIA & PORTABLE COMPUTING
MOBILE DEVICES & PRINTERS
SECURING COMPUTERS & VIRTUALIZATION
THE RIGHT PC FOR YOU & THE COMPLETE PC TECH**

**MCSA 410
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER**

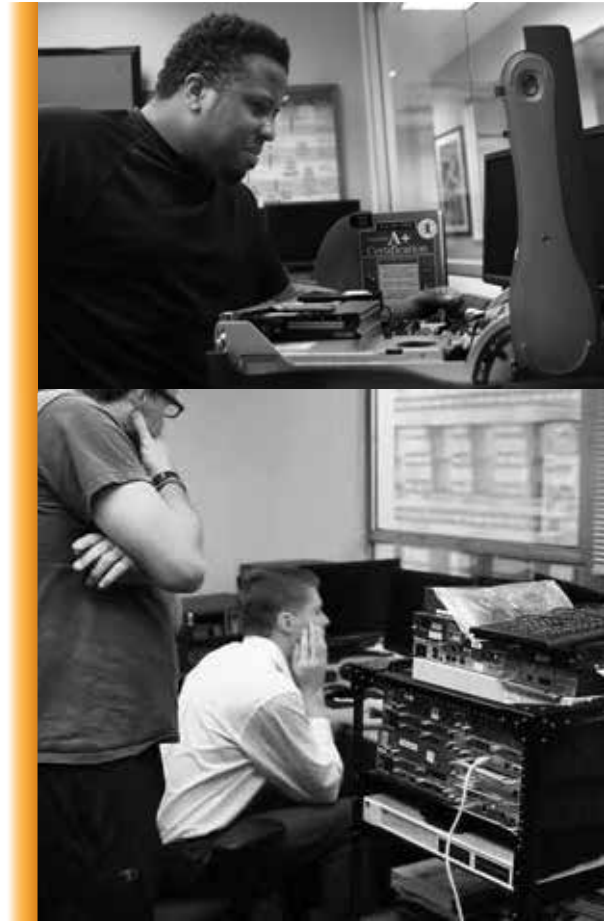
**INSTALLING AND CONFIGURATION
PREPARING & DEPLOYING SERVERS
SERVER REMOTE MANAGEMENT
DEPLOYING DOMAIN CONTROLLERS
ACTIVE DIRECTORY ADMIN
NETWORK ADMINISTRATION
HYPER-V VIRTUALIZATION
FILE SERVICES AND STORAGE
FILE SERVICES AND STORAGE
IMPLEMENTING GROUP POLICY
WINDOWS FIREWALL AND IPSEC**

**MCSA 411
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER
MS SERVER**

**MCSA INSTALLING, CONFIGURING WINDOWS SERVER
WINDOWS DEPLOYMENT SERVICES: INSTALLING AND CONFIGURING
WINDOWS DEPLOYMENT SERVICES: SERVER PROPERTIES AND DISCOVER IMAGES
ACTIVE DIRECTORY AUTHENTICATION SERVICES
GROUP POLICY OBJECTS
VPN & NETWORK ADDRESS TRANSLATION
DNS
ENCRYPTING FILE SYSTEM & MONITORING
WINDOWS SERVER UPDATE SERVICES**

**MCSA 412
MS SERVER
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12
SERVER 12**

**CONFIGURING ADVANCED WINDOWS SERVER 2012 R2 SERVICES
DNS & DHCP
IP ADDRESSING & DAC
MANAGING NETWORK LOAD BALANCING
CLUSTER PROPERTIES AND FAILOVER SETTING
MANAGING HYPER-V
DISASTER RECOVERY TECHNOLOGIES
DEPLOYING A CERTIFICATE AUTHORITY
TRUST & BUSINESS TO BUSINESS FEDERATION**



MEDICAL BILLING HEALTH & IT TECHNICIAN

CLASSIFICATION SYSTEMS

1. INTERPRET HEALTHCARE DATA FOR CODE ASSIGNMENT
2. INCORPORATE CLINICAL VOCABULARIES AND TERMINOLOGIES USED IN HEALTH INFORMATION SYSTEMS
3. ABSTRACT PERTINENT INFORMATION FROM MEDICAL RECORDS
4. CONSULT REFERENCE MATERIALS TO FACILITATE CODE ASSIGNMENT
5. APPLY INPATIENT CODING GUIDELINES
6. APPLY OUTPATIENT CODING GUIDELINES
7. APPLY PHYSICIAN CODING GUIDELINES
8. ASSIGN INPATIENT CODES
9. ASSIGN OUTPATIENT CODES
10. ASSIGN PHYSICIAN CODES
11. SEQUENCE CODES ACCORDING TO HEALTHCARE SETTING

DOMAIN II. REIMBURSEMENT METHODOLOGIES (23%)

1. SEQUENCE CODES FOR OPTIMAL REIMBURSEMENT
2. LINK DIAGNOSES AND CPT CODES ACCORDING TO PAYER SPECIFIC GUIDELINES
3. ASSIGN CORRECT DIAGNOSIS RELATED GROUP (DRG)
4. ASSIGN CORRECT AMBULATORY PAYMENT CLASSIFICATION (APC)
5. EVALUATE NCCI (NATIONAL CORRECT CODING INITIATIVE) EDITS
6. RECONCILE NCCI EDITS
7. VALIDATE MEDICAL NECESSITY USING LCD (LOCAL COVERAGE DETERMINATIONS) AND NCD NATIONAL COVERAGE)
8. SUBMIT CLAIM FORMS
9. COMMUNICATE WITH FINANCIAL DEPARTMENTS
10. EVALUATE CLAIM DENIALS
11. RESPOND TO CLAIM DENIALS
12. RE-SUBMIT DENIED CLAIM TO THE PAYER SOURCE
13. COMMUNICATE WITH THE PHYSICIAN TO CLARIFY DOCUMENTATION

DOMAIN III. HEALTH RECORDS AND DATA CONTENT (15%)

1. RETRIEVE MEDICAL RECORDS
2. ASSEMBLE MEDICAL RECORDS ACCORDING TO HEALTHCARE SETTING
3. ANALYZE MEDICAL RECORDS QUANTITATIVELY FOR COMPLETENESS
4. ANALYZE MEDICAL RECORDS QUALITATIVELY FOR DEFICIENCIES
5. PERFORM DATA ABSTRACTION
6. REQUEST PATIENT-SPECIFIC DOCUMENTATION FROM OTHER SOURCES
7. RETRIEVE PATIENT INFORMATION FROM MASTER PATIENT INDEX
8. EDUCATE PROVIDERS IN REGARDS TO HEALTH DATA STANDARDS
9. GENERATE REPORTS FOR DATA ANALYSIS

DOMAIN IV. COMPLIANCE (14%)

1. IDENTIFY DISCREPANCIES BETWEEN CODED DATA AND SUPPORTING DOCUMENTATION
2. VALIDATE THAT CODES ASSIGNED BY PROVIDER OR ELECTRONIC SYSTEMS ARE SUPPORTED BY PROPER DOCUMENTATION
3. PERFORM ETHICAL CODING
4. CLARIFY DOCUMENTATION THROUGH PHYSICIAN QUERY
5. RESEARCH LATEST CODING CHANGES
6. IMPLEMENT LATEST CODING CHANGES
7. UPDATE FEE/CHARGE TICKET BASED ON LATEST CODING CHANGES
8. EDUCATE PROVIDERS ON COMPLIANT CODING
9. ASSIST IN PREPARING THE ORGANIZATION FOR EXTERNAL AUDITS

DOMAIN V. INFORMATION TECHNOLOGIES (8%)

1. NAVIGATE THROUGHOUT THE ELECTRONIC HEALTH RECORD (EHR)
2. UTILIZE ENCODING AND GROUPING SOFTWARE
3. UTILIZE PRACTICE MANAGEMENT AND HIM (HEALTH INFORMATION MANAGEMENT) SYSTEMS
4. UTILIZE CAC (COMPUTER ASSISTED CODING) SOFTWARE THAT AUTOMATICALLY ASSIGNS CODES BASED ON ELECTRONIC TEXT
5. VALIDATE THE CODES ASSIGNED BY COMPUTER ASSISTED CODING SOFTWARE

DOMAIN VI. CONFIDENTIALITY & PRIVACY (8%)

1. ENSURE PATIENT CONFIDENTIALITY
2. EDUCATE HEALTHCARE STAFF ON PRIVACY AND CONFIDENTIALITY ISSUES
3. RECOGNIZE AND REPORT PRIVACY ISSUES/VIOLATIONS
4. MAINTAIN A SECURE WORK ENVIRONMENT
5. UTILIZE PASS CODES
6. ACCESS ONLY MINIMAL NECESSARY DOCUMENTS/INFORMATION
7. RELEASE PATIENT-SPECIFIC DATA TO AUTHORIZED INDIVIDUALS
8. PROTECT ELECTRONIC DOCUMENTS THROUGH ENCRYPTION
9. TRANSFER ELECTRONIC DOCUMENTS THROUGH SECURE SITES
10. RETAIN CONFIDENTIAL RECORDS APPROPRIATELY
11. DESTROY CONFIDENTIAL RECORDS APPROPRIATELY



MISCROSOFT SHAREPOINT & SQL DATABASE COMBO

SHAREPOINT

70-331 DESIGNING A SHAREPOINT TOPOLOGY SEC 1-2
70-331 DESIGNING A SHAREPOINT TOPOLOGY SEC 3-4
70-331 PLANNING SECURITY 1-2
70-331 PLANNING SECURITY 3-4
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 1-2
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 3-5
70-331 CREATE AND CONFIGURE WEB SITE 1-2
70-331 CREATE AND CONFIGURE WEB SITE 3-5
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 1-2
70-331 INSTALL AND CONFIGURE SHAREPOINT FARMS 3-5
70-332 PLAN BUSINESS CONTINUITY MANAGEMENT 1
70-332 PLAN BUSINESS CONTINUITY MANAGEMENT 2-3
70-332 PLAN A SHAREPOINT ENVIRONMENT 1-2
70-332 PLAN A SHAREPOINT ENVIRONMENT 3-4
70-332 UPGRADES & MIGRATIONS 1-2
70-332 UPGRADES & MIGRATIONS 3
70-332 CREATE & CONFIGURE SERVICE APPS 1-2
70-332 CREATE & CONFIGURE SERVICE APPS 3-5
70-332 MANAGE SHAREPOINT SOLUTIONS 1-2
70-332 MANAGE SHAREPOINT SOLUTIONS 3

SQL	TOPIC
SQL	INSTALLING SQL SERVER
SQL	CONFIGURING SQL SERVER SERVICES
SQL	CONNECTING TO THE NETWORK
SQL	CREATING AND CONNECTING TO DATABASES
SQL	BACKING UP AND RESTORING A DATABASE
SQL	MANAGING LOGINS AND USERS
SQL	CREATING AND ASSIGNING LOGINS AND ROLES
SQL	SECURING SQL ON THE NETWORK



SOCIAL MEDIA ADMINISTRATOR

GOOGLE ANALYTICS

ANALYTICS	WHAT IS ANALYTICS & WHAT DO WE MEASURE?
ANALYTICS	FUNDAMENTALS & REPORTING
ANALYTICS	DETAILED REPORTS & SEGMENTATION
ANALYTICS	SHARING & VISITOR REPORTS
ANALYTICS	ADVERTISING REPORTS
ANALYTICS	TRAFFIC REPORTS
ANALYTICS	CONTENT REPORTS
ANALYTICS	CONVERSIONS - HOME & CONCLUSIONS
ANALYTICS	FINAL REVIEW ANY OPEN TOPICS

GOOGLE ADWORDS

ADWORDS	ADWORDS OVERVIEW
ADWORDS	ACCOUNTS
ADWORDS	SEARCH & MATCHING
ADWORDS	CAMPAIGNS
ADWORDS	AD GROUPS
ADWORDS	AUCTIONS
ADWORDS	CONVERSIONS
ADWORDS	ROI & OPTIMIZATION
ADWORDS	RE-MARKETING
ADWORDS	VIDEOS

SALES FORCE ADMINISTRATOR

CLASS SALESFORCE ADMINISTRATION ADM 201

ADM 201	SALESFORCE OVERVIEW
ADM 201	ORGANIZATION ADMINISTRATION
ADM 201	USER MANAGEMENT
ADM 201	CONFIGURATION IN SALESFORCE
ADM 201	DATA MANAGEMENT
ADM 201	DATA ANALYTICS & REPORTS
ADM 201	IMPLEMENTING BUSINESS PROCESS
ADM 201	CRM FUNCTIONS
ADM 201	EXTENDING SALESFORCE CRM
ADM 201	BEST PRACTICES & MOBILE

TELECOMMUNICATIONS

TELECOMMUNICATIONS NCTI/SBCA

TELECOM	COMPUTING AND ENABLING TECHNOLOGIES
TELECOM	DATA & IP PRIVATE BRANCH EXCHANGES
TELECOM	INDUSTRY STRUCTURES, AND REGULATIONS
TELECOM	CARRIER NETWORKS
TELECOM	BROADBAND AND WIDE AREA NETWORKS
TELECOM	THE INTERNET
TELECOM	MOBILE AND WI-FI NETWORKS
TELECOM	MOBILE CARRIERS WORLDWIDE

COPYRIGHT INFRINGEMENT POLICY

What is copyright?

Copyright is legal protection of intellectual property, in whatever medium, that is provided for by the laws of the United States to the owners of copyright. Types of works that are covered by copyright laws include, but are not limited to, literary, dramatic, musical, artistic, film, and multi-media works. Many people understand that printed works, such as books and magazine articles, are covered by copyright laws. However, they are not aware that the protection extends into software, digital works, and unpublished works and it covers all forms of a work, including its digital transmission and use.

What is the current law concerning digital copyright?

The Digital Millennium Copyright Act (“DMCA”), signed into law in 1998, recognizes that digital transmission of works adds complexity to the copyright laws. The DMCA provides educational institutions with some protections if individual members of the community violate the law. However, for CTIChicago to maintain this protection we must expeditiously take down or otherwise block access to infringing material, whenever it is brought to our attention and whether or not the individual who is infringing has received notice.

It is important to note that the DMCA contains serious implications with respect to infringing activities of faculty, students, or staff who are performing teaching or research functions.

The unauthorized distribution of copyrighted material, including peer-to-peer file sharing, may subject an individual to civil and criminal liabilities. Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For “willful” infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. For more information, please see the Web site of the U.S. Copyright Office at <http://www.copyright.gov/>, especially their FAQ’s at www.copyright.gov/help/faq.

If students are found in violation their privileges to access the network from their personal computers will be denied for the remainder of the program. During the period when students cannot connect a personal computer to the network, students will be allowed to access the Internet only from CTIChicago computers. Additional infringements will result in permanent loss of network privileges and/or referral of the student's name to the appropriate authorities for civil or criminal prosecution.

“FERPA STATEMENT”

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information. Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest. Other schools to which a student is transferring
- Specified officials for audit or evaluation purposes
- Appropriate parties in connection with financial aid to a student
- Organizations conducting certain studies for or on behalf of the school
- Accrediting organizations
- To comply with a judicial order or lawfully issued subpoena
- Appropriate officials in cases of health and safety emergencies
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Welcome to CTIChicago

“YOUR PARTNER FOR SUCCESS!”

We are here to help you reach your goals.
We welcome your comments and suggestions.
www.CTIChicago.com.



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