

COURSE CATALOG



IT-Ready Technical Support Program

Illinois

3500 Lacey Road, Suite 100

Downers Grove IL 60515

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866-251-4487

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Disclosures

State Authorization

CompTIA Tech Career Academy is a private vocational institution that is approved to operate the IT-Ready Technical Support program by the Private Business and Vocational Schools Division of the Illinois Board of Higher Education.

Accreditation

CompTIA Tech Career Academy is not an institution that has received accreditation from an accrediting body recognized by the U.S. Department of Education.

Complaints

COMPLAINTS AGAINST THIS SCHOOL MAY BE REGISTERED WITH THE BOARD OF HIGHER EDUCATION

Complaints should be directed to:

Illinois Board of Higher Education
1 N. Old State Capitol Plaza, Suite 333
Springfield IL, 62701
(217) 782-2551

CTCA Board Officials:

Charles Eaton, CEO of Creating IT Futures Foundation, CompTIA Tech Career Academy
Courtney Fong, Chief Legal Officer & Chief Privacy Officer/Board Secretary
Brian Laffey, Chief Financial Officer/Board Treasurer
Todd Thibodeaux, Board Director and CEO of CompTIA

CTCA Staff:

Kathy Brennan, National Director, Career Services
Caroline Conlon, Manager, Student Accounting
Lisa Fasold, Senior Director, Marketing & Communications
Chad Green, Digital Media Coordinator
Chrissy Hannon, Registrar
Anderson Lee, Career Services Manager – Illinois
Stacy Litwin, Academic Advisor
Tracie Michoff, Admissions Advisor
Kathy Mrazek, Admissions Advisor & Alumni Services Manager
Karin Nordmeyer, Specialist, Librarian
Lauren Pierce, Manager, Office of Admissions
Ben Rohling, Senior Manager, Academic Affairs
Joelle Szyszka, Manager, Faculty Affairs
Adam Turner, Chief Academic Officer
Sue Wallace, VP, Student & Career Services

CTCA Instructors:

See Addendum 1 for a list of institutional instructors and program(s) taught

History

As the philanthropic arm of CompTIA, Creating IT Futures Foundation (CITF) is a nonprofit organization that was founded in 1998 and provides educational training and certification opportunities to those who seek an upwardly mobile career in the IT field. The IT-Ready Technical Support program, which has been operating since 2012, was designed to help unemployed and under-employed individuals improve their lives through tech careers. CompTIA Tech Career Academy (CTCA) is the name of an institution established under CITF that offers IT-Ready Technical Support programming.

Mission

Our mission is to unlock people’s potential by helping them launch and grow their careers in information technology.

2020 IT-Ready Technical Support Program Schedule*

IT-Ready Technical Support Schedule			
Start Date and Campus	End Date	Start Date and Campus cont.	End Date cont.
April 13, 2020 (Chicago)	June 5, 2020	September 21, 2020 (Chicago)	November 13, 2020
May 4, 2020 (online)	July 24, 2020	September 28, 2020 (online)	December 18, 2020
June 1, 2020 (online)	August 21, 2020	October 19, 2020 (online)	January 15, 2021
June 22, 2020 (Chicago)	August 14, 2020	November 9, 2020 (online)	February 5, 2021
August 5, 2020 (online)	October 23, 2020	December 7, 2020 (online)	March 5, 2021

*Note that these dates are proposed. The schedule may change based on approval and accreditation review cycle.

Holidays 2020/2021 (No Class Scheduled)	
Memorial Day	May 25, 2020
Independence Day (obs.)	July 3, 2020
Labor Day	September 7, 2020
Thanksgiving Break	November 26-27, 2020
Christmas Break	December 24-25, 2020
New Year’s Day	January 1, 2021

Locations and Hours of Operation

Downers Grove Headquarters

Location: The main campus is located at 3500 Lacey Road, Suite 100 in the city of Downers Grove, IL 60515, on the ground floor of a thirteen-story high rise building. It is conveniently situated near the I-88 the East-West Tollway, and 1-355 the North-South Tollway, as well as convenient public transportation accessibility.

Hours of Operation: 8:30 AM to 4:30 PM Central Time (CT), Monday through Friday. Closed Saturdays, Sundays, and major holidays.

Phone number: 866-251-4487

Chicago Campus

Location: The CTCA Chicago campus is located at 3390 N. Avondale Ave., Chicago IL 60638, within the El Centro building, which is one of the Northeastern Illinois University's campuses. This modern, three-story building sits adjacent to the Kennedy Expressway between Kimball Avenue and Addison Street, and is easily accessible by the CTA's Blue Line and the CTA 82 Bus.

Hours of Operation: 8:30 AM to 4:30 PM CT, Monday through Friday. Closed Saturdays, Sundays, and major holidays.

Phone number: 866-251-4487, extension 1

Online Campus

Online Instruction Hours

Divided into two sections:

Section A: 9:00 AM to 12:00 PM CT, Monday through Friday.

Section B: 6:00 PM to 9:00 PM CT, Monday through Friday.

Both closed Saturdays, Sundays, and major holidays.

Phone number: 866-251-4487, extension 8

Facilities & Equipment

Downers Grove Headquarters

The IT-Ready Technical Support program is located at 3500 Lacey Rd., Ste. 100, Downers Grove, IL 60515. Each program session can accommodate up to 25 students and one instructor per class. Students have access to a computer, the internet, and required software for classroom assignments and labs.

Chicago Campus

The IT-Ready Technical Support program is located at 3390 N. Avondale Ave., Chicago IL 60638. Each program session can accommodate up to 25 students and one instructor per class. Students have access to a computer, the internet, and required software for classroom assignments and labs.

Equipment

The classroom-based IT-Ready Technical Support programs in Downers Grove and Chicago offer appropriate computer equipment, software, and high-speed internet access for students to participate in classroom activities, including lectures and labs. The standard computer equipment and software available for students to utilize includes:

- 64-bit Windows operating system (Windows 7 or 10 professional or above)
- Intel i5 processor (or equivalent)
- CPU with VT, VT-x or similar virtualization support
- 8 GB RAM
- 500 GB HDD or SDD
- Microsoft Office 2016

Online Campus

Each program session of the online IT-Ready Technical Support program can accommodate up to 35 students and one instructor.

Equipment

The online IT-Ready Technical Support program does not provide computer equipment, internet access, or required software for students. Students will need access to the internet and a reliable laptop or desktop computer. Students will also need access to a current web browser and Microsoft Office software.

IT-Ready Technical Support Program

IT-Ready Technical Support (classroom-based)

Program Description

The IT-Ready Technical Support program is an eight-week classroom-based program which consists of 240 clock hours of classroom instruction. This program prepares students to take and pass the CompTIA A+ certification examinations (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). Successful program completers will earn their CompTIA A+ certification and a CTCA Certificate of Completion. This program prepares students for a Computer User Support Specialist or equivalent entry-level IT help desk role (CIP Code 11.1006, O-NET Number 15-1151.00).

This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process. The cost of the program includes tuition, instruction, content (books or eBooks), a CompTIA A+ 220-1001 Core 1 examination voucher, and a CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination, if necessary).

CompTIA A+ 220-1002 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.

Individuals who successfully complete the eight-week training program and achieve their CompTIA A+ certification have the opportunity to apply to jobs that our partners offer; CompTIA Tech Career Academy does not guarantee job placement after successful completion of the program.

Graduation Requirements

To graduate from the IT-Ready Technical Support program, students must be in good standing and complete the program with a passing grade (defined as having achieved 70% or higher cumulative score on graded coursework in the program) and earn their CompTIA A+ certification. Students cannot have more than one absence and three tardies throughout the duration of the program. Graduates of the program will be awarded a Certificate of Completion.

A Pass (P) final grade will be based on the combination of successful completion of the program hours/coursework and the achievement of the CompTIA A+ certification. The CompTIA A+ certification is awarded to those who take and pass the two certification exams, CompTIA A+ 220-1001 and CompTIA A+ 220-1002. Students will receive one certification voucher (with one retake) per exam. Students will have up to 14 days after the completion of the classroom training to achieve CompTIA A+ certification.

Students who successfully complete the program hours but fail to successfully obtain the CompTIA A+ certification within 14 days post instruction will receive a Fail (F) grade and will not graduate from the program.

Failure to Complete Program

A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours/coursework and pass their certification exams within 14 days of the end of classroom instruction.

Students who fail to complete the program may reapply. Refer to the Student Readmission policy for more information.

Equipment, Software, and Supplies

Computer equipment is provided to each student in the IT-Ready Technical Support program for classroom use only. Any software required for the program will be provided by CTCA at no cost to the student. This software is provided under licenses that allow for its use only in pursuit of the program.

Students are expected to provide their own pens, pencils, note-taking materials, etc. for use in the program.

IT-Ready Technical Support Syllabus (Classroom)

Course Title	IT-Ready Technical Support
Course Number	TS101
Delivery Mode	This course is delivered on campus using lab and lecture instruction.
Clock Hours	240 clock hours
Course Length	40 class sessions over 8 weeks
Prerequisites	None
Instructor Name and email address	Jesse Glass: jglass@comptiaglobal.org Michael Henkle: mhenkle@comptiaglobal.org Michael Sletten: msletten@comptiaglobal.org
Program Information and Credential	The IT-Ready Technical Support Program consists of one course. To complete the program, students must successfully pass the IT-Ready Technical Support course. Students that successfully complete the program are awarded a Certificate of Completion.

<p>Program/Course Description</p>	<p>This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). CompTIA A+ 220-1002 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.</p>	
<p>Learning Objectives</p>	<p>This program prepares students for a Computer User Support Specialist or equivalent entry-level IT help desk role (CIP Code 11.1006, O-NET Number 15-1151.00). By the completion of the program, students should be able to understand the following topics:</p> <ul style="list-style-type: none"> ● Security: Support and secure access to data by properly using authentication, access control, and encryption for an organization. ● Networking: Apply core concepts and protocols and subnet mask to set up and support wired and wireless networks. ● Operating systems: Troubleshoot mobile, server, and traditional operating systems ranging from Android and iOS to Windows and Linux. ● IT Operations: Use the basics of virtualization, cloud computing, desktop imaging, and deployment to support today's IT infrastructures. ● Troubleshooting: Use decision trees for diagnosing, resolving, and documenting common hardware and software issues across a variety of devices. ● Technical Support: Apply principles of customer service to help resolve IT issues. 	
<p>Certification Requirements</p>	<p>Students are required to achieve CompTIA A+ certification in order to be considered a successful program graduate and to earn a Pass grade in the IT-Ready Technical Support program. Students will have up to 14 days after the completion of the program training to achieve CompTIA A+ certification. The program prepares graduates to earn their CompTIA A+ certification by completing program coursework and reviewing test prep materials for certification. Refer to the program curriculum outline for a detailed listing of the materials that will be covered and the assessments that will be completed as part of the IT-Ready Technical Support program. Students are issued a voucher for each of the two sections of the CompTIA A+ certification examinations, as well as one retake voucher per exam (vouchers are included in the total cost of the program). Students must register their own accounts and schedule their own exam with Pearson VUE (https://home.pearsonvue.com/).</p>	
<p>Grading System</p>	<p>Rating</p> <p>Pass</p> <p>Fail</p>	<p>Letter Grade</p> <p>P</p> <p>F</p>

	A Pass grade is defined as having achieved 70% or higher cumulative score on graded coursework in the program.
Graded Elements	<p>The IT-Ready Technical Support program grading is Pass/Fail. CompTIA Tech Career Academy monitors student progress frequently and provides feedback to students over the course of the program. Students will be required to complete a variety of activities, including quizzes, knowledge checks, and mock exams, that will be reviewed and graded to ensure that the students are progressing through the program appropriately.</p> <p>A passing final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours/coursework and the achievement of the CompTIA A+ certification. A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours and pass their certification exams within 14 days of the end of classroom instruction.</p>

CURRICULUM OUTLINE

Week 1 4 clock hours lab time 26 clock hours lecture time		
1	Introduction to IT-Ready Technical Support Soft Skills 101	Lecture: Teacher directed introduction, ice breaker, and introduction to soft skills content. Lab Activities: None Assessments: None
2	Core 1, Lesson 1: Installing and configuring PC components Core 1, Lesson 2: Installing, configuring and Troubleshooting Display and Multimedia Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
3	Core 1, Lesson 3: Installing, configuring and Troubleshooting Storage Devices Week 1 Assignment, Troubleshooting Methodology	Lecture: Teacher directed lecture and group discussion Lab Activities: Identify display adapters Assessments: Knowledge check
4	Lab: 1 PrepareU Developing Your Work Brand	Lecture: Teacher directed lecture and group discussion Lab Activities: Connecting to a remote cloud computer, identifying hardware specifications and configuration via the Windows environment Assessments: None
5	Tech talks, Group 1 Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Tech talks - Group 1

Week 2 3 clock hours lab time 27 clock hours lecture time		
6	Quiz + Review Core 1, Lesson 5: Network Infrastructure Concepts Group 2, Tech talks	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Group 2 Tech Talks, Quiz covering lessons 1 through 4 and lab 1 topics
7	Guest Speaker or Assignment PrepareU Communication Group 3, Tech talks	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Assignment covering Lessons 1 through 5 (if there is no guest speaker presenting on this day.) Group 3 Tech Talks
8	Microsoft Office Lesson 1	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
9	Guest Speaker or Assignment Core 1, Lesson 6: Configure and Troubleshoot Networks	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Assignment covering Lessons 1 through 5 (if there is no guest speaker presenting on this day.)
10	Complete Core 1, Lesson 6: Configure and Troubleshoot Networks Core 1, Lesson 7: Implementing client side virtualization and cloud computing Lab: 2	Lecture: Teacher directed lecture and group discussion Lab Activities: Planning and selecting hardware components for custom built computers Assessments: None
Week 3 5 clock hours lab time 25 clock hours lecture time		
11	Complete Week 2 Lab Quiz + Review Core 1, Lesson 8: Supporting and Troubleshooting Laptops Group 4, Tech Talks	Lecture: Teacher directed lecture and group discussion Lab Activities: Review custom computers, discuss performance, risks, and selections Assessments: Networking fundamentals quiz, Tech Talks Group 4
12	Lab: 3 Customer Service PrepareU	Lecture: Teacher directed lecture and group discussion Lab Activities: Windows networking configuration, and hardware/device configuration Assessments: None
13	Complete Customer Service PrepareU	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Mobile device troubleshooting scenarios

	Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices	
14	Group 5, Tech Talks Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Group 5 Tech Talk Presentations
15	Class review Core 1 Core 1 Midterm and review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Midterm exam
Week 4 4 clock hours lab time 26 clock hours lecture time		
16	Core 2, Lesson 1: Supporting Operating Systems Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
17	Guest speaker OR Assignment Complete Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Windows 10 configuration tasks (if there is no guest speaker presenting on this day.)
18	Complete Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows Core 2, Lesson 4: Configure and Troubleshoot Networks Lab: 4	Lecture: Teacher directed lecture and group discussion Lab Activities: Explore Microsoft Windows troubleshooting tools, control panel applets, and set up maintenance tasks Assessments: None
19	Complete Lab: 4 Guest speaker or Assignment Week 4 Quiz Reducing Anxiety and Conflict	Lecture: Teacher directed lecture and group discussion Lab Activities: Complete Lab 4 Assessments: Windows 10 configuration tasks (if there is no guest speaker presenting on this day.)
20	ServiceNow Training Complete Reducing Anxiety and Conflict	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

Week 5 4 clock hours lab time 26 clock hours lecture time		
21	Complete Core 2, Lesson 4: Configure and Troubleshoot Networks Develop Your Elevator Pitch	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
22	Core 2, Lesson 5: Manage Users, Workstations, and Shared Resources Core 2, Lesson 6: Security Concepts	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
23	Resumes and Job interviews Behavioral Interview questions	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
24	LinkedIn Training and Slack Groups Core 2, Lesson 7: Securing Workstations and Data	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
25	Lab: 5 Network Plan Assignment Week 5 Quiz	Lecture: Teacher directed lecture and group discussion Lab Activities: Managing Windows Users, configure security, map, and access shared resources on virtual networks. Assessments: Quiz covering Windows tools, Assignment for developing a Network plan
Week 6 4 clock hours lab time 26 clock hours lecture time		
26	Core 2, Lesson 8: Troubleshooting Workstation Security Issues Mock Interview Introduction, Prep PrepareU: Social Styles	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
27	Microsoft Office lesson 2	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
28	Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices Core 2, Lesson 10: Implementing Operational Procedures	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
29	Complete Core 2, Lesson 10: Implementing Operational Procedures Soft Skills recap	Lecture: Teacher directed lecture and group discussion Lab Activities: Optional troubleshooting scenarios in canvas Assessments: Knowledge check

30	Lab: 6 Developing supporting documents assignment Week 6 Quiz	Lecture: Teacher directed lecture and group discussion Lab Activities: Securing the Windows environment, Command line tools Assessments: Quiz covering core 2 lessons 6 through 10. Assignment: Developing supporting documents for operational procedures
Week 7 30 clock hours lecture time		
31	Complete Core 1 review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
32	Small group preparation Final Exam + Review Test taking strategies	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Final exam
33	Small group study session and students will be taking CompTIA A+ Core 1 exam	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will take Core 1 Exam
34	CompTIA A+ Core 1 exam debrief, retake strategies or CompTIA A+ Core 2 small group review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
35	CompTIA A+ Core 1 exam retakes if needed or CompTIA A+ Core 2 class review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Core 1 exam retakes
Week 8 30 clock hours lecture time		
36	Complete Core 2 review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
37	Small group study session and students will be taking CompTIA A+ Core 2 exam	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Core 2 exam
38	Small group review or resume review, job searching	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
39	CompTIA A+ Core 2 exam retakes or small group Core 1 review or Resume review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Core 2 exam retakes
40	Career Fair, Guest Speaker IT Pro, Continuing education, top IT Career Paths	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

IT-Ready Technical Support (online)

Program Description

The online IT-Ready Technical Support program consists of 240 clock hours of instruction over sixteen (16) weeks, taught through synchronous interactive distance learning. Interactive distance learning is a means of providing educational delivery conducted through an electronically facilitated environment, such as online instruction or video conferencing. This program prepares students to take and pass the CompTIA A+ certification examinations (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). Successful program completers will earn their CompTIA A+ certification and a CTCA Certificate of Completion. This program prepares students for a Computer User Support Specialist or equivalent entry-level IT help desk role (CIP Code 11.1006, O-NET Number 15-1151.00).

This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process. The cost of program includes tuition, instruction, content, a CompTIA A+ 220-1001 Core 1 examination voucher, and a CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination, if necessary).

CompTIA A+ 220-1002 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.

Individuals who successfully complete the sixteen-week training program and achieve their CompTIA A+ certification have the opportunity to apply to jobs that our partners offer; CompTIA Tech Career Academy does not guarantee job placement after successful completion of the program.

Graduation Requirements

To graduate from the IT-Ready Technical Support program, students must be in good standing and complete the program with a passing grade (defined as having achieved 70% or higher cumulative score on graded coursework in the program). Students cannot have more than one absence and three tardies throughout the duration of the program. Graduates of the program will be awarded a Certificate of Completion.

A Pass (P) final grade will be based on the combination of successful completion of the program hours/coursework and the achievement of the CompTIA A+ certification. The CompTIA A+ certification is awarded to those who take and pass the two certification exams, CompTIA A+ 220-1001 and CompTIA A+ 220-1002. Students will receive one certification voucher (with one retake) per exam. Students will have up to 14 days after the completion of the program training to achieve CompTIA A+ certification.

Students who successfully complete the program hours but fail to successfully obtain the CompTIA A+ certification within 14 days post instruction will receive a Fail (F) grade and will not graduate from the program.

Failure to Complete Program

A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours/coursework and pass their certification exams within 14 days of the end of classroom instruction.

Students who fail to complete the program may reapply. Refer to the Student Readmission policy for more information.

Equipment, Software, and Supplies

The online IT-Ready Technical Support program does not provide computer equipment, internet access, or required software for students. Students will need access to the internet and a reliable laptop or desktop computer. Students will also need access to a current web browser and Microsoft Office software.

Students are expected to provide their own pens, pencils, note-taking materials, etc. for use in the program.

IT-Ready Technical Support Syllabus (Online)

Course Title	IT-Ready Technical Support
Course Number	TS101
Delivery Mode	This course is delivered via interactive distance learning (IDL) using lecture instruction and lab demonstrations
Clock Hours	240 hours
Course Length	80 class sessions over 16 weeks
Prerequisites	None
Instructor Name and email address	Ryan Bingham: rbingham@comptiaglobal.org Dan Davis: ddavis@comptiaglobal.org Stephen Padilla: spadilla@comptiaglobal.org Michael Sletten: msletten@comptiaglobal.org Jesse Glass: jglass@comptiaglobal.org
Program Information and Credential	The IT-Ready Technical Support Program consists of one course. To complete the program, students must successfully pass the IT-Ready Technical Support course. Students that successfully complete the program are awarded a Certificate of Completion.

Program/Course Description	<p>This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). CompTIA A+ 220-1002 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.</p>	
Learning Objectives	<p>This program prepares students for a Computer User Support Specialist or equivalent entry-level IT help desk role (CIP Code 11.1006, O-NET Number 15-1151.00). By the completion of the program, students should be able to understand the following topics:</p> <ul style="list-style-type: none"> ● Security: Support and secure access to data by properly using authentication, access control, and encryption for an organization. ● Networking: Apply core concepts and protocols and subnet mask to set up and support wired and wireless networks. ● Operating systems: Troubleshoot mobile, server, and traditional operating systems ranging from Android and iOS to Windows and Linux. ● IT Operations: Use the basics of virtualization, cloud computing, desktop imaging, and deployment to support today's IT infrastructures. ● Troubleshooting: Use decision trees for diagnosing, resolving, and documenting common hardware and software issues across a variety of devices. ● Technical Support: Apply principles of customer service to help resolve IT issues. 	
Certification Requirements	<p>Students are required to achieve CompTIA A+ certification in order to be considered a successful program graduate and to earn a Pass grade in the IT-Ready Technical Support program. Students will have up to 14 days after the completion of the program training to achieve CompTIA A+ certification. The program prepares graduates to earn their CompTIA A+ certification by completing program coursework and reviewing test prep materials for certification. Refer to the curriculum outline for a detailed listing of the materials that will be covered and the assessments that will be completed as part of the IT-Ready Technical Support program. Students are issued a voucher for each of the two sections of the CompTIA A+ certification examinations, as well as one retake voucher per exam (vouchers are included in the total cost of the program). Students must register their own accounts and schedule their own exam with Pearson VUE (https://home.pearsonvue.com/).</p>	
Grading System	Rating Pass Fail	Letter Grade P F

	A Pass grade is defined as having achieved 70% or higher cumulative score on graded coursework in the program.
Graded Elements	<p>The IT-Ready Technical Support program grading is Pass/Fail. CompTIA Tech Career Academy monitors student progress frequently and provides feedback to students over the course of the program. Students will be required to complete a variety of activities, including quizzes, knowledge checks, and mock exams, that will be reviewed and graded to ensure that the students are progressing through the program appropriately.</p> <p>A passing final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours/coursework and the achievement of the CompTIA A+ certification. A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours and pass their certification exams within 14 days of the end of interactive distance learning instruction.</p>

CURRICULUM OUTLINE

Week 1 15 clock hours lecture time		
1	Introduction to IT-Ready Technical Support Program Q&A, A+ Overview	Lecture: Teacher directed introduction, ice breaker, and overview of the A+, as well as the schedule for the program. Lab Activities: None Assessments: None
2	Soft Skills 101	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
3	Distribute Tech Talk topics Core 1, Lesson 1: Installing and configuring PC components	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
4	Complete Core 1 Lesson 1 Core 1, Lesson 2: Installing, configuring and Troubleshooting Display and Multimedia Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
5	Core 1, Lesson 3: Installing, configuring and Troubleshooting Storage Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
Week 2 4 clock hours lab time 11 clock hours lecture time		

6	Complete Core 1, Lesson 3: Installing, configuring and Troubleshooting Storage Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
7	Lab: 1	Lecture: None Lab Activities: Connecting to a remote cloud computer, identifying hardware specifications and configuration via the Windows environment Assessments: None
8	Complete Lab: 1 PrepareU Developing Your Work Brand	Lecture: Teacher directed lecture and group discussion Lab Activities: Connecting to a remote cloud computer, identifying hardware specifications and configuration via the Windows environment continued. Assessments: None
9	Tech talks - Group 1 Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Group 1 Tech Talk Presentations
10	Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
Week 3 15 clock hours lecture time		
11	Quiz: 1 + Review Core 1, Lesson 5: Network Infrastructure Concepts	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Quiz covering Lessons 1 through 4, and Lab 1 topics
12	Complete Core 1, Lesson 5: Network Infrastructure Concepts Tech Talks – Group 2	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Group 2 Tech Talk Presentations
13	Guest Speaker OR Assignment PrepareU Communication	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Assignment covering Lessons 1 through 5 (if there is no guest speaker presenting on this day.)
14	Tech Talks - Group 3 Complete PrepareU Communication	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Group 3 Tech Talk Presentations
15	Microsoft Office Lesson 1	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
Week 4 3 clock hours lab time 12 clock hours lecture time		

16	Complete Microsoft Office Lesson 1	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
17	Guest Speaker OR Assignment Core 1, Lesson 6: Configure and Troubleshoot Networks	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Assignment covering Lessons 1 through 5 (if there is no guest speaker presenting on this day.)
18	Continue Core 1, Lesson 6: Configure and Troubleshoot Networks	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
19	Complete Core 1, Lesson 6: Configure and Troubleshoot Networks Core 1, Lesson 7: Implementing client side virtualization and cloud computing	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
20	Lab: 2	Lecture: None Lab Activities: Planning and selecting hardware components for custom built computers Assessments: Knowledge check
Week 5 5 clock hours lab time 10 clock hours lecture time		
21	Complete Lab 2 Quiz: 2 + Review Core 1, Lesson 8: Supporting and Troubleshooting Laptops	Lecture: Teacher directed lecture and group discussion Lab Activities: Review custom computers, discuss performance, risks, and selections Assessments: Quiz 2, Networking fundamentals
22	Core 1, Lesson 8: Supporting and Troubleshooting Laptops Tech Talks – Group 4	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Group 4 Tech Talk presentations
23	Lab: 3	Lecture: None Lab Activities: Windows networking configuration, and hardware/device configuration Assessments: None
24	Complete Lab: 3 Customer Service PrepareU	Lecture: Teacher directed lecture and group discussion Lab Activities: Complete Lab 3 Assessments: None
25	Complete Customer Service PrepareU Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

Week 6 15 clock hours lecture time		
26	Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices Assignment	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Mobile device troubleshooting scenarios
27	Tech Talks – Group 5 Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Group 5 Tech Talk Presentations
28	Complete Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
29	Class review Core 1 Small Group review Core 1	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
30	Core 1 Midterm Core 1 Midterm Review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Core 1 Mid Term Exam
Week 7 15 clock hours lecture time		
31	Core 2, Lesson 1: Supporting Operating Systems	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
32	Complete Core 2, Lesson 1: Supporting Operating Systems Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
33	Guest speaker or Assignment Continue Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Windows 10 configuration tasks (if there is no guest speaker presenting on this day.)
34	Complete Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

35	Complete Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows Core 2, Lesson 4: Configure and Troubleshoot Networks	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
Week 8 4 clock hours lab time 11 clock hours lecture time		
36	Continue Core 2, Lesson 4: Configure and Troubleshoot Networks Lab: 4	Lecture: Teacher directed lecture and group discussion Lab Activities: Explore Microsoft Windows troubleshooting tools, control panel applets, and set up maintenance tasks Assessments: None
37	Complete Lab: 4	Lecture: None Lab Activities: Complete Lab 4 Assessments: None
38	Quiz: 4 Reducing Anxiety and Conflict	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Network troubleshooting on client devices
39	Service Now Training Continue Reducing Anxiety and Conflict	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
40	Complete Reducing Anxiety and Conflict	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
Week 9 15 clock hours lecture time		
41	Continue Core 2, Lesson 4: Configure and Troubleshoot Networks	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
42	Complete Core 2, Lesson 4: Configure and Troubleshoot Networks Develop your elevator pitch	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
43	Core 2, Lesson 5: Manage Users, Workstations, and Shared Resources	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
44	Complete Core 2, Lesson 5: Manage Users, Workstations, and Shared Resources	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

	Core 2, Lesson 6: Security Concepts	
45	Resumes and Job interviews	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
Week 10 4 clock hours lab time 11 clock hours lecture time		
46	Behavioral Interview questions	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
47	LinkedIn Training and Slack Groups	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
48	Core 2, Lesson 7: Securing Workstations and Data	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
49	Lab: 5	Lecture: None Lab Activities: Managing Windows Users, configure security, map and access shared resources on virtual networks. Assessments: None
50	Complete Lab: 5 Assignment Quiz: 5	Lecture: Teacher directed lecture and group discussion Lab Activities: Complete Lab 5 Assessments: Quiz covering Windows tools, Assignment for developing a Network plan
Week 11 15 clock hours lecture time		
51	Core 2, Lesson 8: Troubleshooting Workstation Security Issues Mock Interview Introduction, Prep	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
52	PrepareU: Social Styles	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
53	Microsoft Office lesson 2	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
54	Complete Microsoft Office lesson 2	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

55	Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
Week 12 4 clock hours lab time 11 clock hours lecture time		
56	Complete Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices Core 2, Lesson 10: Implementing Operational Procedures	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
57	Complete Core 2, Lesson 10: Implementing Operational Procedures	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
58	Soft Skills recap	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
59	Lab: 6	Lecture: None Lab Activities: Securing the Windows environment, Command line tools Assessments: None
60	Compete Lab: 6 Assignment Quiz: 6	Lecture: None Lab Activities: Complete Lab 6 Assessments: Quiz covering core 2 lessons 6 through 10. Assignment: Developing supporting documents for operational procedures
Week 13 15 clock hours lecture time		
61	Comprehensive Core 1 review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
62	Comprehensive Core 1 review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
63	Small group preparation Final Exam	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Final exam
64	Final Exam debrief and review Test taking strategies	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

65	Small group study session and students will be taking CompTIA A+ Core 1 exam	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
Week 14 15 clock hours lecture time		
66	Small group study session and students will be taking CompTIA A+ Core 1 exam	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
67	CompTIA A+ Core 1 exam debrief, retake strategies or A+ Core 2 small group review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
68	CompTIA A+ Core 1 exam debrief, retake strategies or CompTIA A+ Core 2 small group review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
69	CompTIA A+ Core 1 exam retakes if needed or CompTIA A+ Core 2 class review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
70	CompTIA A+ Core 1 exam retakes if needed or CompTIA A+ Core 2 class review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
Week 15 15 clock hours lecture time		
71	Complete Core 2 review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
72	Complete Core 2 review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
73	Small group study session and students will be taking CompTIA A+ Core 2 exam	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
74	Small group study session and students will be taking CompTIA A+ Core 2 exam	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
75	Small group review OR Resume review, job searching	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

Week 16 15 clock hours lecture time		
76	Small group review OR Resume review, job searching	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
77	CompTIA A+ Core 2 exam retakes or Small group Core 1 review or Resume review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
78	CompTIA A+ Core 2 exam retakes or Small group Core 1 review or Resume review	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: Students will sit for CompTIA Exams
79	Career Fair, Guest Speaker	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None
80	IT Pro, Continuing education Top IT Career Paths	Lecture: Teacher directed lecture and group discussion Lab Activities: None Assessments: None

Admissions Requirements

Prospective IT-Ready Technical Support program students must meet the following enrollment or entrance requirements:

- Be at least be 18 years of age
- High School graduate or holder of GED
 - Must be able to provide proof, copy of transcripts or diploma
- Eligible to work in the United States
- Able to provide a valid government issued photo identification or driver's license
 - Please see Appendix A for a list of acceptable documents to establish identity and employment eligibility
- Participate in an online interview
- Take an aptitude test and achieve the minimum acceptable score
- Able to speak, read/write, and understand the English language
- Able to use a computer to navigate in the Windows environment

Additional Requirements for Online IT-Ready Technical Support Program Only: The online IT-Ready Technical Support program does not provide computer equipment, internet access, or required software for students. Students will need access to the internet and a reliable laptop or desktop computer. Students will also need access to a current web browser and Microsoft Office software applications.

Aptitude Test Requirement

The Wonderlic test is an aptitude test that is used to determine an individual's ability/potential to succeed in a certain task, with no prior knowledge or training. Prospective students must achieve the minimum acceptable score of 19. Prospective students are permitted one (1) retake of the Wonderlic test after 30 days following the original test date.

Language Requirements

IT-Ready Technical Support program sessions are offered in the English language. CTCA does not offer English as a Second Language (ESL). The student must be able to speak, read/write and understand the English language to enroll in any CTCA program. The student's signature on the enrollment agreement signifies that they attest to their ability to be able to speak, read/write, and understand the English language. In addition, CTCA verifies English language skills through the admissions process.

Online Interview

Students who miss or do not show for their online interview with CTCA two (2) times will not be considered for the program cohort they have been attempting to enroll into and must reapply for a future cohort.

Special Needs Accommodations

Any prospective student who has a special needs request or accommodation must submit the request in writing via email or postal mail (along with any supporting documentation) to the Manager, Office of Admissions and at least six weeks prior to enrollment to determine if the school can accommodate the request.

Accommodation requests should be submitted to the Manager, Office of Admissions at admissions@comptiatech.org or via postal mail to:

CompTIA Tech Career Academy ATTN: Manager, Office of Admissions
3500 Lacey Road, Suite 100
Downers Grove, IL 60515

Non-discrimination Policy

CompTIA Tech Career Academy (CTCA) will not discriminate for or against any applicant on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, gender identity), national origin (including Limited English Proficiency [LEP]), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only on the basis of either citizenship status or participation.

Application Procedure

Prospective students who are interested in enrolling in the IT-Ready Technical Support program must submit a formal application on the CTCA website (www.comptiatech.org). The IT-Ready Technical Support program has ongoing enrollment throughout the year, so there are not application deadline dates. Students can refer to the CTCA website to view the upcoming program schedule in their area.

Following submission of the applications, all applicants will receive an invitation to take an aptitude test online. The Wonderlic is an aptitude test that is used to determine an individual's ability/potential to succeed in a certain task, with no prior knowledge or training. Applicants must achieve a passing score of at least 19 in order to move forward in the application process. Admissions will review the student's application and the Wonderlic score and inform the prospective student if they are eligible to proceed with the application process or if they have been denied entry into the program. Prospective students will be required to provide proof of high school completion or a GED and a valid government issued photo identification or driver's license.

Eligible applicants who have requested financial assistance will be required to provide certain documents in order to continue with the financial assistance process (e.g., W-2 forms, pay stubs, public assistance documentation). Once all the documentation is received, an applicant will then be scheduled to complete an online interview with an Admissions Advisor.

During the interview, an Admissions Advisor will review information about the IT-Ready Technical Support program with the prospective student. Admissions Advisors will evaluate the prospective student's overall interest in the program, his or her communication skill level, and general computer knowledge using a scaled rubric.

Following the review of the prospective student's application and the interview results, Admissions will make a determination whether the student will be enrolled into the program.

Enrollment Dates

The IT-Ready Technical Support program has ongoing enrollment throughout the year, and prospective students can apply anytime. Individuals interested in participating in the IT-Ready Technical Support program must complete an online application at www.comptiatech.org as the first step of the enrollment process.

Tuition, Fees, and Other Costs

The total cost of the IT-Ready Technical Support program is \$8,500.00. The cost of the program includes tuition, instruction, program content (books), a CompTIA A+ 220-1001 Core 1 examination voucher, and a CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination, if necessary).

Students enrolled in the online IT-Ready Technical Support program will need access to a computer, internet access, and Microsoft Office software. If the student does not already have access to this equipment and software, it is estimated that this will add \$569.99 to the cost of the program, bringing the total cost to \$9,069.99.

Tuition

Tuition for the IT-Ready Technical Support program is \$8,120.00.

Application Fees and Administrative Costs for Withdrawal or Termination

CompTIA Tech Career Academy does not charge students a fee for application to or withdrawal or termination from the institution.

Program Content

The content fee for the IT-Ready Technical Support program is \$120.00. This fee includes two books (or the eBook version of these materials): The Official CompTIA A+ Core 1 Self-Paced Study Guide for 220-1001 and The Official CompTIA A+ Core 2 Self-Paced Study Guide for 220-1002.

Equipment and Software

IT-Ready Technical Support (classroom-based)

Computer equipment is provided to each student in the IT-Ready Technical Support program for classroom use only. Any software required for the classroom-based program will be provided by CTCA at no cost to the student. This software is provided under licenses that allow for its use only in pursuit of the program.

IT-Ready Technical Support (online)

The online IT-Ready Technical Support program does not provide computer equipment or required software for students. Students will need access to a reliable laptop or desktop computer, internet access, and Microsoft Office software in this program. The estimated cost for equipment and software, if not already owned/available, is \$569.99. This is based on an estimated value of \$500.00 for a laptop computer and \$69.99/year for the rights to Microsoft Office 365 Personal.

Lab Fees or Service Charges

CompTIA Tech Career Academy does not charge any lab fees or service charges.

Supplies

Students are expected to provide their own pens, pencils, note-taking materials, etc. for use in the IT-Ready Technical Support program.

Certification Exam Voucher Fees

Students must successfully pass the CompTIA A+ 220-1001 Core 1 examination and the CompTIA A+ 220-1002 Core 2 examination within 14 days after completing their training in order to pass the IT-Ready Technical Support program. The \$260.00 voucher fee covers the cost of exam vouchers that will be issued in the third week of the program for classroom-based students and in the sixth week for students enrolled in the online program.

Students must register their own accounts and schedule their own exam with Pearson VUE (<https://home.pearsonvue.com/>). See CompTIA Tech Career Academy's Certification Exam Policy (<https://certification.comptia.org/testing/test-policies>) for more information.

Fee Chart – IT-Ready Technical Support (classroom-based)

Fee Type	Fee Amount
Tuition	\$8,120.00
Certification Exam Vouchers (CompTIA A+ 220-1001 Core 1, CompTIA A+ 220-1002 Core 2 and one retake voucher for each examination, if necessary)	\$260.00
Content	\$120.00
Equipment	Included
Software	Included
Late Fee	\$0
Registration Fee	\$0
Withdrawal Fee	\$0
Refund Fee	\$0
Official Transcript Fee	\$0
Total	\$8,500.00

Fee Chart – IT-Ready Technical Support (online)

Fee Type	Fee Amount
Tuition	\$8,120.00
Certification Exam Vouchers (CompTIA A+ 220-1001 Core 1, CompTIA A+ 220-1002 Core 2 and one retake voucher for each examination, if necessary)	\$260.00
Content	\$120.00
Equipment	\$500.00 (if not already owned/available)
Software	\$69.99 (if not already owned/available)
Late Fee	\$0
Registration Fee	\$0
Withdrawal Fee	\$0
Refund Fee	\$0
Official Transcript Fee	\$0
Total	\$9,069.99

Payment of Tuition and Fees

Tuition and fees must be paid in full at least 14 days prior to the start of class. Tuition and fees for the IT-Ready Technical Support program includes instruction, content, the CompTIA A+ 220-1001 Core 1 examination voucher, and the CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination). Tuition and fees must be paid using PayPal. Payments can be made using a credit card, eCheck, or checking account that has been linked with PayPal.

A payment plan is available through PayPal and consists of two installments. The first payment (50% of the total) is due 14 days prior to the start of the class, with the remaining balance due five (5) business days after the program cohort begins. Once the account is past due, the student will be placed on a non-academic hold and is withdrawn from the program.

CompTIA Tech Career Academy will attempt to recover the funds from the student prior to turning the debt over to a collection agency. Students who are forced to involuntarily withdraw from the program will have their refund calculated in the same manner as a voluntary withdrawal.

Grants

Some students will need help paying tuition. Financial assistance—up to the full tuition amount—is available through grants from our generous donor organizations, including CompTIA and Creating IT Futures Foundation. Private foundations help to support students at specific campus locations.

CompTIA Grants

CompTIA Grants are available to students who qualify in at least one of the following categories:

- **\$1,000:** Individuals who have been historically under-represented in the tech industry (African Americans, Hispanic/LatinX and Native Americans);

- **\$1,000:** U.S. military veterans, their spouses, or caregivers;
- **\$1,000:** Women;
- **Partial tuition amount (50%):** Annual income above 200% but below 300% of the federal poverty threshold.
- **Full tuition amount:** Annual income at or below 200% of the federal poverty threshold.

Applicants must be a U.S. citizen or eligible non-citizen with authorization to work in the U.S. Applicants must meet all other eligibility requirements. Eligible applicants who have requested financial assistance will be required to provide certain documents (e.g., W-2 forms, pay stubs, public assistance documentation) in order to continue with the financial assistance process.

The grants do not have any monetary value and CTCA can only apply the grant to students' accounts for tuition charges incurred.

During the admissions process, if a student requests financial assistance and s/he qualifies for a full or partial grant, it is the student's responsibility to obtain documentation required for the award 14 days prior to the start of the class.

Attendance Policies

Program attendance is an essential part of the educational process at CompTIA Tech Career Academy, and students are expected to attend each classroom session on time in order to facilitate their academic success. Attendance will be monitored and recorded daily throughout the program.

Absences

Students are permitted one (1) absence while enrolled in the IT-Ready Technical Support program. An absence is defined as missing more than 50% of a single day's class. Students are required to make-up the work they missed due to an absence; see Make-up Work Policy.

Consecutive Absences

A student who is absent for two (2) consecutive days without an approved leave of absence will be dismissed from the IT-Ready Technical Support program.

Tardiness/Early Departure/Class Cuts

Students are expected to be on time for each class session. Students will be considered tardy anytime they miss class due to arriving late or leaving early. Students are permitted up to three (3) tardies while enrolled in the IT-Ready Technical Support program. Acquiring four (4) tardies will be cause for withdrawal from the program.

Tracking Attendance

Instructors for the IT-Ready Technical Support program will take attendance at the start of the class, upon return from each scheduled break, and at the end of the class. Instructors submit the attendance records to the Academic Advisor twice daily for the classroom-based program and once daily for the online program.

Make-up Work

Students are required to complete missing assignments if they are absent. Make-up work for an absence must be prearranged with the IT-Ready Technical Support program instructor and must be completed outside of normally scheduled class hours. Students must complete the make-up work within one calendar week of the date of their absence. Making up work does not eliminate an absence, and any additional absences will be cause for withdrawal from the program.

Leave of Absence

A leave of absence (LOA) may be granted to a student if s/he faces certain conditions that are beyond his or her control. Such conditions include military deployment, jury duty, and medical leave. Documentation is required for all leave of absence requests.

A LOA may be permitted when a student faces certain life events, such as military deployment, jury duty, serious illness, debilitating injury, or a death in the immediate family. Any student who seeks a leave of absence must complete a Leave of Absence form (available on the CompTIA Tech Career Academy website at www.comptiatech.org) and submit the form via email to studentservices@comptiatech.org. A reason for the request and the expected timeframe of leave must be clearly identified on the form so the institution has a reasonable expectation of the student's return.

Students should submit the request prior to the beginning date of the LOA unless unforeseen circumstances prevent a student from doing so. Corroborating documentation may be required. If a student does not request a LOA within a timeframe consistent with the CompTIA Tech Career Academy Absence Policy, s/he will be withdrawn from the program. Any refunds for a withdrawal will be issued per state requirements.

For a LOA to be granted to a student, CompTIA Tech Career Academy must have a reasonable expectation that the student will return to the program at the end of a LOA. The granting, denial, and duration of a leave of absence will be done on a case-by-case basis at the sole discretion of CompTIA Tech Career Academy.

A leave of absence is limited to a maximum of 180 calendar days. Multiple LOAs may be permitted. An approved LOA may be extended for an additional period provided the extension request meets the above requirements, and the total length of the LOA does not exceed 365 calendar days.

A student returning from a LOA will need to contact his/her Academic Advisor or studentservices@comptiatech.org to re-enroll and start from the beginning of a new cohort. Students returning from a LOA will not be required to pay the cost of tuition and fees for the enrolled program a

second time. Students who fail to re-enter the program at the end of an approved LOA will be withdrawn from the program.

Student Readmission

Students who have previously withdrawn from CompTIA Tech Career Academy, have been dropped from their academic program, or who did not receive a passing grade in their program may choose to petition the institution for consideration of readmission. In order to be considered for readmission, individuals must complete a new application in its entirety.

Requirements for Consideration of Readmission

1. Update application in the SONIS student portal (studentportal.comptiatech.org).
2. If an applicant previously requested financial assistance and was awarded a grant, s/he would need to request that assistance again in the updated application. There are no guarantees an applicant will be awarded another grant.
3. The applicant must submit an essay with a minimum of 250 words detailing his/her academic and career goals, how CTCA can assist with attaining these goals, if any obstacles were encountered during the previous enrollment (e.g., academic, personal and/or scheduling difficulties), and how such obstacles to academic success will be addressed and overcome given the opportunity for readmission at CTCA.
 - o All essay submissions must be emailed to admissions@comptiatech.org and include the subject line of ATTN: Manager, Office of Admissions – Readmissions Request.
4. Applicants will be required to complete an online interview with the Manager, Office of Admissions once their essay has been reviewed.
5. All outstanding balances must be paid in full and the applicant is responsible, whether through grants and/or self-pay, for the full amount of the course if readmitted.

Once an applicant has completed all the readmission requirements, the Manager, Office of Admissions will review the essay along with the applicant's previous academic history, attendance record, and reason for prior program departure.

Each readmission request will be reviewed on a case-by-case basis. A student is not guaranteed readmission into CompTIA Tech Career Academy.

Should an applicant be approved for readmission into the program, s/he will start that program over again from the beginning. No prior coursework or progress will be transferred to the current program.

Grading System

The IT-Ready Technical Support program grading is Pass/Fail. CompTIA Tech Career Academy monitors student progress frequently and provides feedback to students over the course of the program. Students will have a variety of activities, including quizzes, knowledge checks, and mock exams, that will be reviewed and graded to ensure that the students are progressing appropriately. Students must achieve a cumulative score of 70% or higher on the graded assignments.

A Pass (P) final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours and the achievement of the CompTIA A+ certification.

Students who successfully complete the program are awarded a Certificate of Completion. The CompTIA A+ certification is awarded to those who take and pass the two certification exams, CompTIA A+ 220-1001 and CompTIA A+ 220-1002. Students will have up to 14 days after the completion of the classroom training to achieve CompTIA A+ certification.

Those who successfully complete the training but fail to obtain the CompTIA A+ certification within 14 days post instruction will receive a Fail (F) grade.

Students who apply and are approved for a leave of absence (see Leave of Absence policy for criteria and process) but who are not able to complete the classroom training in the assigned timeframe will receive a grade of Incomplete (I). Students who have not received an approved leave of absence and do not complete the classroom training will receive a Withdraw (W) grade.

Satisfactory Academic Progress Policy

The Satisfactory Academic Progress Policy is designed to ensure that enrolled students have the ability to successfully complete their program. Satisfactory progress is defined as cumulative academic performance of 70% or above. As the program is a single course, the pace of completion is defined as successful completion within the program length.

EVALUATION PERIODS: At the end of each two week period (25% program length) for classroom-based students or four week period (25% program length) for online students, the students' cumulative academic progress is evaluated through graded assignments based on the program coursework and activities.

WARNING STATUS: Students whose cumulative academic performance is below 70% are notified by email and placed on a warning status until the next evaluation. Students on a warning status are encouraged to meet with their instructor and/or Academic Advisor.

- Students on a warning status who re-establish SAP at the next evaluation period are notified by email and removed from warning status.
- Students on a warning status who fail to re-establish SAP at the next evaluation period are notified by email and dismissed from the program.

APPEALS: Students who believe their warning status or dismissal was incorrectly determined based on their academic performance may appeal the decision. Appeals must be filed within one week of notification, in writing and include supporting documentation. Appeals are limited to an error in the determination of the students' academic performance based upon completed assignments. Students will be notified as to the results of their appeal within one week.

Re-Enrollment: Students who are withdrawn from the program due to failure to maintain SAP or students whose cumulative academic performance is below 70% by the end of the program, are not eligible to graduate. Students may choose to petition the institution for consideration of re-enrollment, but readmission is not guaranteed. See Student Readmission policy.

Transfer Students: The school does not accept transfer students.

The following additional elements of Satisfactory Academic Progress (SAP) do not apply for enrollment in the program: Incomplete grades, course withdrawals, course repetitions, non-credit remedial course work, or transfer of credit from other institutions.

Job Placement Assistance and Career Services

Policy for Job Placement Assistance

CompTIA Tech Career Academy (CTCA) provides career services and job placement assistance to enrolled students and school graduates. CTCA does not guarantee placement or employment to its applicants, students, or graduates. CTCA instructors and staff are advised to ensure that no such guarantee is ever made or implied in any advertising, brochures, and statements to applicants, students, and graduates.

Job Placement Assistance

CTCA and the Career Services Team is dedicated to supporting students and graduates with career preparation, guidance, and job placement services. Throughout the program, the Career Services Managers will facilitate guest speakers, career prep workshops, mock interviews, and host a career fair to connect students with companies that are hiring for entry-level positions.

Resume and Cover Letter Review and Assistance

Resume and cover letter building topics and activities are built into IT-Ready Technical Support program curriculum. Students are also encouraged to meet with the Career Services Manager for additional assistance with their resumes and cover letters. The Career Services Manager will provide further edits, feedback, and recommendations to improve student resumes and cover letters. CTCA does not write or provide any prewritten resumes or cover letters for students and school graduates.

Tutoring

Students who need extra assistance because of academic difficulties may arrange for tutoring through their instructor, the Academic Advisor, or the Senior Manager, Academic Affairs. Tutoring is available by appointment only and can be coordinated directly with the Academic Advisor.

Student Conduct Policy

Students are expected to conduct themselves in a professional manner and to act, speak, and demonstrate respect to others while enrolled at CompTIA Tech Career Academy (CTCA). Students are required to be aware of and abide by the following rules of conduct:

- Theft of company property or property of any CTCA staff or fellow students may result in immediate termination from the program.
- Willful destruction of company property or property of CTCA staff or fellow students may result in immediate termination from the program.

- No alcohol or illegal drug consumption is allowed before or during classroom hours. Students who appear to be under the influence of illegal drugs or alcohol will be immediately terminated from the program. No possession, use, sale, or distribution of alcohol or illegal drugs on the school premises is permitted.
- Possession of any type of object that can reasonably be assumed to be a weapon or explosive device while on school premises will result in immediate termination from the program.
- Threatening, intimidating, or physically harming any CTCA staff, affiliate, or fellow student will result in immediate termination from the program.
- Disorderly conduct is forbidden on the school premises. This includes, but is not limited to, inappropriate, disrespectful, insulting and/or obscene language and lewd, indecent, or obscene conduct. Any discriminating or derogatory remarks or behavior against CTCA staff or another student in reference to religion, culture, race, sex, or sexual orientation are grounds for immediate termination from the program.
- Be friendly and respectful to your instructor, fellow participants, and CTCA staff members. Students should conduct themselves in a professional manner. Students who are deemed disruptive, argumentative, or otherwise unprofessional may face disciplinary action, up to and including termination from the program.
- Willful violation of safety rules and/or safety procedures that places students and/or CTCA staff in danger will result in immediate termination from the program.
- Inappropriate or unauthorized use of school technology is prohibited. Under no circumstances should a student enter websites with obscene or pornographic content. Internet usage is monitored internally and entering a website forbidden by this policy may result in immediate termination from the program.
- CTCA does not condone cheating in any form or the use of outside study materials. Students enrolled in the program will be provided approved study materials. Materials that are not approved by CompTIA or CTCA may not be correct or legal.
- CTCA strictly prohibits the piracy of software and the violation of piracy and copyright laws. CTCA reserves the right to dismiss students from the program who are found to be using the institution's equipment to illegally copy software or other copyrighted materials for their own gain. No student should attempt to copy, make available, or distribute copies of copyrighted material.
- While attending classroom sessions, students are required to dress in appropriate business casual attire. Flip-flops, sandals, and open-toed shoes should not be worn.
- All cellular devices must be muted or turned off and placed out of sight to avoid unnecessary disruptions in the learning environment. Students may use their cellular devices during breaks and lunch.
- No food is allowed in the classroom. Food is only allowed in the designated kitchen areas. Drinks are allowed in the classroom with a secure lid. Students are not allowed to congregate or have lunch in the common areas of the building unless they are designated for this use.

Student Probation, Suspension, or Expulsion

CompTIA Tech Career Academy (CTCA) reserves the right to dismiss students for activities detrimental to themselves, other students, instructors, and the school.

CTCA does not put students on probation or suspension if they do not act in accordance with institutional policies. Individuals who fail to comply with the program policies may be terminated from the program. Individuals who have previously been terminated from the program for Student Conduct Policy violations are ineligible for re-enrollment in the program.

Disciplinary Actions

Whenever it has been determined that good cause exists for student discipline, CompTIA Tech Career Academy (CTCA) shall notify the student in writing. The Senior Manager, Academic Affairs will review the incident details and shall have the right to dismiss the charge(s) of misconduct or recommend appropriate disciplinary action. The Chief Academic Officer shall review the recommended disciplinary action and then either affirm, modify, or dismiss the disciplinary action.

Disciplinary actions may include:

1. Verbal warning
2. Written warning
3. Removal by the instructor – Suspension from the class for good cause, for the remainder of the day's class. The instructor's decision is final and may not be appealed.
4. Termination of enrollment (expulsion) at CTCA, with or without the possibility of readmission.
5. Criminal prosecution – CTCA will refer to the local authorities for prosecution any criminal activity that occurs on CTCA premises. This is in addition to any other disciplinary action taken.

Conditions for Discipline/Termination

Additionally, the following occurrences shall also be grounds for discipline, up to and including, termination of enrollment:

1. Non-payment of tuition
2. Failure to complete the program
3. Lack of attendance
4. Missed assignments

Cancellation and Refund Policy

Student's Right to Cancel

Five Day Cancellation: The student has the right to cancel the initial enrollment agreement until 4:00 pm of the fifth business day after the student has been admitted. If the right to cancel is not given to any prospective student at the time the agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund on all monies paid to date within five (5) days of cancellation. Cancellation should be submitted to the authorized official of the school in writing.

Other Cancellations

1. **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.
2. **Program Cancellation:** If an institution cancels a program subsequent to a student's enrollment, the institution must refund all monies paid by the student.
3. **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 of \$200, if such charges are clearly itemized in the enrollment agreement as being non-refundable.

Withdrawal or Termination After the Start of Class and after the Cancellation Period:

- a. Refund amounts must be based on a student's last date of attendance (LDA). When determining the number of weeks completed by the student, the institution may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
- b. During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of \$1,000.
- c. After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of \$1,000. Institutions that do not retain any unearned tuition may assess an administrative fee associated with withdrawal or termination not to exceed \$100.
- d. After fifty percent (50%) of the period of financial obligation is completed by the student, the institution may retain the full tuition for that period.

Certification Exam Voucher Fees and Content Charges: Fees paid by the student for certification exams when no exam voucher has been issued to the student will be refunded in full. The student will not be required to purchase program content until such time as these materials are required. Once these materials are purchased, no refund will be made.

Refunds: All refunds will be issued within 30 days of the determination of the withdrawal date. Refunds are issued back to the source (person/organization) from whom payment was received.

Procedure for Program Withdrawal and Withdrawal Date

1. A student choosing to withdraw from the school after the commencement of classes may provide notice to the Office of the Registrar. The notice should include the name of the program the student wishes to withdraw from, the reason for the withdrawal request, the student's full name, the student's telephone number, the student's address, and the expected last day of attendance.

The withdrawal notice may be submitted to CTCA via postal mail or email:

CompTIA Tech Career Academy, Attn: Withdrawal Notice
3500 Lacey Road, Suite 100
Downers Grove IL 60515

or

records@comptiatech.org

2. For a student who is on authorized leave of absence (LOA), the withdraw date is the date the student was scheduled to return from the LOA and failed to do so.
3. A student will be determined to be withdrawn from the institution if the student has not attended class for two or more days.
4. All refunds will be issued to the source from which tuition payment was received within 30 days of the determination of the withdrawal date.

Delinquent Tuition Collection

CompTIA Tech Career Academy will take the following actions on delinquent accounts:

1. Student will be placed on a financial hold. The financial hold will prevent the student from registering for future programs, obtaining transcripts, and receiving the accredited certification.
2. Placement of student account with a licensed collection agency. Collection agencies may assess collection fees on the student account.
3. Assessment of litigation and court costs.
4. Student's delinquency will be reported to a national credit bureau.

Other Policies

Credit for Previous Experience

CompTIA Tech Career Academy does not offer credit for previous education, training, work, or life experience (experiential credit).

Transfer of Credits

Graduates of the IT-Ready Technical Support program will not be issued academic credits that can be transferred to other academic institutions. CompTIA Tech Career Academy does not accept academic credits issued by other academic institutions. Because the IT-Ready Technical Support program is designed as a one-course program, the transferability of credits cannot be considered.

Transcripts

CTCA provides transcripts at no cost for our students upon submitting a request to records@comptiatech.org. Students may print an unofficial transcript of their transcript at any time by logging into the student portal (studentportal.comptiatech.org).

Official Transcripts cannot be emailed; they must be submitted to the receiver in a sealed envelope. CTCA must have specific authorization in writing from the student to send a transcript, official or unofficial, to a third party, such as a potential employer, current employer, or another school. Contact the Registrar's Office (records@comptiatech.org) for additional information on transcripts.

Confidentiality of Student Records

CompTIA Tech Career Academy (CTCA) complies with the Family Educational Rights and Privacy Act (FERPA) by protecting the confidentiality of personally identifiable educational records of students and former students.

The student has the following rights: the right to inspect and review his/her education records within 45 days of the day the school receives a request for access; the right to request an amendment of his/her education records that the student believes are inaccurate or misleading; the right to consent to disclosures of personal identifiable information (PII) contained in his/her education records except to the extent that FERPA authorizes disclosure without consent; and the right to file a complaint with the U.S. Department of Education concerning alleged failures by CTCA to comply with the requirements of FERPA. A health and safety exception permit the disclosure of PII from a student's record to appropriate parties if knowledge of the information is necessary to protect the health or safety of the student or other individuals from an immediate threat.

Course Cancellation

If a scheduled IT-Ready Technical Support program cohort is cancelled, a full refund of tuition, fees, and other charges will be issued to the source from which the tuition payment was received.

Grievance Policy

Every student is encouraged to discuss his or her concerns or complaints with his/her Academic Advisor or the CTCA instructor or staff most able to assist the student in resolving the matter. If, however, the student is not satisfied with the result of these efforts, then the student may pursue a formal grievance by following the procedure below:

1. Make a **signed**, written complaint to the Chief Academic Officer describing the basis of the complaint in sufficient detail to allow an investigation under this procedure. The complaint should also include the student's name, telephone number, email address, and the date of the complaint.
2. The Chief Academic Officer or designee will schedule an appointment with the student within three (3) working days to discuss the complaint.
3. The Chief Academic Officer or designee will confirm the completion of the investigation with a written report of the disposition of the complaint mailed to the student within five (5) working days of the first meeting with the student.
4. If the student is not satisfied with the Chief Academic Officer or designee's report of disposition of the complaint, the student may appeal this result in writing to the Chief Executive Officer of CTCA within 10 working days of receipt. The appeal letter must include a copy of the written disposition report and an explanation why the student is not satisfied with that outcome.
5. The Chief Executive Officer or designee will review the written disposition report and the student's appeal letter and will conduct any further investigation necessary, including requesting additional information from the student or Chief Academic Officer.
6. The Chief Executive Officer or designee will provide both the student and the Chief Academic Officer with a written appeal finding mailed within 10 working days of the receipt of the appeal letter. This written decision is the final disposition of the complaint.

Complaints should be submitted in writing to the following address:
CompTIA Tech Career Academy Attn: Complaint Department
3500 Lacey Road, Suite 100
Downers Grove, IL 60515

Illinois

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Illinois Board of Higher Education, Division of Private Business and Vocational Schools. Student complaints must be submitted in writing to the Board (Section 85(i)(1) of the Act). Information about the complaint may be submitted online through the IBHE website (www.ibhe.org). Additional information regarding the complaint process can be obtained by contacting the Board at:

Illinois Board of Higher Education

Division of Private Business and Vocational Schools

1 N. Old State Capitol Plaza, Suite 333

Springfield IL 62701-1377

Phone Number: (217) 782-2551 Fax Number: (217) 782-8548 Website: www.ibhe.org

Institutional Disclosure Information

(Note: Data is from program under Creating IT Futures Foundation)	IT-Ready Technical Support (Classroom)
Number of students admitted 7/1/2018 to 6/30/2019	62
Number of additional students admitted to program	0
Number of new starts	0
Re-enrollments	0
Transfer into program from other program at school	0
Total Number	62
Number of students enrolled in program who:	
Transfer out of the program into other program at school	0
Completed or graduated from the program	44
Withdraw from school	11
Are still enrolled	0
Number of students enrolled in the program who were:	
Placed in their field of study	34
Placed in a related field	0
Placed out of their field	3
Not available for placement due to personal reasons	0
Not employed	14
Number of students who took a state licensing/certification exam	0
Number who passed exam	0
Number of graduates who obtained employment in the field who did not use the school placement assistance	0
Average starting salary for all school graduates employed during the reporting period	\$16.22/hr

(Note: Data is from program under Creating IT Futures Foundation)	IT-Ready Technical Support (Online)
Number of students admitted 7/1/2018 to 6/30/2019	3
Number of additional students admitted to program	0
Number of new starts	0
Re-enrollments	0
Transfer into program from other program at school	0
Total Number	3
Number of students enrolled in program who:	
Transfer out of the program into other program at school	0
Completed or graduated from the program	2
Withdraw from school	0
Are still enrolled	0
Number of students enrolled in the program who were:	
Placed in their field of study	2
Placed in a related field	0
Placed out of their field	0
Not available for placement due to personal reasons	0
Not employed	1
Number of students who took a state licensing/certification exam	0
Number who passed exam	0
Number of graduates who obtained employment in the field who did not use the school placement assistance	0
Average starting salary for all school graduates employed during the reporting period	\$21.71/hr

Appendix A

List of acceptable documents used to establish identity and employment eligibility are below.

LIST A Documents that Establish Both Identity <u>and</u> Employment Eligibility	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Eligibility
1. U.S. Passport (unexpired or expired)		1. Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		1. U.S. Social card issued by the Social Security Administration (<i>other than a card stating it is not valid for employment</i>)
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		2. Certification of Birth Abroad issued by the Department of State (<i>form FS-545 or Form DS-1350</i>)
3. An unexpired foreign passport with a temporary I-551 stamp		3. School ID card with a photograph		3. Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal
4. An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B)		4. Voter's registration card		4. Native American tribal document
		5. U.S. Military card or draft record		5. U.S. Citizen ID Card (<i>Form I-197</i>)
5. An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I94, bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, if that status authorizes the alien to work for the employer		6. Military dependent's ID card		6. ID Card for use of Resident Citizen in the United States (<i>Form I-179</i>)
		7. U.S. Coast Guard Merchant Mariner Card		
		8. Native American tribal document		7. Unexpired employment authorization document issued by DHS (<i>other than those listed under List A</i>)
	9. Driver's license issued by a Canadian government authority			
		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report		
		11. Clinic, doctor, or hospital record		
		12. Daycare or nursery school record		

Addendum 1

Listing of CTCA instructors and the program(s) taught:

IT-Ready Technical Support (classroom)

- Jesse Glass
- Michael Henkle
- Michael Sletten

IT-Ready Technical Support (online)

- Ryan Bingham
- Dan Davis
- Stephen Padilla
- Michael Sletten
- Jesse Glass