



# PC AGE Career Institute

Catalog  
2020 – 2021

Jersey City, Iselin, Parsippany, Clifton, New Jersey  
PCAGE.edu

Approved by the New Jersey Department of Education &  
New Jersey Department of Labor and Workforce Development  
Accredited by COE (Council on Occupational Education)  
Approved for Veteran's Training



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The provisions of this Catalog are not to be regarded as an irrevocable contract between the student and PC AGE. This Catalog has attempted to present information regarding admission requirements and the general rules and regulations of the institute in as accurate and up-to-date fashion as possible. This does not, however, preclude the possibility of changes taking place during the academic year. If such changes occur, they will be publicized through normal channels and will be included in the next edition of the Catalog.

## Table of Contents

<b>Table of Contents</b>	<b>3</b>
<b>General Information</b>	<b>6</b>
MISSION STATEMENT	6
VISION STATEMENT	7
A MESSAGE FROM ZAFAR KHIZER, PRESIDENT	8
OUT-OF-CLASS HOURS REQUIREMENT FOR CREDIT-HOUR PROGRAMS	10
LEGAL CONTROL	10
INSTITUTIONAL HISTORY	10
PROGRAM OFFERED	11
EDUCATIONAL OBJECTIVES	11
TEACHING METHODOLOGY	12
SEQUENCE OF INSTRUCTION: INTERNETWORK ENGINEERING	13
SEQUENCE OF INSTRUCTION: INTERNETWORK ENGINEERING II	14
PC AGE STAFF	17
PC AGE ADVISORY COMMITTEES	22
SCHOOL LOCATIONS/FACILITIES	23
PC AGE Career Institute – Jersey City (Main Campus)	23
PC AGE Career Institute – Iselin (Branch Campus)	24
PC AGE Career Institute – Parsippany (Learning Site/Extension)	25
PC AGE Career Institute – Clifton (Learning Site/Extension)	25
CATALOG DISCLAIMER	25
<b>Programs of Instruction</b>	<b>26</b>
INTERNETWORK ENGINEERING	26
INTERNETWORK ENGINEERING II	35
<b>Admissions</b>	<b>47</b>
ADMISSION REQUIREMENTS	47
PROCEDURE IN APPLYING FOR ADMISSION	47
CANCELLATION POLICY	47
TRANSFER OF CREDIT/STUDENT TRANSFER (FROM OTHER INSTITUTIONS)	48
TRANSFER BETWEEN CAMPUSES/WITHIN CAMPUS	49
DEFINITION OF CLOCK AND CREDIT HOUR	49
CURRENT SCHOLARSHIPS (2020-2021)	50
COLLEGE GRAD SCHOLARSHIPS	50
SCHOLARSHIPS FOR HIGH SCHOOL GRADUATES 2020	51
COVID-19 DISCOUNT/RELIEF	52

<b>School Regulations</b>	<b>53</b>
NON –DISCRIMINATION POLICY	53
STUDENT DRESS CODE	53
STUDENT RECORDS/TRANSCRIPTS	53
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)	53
STUDENTS WITH DISABILITIES	54
STUDENT CODE OF CONDUCT	55
CAREER SERVICES DEPARTMENT	56
CAREER SERVICES DEPARTMENT RESPONSIBILITIES	56
GRADUATE’S RESPONSIBILITIES	56
DISTANCE LEARNING HOURS	56
REQUIREMENTS FOR THE CERTIFIED ETHICAL HACKER (CEH) AND AMAZON WEB SERVICES (AWS) COURSES	57
CHEATING/PLAGIARISM	57
STUDENT CONCERNS / STUDENT COMPLAINT PROCESS	57
PC AGE ALTERNATIVE DISPUTE RESOLUTION (ADR)	58
HEALTH AND SAFETY	61
DRUG–FREE SCHOOLS AND COMMUNITIES ACT	61
CAMPUS SECURITY	62
PROPERTY LOSS AND INJURY	62
VERIFICATION OF IDENTITY	62
SCHOOL CLOSURE	62
<b>Academic Regulations</b>	<b>63</b>
ORIENTATION	63
SATISFACTORY ACADEMIC PROGRESS	63
MAXIMUM TIME FRAME	64
FINANCIAL AID PROBATION	65
APPEAL PROCESS	65
GRADING SYSTEM	66
ATTENDANCE	68
ATTENDANCE WARNING	68
ATTENDANCE DISMISSAL	68
APPROVED LEAVE OF ABSENCE	68
REQUIREMENTS FOR GRADUATION	69
GRADUATE TRANSFER CREDIT	70
DOCUMENT AWARDED UPON COMPLETION	70
DISMISSAL FROM PROGRAM	70

STUDENT APPEAL PROCESS	70
READMISSION POLICY	71
COURSE REPEAT POLICY	72
DISTANCE LEARNING PARTICIPATION POLICY	72
REQUIREMENTS FOR CERTIFIED ETHICAL HACKER (CEH)	73
<b>Student Services</b>	<b>74</b>
SPECIAL HELP FOR STUDENTS	74
SUPPORT	74
CAREER SERVICES PROGRAM	74
GRADUATE AUDIT (REFRESHER) POLICY	75
<b>Financial Information</b>	<b>76</b>
TUITION COSTS AND PAYMENTS	76
MISCELLANEOUS FEES	76
TUITION CHARGES FOR READMITTED STUDENTS	76
WITHDRAWAL	77
REFUND POLICY	77
NEW JERSEY STATE REFUND POLICY	78
REFUND DISTRIBUTION POLICY	79
PAYMENT DURING LEAVE OF ABSENCE	79
STUDENT FEDERAL FINANCIAL AID PROGRAMS	79
ALTERNATE TUITION FINANCING	81
SPONSORSHIP BY EMPLOYERS	81
VETERANS BENEFITS	81
UNEMPLOYMENT ASSISTANCE	82
NEW JERSEY REHABILITATION COMMISSION	82
STATE AID PROGRAMS	82
STUDENT ELIGIBILITY FOR FINANCIAL AID	82
APPLY FOR FINANCIAL AID	82
DETERMINATION OF FINANCIAL AID ELIGIBILITY	83
VERIFICATION	83
FINANCIAL AID DISBURSEMENT	84
MAINTAINING ELIGIBILITY FOR FINANCIAL AID AND STUDENT RESPONSIBILITY	84

## General Information

### Mission Statement

With a sincere desire to help people improve their lives through education, PC AGE's mission is to provide world-class career education for employment/career advancement in Information Technology (IT) within a relatively short time.

Following program is offered:

Internetwork Engineering (Certificate)

Educational programs offered at PC AGE Career Institute (PC AGE) are validated by COE, a national accrediting agency listed by the US Secretary of Education. PC AGE is licensed by the U.S. Department of Education, New Jersey Department of Education & New Jersey Department of Labor and Workforce Development and approved by the New Jersey Department of Military and Veterans Affairs. The training center is a private co-educational school incorporated in the State of New Jersey. PC AGE provides equal opportunities to all students without regard to race, color, religion, national origin, gender, or age.

To implement and support our mission, we have the following five main guidelines:

1- Enroll only those students who can benefit from the training. This is accomplished by using the aptitude test for the IT program as the entrance requirement. Our two-week cancellation policy allows us to cancel any non-serious students as well as gives a student the chance to cancel his/her enrollment agreement without a penalty if he/she feels this training is not for him/her. Relevant staff will monitor work progress to identify at-risk students.

2- Provide students with a world class education. This is accomplished by using an up-to-date curriculum and support resources and equipment, hiring highly qualified instructors, and continuing to develop better learning materials.

3- Prepare students for the industry certifications so they can qualify for competitive wage jobs in a relatively short-time. All courses are designed by keeping the relative certification objectives in mind. All IT instructors are required to be certified by CompTIA, Microsoft, and/or Cisco depending on the course they are teaching. Test fee for three industry certifications (CompTIA A+ (2), Microsoft Certified Professional Windows Desktop OS (1), and Microsoft Certified Professional Windows Server OS (1)); 4 exams are included in the tuition to encourage students to take the tests.

4- Assist students in job search in the training related field.

5- Graduate/Employer Satisfaction: Survey current students, graduates, and employers to make sure that the students are satisfied with the services and skills they have learned at the school and employers are satisfied with performance of the graduates at the job.

Our mission statement is wholly based on career-related education to prepare for employment, so all our supporting guidelines are aimed at achieving that goal. For example, one of our supporting guidelines is to prepare students for industry certification. We gear our training for certification, which is helpful to attain a job, especially for career changers. We work with our employer base to ensure that our graduates will have a high rate of success in the field.

We have designed our mission primarily for career changers and the Internetwork Engineering program serves all our supporting objectives. Our current focus is to continue to improve all aspects of delivery. The Institute provides the resources needed to accomplish its mission. We currently have four locations which primarily support residential program. We have good equipment for classroom delivery and also for online instruction. The physical plant, including Extensions provides sufficient space for classrooms, a library and computer lab, and administrative offices. All facilities are conducive to learning and have support tools such as IT infrastructure and library resources. PC AGE faculty is qualified and certified to teach our courses. Each faculty member meets COE requirements and New Jersey Department of Education/Labor requirements certification to teach in his/her respective discipline(s) at an approved school. Academic leadership is provided through a qualified President and Director of Education. The Institute's financial statements indicate that it has adequate financial resources to securely deliver its educational programs and services.

To serve its adult commuter students, many of whom work or have other adult obligations, the Institute offers a short-term career training of about one year and online courses to supplement the in-class instructor-led training as well as tutoring on as needed.

### **Vision Statement**

To be recognized as a top IT institution in our markets that really cares about the success of its students and provides them a life changing education and career.

### **Local Market Needs Assessment**

With the increase in utilization of technology, the demand for IT professionals is also increasing. The Department of Labor Statistics show IT professions among the fastest growing. This fact is obvious by the job's openings at the local newspapers and online job sites such as Monster.com, Dice.com and Indeed.com.

**Computer Networking is #3** among the fastest-growing occupations between 2018 and 2028. Employment of network and computer systems administrators is expected to increase by 5 percent from 2018 to 2028, as fast as the average for all occupations. Computer networks are an integral part of business, and demand for these workers will increase as firms continue to invest in modern technologies. The increasing adoption of mobile technologies means that more establishments will use the Internet to

conduct business online. This growth translates into a need for systems administrators who can help organizations use technology to communicate with employees, clients, and consumers. Growth will also be driven by the increasing need for information security. For further information please consult the link below.

Link: <https://www.bls.gov/ooh/computer-and-information-technology/network-and-computer-systems-administrators.htm>

There were 1.5 million Cybersecurity job openings in May 2017

- Cybersecurity market is expected to grow from **\$75 billion in 2015 to \$101 billion** by 2020
- More than +200,000 Cybersecurity jobs in the US are unfilled
- Demand is projected to rise to **6 million** globally by 2019

For further information please consult the link below.

Link: <https://hbr.org/2017/05/cybersecurity-has-a-serious-talent-shortage-heres-how-to-fix-it>

We use Department of Labor statistics, job openings at the local newspapers and online job sites, and other Business magazines (such as BusinessWeek and Economist) and Education industry magazine such as Education Review, and relationships with other schools to find out the demand areas in the Education field. Our market area is primarily the states of New Jersey and New York, specifically within a 50-mile radius of our four campuses.

#### Demand Occupations List – All of NJ

In Demand?	Occupation	2015 Employment	Avg. Beginning Salary	Avg. Salary	Avg. Experienced Salary	Online Job Postings
YES	Network and Computer Systems Administrators	10,210	\$70,480	\$93,780	\$116,030	5,970
YES	Computer Systems Analysts	14,270	\$74,180	\$98,640	\$119,670	10,850
YES	Computer and Information Systems Managers	13,990	\$121,370	\$160,670	\$185,720	1,840
YES	Computer User Support Specialists	13,580	\$43,780	\$58,070	\$68,230	6,750
YES	Software Developers, Applications	40,940	\$74,250	\$99,320	\$119,680	38,100
YES	Computer Programmers	15,170	\$65,240	\$91,310	\$111,390	4,970
YES	Computer Occupations, All Other	8,890	\$58,740	\$87,280	\$109,440	42,580

Source: [http://careerconnections.nj.gov/careerconnections/prepare/skills/demand/demand\\_occupations\\_list.shtml](http://careerconnections.nj.gov/careerconnections/prepare/skills/demand/demand_occupations_list.shtml)

#### How to Get the Most out of PC AGE A message from Zafar Khizer, President

**Welcome to PC AGE.** We are pleased to offer you a world-class career education in the field of Information Technology. We design our programs and services to meet your needs. Our commitments to



excellence and student focus makes PC AGE a very unique training institute. We strive to exceed your expectations.

### **What do we expect from our students?**

Training at PC AGE is like going to college for a degree. You attend classes and learn from the instructor, but in addition to the classes and the supervised labs, you also need to put in a lot of your own time – on average, at least fifteen to twenty hours a week for a full-time program. The nature of our program is intense and as a result, to be successful, you must attend school as scheduled, complete distance-learning sessions on time, study the provided materials, perform all hands-on exercises and take the actual certification exams, where applicable.

Our educational system is designed to make you think and learn by working on your own. We will provide help and guidance, but the real responsibility to learn is on you. This is like going to college. It is difficult. It requires commitment and hard work.

### **How should you study?**

Our courses are very fast paced. The courses have been designed to teach the maximum amount of material in a minimum amount of time. In the beginning, it may be difficult, but there are hundreds of thousands of people in the world who have successfully completed their certifications. If they can do it, you can do it. And once you complete the program, the rewards are lifelong. Here are suggestions on how to get the most out of our courses:

Study before the class. Read the book and think about what you will be learning from this class. Focus on the training objectives. While studying at home, write down your questions; then ask them in class.

During the course, several techniques that you can use to increase retention and understanding are study the book, perform the hands-on exercises, and research other reference books. Keep up with your studies. If you do not do your homework on a timely basis, it will only get increasingly difficult.

To take a certification exam (if applicable) for any course, try to take the exam immediately upon finishing the course. This is only possible if you study while taking the course. If you do not start studying for the exam as soon as the course starts, you will be unable to get the full benefit of the course.

Remember that going to school is a major responsibility. Your studies should be your top priority.

## **Out-of-Class Hours Requirement for Credit-Hour Programs**

PC AGE's programs are credit-hour approved programs. Students are required to spend a minimum of 5 hours per-week (evening schedule) or 7 hours per-week (daytime schedule), per-subject, on out-of-class learning activities that includes reading and writing assignments, quizzes and projects. Outside work will be assessed toward final grade.

## **Legal Control**

PC AGE is owned by Zafar Khizer who is also CEO/CAO and President of the companies.

## **Institutional History**

PC AGE is an accredited by COE (Council on Occupational Education) and Federal Title IV eligible institute that provides career education for the Information Technology (IT). Currently PC AGE has four locations in Jersey City, Iselin, Parsippany and Clifton.

Zafar Khizer and his wife Arifa Khizer established PC AGE in 1991. He holds a Master's degree in Computer Science from New Jersey Institute of Technology (NJIT) and is the author of 17 computer books. Some of his books have been used in universities and colleges including New York University. Arifa Khizer has a BS in Electrical Engineering from N.E.D University of Engineering and Technology and an MS in Biomedical Engineering from NJIT and over 20 years of experience in the school business.

Since the very beginning, PC AGE has been focusing on IT certification training to working adults. It has a solid foundation – that includes an excellent team of employees, unparalleled technical expertise and training curriculum, excellent reputation, and a copyrighted scientifically validated computer aptitude test.

PC AGE graduates may transfer up to 30 credits to Thomas Edison State University (TESU.) TESU and our other partner colleges reserve right to change their policy about acceptance of credits earned at PC AGE. PC AGE has no control, does not guarantee and is not responsible about number of credits accepted by our partner colleges.

## **Major Past Accomplishments**

- In 1999, PC AGE was one of the 500 fastest growing private companies in the U.S. (*Inc. Magazine's Inc. 500* winner, 1999) and the only career institute that made this list at that time. In 2011, PC AGE was once again ranked in the Inc 500/5000 list.
- PC AGE has won *Business News* NJ's Finest award in 1999 and 2000.
- PC AGE's founder and owner, Zafar Khizer was selected for the 40 Under 40. (New Jersey's 40 most successful young businesspeople) list by *Business News New Jersey* in 1999.
- Several articles and success stories about PC AGE are published in all three major newspapers of New Jersey; Star-Ledger, Bergen Record, and Home News Tribune.

- PC AGE's MCSA (Microsoft Certified Systems Engineer) computer-based training (CBT) and test preparation software (TestMaster) have received excellent reviews from industry magazines such as *Microsoft Certified Professional Magazine (MCP)*. These certification products have been sold in over 40 countries to thousands of people.

## **Program Offered**

Internetwork Engineering – 960 hours Contact-hours of Instruction / 54 Credits

The curriculum may be revised periodically to incorporate new advancements in Information Technology. PC AGE reserves the right to modify this curriculum (including textbooks) at any time without notice.

## **Educational Objectives**

Students who graduate from the Internetwork Engineering program are trained for entry-level positions in the network-engineering field. Job titles include Network Administrator, PC/Network Support, PC/Network Technician, and PC/Network Help Desk. Network Administrators oversee a group of personal computers tied into a Local Area Network (LAN), a Wide Area Network (WAN), and other multi-user systems. They set up, maintain, and automate user environments. Network Administrators support and troubleshoot Windows computers, and support and troubleshoot networks. The Internetwork Engineering program prepares the student for the following certification exams: CompTIA A+, Network+, Security+, and Linux+, Microsoft MCSA and Cisco CCNA. The EC-Council Certified Ethical Hacker (CEH) is available to our graduates after program completion. When you successfully pass the corresponding Microsoft certification exams (three exams for MCSA on Server 2016), you are awarded the Microsoft Certified Solutions Associate (MCSA) certification by Microsoft. Microsoft offers a certification known as MS (Microsoft Specialist). To become an MS, you must pass only one exam out of the Desktop or Server exams. Passing certification exams requires exam preparation training (such as PC AGE's training) and extra study on the student's own time. Certifications are not required to graduate from PC AGE.

The Internetwork Engineering program is a 960 contact-hours of instruction program with 54 semester credits. It can be completed in 42 weeks for daytime; and 54 weeks for evening time. The Internetwork Engineering II program is a 1200 contact-hours of instruction program with 69 semester credits. It can be completed in 57 weeks for daytime; and 74 weeks for evening time. These programs include in-class lecture/supervised-labs and Distance Learning modules. Distance Learning includes quizzes and exams that can be completed at the school or any other place, but students must pass in school tests to pass each course.

Students who graduate from the Internetwork Engineering programs, and who already have training and experience in the computer field, are qualified for Network Engineering positions. Network Engineers perform similar tasks to Network Administrators, and can also design, troubleshoot, and repair network hardware (Source: New Jersey Occupational Information Coordinating Committee). Network Engineers

may also be called Network Managers. With further training and experience, Network Administrators and Engineers can become Managers of Information Systems. Some PC Networking professionals also start their own computer–consulting firms.

PC AGE ensures that our courses meet Microsoft, Cisco, EC-Council and CompTIA test objectives. Our programs are designed for certification training. We use certification–vendor’s recommended, approved, or certified training kits/books. PC AGE also uses customized training manuals. What you learn during training is what you will do on the job. At PC AGE, you gain knowledge and experience through instructor–led training and hands–on activities. You learn how to install and maintain a network using equipment you will find at a typical work site. At PC AGE, you practice as much as you want, in a real–world environment, until you are comfortable and confident.

### **Teaching Methodology**

The Internetwork Engineering program has in–class lectures and labs (58%) and a Distance Learning component (42%) to be completed within the course schedule. Distance Learning modules of the program, if applicable, may be completed at home or at PC AGE’s facility. To successfully complete the course, students are required to successfully complete both Distance Learning assignments (quizzes and simulation labs) as well as in–class tests and projects.

Program is delivered in 5 blocks or loops each made up of 3 courses, the courses in the first 4 blocks have companion lab modules. The basic loop consists of A+ Hardware, A+ Software and Windows Desktop OS. The advanced loop is made up of 3 minor blocks covering Network Administration (Network+ and Cisco CCNA), Security Administration (Linux+ and Security+) and Server Administration (Server 1, 2 and 3). The final loop consists of TCPW (Career preparation), Certification Test Preparation (Microsoft Azure) and the Final Graduation Project.

The faculty and one lab technician/teaching assistant are available to students (two hours before evening classes and two hours after daytime classes) to provide technical support and answer any questions.

NOTE Veteran Students:

Students utilizing education benefits under the GI Bill ® should be advised that all courses at PC Age must be completed on campus. The School is not and cannot be approved for any form of distance learning while utilizing these benefits under Title 38 US Code.

## Sequence of Instruction: Internetwork Engineering

	Total Hours	Total Credits	In-Class Hours	DL Hours	In-Class Credits	DL Credits
IE 110T: Introduction to Computers and Internet Fundamentals	50	3	50		3	
IE 110T: Certification Test Preparation	22	1		22		1
IE 100: Introduction to Computers and Operating Systems	50	3	50		3	
IE 100T: Certification Test Preparation	22	1		22		1
IE 121: Supporting Microsoft Windows Desktop Operating System	50	3	50		3	
IE 121T: Certification Test Preparation	22	1		22		1
IE 122: Supporting Microsoft Windows Server Operating System	50	3	34	16	2	
IE 122T: Certification Test Preparation	22	1		22	1	1
IE 140: Planning, Implementing and Administering Microsoft Windows Directory Services	50	3	34	16	2	
IE 140T: Certification Test Preparation	22	1		22	1	1
IE 160: Planning and Maintaining Windows Networking Infrastructure	50	3	34	16	2	
IE 160T: Certification Test Preparation	22	1		22	1	1
IE 115: Networking Fundamentals	50	3	34	16	2	
IE115T: Certification Test Preparation	22	1		22	1	1
IE 190: Introduction to Cisco Router Configuration	50	3	34	16	2	
IE 190T: Certification Test Preparation	22	1		22	1	1
IE 195: Advanced Cisco Router Configuration	50	3	34	16	2	
IE 195T: Certification Test Preparation	22	1		22	1	1
UN 100: Linux System Administration I	50	3	34	16	2	
UN 100T: Certification Test Preparation	22	1		22	1	1
UN 110: Linux System Administration II	50	3	34	16	2	
UN 110T: Certification Test Preparation	22	1		22	1	1
IE 180: Deploying and Managing Microsoft Security on the Internet	50	3	34	16	2	
IE 180T: Certification Test Preparation	22	1		22	1	1
IE 170: Technical Career Preparation Workshop (TCPW)	30	2	30		2	
IE 210: Certification Test Preparation	45	3	45		3	

IE 200: Designing, Implementing and Troubleshooting Windows and Cisco Network	21	1	21		1	
<b>Totals</b>	<b>960</b>	<b>54</b>	<b>552</b>	<b>408</b>	<b>42</b>	<b>12</b>

### Sequence of Instruction: Internetwork Engineering II

	Total Hours	Total Credits	In-Class Hours	DL Hours	In-Class Credits	DL Credits
IE 110T: Introduction to Computers and Internet Fundamentals	50	3	50		3	
IE 110T: Certification Test Preparation	22	1		22		1
IE 100: Introduction to Computers and Operating Systems	50	3	50		3	
IE 100T: Certification Test Preparation	22	1		22		1
IE 121: Supporting Microsoft Windows Desktop Operating System	50	3	50		3	
IE 121T: Certification Test Preparation	22	1		22		1
IE 122: Supporting Microsoft Windows Server Operating System	50	3	34	16	2	
IE 122T: Certification Test Preparation	22	1		22	1	1
IE 140: Planning, Implementing and Administering Microsoft Windows Directory Services	50	3	34	16	2	
IE 140T: Certification Test Preparation	22	1		22	1	1
IE 160: Planning and Maintaining Windows Networking Infrastructure	50	3	34	16	2	
IE 160T: Certification Test Preparation	22	1		22	1	1
IE 115: Networking Fundamentals	50	3	34	16	2	
IE115T: Certification Test Preparation	22	1		22	1	1
IE 190: Introduction to Cisco Router Configuration	50	3	34	16	2	
IE 190T: Certification Test Preparation	22	1		22	1	1
IE 195: Advanced Cisco Router Configuration	50	3	34	16	2	
IE 195T: Certification Test Preparation	22	1		22	1	1
IE 180: Deploying and Managing Microsoft Security on the Internet	50	3	34	16	2	
IE 180T: Certification Test Preparation	22	1		22	1	1
IE 170: Technical Career Preparation Workshop (TCPW)	30	2	30		2	
IE 210: Certification Test Preparation	45	3	45		3	

IE 200: Designing, Implementing and Troubleshooting Windows and Cisco Network	21	1	21		1	
UN 100: Linux System Administration I	50	3	34	16	2	
UN 100T: Certification Test Preparation	22	1		22	1	1
UN 110: Linux System Administration II	50	3	34	16	2	
UN 110T: Certification Test Preparation	22	1		22	1	1
ENG110: English Composition I	48	3	48		3	
MAT 101: College Algebra	48	3	48		3	
SOC101: Introduction to Sociology	48	3	48		3	
PSY101: Introduction to Psychology	48	3	48		3	
BUS101: Introduction to Business or SPAN101: Introduction to Spanish	48	3	48		3	
<b>Totals</b>	<b>1200</b>	<b>69</b>	<b>792</b>	<b>408</b>	<b>57</b>	<b>12</b>

## **Academic Calendar for July 2020 – December 2020**

### **Internetwork Engineering Schedule**

#### **Jersey City Main campus – Evening**

July 28, 2020 to August 30, 2021

October 20, 2020 to November 22, 2021

#### **Jersey City Main campus – Daytime**

July 27, 2020 to July 13, 2021

September 28, 2020 to August 10, 2021

November 30, 2020 to October 12, 2021

#### **Iselin Branch campus – Evening**

July 28, 2020 to August 30, 2021

October 20, 2020 to November 22, 2021

#### **Iselin Branch campus – Daytime**

July 27, 2020 to July 13, 2021

September 28, 2020 to August 10, 2021

November 30, 2020 to October 12, 2021

#### **Parsippany extension**

September 9, 2020 to October 12, 2021

November 30, 2020 to January 11, 2022

#### **Clifton extension**

September 9, 2020 to October 12, 2021

November 30, 2020 to January 11, 2022

#### **Class Schedule:** 3 sessions per week\*

\* Students must be available for evening classes on all five evenings.

The School is closed on New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Cancelled classes will be conducted online or made up on any day available to school between Monday and Sunday. The schedule is subject to change without prior notice.

All courses include Distance Learning (DL) hour's modules. Students must complete DL hour's modules to pass the course. Distance learning study portion of these courses can be completed at home or at PC



AGE's facility during off-class hours. Furthermore, during a course, if the student is not logging in and completing DL modules at home on a regular basis, school may require him/her to come to the PC AGE facility on any day (could be other than scheduled class day/time) to complete these hours

### **PC AGE Staff**

#### **President / Chief Executive Officer / Chief Administrative Officer**

Zafar M. Khizer: MS Computer Science, MS Electronics, Microsoft Certified Systems Engineer (MCSA).

#### **Co-founder**

Arifa Khizer: M.S. Biomedical Engineering.

### **All Campuses Personnel**

#### **President / Chief Executive Officer / Chief Administrative Officer**

Zafar M. Khizer

#### **Director of Compliance / Financial Aid**

Arifa Khizer

#### **Director of Education**

Humberto Hilario

#### **Financial Aid Officer**

Ricky Maniego

#### **Bookkeeper**

Samantha Martinez

### **Staff – Jersey City Main Campus**

#### **School Director**

Zafar Khizer

#### **Financial Aid Officer**

Ricky Maniego

#### **Bookkeeper**

Samantha Martinez

**Student Services Representative**

Joel Zelaya

**Admissions**

Ann-Marie Covington, Albert Sfeir, Kristen Sansone

**Career Services Representative**

Madeeha Urooj

**Lab Technician / Teaching Assistant**

Humberto A. Hilario

**Staff – Iselin Branch Campus**

**School Director**

Habiba Chaudhry

**Student Services Representative**

Deanna Isabel

**Admissions**

Kristen Sansone, Ann-Marie Covington, Albert Sfeir

**Career Services Representative**

Madeeha Urooj

**Financial Aid Representative**

Deanna Isabel

**Lab Technician / Teaching Assistant**

Christopher Durham

**Staff – Parsippany**

**Administrator**

Arifa Khizer

**Admissions**

Albert Sfeir, Ann-Marie Covington, Kristen Sansone

**Student Services Representative**

Deanna Isabel

**Career Services Representative**

Madeeha Urooj

**Financial Aid Representative**

Deanna Isabel

**Lab Technician / Teaching Assistant**

Jonathan O'Shaughnessy

**Staff – Clifton****Administrator**

Albert Sfeir

**Student Services Representative**

Joel Zelaya

**Admissions**

Albert Sfeir, Ann-Marie Covington, Kristen Sansone

**Career Services Representative**

Madeeha Urooj

**Financial Aid Representative**

Joel Zelaya

**Lab Technician / Teaching Assistant**

Humberto Hilario

## **Faculty – All Campuses**

*Faculty members teach at all campuses, as required by class schedules.*

### Jersey City Main Campus

#### *Full-Time*

**Mohamed Mohamar:** M.S. in Data Science [Saint Peter's University], Microsoft Certified Solutions Associate (MCSA): Server 2012, Cisco Certified Network Associate (CCNA): Routing & Switching/Wireless/Security, CompTIA A+ Certified, Network + Certified, Security+ Certified.

#### *Part-Time*

**Mohammad Ali:** M.S. Information Systems [New Jersey City University], CompTIA A+ Certified, Network + Certified, Security+ Certified, MCP: Windows 7 and Window Server 2012, Cisco Certified Network Associate (CCNA): Routing & Switching.

### Metropark Branch Campus

#### *Full-Time*

**Humberto Hilario:** M.S. Information Technology Management [Western Governors University], Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), Cisco Certified Network Associate (CCNA): Routing & Switching/Security, Microsoft Certified Trainer (MCT), Microsoft Certified Solutions Associate (MCSA): Server 2012, VMware Certified Professional (VCP6-DCV), CompTIA A+ Certified, Network + Certified, Security+ Certified, Linux+ Certified, Cybersecurity Analyst (CySA+), CompTIA Advanced Security Practitioner (CASP) Certified.

#### *Part-Time*

**Robert Dolan:** MBA Information Technology Management [Keller Graduate School – DeVry], CompTIA A+ Certified, CTT+ Certified, MCP: Windows 2000, MCTS: Windows 7, HDI Support Center Analyst Certified.

**Paul Sawchuk:** M.S. Management Information Systems [Pace University], CompTIA A+ Certified, Security+ Certified, Certified Network Associate (CCNA): Routing & Switching, Cisco Security Specialist, MCP: Windows 10, Microsoft Certified Systems Engineer (MCSE): Server 2003.

## Parsippany Extensions

### *Part-Time*

**Phong Doherty:** B.S. Electrical Engineering [City University of New York], Certified Network Associate (CCNA): Routing & Switching, VMware Certified Professional (VCP6-DCV), Microsoft Certified Solutions Engineer (MCSE): Server 2003, Microsoft Certified Database Administrator (MCDBA), CompTIA A+ Certified, Network+ Certified, Security+ Certified, PMI Project Management Professional (PMP) Certified, Certified Information Systems Security Professional (CISSP).

**Andrew Peruzzi:** A.S. Computer Science [Sussex County Community College], Certified Ethical Hacker (CEH), Certified Network Associate (CCNA): Routing & Switching, VMware Certified Professional (VCP6-DCV), Microsoft Certified Educator (MCE), Microsoft Certified Solutions Associate (MCSA): Server 2012/2016/Windows 10, CompTIA A+ Certified, Network+ Certified, Linux+ Certified, Security+ Certified, CompTIA Advanced Security Practitioner (CASP) Certified.

## Clifton Extension

### *Part-Time*

**Carlos Carrillo:** CompTIA A+ Certified, Network+ Certified, Security+ Certified, Linux+ Certified, Microsoft Technical Specialist: Windows 7/Windows 10 (MCTS), Certified Network Associate (CCNA): Routing & Switching.

**Shawn Lawton:** A.S. Computer Science [Thomas Edison State University], CompTIA A+ Certified, Network + Certified, Security+ Certified, Linux+ Certified, Cybersecurity Analyst (CySA+), Healthcare IT Certified, Cisco Certified Network Associate (CCNA): Routing & Switching, Server 2016.

## **Instructional Support Staff – All Campuses**

**Humberto A. Hilario:** CompTIA A+ Certified, Network+ Certified, VMware Certified Associate (VCA6-DCV).

**Jonathan O’Shaughnessy:** CompTIA A+ Certified, Security+ Certified.

**Christopher Durham:** B.A. Music [Hampton University], CompTIA A+ Certified, Network+ Certified, Security+ Certified.

## **PC AGE Advisory Committees**

### **Institutional Advisory Committee - Internal members**

Zafar Khizer, Owner and President  
Arifa Khizer, Director of Compliance/Financial Aid  
Humberto Hilario, Director of Education

### **Institutional and Occupational Advisory Committee - External members**

#### **Chairperson**

Khalid Zia; M.S. Computer and Information Systems; Director, Network Management, UniTeller;  
khalidzia@gmail.com

#### **Members**

Khalid Zia; M.S. Computer and Information Systems; Director, Network Management, UniTeller, NJ;  
khalidzia@gmail.com

Dr. Ajaz Rana; Ph.D. Computer and Information Systems; IT Principal, Cigna;  
ranaajaz@hotmail.com

Akram Khan; MS EE; SVP Information & Technology, UniTeller;  
akram@uniteller.com

Sahir Sarwar; M.S. Computer and Information Systems; Sr. Systems Engineer, Allscripts;  
msarwar@yahoo.com

Muhammad Rehan; M.S. Computer and Information Systems, MCSA, SAN Engineer; Consulting  
Manager, Prudential Insurance;  
mrehan1@yahoo.com

Kavita Joshi; M.S. Computer and Information Systems, MCSA; Lead Systems Analyst, UPS;  
kavita76@yahoo.com

## School Locations/Facilities

### PC AGE Career Institute – Jersey City (Main Campus)

2815 Kennedy Blvd., 3rd Floor, Jersey City, NJ 07306. Tel: 201-761-0144

PC AGE's Jersey City location is well lit and air-conditioned. It has two classrooms, one media services center/project room and administrative offices, and a storage room. Enrollment is limited to 24–30 students per class. The student–faculty ratio is usually 24:1 for all programs. We have all the hardware and software needed to teach all courses, including but not limited to computers, laser printers, routers, operating systems and other software needed for the courses. The media services center has a library of books and magazines, and computers with internet access which are available for students to use at the facility. The project room has routers, switches and servers. The lunchroom area has a refrigerator, microwave oven, tables and chairs, a water cooler and coffee maker. The facility is handicap accessible. There are plenty of restaurants as well as parking lots available within walking distance.

### Directions to Jersey City Main Campus

**From 1&9 North:** Take the exit toward US–1 N / Meadowlands Sports Complex / Tonnelle Ave / US–9 N / Lincoln Tunnel. Turn right onto Tonnelle Ave. Turn left onto John F Kennedy Blvd. / CR–501.

**From 1&9 South:** Turn right toward US–1&9– Truck / Rt–7 W / Tonnelle Ave / Jersey City. Turn right onto Tonnelle Ave. Turn left onto John F Kennedy Blvd / CR–501.

**From New Jersey Turnpike North:** Merge onto I–78 W via Exit 14 toward US–9 / Newark Airport / US–22 / Clinton. Merge onto US–1&9 N / US–1 N / US–9 N. Follow directions from 1&9 North.

**From New Jersey Turnpike South:** Take I–95 S / New Jersey Turnpike S toward Lincoln Tunnel. Take Exit 17 toward Lincoln Tunnel / Rt–3 / Secaucus. Take the exit on the left toward Lincoln Tunnel / New York. Merge onto NJ–3 E toward US–1 / US–9. NJ–3 E becomes US–1&9 S / US–1 S / US–9 S. Follow directions from 1&9 South.

**From Route 280 East:** Take the CR–508 E exit– Exit 17A toward Jersey City. Merge onto Newark & Jersey City Turnpike. Newark & Jersey City Turnpike becomes Newark Ave. Turn right onto Tonnelle Ave. Turn left onto John F Kennedy Blvd / CR–501.

From Route 78 East: Take the US–1&9 N Exit 58B. Merge onto US–1&9 N / US–1 N / US–9 N via the exit on the left. Follow directions from 1&9 North.

## **PC AGE Career Institute – Iselin (Branch Campus)**

120 Wood Avenue South, Suite 511, Iselin, NJ 08830. Tel: 732–287–3622

PC AGE’s Iselin location has about 4,000 square feet of space and is well lit and air-conditioned. It has two classrooms, one media services center/project room and a storage room. There is a lunchroom, a student lounge area, administrative offices and free student parking. The lunchroom is equipped with a water cooler, coffee maker, refrigerator, sink, microwave oven, lunch tables, and chairs. Enrollment is limited to 24–30 students per class. The student–faculty ratio is usually 24:1 for all programs. We have all the hardware and software needed to teach all courses, including but not limited to computers, laser printers, routers, operating systems and other software needed for the courses. The media services center has a library of books and magazines, and computers with internet access which are available for students to use at the facility. The project room has routers, switches and servers. The facility is handicap accessible.

### Directions to Iselin Branch Campus

From Garden State Parkway North & South: Take Exit 131/131A, respectively, toward Metropark. At the 1st traffic light (Woodbridge Hotel Driveway), make a right into the Woodbridge Hotel parking lot. Park in the rear lot by making a left.

From NJ Turnpike North & South: Take the NJ Turnpike to Exit # 11 toward US9/Garden State Parkway/Woodbridge. Pay toll and merge onto Garden State Parkway North. Take Exit 131A toward Metropark. At the 1st traffic light (Woodbridge Hotel Driveway), make a right into the Woodbridge Hotel parking lot. Park in the rear lot by making a left.

From Route 27 (From points North – Linden/Rahway): Make a left onto Wood Ave South. At the 3rd traffic light make a left into the Woodbridge Hotel parking lot.

From Route 27 (From points South – Edison/Metuchen): Make a right onto Wood Ave South. At the 3rd traffic light (Woodbridge Hotel Driveway) make a left into the Woodbridge Hotel parking lot.

From Route 1 North: Take Route 1 to Garden State Parkway North. Take Exit 131 toward Metropark. At the 1st traffic light (Woodbridge Hotel Driveway), make a right into the Woodbridge Hotel parking lot. Park in the rear lot by making a left.

From Route 1 South: Take Route 1 to Garden State Parkway South. Take Exit 131A toward Metropark. At the 1st traffic light (Hilton Driveway), make a right into the Woodbridge Hotel parking lot. Park in the rear lot by making a left.



NJ Transit from NY/Newark Penn Station: Take a Northeast Corridor train and depart at the Metropark Station. For schedules and fares see [www.njtransit.com](http://www.njtransit.com).

120 S. Wood Avenue is within walking distance of The Metropark Station. Exit the train station and turn right onto Middlesex Turnpike. Turn left at the light (Wood Ave South). Continue on Wood Ave to the 1st traffic light.

**PC AGE Career Institute – Parsippany (Learning Site/Extension)**

1259 Route 46 East, Building 4C, Parsippany, NJ 07054, Tel: 973–588–4712

PC AGE’s Parsippany location is a Learning Site/Extension of the main campus in Jersey City. This location has about 2500 square feet of space and is well lighted and air-conditioned. It has two classrooms, administrative offices, lunchroom, a student lounge area, and free student parking. The lunchroom is equipped with a water cooler, coffee maker, refrigerator, sink, and microwave oven. Enrollment is limited to an average of 24-30 students per class. The student–faculty ratio is usually 24:1. We have all the hardware and software needed to teach all courses, including but not limited to computers, laser printers, routers, operating systems and other software needed for the courses. Students can access the media services center at the Jersey City main campus. The facility is not handicap accessible.

**PC AGE Career Institute – Clifton (Learning Site/Extension)**

600 Getty Ave, 3<sup>rd</sup> Floor, Clifton, NJ 07011, Tel: 973–777-0596

PC AGE’s Clifton location is a Learning Site/Extension of the main campus in Jersey City. This location has about 2500 square feet of space and is well lighted and air-conditioned. It has two classrooms, a project room, a lunchroom, administrative offices and free student parking. The lunchroom is equipped with a water cooler, coffee maker, refrigerator, sink, microwave oven. Enrollment is limited to an average of 24-30 students per class. The student–faculty ratio is usually 24:1. We have all the hardware and software needed to teach all courses, including but not limited to computers, laser printers, routers, operating systems and other software needed for the courses. Students can access the media services center at the Jersey City main campus. The facility is handicap accessible.

**Catalog Disclaimer**

Please be advised that some information in this catalog may have changed. If you have any questions, please check with a school official to determine if there are any changes in the curricula, faculty, policies or any other information.

## Programs of Instruction

### Internetwork Engineering

Total Contact Hours/Credits: 960/54

Contact Hours/Credits Required for Graduation: 960/54

Document awarded: Certificate in Internetwork Engineering

**Tuition: \$21,890** (Includes \$100 Registration Fee)

**Objectives:** This program with residential and online delivery provides comprehensive training, including theoretical concepts and hands-on practice, to provide students with the expertise and skills to work as a Network Administrator/Engineer, Computer/Network Support Specialist or Cybersecurity/Cloud Computing Professional. The graduate will have working familiarity with network hardware & software including Microsoft Windows Desktop & Server and will be able to design, install, troubleshoot and support Microsoft & Cisco networks and implement network security. The program is designed to prepare students for IT industry certifications (CompTIA, Microsoft, Cisco, EC-Council, Amazon Web Services). Students will also learn how to create an effective resume, methods for job search, and how to get ready for a job interview. Upon completion of the program, students will receive placement assistance.

Courses	Credits/Hours
IE100: Introduction to Computers and Internet Fundamentals	3.0/50
IE100T: Certification Test Preparation	1.0/22
IE110: Computer Hardware Installation and Troubleshooting	3.0/50
IE110T: Certification Test Preparation	1.0/22
IE115: Networking Fundamentals	3.0/50
IE115T: Certification Test Preparation	1.0/22
IE121: Supporting Microsoft Windows Desktop Operating System	3.0/50
IE121T: Certification Test Preparation	1.0/22
IE122: Supporting Microsoft Windows Server Operating System	3.0/50
IE122T: Certification Test Preparation	1.0/22
IE140: Planning, Implementing and Administering a Microsoft Windows Directory Service	3.0/50
IE140T: Certification Test Preparation	1.0/22
IE160: Planning and Maintaining Windows Networking Infrastructure	3.0/50
IE160T: Certification Test Preparation	1.0/22
IE170: Technical Career Preparation Workshop	2.0/30
IE180: Implementing and Managing Security in a Microsoft Windows Network	3.0/50
IE180T: Certification Test Preparation	1.0/22
IE190: Introduction to Cisco Router Configuration	3.0/50

IE190T: Certification Test Preparation	1.0/22
IE195: Advanced Cisco Router Configuration	3.0/50
IE195T: Certification Test Preparation	1.0/22
IE200: Designing, Implementing & Troubleshooting Project	1.0/21
IE 210: Certification Test Preparation	3.0/45
UN100: Linux System Administration I	3.0/50
UN100T: Certification Test Preparation	1.0/22
UN110: Linux System Administration I	3.0/50
UN110T: Certification Test Preparation	1.0/22

### Technical Requirements:

Minimum Requirements for Computer: Core i3 9<sup>th</sup> Generation or AMD Ryzen 51600 CPU with 4+ core and speed 3.0Ghz or higher, 16GB RAM, DVD-ROM, 256 SSD (Optional: 1TB HDD), and Network Adapter (wired or wireless).

Minimum Requirements for Software: 64-bits OS (Windows 10 or Intel-based Mac OS), office productivity package, Google Chrome, and functional e-mail address with file attachment capabilities. The student will be required to obtain any software tools, plug-ins and/or applications identified in the course syllabus for any course in the program of study: latest versions of Oracle VirtualBox, VMware Workstation, Windows Media Player, Adobe Reader and Oracle Java. Sound card with speakers or headphones are strongly recommended.

Minimum Requirements for Internet Service: 10 Mbps broadband connection; Cable or DSL connection strongly preferred.

### IE 100: Introduction to Computers & Internet Fundamentals

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Gives students an overview of the personal computer, operating systems, Internet technologies, Network Security and Professional Ethics. This course, together with IE 110, prepares students for CompTIA A+ Exams 220-1001 and 220-1002.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- Understand Microsoft Operating System fundamentals
- Install, configure, and upgrade Microsoft Operating Systems
- Perform diagnosing and troubleshooting of Microsoft Operating Systems
- Understand basic wired/wireless networking
- Understand and configure Internet web browsers

### IE 110: Computer Hardware Installation and Troubleshooting

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Gives students the essential operating competencies for an entry-level IT professional or PC service technician. This course, together with IE 100, prepares students for CompTIA A+ Exams 220-1001 and 220-1002.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install, configure and upgrade computers
- b. Diagnose and troubleshoot computer related problems
- c. Configure the motherboard, processor, and memory
- d. Troubleshoot printers
- e. Understand Basic Networking

**IE 115: Networking Fundamentals**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** This course gives the student the essential networking competencies for an entry-level Network professional. This course prepares students for CompTIA Network+ Exam N10-007.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Media and Topologies
- b. Understand Protocols and Standards
- c. Basic configuration of Cisco Routers and Switches
- d. Understand Network Troubleshooting
- e. Understand and configure Routing Protocols

**IE 121: Supporting Microsoft Windows Desktop Operating System**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** This course measures your ability to deploy and troubleshoot systems that incorporate Microsoft Windows 10. The IE 121 course prepares students for Microsoft Exam MD-100.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Deploy and migrate to Windows 10
- b. Troubleshoot hardware, applications, and access to resources
- c. Troubleshoot mobile computing
- d. Troubleshoot network systems that run Windows 10
- e. Perform advanced recovery

**IE 122: Supporting Microsoft Server Operating System**

**Credits: 3**

**Pre-Requisites: IE121**

**Objective:** Students will learn to operate in medium to very large computing environments that use the Windows 2016 Server operating system. The IE 122 course prepares students for Microsoft Exam 70-741.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install and configure Windows Server 2016
- b. Configure server roles and features
- c. Deploy and configure network core services
- d. Install and administer Active Directory
- e. Create and manage Group Policy

**IE 140: Planning, Implementing and Administering a Microsoft Windows Directory Service**

**Credits: 3**

**Pre-Requisites: IE122**

**Objective:** Students will learn how to install, manage, monitor, configure, and troubleshoot advanced network services in a Windows Server 2016 network infrastructure. This course prepares students for Microsoft Exam 70-742.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Deploy, manage and maintain servers
- b. Configure File and Print Services
- c. Configure a Network Policy Server (NPS) infrastructure
- d. Configure and manage Active Directory
- e. Configure and manage Group Policy

**IE 160: Planning and Maintaining a Microsoft Windows Network Infrastructure**

**Credits: 3**

**Pre-Requisites: IE122**

**Objective:** The student will learn to analyze the business requirements for a network infrastructure, design and implement a network infrastructure that meets business requirements using Windows Server 2016. This course prepares students for Microsoft Exam 70-740.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Configure and manage high availability
- b. Implement business continuity and disaster recovery
- c. Configure Network Services
- d. Configure the Active Directory infrastructure
- e. Configure Identity and Access solutions

**IE 170: TCPW: Technical Career Preparation Workshop**

**Credits: 3**

**Pre-Requisites: IE160, IE190, IE230**

This workshop prepares students to seek employment in the computer networking field. Students will learn how to create an effective resume, methods for job search, and how to get ready for a job interview.

**IE 180: Implementing and Managing Security in a Microsoft Windows Network**

**Credits: 3**

**Pre-Requisites: IE100**

**Objective:** Give students the knowledge and skills to design, implement, administer, and troubleshoot network security. This course prepares students for CompTIA Security+ exam SY0-501.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand the concepts of authentication, encryption, access control and logging
- b. Implement hardening practices and procedures
- c. Differentiate between different network devices and their roles
- d. Conduct risk assessments and implement risk mitigation
- e. Identify and implement appropriate disaster recovery procedures

### **IE 190: Introduction to Cisco Router Configuration**

**Credits: 3**

**Pre-Requisites: IE115**

**Objective:** The student will learn knowledge and skills necessary to select, connect, configure, and troubleshoot the various Cisco networking devices. This course prepares students for Cisco Exam 200-301: Cisco Certified Network Associate (CCNA).

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Media and Topologies
- b. Understand Protocols and Standards
- c. Basic configuration of Cisco Routers and Switches
- d. Understand Network Troubleshooting
- e. Understand and configure Routing Protocols

### **IE 195: Advanced Cisco Router Configuration**

**Credits: 3**

**Pre-Requisites: IE190**

**Objective:** The student will learn knowledge and skills necessary to select, connect, configure, and troubleshoot the various Cisco networking devices. This course prepares students for Cisco Exam 200-301: Cisco Certified Network Associate (CCNA).

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Plan & Design a Cisco network
- b. Implement & Operate a Cisco routers and Switches
- c. Troubleshoot a Cisco routers and Switches
- d. Understand the technology related to a Cisco routers and Switches
- e. Configure and troubleshoot VLANs

### **IE 200: Designing, Implementing & Troubleshooting Project**

**Credits: 1**

**Pre-Requisites: IE160, IE195, IE230**

**Objective:** Enable a student to Design, Implement, and Troubleshoot Local and Wide Area networks working as a team.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Design and Implement a TCP/IP Network for a medium sized company
- b. Install and configure all the components of network including application servers
- c. Implement firewall and Internet Access
- d. Install and configure Cisco routers for public network access
- e. Implement Remote Access to access company network through Internet

### **IE 210: Certification Tests Preparation**

**Credits: 3**

**Pre-Requisites: IE122**

**Objective:** This course will provide introductory concepts regarding Microsoft Azure, SharePoint, databases and other technologies

**Learning Outcomes:** Upon successful completion of this course, the student will be able to understand Microsoft enterprise technologies and services.

**Instruction:** This course is a distance learning course. The students will be provided a list of modules to complete online.

### **UN 100: Linux System Administration I**

**Credits: 3**

**Objective:** Enable a student to install, manage, and support Linux Open System environment. This course prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install Linux Operating System
- b. Install Linux software packages and patches
- c. Manage user and Group accounts
- d. Manage file permissions and ownership
- e. Using the vi editor

### **UN 110: Linux System Administration II**

**Credits: 3**

**Objective:** Enable a student to install, manage, and support Linux Open System network services. This course prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Create, Delete, and modify users and groups properties.
- b. Work with files and directory structure.
- c. Configure Linux for Network use.
- d. Install, remove and troubleshoot the user interface.
- e. Perform administrative tasks and customize the shell environment.





**IE 100T: Certification Test Preparation****Credits: 1****Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 110T: Certification Test Preparation****Credits: 1****Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 115T: Certification Test Preparation****Credits: 1****Pre-Requisites: IE121**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 121T: Certification Test Preparation****Credits: 1****Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 122T: Certification Test Preparation****Credits: 1****Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 140T: Certification Test Preparation****Credits: 1****Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 160T: Certification Test Preparation****Credits: 1****Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 180T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 190T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 195T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**UN 100T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**UN 110T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

## Internetwork Engineering II

Total Contact Hours/Credits: 1200/69

Contact Hours/Credits Required for Graduation: 1200/69

Document awarded: Certificate in Internetwork Engineering

**Tuition: \$23,890** (Includes \$100 Registration Fee)

**Objectives:** This program with residential and online delivery provides comprehensive training, including theoretical concepts and hands-on practice, to provide students with the expertise and skills to work as a Network Administrator/Engineer, Computer/Network Support Specialist or Cybersecurity/Cloud Computing Professional. The graduate will have working familiarity with network hardware & software including Microsoft Windows Desktop & Server and will be able to design, install, troubleshoot and support Microsoft & Cisco networks and implement network security. The program is designed to prepare students for IT industry certifications (CompTIA, Microsoft, Cisco, EC-Council, Amazon Web Services) and includes General Education courses. Students will also learn how to create an effective resume, methods for job search, and how to get ready for a job interview. Upon completion of the program, students will receive placement assistance.

Courses	Credits/Hours
IE100: Introduction to Computers and Internet Fundamentals	3.0/50
IE100T: Certification Test Preparation	1.0/22
IE110: Computer Hardware Installation and Troubleshooting	3.0/50
IE110T: Certification Test Preparation	1.0/22
IE115: Networking Fundamentals	3.0/50
IE115T: Certification Test Preparation	1.0/22
IE121: Supporting Microsoft Windows Desktop Operating System	3.0/50
IE121T: Certification Test Preparation	1.0/22
IE122: Supporting Microsoft Windows Server Operating System	3.0/50
IE122T: Certification Test Preparation	1.0/22
IE140: Planning, Implementing and Administering a Microsoft Windows Directory Service	3.0/50
IE140T: Certification Test Preparation	1.0/22
IE160: Planning and Maintaining Windows Networking Infrastructure	3.0/50
IE160T: Certification Test Preparation	1.0/22
IE170: Technical Career Preparation Workshop	2.0/30
IE180: Implementing and Managing Security in a Microsoft Windows Network	3.0/50
IE180T: Certification Test Preparation	1.0/22
IE190: Introduction to Cisco Router Configuration	3.0/50
IE190T: Certification Test Preparation	1.0/22

IE195: Advanced Cisco Router Configuration	3.0/50
IE195T: Certification Test Preparation	1.0/22
IE200: Designing, Implementing & Troubleshooting Project	1.0/21
IE 210: Certification Test Preparation	3.0/45
UN100: Linux System Administration I	3.0/50
UN100T: Certification Test Preparation	1.0/22
UN110: Linux System Administration I	3.0/50
UN110T: Certification Test Preparation	1.0/22
ENG110: English Composition I	3.0/48
MAT 101: College Algebra	3.0/48
SOC101: Introduction to Sociology	3.0/48
PSY101: Introduction to Psychology	3.0/48
BUS101: Introduction to Business or SPAN101: Introduction to Spanish	3.0/48

### Technical Requirements:

Minimum Requirements for Computer: Core i3 9<sup>th</sup> Generation or AMD Ryzen 51600 CPU with 4+ core and speed 3.0Ghz or higher, 16GB RAM, DVD-ROM, 256 SSD (Optional: 1TB HDD), and Network Adapter (wired or wireless).

Minimum Requirements for Software: 64-bits OS (Windows 10 or Intel-based Mac OS), office productivity package, Google Chrome, and functional e-mail address with file attachment capabilities. The student will be required to obtain any software tools, plug-ins and/or applications identified in the course syllabus for any course in the program of study: latest versions of Oracle VirtualBox, VMware Workstation, Windows Media Player, Adobe Reader and Oracle Java. Sound card with speakers or headphones are strongly recommended.

Minimum Requirements for Internet Service: 10 Mbps broadband connection; Cable or DSL connection strongly preferred.

### IE 100: Introduction to Computers & Internet Fundamentals

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Gives students an overview of the personal computer, operating systems, Internet technologies, Network Security and Professional Ethics. This course, together with IE 110, prepares students for CompTIA A+ Exams 220-1001 and 220-1002.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Microsoft Operating System fundamentals
- b. Install, configure, and upgrade Microsoft Operating Systems
- c. Perform diagnosing and troubleshooting of Microsoft Operating Systems
- d. Understand basic wired/wireless networking

- e. Understand and configure Internet web browsers

### **IE 110: Computer Hardware Installation and Troubleshooting**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Gives students the essential operating competencies for an entry-level IT professional or PC service technician. This course, together with IE 100, prepares students for CompTIA A+ Exams 220-1001 and 220-1002.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install, configure and upgrade computers
- b. Diagnose and troubleshoot computer related problems
- c. Configure the motherboard, processor, and memory
- d. Troubleshoot printers
- e. Understand Basic Networking

### **IE 115: Networking Fundamentals**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** This course gives the student the essential networking competencies for an entry-level Network professional. This course prepares students for CompTIA Network+ Exam N10-007.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Media and Topologies
- b. Understand Protocols and Standards
- c. Basic configuration of Cisco Routers and Switches
- d. Understand Network Troubleshooting
- e. Understand and configure Routing Protocols

### **IE 121: Supporting Microsoft Windows Desktop Operating System**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** This course measures your ability to deploy and troubleshoot systems that incorporate Microsoft Windows 10. The IE 121 course prepares students for Microsoft Exam MD-100.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Deploy and migrate to Windows 10
- b. Troubleshoot hardware, applications, and access to resources
- c. Troubleshoot mobile computing
- d. Troubleshoot network systems that run Windows 10
- e. Perform advanced recovery

## **IE 122: Supporting Microsoft Server Operating System**

**Credits: 3**

**Pre-Requisites: IE121**

**Objective:** Students will learn to operate in medium to very large computing environments that use the Windows 2016 Server operating system. The IE 122 course prepares students for Microsoft Exam 70-741.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install and configure Windows Server 2016
- b. Configure server roles and features
- c. Deploy and configure network core services
- d. Install and administer Active Directory
- e. Create and manage Group Policy

## **IE 140: Planning, Implementing and Administering a Microsoft Windows Directory Service**

**Credits: 3**

**Pre-Requisites: IE122**

**Objective:** Students will learn how to install, manage, monitor, configure, and troubleshoot advanced network services in a Windows Server 2016 network infrastructure. This course prepares students for Microsoft Exam 70-742.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Deploy, manage and maintain servers
- b. Configure File and Print Services
- c. Configure a Network Policy Server (NPS) infrastructure
- d. Configure and manage Active Directory
- e. Configure and manage Group Policy

## **IE 160: Planning and Maintaining a Microsoft Windows Network Infrastructure**

**Credits: 3**

**Pre-Requisites: IE122**

**Objective:** The student will learn to analyze the business requirements for a network infrastructure, design and implement a network infrastructure that meets business requirements using Windows Server 2016. This course prepares students for Microsoft Exam 70-740.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Configure and manage high availability
- b. Implement business continuity and disaster recovery
- c. Configure Network Services
- d. Configure the Active Directory infrastructure
- e. Configure Identity and Access solutions

**IE 170: TCPW: Technical Career Preparation Workshop****Credits: 2****Pre-Requisites: IE160, IE190, IE230**

This workshop prepares students to seek employment in the computer networking field. Students will learn how to create an effective resume, methods for job search, and how to get ready for a job interview.

**IE 180: Implementing and Managing Security in a Microsoft Windows Network****Credits: 3****Pre-Requisites: IE100**

**Objective:** Give students the knowledge and skills to design, implement, administer, and troubleshoot network security. This course prepares students for CompTIA Security+ exam SY0-501.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand the concepts of authentication, encryption, access control and logging
- b. Implement hardening practices and procedures
- c. Differentiate between different network devices and their roles
- d. Conduct risk assessments and implement risk mitigation
- e. Identify and implement appropriate disaster recovery procedures

**IE 190: Introduction to Cisco Router Configuration****Credits: 3****Pre-Requisites: IE115**

**Objective:** The student will learn knowledge and skills necessary to select, connect, configure, and troubleshoot the various Cisco networking devices. This course prepares students for Cisco Exam 200-301: Cisco Certified Network Associate (CCNA).

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Media and Topologies
- b. Understand Protocols and Standards
- c. Basic configuration of Cisco Routers and Switches
- d. Understand Network Troubleshooting
- e. Understand and configure Routing Protocols

**IE 195: Advanced Cisco Router Configuration****Credits: 3****Pre-Requisites: IE190**

**Objective:** The student will learn knowledge and skills necessary to select, connect, configure, and troubleshoot the various Cisco networking devices. This course prepares students for Cisco Exam 200-301: Cisco Certified Network Associate (CCNA).

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Plan & Design a Cisco network
- b. Implement & Operate a Cisco routers and Switches

- c. Troubleshoot a Cisco routers and Switches
- d. Understand the technology related to a Cisco routers and Switches
- e. Configure and troubleshoot VLANs

### **IE 200: Designing, Implementing & Troubleshooting Project**

**Credits: 1**

**Pre-Requisites: IE160, IE195, IE230**

**Objective:** Enable a student to Design, Implement, and Troubleshoot Local and Wide Area networks working as a team.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Design and Implement a TCP/IP Network for a medium sized company
- b. Install and configure all the components of network including application servers
- c. Implement firewall and Internet Access
- d. Install and configure Cisco routers for public network access
- e. Implement Remote Access to access company network through Internet

### **IE 210: Certification Tests Preparation**

**Credits: 3**

**Pre-Requisites: IE122**

**Objective:** This course will provide introductory concepts regarding Microsoft Azure, SharePoint, databases and other technologies

**Learning Outcomes:** Upon successful completion of this course, the student will be able to understand Microsoft enterprise technologies and services.

**Instruction:** This course is a distance learning course. The students will be provided a list of modules to complete online.

### **UN 100: Linux System Administration I**

**Credits: 3**

**Objective:** Enable a student to install, manage, and support Linux Open System environment. This course prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install Linux Operating System
- b. Install Linux software packages and patches
- c. Manage user and Group accounts
- d. Manage file permissions and ownership
- e. Using the vi editor



## **UN 110: Linux System Administration II**

**Credits: 3**

**Objective:** Enable a student to install, manage, and support Linux Open System network services. This course prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Create, Delete, and modify users and groups properties.
- b. Work with files and directory structure.
- c. Configure Linux for Network use.
- d. Install, remove and troubleshoot the user interface.
- e. Perform administrative tasks and customize the shell environment.

## **IE 100T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

## **IE 110T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

## **IE 115T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: IE121**

This course provides students extra help to prepare for the related certification exam as well as the job market.

## **IE 121T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

## **IE 122T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 140T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 160T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 180T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 190T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**IE 195T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**UN 100T: Certification Test Preparation**

**Credits: 1**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

**UN 110T: Certification Test Preparation**

**Credits:13**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job

market.

## General Education Courses

### **ENG 101: English Composition I\*\***

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Students learn how to develop better writing skills by identifying and understanding the steps involved in the writing process.

**Learning Outcomes:** Upon successful completion of this course, the student will understand:

- a. The five fundamental types of writing: compare and contrast, argumentative, persuasive, narrative, and descriptive
- b. The importance of proper grammar, punctuation, and spelling
- c. effective research techniques, editing, and revision
- d. How to construct grammatically correct sentences
- e. How to organize an essay into introduction, body, conclusion

### **MAT 101: College Algebra**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Students gain a working knowledge of college-level algebra and its applications.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Grasp the solution and application of linear and quadratic equations
- b. Understand word problems, polynomials, and rational and radical equations
- c. Perform operations on real numbers and polynomials and simplify algebraic, rational, and radical expressions. Arithmetic and geometric sequences are examined
- d. Use linear equations and inequalities are discussed
- e. Graph linear, quadratic, absolute value, and piecewise-defined functions and solve exponential and logarithmic equations

### **SOC 101: Introduction to Sociology**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Students gain a broad knowledge of sociology and how it applies to everyday life.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Identify major theoretical perspectives and concepts
- b. Understand sociological imagination, culture, deviance
- c. Study inequality, social change, and social structure
- d. Explore the influence of social class and social institutions, such as churches, education, healthcare, government, economy, and environment

- e. Examine the family as a social structure

**PSY 101: Introduction to Psychology**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Students gain a general overview of psychology including the relationship between biology and behavior.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Recognize the relationship between biology and behavior
- b. See how stress impacts personal health.
- c. Understand intelligence and reasoning power.
- d. Gain an insight into personality, gender and sex
- e. Understand memory, ethics and research methods

**BUS 101: Introduction to Business**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Students learn the concepts, principles and operations of the business world.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Compare and contrast sole proprietorships, partnerships, and corporations – and the advantages and disadvantages of each
- b. Explore the functions of modern business management, marketing, and ethics and social responsibility that can improve or tarnish a brand
- c. Understand the human resource management side of running a business
- d. Learn how employers can motivate their employees
- e. Address the numbers side of running a business and examine bookkeeping, accounting, financial management, and financial statements

**SPAN 101: Elementary Spanish I (optional)**

**Credits: 3**

**Pre-Requisites: None**

**Objective:** Students gain an introduction to the Spanish language.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Learn auditory comprehension, basic speech, reading
- b. Pick up basic grammar and vocabulary
- c. Participate in dynamic immersion and textbook reading assignments
- d. Use Spanish as a means of communication
- e. Conjugate present, future, and imperfect tenses at an introductory level

## Optional Advanced Course Available

### Cybersecurity Track

#### IE 230: Implementing Advanced Network Security

**Credits: 2**

**Pre-Requisites: Program Completion**

**Objective:** Provide students with skills on risk management, research and identification of threats and applicable countermeasures and learn how to collaborate securely. This course prepares students for the CompTIA Cybersecurity Analyst (CySA+) exam CS0-001.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Analyze network security concepts, components, and architectures, and implement controls
- b. Use research and analysis to secure the enterprise
- c. Implement security controls
- d. Conduct vulnerability assessments
- e. Conduct incident and emergency responses

#### IE 260: Ethical Hacking

**Credits: 3**

**Pre-Requisites: Program Completion**

**Objective:** Provides students with advanced hacking tools and techniques used by hackers and information security professionals to break into an organization. This course prepares students for Certified Ethical Hacker 312-50 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand the basic elements of information security
- b. List the 5 stages of ethical hacking
- c. Understand the different types of hacker attacks
- d. Understand vulnerability research and list the various vulnerability research tools
- e. Describe the ways to conduct ethical hacking

### Cloud Computing Track

#### IE 270: Fundamentals of Cloud Computing

**Credits: 3**

**Pre-Requisites: Program Completion**

**Objective:** Provides a detailed overview of cloud concepts, AWS core services, security, architecture, pricing, and support, including access control and management, governance, logging, and encryption methods. Security-related compliance protocols, risk management strategies, and procedures for auditing AWS security infrastructure are also covered. This course prepares students for the Certified Cloud Practitioner CLF-001 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Describe basic AWS Cloud architectural principles
- b. Describe key services on the AWS platform and their common use cases
- c. Describe basic security and compliance aspects of the AWS platform and the shared security model
- d. Define the billing, account management, and pricing models
- e. Describe basic/core characteristics of deploying and operating in the AWS Cloud

## **IE 280: Cloud Computing for Systems Operators**

**Credits: 3**

**Pre-Requisites: Program Completion**

**Objective:** Gives foundations on administering applications using an AWS environment from an operations perspective. Provides the knowledge to make decisions in cloud environments based on monitoring, auditing, and performance feedback collected. Topics discussed cover core services, security, architecture, pricing, and support, access control and management, governance, logging, and encryption methods. management strategies, and procedures for auditing AWS security infrastructure are also covered. This course prepares students for the Certified Cloud Practitioner SOA-C01 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Deploy, manage, and operate scalable, highly available, and fault-tolerant systems on AWS
- b. Implement and control the flow of data to and from AWS
- c. Select the appropriate AWS service based on compute, data, or security requirements
- d. Identify appropriate use of AWS operational best practices
- e. Migrate on-premises workloads to AWS

## **Admissions**

### **Admission Requirements**

1. Applicants must submit a copy of one of the following: high school diploma, high school transcript college degree or college transcript before starting the program or have the recognized equivalent of a high school diploma, such as a general educational development (GED) certificate or other state sanctioned test or diploma-equivalency certificate and be beyond the age of compulsory schooling. In the event that the diploma/transcript is from a foreign school, the student will provide the U.S. equivalent evaluated credentials
2. An interview with an Admissions Representative will be required. This will help determine the best possible program, as well as the individual's ability to communicate and present himself/herself professionally. The Admissions Representative may include the Director of Admissions or School Director, if required, to make a final decision for admission into the institute.
3. All applicants must pass the Computer Aptitude test with a score of 48% or higher to be considered for admission.
4. All applicants must be able to verbally converse in English clearly and have effective communication skills to enroll, due to the nature of our training and job requirements set forth by employers in the field.
5. Students with A+ and/or Network+ certifications, 5 years of continued experience or a combination of both, may be granted advanced standing in the IT program only and waived from the A+ courses. This decision will be based on a request from the applicant and documentation of certification and/or experience.

### **Procedure in Applying for Admission**

To apply for admission, applicants should contact an admissions representative at the School to schedule an appointment for a personal interview and tour of the school facilities. The School will then review the applications and notify the applicants of their acceptance or nonacceptance. If applicants are not paying tuition in full, they may apply for federal financial aid, private financing or pay their full or part of the tuition on an installment basis, which is subject to finance charges, collection, and interest fees as allowed by law. If tuition is paid on an installment basis, a separate contract will be attached to the Enrollment Agreement. The first tuition payment must be paid before the start of the first class.

### **Cancellation Policy**

A Student is not considered enrolled in the program until he/she provides further documentation such as academic transcripts or demonstrates an ability to succeed in the program.

The students of a new class will be monitored for two weeks after the start date. The School Director may decide to cancel a student if any of the following applies:

1. Students who are not in attendance for the first two weeks of classes.
2. Student does not conform to the Student Code of Conduct.
3. Student is not showing academic progress as ~~per~~ advised by the instructor.

A student may discontinue from the program enrollment, for any reason, within the first two weeks after the class start date and will be considered a cancel (no tuition is charged.)

A cancelled student may or may not be allowed to enroll ~~ed~~ in the school a second time. A student who has been cancelled twice will not be enrolled a third time.

A cancelled student will not be charged any tuition. If a student is not cancelled by the end of the second week and is charged any tuition, he/she will be considered an enrolled student.

### **Transfer of Credit/Student Transfer (from other institutions)**

PC AGE will grant a transfer of credit/student transfer if the following apply:

1. The applicant attended an accredited institution, or a program recognized by the American Council on Education's (ACE) Center for Adult Learning and Educational Credentials program. He/she should have achieved a minimum 3.0 grade point average for the coursework completed at that institution.
2. The coursework completed at the other institution must be at least 90% comparable to the program offered at PC AGE.
3. For the Internetwork Engineering program, students may receive credit for up to 12 credits.
4. The applicant can provide proof of at least five years of experience in the field.
5. The applicant has taken the A+ or Network+ certification test within the last 3 years.

To receive a grant of credit, an applicant must provide all or as applicable of the following:

1. Provide original transcript and copies of catalog, course descriptions and syllabi.
2. Submit a copy of resume and technical certifications.
3. Submit a letter from the employer certifying the skills that the applicant has mastered.
4. Take a written/oral/practical exam given by the school to assess the skill level attained.



Credits transferred from another school are counted as credit hours attempted and are calculated into the cumulative grade point average. Grade assigned due to credit given through previous experience is also calculated in cumulative grade point average.

Students who wishes to transfer credits from other institutions should contact the Admissions department to apply for advanced standing. The School Director with the help of the Director of Education will review a student's request for transfer of credit. The School Director will determine the credit allowed for previous coursework and inform the applicant. The financial credit will be adjusted proportionately.

The applicant may appeal the decision. The appeal must be submitted with additional supporting documentation such as course outlines, textbooks, assignments, etc. The applicant should also bring a copy of the latest credit evaluation if available. The School Director will review the appeal.

### **Transfer Between Campuses/Within Campus**

It is the policy of PC AGE to transfer students from one group to another/between campuses to help them successfully complete the program. Students may request a transfer if they have a personal situation that does not allow them to continue with the existing schedule.

A student must meet the following criteria:

1. The student must request a transfer in writing with a valid reason.
2. The Student Services staff will review the request. A student may be transferred from one group to another if he/she has to repeat a failed course, is returning from an approved leave of absence and has a schedule conflict with work or any other personal matter.
3. The Student Services staff will make sure that the student will be able to successfully complete the program, after the transfer, in maximum timeframe.
4. If a student is transferred and there is a maximum two-week waiting period before the student can resume school, it will be treated as a scheduled break. However, if the break is more than two weeks, then the student will be placed on an approved leave of absence.
5. The student will be informed that if he/she did not resume classes as scheduled, attendance policy will be applied with the scheduled return date as the date of determination.
6. The Student Services staff will complete the Change of Status form and approve the transfer.
7. Financial aid department will be informed of the student's change in enrollment status.

### **Definition of Clock and Credit Hour**

1 clock hour = a 60-minute span of time with no less than 50 minutes of class/lab instruction.  
1 semester credit hour (academic) = 15 clock hours of lecture or 30 clock hours of lab.

A credit hour is a course of measure, not necessarily an indicator of transferability of credit.

## **Scholarships at PC AGE**

PC AGE periodically offers scholarships to help pay the cost of training. A limited number of scholarships are made available annually and scholarships are not provided to all students. A student can qualify for a scholarship by meeting the scholarship criteria, applying for the scholarship, and becoming the successful recipient of the scholarship upon completion of the training program.

Scholarships are awarded by the school and are made available to prospective students to help students overcome financial obstacles and achieve their academic goals. scholarships cannot be combined with any other discount form.

A "prospective" student means that you are not currently enrolled in a program at PC AGE; you have never attended PC AGE; or have applied for admission more than six months ago and never started classes; or you have not attended a course for the past 365 days.

### **Current Scholarships (2020-2021)**

#### **College Grad Scholarships**

PC AGE awards a \$4000 scholarship to students with a bachelor's degree from an accredited college in the USA. Following are terms and conditions and the procedure to apply for the scholarship:

- 1- Pass PC AGE computer aptitude test to qualify for admissions and the scholarship.
- 2- To apply, submit a copy of your degree or transcript verifying that you have graduated from the college. PC AGE reserves the right to require an official copy be mailed directly to PC AGE by the issuing institution.
- 3- The School Director/Director of Admissions will award the scholarship after verifying the degree/transcript and \$4000 will be deducted from your tuition contingent upon your completion of the program.
- 4- PC AGE Scholarship Award-can only be applied towards tuition to attend the Internetwork Engineering program
- 5- If the student does not complete or withdraw from the Internetwork Engineering program for any reason or dismissed by the school, he/she won't be entitled to receive any scholarship funds towards the total tuition and will be 100% financially responsible to pay for courses attended according to the refund policy of the school.
- 6- The student agrees to pay for any remaining balance of tuition not covered by the Scholarship Award and Title IV Financial Aid upfront or by making monthly payments to PC AGE.
- 7- Attendance and academic achievement at PC AGE will be subject to the same policies and guidelines set forth for all other students.

- 8- PC AGE reserves the right to dismiss any student and withdraw the Scholarship Award for noncompliance of the terms and conditions and/or institutional policies.
- 9- There is no limit or deadline to apply for this scholarship.

### **Scholarships for High School Graduates 2020**

To attract more students from High Schools, PC AGE is offering \$2000 scholarship to one graduate from each High School. Following are terms and conditions and the procedure to apply for the scholarship:

- 1- PC AGE will inform High Schools when the scholarship is available for high school students.
- 2- Interested students fill out an application for the scholarship.
- 3- Pass PC AGE computer aptitude test with 70% or more to qualify for admissions and the scholarship.
- 4- The student must enroll at PC AGE in the same year that they graduate from high school to be entitled to the scholarship.
- 5- The School Director/Director of Admissions will award the scholarship and \$2000 will be deducted from your tuition contingent upon your completion of the program.
- 6- PC AGE scholarship award can only be applied towards tuition to attend the Internetwork Engineering program
- 7- If the student does not complete or withdraw from the Internetwork Engineering program for any reason or dismissed by the school, he/she won't be entitled to receive any scholarship award funds towards your tuition and will be 100% financially responsible to pay for courses attended according to the refund policy of the school.
- 8- The student agrees to pay for any remaining balance of tuition not covered by the scholarship award and Title IV Financial Aid upfront or by making monthly payments to PC AGE.
- 9- Attendance and academic achievement at PC AGE will be subject to the same policies and guidelines set forth for all other students.
- 10- PC AGE reserves the right to dismiss any student and withdraw the scholarship award for noncompliance of the terms and conditions and/or institutional policies.
- 11- Deadline to apply for this scholarship is Dec 30, 2020

### **Payment in Full**

PC AGE will include the vouchers cost for all the other certifications (CompTIA Network+, CompTIA Security+, CompTIA Cybersecurity Analyst, CompTIA Linux+, MCSA Server 2016 (2 vouchers), Cisco CCENT, Cisco CCNA), not already covered/included in the tuition to all students if the tuition is paid upfront before starting the program. EC-Council's CEH exam voucher is not included. Tuition may be paid by cash, check or credit card. Student can claim their unused vouchers up to 6 months after program completion.

## **COVID-19 Grant/Relief**

As a small gesture of assistance during the COVID-19 situation, as we have moved classes online, PC AGE offers students the following:

New enrollments for class starts after March 22, 2020: PC AGE will credit all enrolled students' accounts with up to \$2000 to help with laptop, internet connection and related expenses pertaining to attending courses, including incidentals such as High School Diploma evaluation and transportation reimbursement. This credit will go into effect 30 days after class start date for a maximum total amount of \$2000. If the student opts to receive a laptop, then the cost of the laptop (\$750) will be deducted from the total credit amount. Valid for classes March 22, 2020 until December 31, 2020.

\* Note: The above is provided as temporary relief during the COVID19 situation and may not be combined with the scholarships offered to Bachelor's degree holders and High School students, or any other discounts. Terms, conditions and relief/discount offer period subject to change. Relief amount will be based on assessment of COVID19 situation and the School Director's decision will be final.

At PC AGE Career Institute, we are committed to educating students while putting safety first. Our classes are Live Online, and our staff is working remotely during this time. We are here to help and want you to succeed.

## **School Regulations**

### **Non –Discrimination Policy**

PC AGE does not discriminate based on race, color, national origin, sex, handicap, or age in admissions to its programs and activities. Students with physical or mental challenges that substantially limit one or more of the major life activities are encouraged to identify themselves to an Admission Representative. Needs are addressed on an individual basis to provide optimum opportunities for the educational progress of each student.

### **Student Dress Code**

Students are expected to dress appropriately. All students are encouraged to uphold an image that would be acceptable in a professional environment. Students who violate the dress code policy will risk being sent home and consequently will be marked absent for the class time missed. The following list contains examples of dress that are not appropriate for a professional business environment:

- Midriff tops or any type of overly revealing attire
- Clothing with holes
- See through clothing
- Halter / tank tops, shorts
- Skirts shorter than mid-thigh
- Flip flops
- Shirts with logos, pictures, print, or slogans that may be construed as obscene or offensive
- Hats other than head coverings required by religious faith

### **Student Records/Transcripts**

The student files contain registration information, tuition payment information, aptitude test scores, any other correspondence and are maintained at the main campus. Students may review their files by contacting the School Director. A student copy of a transcript or educational verification is available upon request, within two weeks of written request date, providing all financial obligations to the School have been met.

### **Family Educational Rights and Privacy Act (FERPA)**

The Institute, in compliance with federal privacy regulations, makes every effort to protect the confidentiality of all student information. PC AGE does not release student information unless required by

law or with the written permission of the student / graduate. All records are protected from unauthorized access and undue risk of loss.

PC AGE complies with the Family Educational Rights and Privacy act of 1974. This ensures the right of the student and certain parties to have access to the information contained in the file. The personally identifiable information will not be released to a third party without the written consent unless it is provided to:

1. The student
2. Other school officials including teachers
3. Parents of a dependent (according to IRS laws) student
4. Federal, state and local agencies as authorized by law
5. Accrediting agency
6. Meet a health or safety emergency
7. Comply with a subpoena or court order
8. Department of Homeland Security for an F, J or M student

All other requests for information from a student file will require a signed release from the student for the school to release any information. PC AGE will make every effort to ensure the privacy of information found in student files by keeping them in a secure cabinet in a secured area.

Students may inquire about reviewing their own file by informing the Student Services department via a written request. The Student Services Department will honor this request, at no charge within 15 days of the request. A student may want to request a change of his/her record. This request will be reviewed, and changes made if deemed necessary. A student may request a hearing with the School Director to challenge the contents of educational records because the records are inaccurate, misleading, or violate the rights of the student.

### **Students with Disabilities**

In compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, PC AGE Career Institute does not discriminate based on disability. PC AGE endeavors to assist students on an individual basis with any expressed concerns. The Student Services office assists students with registered disabilities in all aspects of school life. Based on the submission of appropriate documentation, staff will do as much as is reasonable to ensure that individuals with disabilities achieve independence and fully participate in the educational process in a comprehensively accessible environment. Students requesting services and/or accommodations must directly contact the Student Services office.

## Student Code of Conduct

PC AGE expects students to conduct themselves in a professional way. To be sure that everyone understands acceptable and unacceptable conduct, you will find guidelines adapted from the "Model Code for Students Rights, Responsibilities and Conduct" published by The Law Student Division of The American Bar Association. Students who do not adhere to these guidelines are subject to dismissal.

The following conduct is considered unprofessional and unacceptable:

- All types of dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, and forgery, alteration, or use of institution documents of identification with intent to defraud.
- Intentional disruption or obstruction of teaching, research, administration, disciplinary proceedings, public meetings and programs, or other PC AGE activities. Students with concerns about instructors, the school, or any PC AGE employees, are asked to voice these concerns directly to PC AGE administration using the 'Student Concerns Form'. Concerns are not to be voiced to other students.
- Using vulgar and profane language either directed at an individual or indirectly in voicing any verbal communication.
- Physical or verbal abuse of any person on school premises or at functions sponsored or supervised by the school.
- Acting with disrespect towards a member of the school community (school staff members and other students).
- Damage to the school premises, theft, misuse or damage to the property of the school or of a member of the school community on the school premises.
- Failure to comply with directions of institutional officials, written or verbal, acting in the performance of their duties.
- Violation of the law on school premises in a way that affects the school community's pursuit of its proper educational objectives. This includes, but is not limited to, harassment, sexual harassment, any unauthorized or forceful entry, whether actual or attempted, into school facility, the possession,
- wearing, carrying, transporting, or use of a firearm or other dangerous weapon, incendiary device or explosive, and failure to disperse or to leave after being given an order to do so by a staff member.
- PC AGE strictly prohibits the illegal possession, use, or distribution of drugs and alcohol by students on school property. Any person found in violation of these rules is subject to all applicable legal action under local, state, and federal laws and will risk dismissal from the school. Anyone in need of counseling will be directed to the appropriate outside agency.

## Career Services Department

The Career Services Department is a vital resource for this process. While we cannot guarantee a job upon graduation, we do guarantee making available the necessary assistance and tools to conduct a successful job search.

As a prerequisite for graduation, students are required to:

- Attend a scheduled Career Workshop
- Provide a resume prior to the Career Workshop
- Schedule an exit/technical interview appointment with the Career Services staff

<b>Career Services Department Responsibilities</b>	<b>Graduate's Responsibilities</b> (In addition to the above)
<ol style="list-style-type: none"> <li>1. Conduct a workshop that will instruct the graduate in the job search process, resume preparation and technical and business interviewing skills.</li> <li>2. Provide access to written information that will include resume formats, sample resumes, cover letters and thank you letters.</li> <li>3. Coach graduates on the interview process.</li> <li>4. Counsel and develop a career path for graduates.</li> <li>5. Contact employers and recruiters for employment opportunities and refer resumes appropriately.</li> </ol>	<ol style="list-style-type: none"> <li>1. Acquire certifications in a timely manner.</li> <li>2. Attend job fairs, send out resumes, and network, network, network!</li> <li>3. Do necessary company research for each interview.</li> <li>4. Act and dress professionally when sent on an interview.</li> <li>5. Alert Career Services when hired, as to the date of hire, supervisor's name, company name, address, phone number, your title and salary. <i>(Please note this information is held in strictest confidence)</i></li> </ol>

## Distance Learning Hours

Students are expected to complete the distance learning hours and modules along with successfully completing all the tests, simulation labs and quizzes in those modules as required by the school.

To achieve course credits, PC AGE students must successfully complete the assigned in class and distance learning (online) hours. Distance learning hours can be up to 43% of the total program hours and can be completed at home or at PC AGE's facility.

The distance learning hours must be completed before the end of the course. Furthermore, during a course, if the student is not logging in and completing distance learning modules at home on a regular basis, the school may require them to come to one of PC AGE's facilities on any day (could be other than scheduled class day/time) to complete these hours.



## **Requirements for the Certified Ethical Hacker (CEH) and Amazon Web Services (AWS) Courses**

The CEH and AWS courses are offered to PC AGE grads as an optional course at no additional cost. It is offered to PC AGE grads that have passed either A+ or Security+ certification and are up to date in their financial obligations.

Please note that to get the CEH certification the student must either have three-year experience or get training from an EC-Council Authorized Training Center (ATC.) PC AGE Career Institute is an EC-Council ATC, so the three-year experience requirement is waived for our students. However, there is a significant cost involved for CEH certification and students must be prepared for it by passing A+ or Security+ certifications before taking this course.

Also, to provide qualified instructor to teach CEH course, PC AGE may offer it only at limited locations and/or timings. PC AGE grads may be required to take this course at other PC AGE locations in NJ and/or on weekends.

Students must take this course within 12 months after completing their studies at PC AGE. These courses can be offered at any PC AGE location in NJ and/or on weekends.

## **Cheating/Plagiarism**

It is the policy of PC AGE to implement measures to check cheating or plagiarism. Academic integrity is of utmost importance to PC AGE. Any student involved in cheating or plagiarism will be subject to disciplinary action leading up to dismissal from the school. The definition of cheating/plagiarism is any copying of material from another student during a test, written or any other illegal help used during a test, copying of classroom or homework assignments from another student, going through instructor's quizzes or tests without his/her knowledge or permission.

Any kind of cheating is a violation of the Student Code of Conduct. If a student is caught cheating the first time, he/she will receive a warning and a failing grade for the course. Upon a second violation, the student will be dismissed from the school. The student may appeal a decision.

## **Student Concerns / Student Complaint Process**

The School Director is responsible to ensure that open lines of communication are maintained between the students and administration.

Students with concerns about PC AGE education including problems with instructors, the school, or any PC AGE employee, are asked to voice these concerns directly to the School Director or Director of

Education using the Student Concerns Form. The form is available from the Administration Office. Concerns should not be voiced to other students. If the student thinks their issue has not been properly resolved, they should make an appointment with the School Director to discuss it in person. Every effort will be made to reach resolution. In the event that the problem has not been resolved by way of the school's formal complaint procedure, the student may contact the accrediting agency:

As of February 2018, PC AGE Career Institute is accredited by the Commission of the Council on Occupational Education. The student may contact:

COE (Council on Occupational Education)  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350 Ph: (770) 396-3898  
[www.council.org](http://www.council.org)

### **PC AGE Alternative Dispute Resolution (ADR)**

PC AGE requires each student to agree to a pre-dispute arbitration agreement and a class action waiver as a condition of enrollment ("Arbitration Agreement"). The following provisions with respect to arbitration are part of the enrollment agreement. PLEASE READ THEM CAREFULLY TO ENSURE THAT YOU UNDERSTAND EACH PROVISION AND YOUR RIGHT TO OPT OUT OF THEM.

**Scope of Program:** This Alternative Dispute Resolution Program ("ADR Program") covers all training-related disputes between PC AGE (including, as applicable, all companies and affiliates in the PC AGE family of companies, including their parents and subsidiaries, all collectively referred to hereinafter as "The Company"), and persons who sign PC AGE Enrollment Agreement and who accept or continue training at PC AGE.

You (the Student) and the Company agree that any dispute arising out of or relating to this enrollment agreement, your enrollment or your attendance at the Company, whether such dispute arises during or after your attendance and whether the dispute is based on contract, tort, statute, or otherwise, shall be resolved by binding arbitration in the city and county in which the Company is located.

You (the Student) and the Company each further agrees that this arbitration provision provides each party with its exclusive remedy for redress of any grievance or resolution of any dispute arising out of or relating to this Agreement (the Dispute), AND EACH PARTY EXPRESSLY

WAIVES ANY RIGHT, INCLUDING WITHOUT LIMITATION THE RIGHT TO TRIAL BY JURY, IT MIGHT HAVE TO SEEK REDRESS. THE STUDENT AND THE SCHOOL ALSO AGREE THAT DISPUTES MAY ONLY BE BROUGHT IN THE STUDENT'S INDIVIDUAL CAPACITY AND NOT ON BEHALF OF, OR AS PART OF, A CLASS ACTION OR REPRESENTATIVE PROCEEDING. If this specific paragraph is found to be unenforceable, then the entirety of these arbitration provisions shall be null and void and rendered of no further effect with respect to the Dispute.

If the Dispute is not resolved pursuant to the Company's Dispute Resolution procedures ("Student Complaint Policy") as outlined in the School's catalog within 45 days from the date the Student submits a written complaint to the School, then the Dispute shall be resolved by binding arbitration in accordance with the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes of the American Arbitration Association (AAA) then in effect, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

1. The Federal Arbitration Act shall govern this arbitration agreement. The substantive law which will govern the interpretation of a student's Enrollment Agreement and related documents and the resolution of any Dispute will be the law of the state where the Company is located.
2. Arbitration shall be the sole method of resolving all Disputes between the parties to this agreement.
3. The arbitrator shall have the authority to decide all questions of arbitrability.
4. Arbitration will take place before a single neutral arbitrator, chosen according to the AAA Commercial Rules, in the city in which the School attended by the Student is located.
5. The parties may take discovery through interrogatories, depositions and requests for production that the arbitrator determines to be reasonable and necessary.
6. The arbitrator shall have the authority to grant interim remedies pursuant to the AAA's Optional Rules for Emergency Measures of Protection then in effect. The arbitrator shall have the authority to award monetary damages measured by the prevailing party's actual damages and may grant any non-monetary remedy or relief that the arbitrator deems just and equitable and within the scope of this agreement between the parties. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction.
7. The arbitrator shall not have any authority to award punitive damages, treble damages, consequential or indirect damages, or other damages not measured by the prevailing party's actual damages.
8. The parties also shall bear an equal share of the fees and costs of the arbitration, which include but are not limited to the fees and costs of the arbitrator, unless the parties agree otherwise. The

Student is responsible for all other additional costs that the Student incurs in the arbitration including, but not limited to, attorney's fees or expert witness costs unless otherwise required of the Company under applicable law.

9. Except as may be required by law, neither party nor an arbitrator may disclose the existence, content, or results of any such arbitration without the prior written consent of both parties.

10. If any clause within these arbitration provisions is found to be illegal or unenforceable, that specific clause will be severed from these arbitration provisions, and the remainder of the arbitration provisions will be given full force and effect.

11. If the Student does not wish to be bound by these arbitration provisions, the Student must notify the Company in writing within 30 days of the date that these arbitration provisions become effective. The Student may opt out by mail to the campus mailing address. The Student's written notification to the Company must include the Student's name and address as well as a clear statement that the Student does not wish to resolve disputes with the Company through arbitration. Finally, the Company cannot require the Student to participate in arbitration or any internal dispute resolution process offered by the Company prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 C.F.R. § 685.206(e); the School cannot, in any way, require the Student to limit, relinquish, or waive his or her ability to pursue filing a borrower defense claim, pursuant to § 685.206(e) at any time; and any arbitration required by this pre-dispute arbitration agreement tolls the limitations period for filing a borrower defense to repayment application pursuant to § 685.206(e)(6)(ii).

## **Health and Safety**

PC AGE provides a clean, hazard-free, healthy, safe environment for students, employees and visitors, and makes every effort to comply with all relevant federal, state and local occupational health and safety laws. Students and employees are aware that in the event of an incident or emergency they can contact the School Director or President/co-founder directly.

## **Drug-Free Schools and Communities Act**

It is the policy of PC AGE to adhere to The Drug-Free Schools and Communities Act Amendments of 1989, Public Law 101-226.

The Drug-Free Schools and Communities Act requires that, as a condition of receiving funds or any other form of financial assistance under any federal program, an institution of higher education (IHE) must certify that it has adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on its property or as part of any of its activities.

In accordance with the Act, PC AGE adheres to the following policy:

1. The use, possession or distribution of illicit drugs alcohol and any other controlled substance is strictly prohibited on the school property or as a part of any school activity.
2. There are many health risks associated with the use of illicit drugs and the abuse of alcohol. Explanation of certain drugs and health risks associated with them can be found in the PC AGE Drug Policy and Information packet.
3. There are severe penalties for use, possession or distribution of illicit drugs and alcohol under the local, state and federal laws. Please refer to the school's Drug Policy and Information packet for details.
4. PC AGE encourages students and employees to seek advice or participate in a substance abuse program. A list of substance abuse facilities can be found in the Drug Policy and Information packet.
5. Any violation of the Drug Policy by a student or employee will be considered grounds for disciplinary action up to dismissal/ termination from PC AGE. In addition, penalties imposed by courts are severe leading to imprisonment and heavy fines.

If students need counseling or help, they should see Student Services. They will be directed to the appropriate outside agency for assistance. There will be no penalty if students come forward to request assistance. Students or employees who feel they may have a substance abuse problem can also seek assistance from the following agencies:

- 24–Hour Addictions Referral Network 800–577–4341
- Ala–Call/ New Jersey Addictions Hotline 800–322–5525
- Families Anonymous 800–736–9805
- Narcotics Anonymous 800–992–0401
- National Alcohol/ Drug Treatment Referral 800–454–8966
- New Jersey Substance Abuse Hotline 800–225–0196

### **Campus Security**

Annual Campus Security report is available in the School Director’s office, on the school’s website and notice board. The report is updated and distributed to students and employees each year.

### **Property Loss and Injury**

PC AGE is not responsible for the loss or damage of personal property while on school premises or grounds, nor does it accept liability or provide hospitalization coverage in the event of student injuries.

### **Verification of Identity**

For the entrance test (Computer Aptitude Test or CAT) and for the student online portals (TestOut LabSim and Haiku LMS) PC AGE will utilize the commonly accepted process of authentication and authorization using logon user identification and password, where the knowledge of the password is assumed to guarantee that the user is authentic. There is no fee/cost associated for verification of student identity. Any student who has another person impersonate or in any other way commit identity fraud in any entrance test, course, exam or other academic exercise will be dismissed from the institute.

### **School Closure**

In the event of an unannounced school closure, students enrolled at the time of the closure must contact the Department of Labor and Workforce Development’s Training Evaluation Unit within ninety (90) calendar days of the closure. Failure to do so within the ninety (90) days may exclude the student from any available form of assistance. The contact number to call is (609) 292-4287.

## **Academic Regulations**

### **Orientation**

All new students are required to attend an orientation. Students unable to attend should contact their admissions representative and make special arrangements. The orientation includes introduction of school personnel, school catalog, policies & procedures, health and safety procedures, program information, how to access the course, and use of the online platform tools.

### **Satisfactory Academic Progress**

Students must make Satisfactory Academic Progress by achieving the required academic standards and progressing at a satisfactory rate toward program completion. Students will be evaluated for Satisfactory Academic Progress, both quantitative and qualitative, at the evaluation points. Any student who fails to make Satisfactory Academic Progress (SAP) at any Evaluation Point will be placed on academic probation or may be withdrawn from school. Only those students who are making Satisfactory Academic Progress are eligible to receive Federal Financial Aid. The student is eligible for financial aid during academic probation.

**Qualitative Progress:** The student's cumulative grade point average is reviewed at the evaluation points to determine qualitative progress. A student must have at least a 2.0 cumulative grade point average by graduation. The minimum grade required to pass a course is 1.0.

**Quantitative Progress (Rate of Progress):** It is calculated using the credit hours achieved divided by credit hours attempted. Credit hours achieved are based on the courses attempted and passed with a grade of 1.0 or above. Required credits are rounded. Additionally, each student must complete the program within the maximum time frame. The maximum time frame is 1.5 times (150%) of the normal program length, as measured in credit hours.

### **Evaluation Points**

To ensure that a student will complete the program in a timely manner, each program is divided into evaluation periods or increments based upon the published program length. There are three Evaluation Points in the Internetwork Engineering programs.

## Internetwork Engineering Program

Evaluation Point	Cumulative GPA	Required Credit Completion Percentage of Attempted Credits
Completion of 20 credits (360 clock hours)	2.0	70%
Completion of 40 credits (720 clock hours)	2.0	70%
Completion of 48 credits (864 clock hours)	2.0	70%

### Maximum Time Frame

Students must complete the training program within a time period which may not exceed 1.5 times the normal program length as measured in attempted credit hours. The Internetwork Engineering program of 54 semester credit hours in length must be completed within 81 attempted semester credits. A student not meeting the Satisfactory Academic Progress can be terminated from his/her program of study if, at any time, the school determines that the student is unable to graduate within the maximum timeframe allowed for the program.

All credits attempted during course repeats for the failed courses are counted toward the maximum time frame, i.e. 1.5 the normal program length. Students transferring within the same program and/or reinstated students will be subject to cumulative quantitative and qualitative standards and maximum timeframe.

### Student Advisory

PC AGE's Student Services staff along with input from administration - when needed - provide attendance and academic advisement to ensure student academic success, satisfaction and retention. An open-door policy guarantees that PC AGE staff are available when questions and concerns arise. All strategies aim to engage and support students' learning.

### Financial Aid Academic Warning

When a student record shows that its progression is not meeting the Satisfactory Academic Progress benchmarks a Financial Aid Academic Warning is issued. In order to meet compliance, the student must achieve a cumulative grade point average of 2.0 and must have achieved at least 70% of the credits attempted at an Evaluation Point. If a student fails to achieve the required Satisfactory Academic Progress benchmarks by the next Evaluation Point, he/she is subject to dismissal.



Additionally, each student must complete the program within the maximum time frame. The maximum time frame is 1.5 times (150%) of the normal program length, as measured in credit hours. Students exceeding the maximum time frame are no longer eligible to receive financial aid and will be dismissed from school.

### **Financial Aid Probation**

Any student who is not making Satisfactory Academic Progress at an evaluation point will be placed on academic probation until the next evaluation point. The student will be notified in writing of the probation status, terms of probation and length of probation period. A student who successfully completes 70% of the credit hours attempted in the evaluation period while on academic probation will be allowed to remain in school. The student may continue on academic probation even though the cumulative completion rate is below 70% and/or CGPA is below 2.0. Any student on academic probation who brings the cumulative completion rate to 70% will be removed from probationary status. A student who does not successfully complete 70% of attempted credits in an evaluation period will be withdrawn from school. The student is eligible for financial aid during academic probation. **NOTE: Create an Out-of-academic-probation letter.**

Students placed on academic probation must successfully complete missed work or retake any course(s), based on availability. The determination to either make up or repeat a failed course will be made by the Student Services staff. The decision of the School Director will be final.

### **Extended Enrollment**

The school does not offer extended enrollment status.

### **Appeal Process**

Students not showing satisfactory academic progress will receive a written dismissal notice. The student has the right to appeal regarding unsatisfactory progress and/or academic dismissal if he/she feels that their situation merits individual attention due to unusual circumstances that contributed to their unsatisfactory progress and/or dismissal. The student who would like to appeal must do so in writing to the School Director, with supporting documentation, within 10 days of receipt of the school's notification of dismissal. The School Director will notify the student of the school's decision. The written request should include the following:

- Student's full name and current address
- Specific reason(s) for the appeal explaining the unusual circumstances that prevented the student from attaining satisfactory academic progress with all supporting documentation

- Steps taken to alleviate the problems he/she had
- Student's signature and date
- Additional supporting documentation.

A panel may be asked to hear the concern and will be asked to assist in bringing the matter to complete resolution. The decision of the School Director is final. Students reinstated upon appeal are on a probationary status and must meet the terms and conditions set forth in the letter granting the appeal. At the end of each course, the student's academic progress will be reviewed. The student will remain on probation until the terms of probation are met and satisfactory academic progress status is regained by meeting minimum required qualitative and quantitative standards.

### **Grading System**

Grading is based on the student's performance in tests, homework quizzes, assignments and projects. The minimum passing score in any course is 60% (1.0). The student must earn a minimum cumulative grade point average of 2.0 to graduate. Standards of achievement are as follows:

Grade	GPA	Score	Description
A	4.0	90–100	Excellent
A–	3.7	87–89.99	Excellent
B+	3.3	83–86.99	Good
B	3.0	80–82.99	Good
B–	2.7	77–79.99	Good
C+	2.3	73–76.99	Average
C	2.0	70–72.99	Average
D+	1.5	65–69.99	Below Average
D	1.0	60–64.99	Below Average
F	0.0	Below 60	Failing
W			Withdrawal or Dismissal
R	N/A		Repeat Course
CR	N/A		Credit (Previous experience/Certification)
TR	N/A		Transfer Credit (another school)

If a student is absent on the day of the test, make-up test can be given provided the student can provide a valid reason for missing the test. Students must contact and speak to the school administrator in advance to inform him of the reasons for not being able to come to the school on the test date. The student must take the make-up test as scheduled. The instructor reserves the right to modify the retake/make-up test so long as the test covers the same subject matter. Instructors have the right to cap the test score to 70% if the student can't provide a valid excuse for not taking the test or submitting the project when scheduled.

## **Grade Update**

When a student passes the corresponding industry certification test (e.g. A+, MCP, CCNA, etc.), a score of 4.0 will be issued on the regular course and related lab course (T-course) to the certification provided the student has passed the course (s) associated with the certification. Please note that to obtain the grade a copy of the certification test score must be submitted to the Student services department. It is recommended that the students take and pass both the PC AGE and certification tests for their benefit.

## **Lecture Course Grading:**

The grading for the lecture course is as follows:

Homework	40% of total course grade
Exams	60% of total course grade

Students must complete and pass all of the units in order to pass the course.

## **Lab Course Grading:**

The grading for the lab course is as follows:

In-Class Work	40% of total course grade
Project	60% of total course grade

Students must complete and pass all of the units in order to pass the course.

If a student fails a test, they may retake it, score will be capped at 70%. A student cannot retake a test for a passed course to improve his/her final score.

Any student who fails any course will be required to attend tutoring prior to taking a remedial test. Failure to show up for the tutoring session may result in adverse action.

## **Incomplete Grade and Course Withdrawal**

The school does not issue “Incomplete” grade. When a student officially withdraws from a course, it does not have an effect on cumulative grade point average, but the credits are counted as attempted. A student who completes a course and then withdraws after academically failing the course will receive a failing grade. A student would also be considered to have withdrawn from a course started but not completed before an approved leave of absence; whereas if the student is on an approved leave of absence and does not attend any classes, credits will not be counted toward the maximum timeframe. In case of an unapproved leave of absence, both credits and grade point average will be counted toward the maximum timeframe and cumulative grade point average.

## **Pass/Fail Grades**

The school does not use pass/fail grades.

## **Non–Credit, Remedial Coursework**

The school does not offer non–credit remedial classes. Students who need extra help or tutoring should contact Student Services for assistance

## **Attendance**

Scheduled and punctual attendance will help students develop the appropriate habits required for successful careers. Students are expected to attend all in–classes that are scheduled. All Distance Learning hours should be completed before the end of the course. Distance Learning hours can be completed at home or at school during non–class hours, the instructor monitors the Distance Learning progress of students online. During a course, if the student is not logging in and completing Distance Learning modules at home on a regular basis school may require him/her to come to the PC AGE facility on any day (could be other than scheduled class day/time) to complete these hours.

It is the student’s responsibility to notify the School of any absence. Due to extenuating circumstances (DEFINE), students may be allowed to make up work without affecting the score.

Attendance and work completed Distance Learning in TestOut LabSim or Haiku LMS (discussion, collaborative exercises, testing) is tracked automatically as well as by faculty via submitted work progress and the grade book.

## **Attendance Warning**

Instructors record attendance as scheduled. If a student is absent for three consecutive scheduled classes, she/he may be placed on Attendance Warning. Students whose cumulative absences reach 4 of the scheduled classes may be required to appear before the Attendance Review Board, comprised of the School Director, Director of Education and Student Services Advisor, and be placed on attendance restrictions or placed under other action as deemed appropriate by the Board.

## **Attendance Dismissal**

A student who is absent for eight (8) consecutive classes will be dismissed.

## **Approved Leave of Absence**

It is the policy of PC AGE to ensure compliance with State, COE and US Department of Education regulations with regards to student leave of absence.

A student may arrange to temporarily leave school due to special circumstances with the intention of resuming the program at a later date. The school allows an Approved Leave of Absence under the following conditions:

1. The leave of absence request must be done in writing by the student and additional documentation may be provided if required. The request must include the reason for the leave and must be signed and dated by the student.
2. The student must apply for a leave of absence in advance unless unforeseen circumstances prevent the student from doing so. Due to extreme extenuating circumstances such as emergency military deployment, health related conditions, etc., the school may consider approving a leave of absence at a later date if it was not requested in advance.
3. The School will not charge the student for the leave of absence. Student must continue to make payments according to the payment installment contract.
4. The request for a leave of absence will be approved only when there is a reasonable expectation that the student will return from it to continue his/ her education.
5. The student will be informed of the consequences of not returning from a leave of absence by the Financial Aid department.
6. The school official will use discretion while approving a leave of absence.
7. The number of leave of absence days a student can take will never exceed 180 days.

If a student fails to return from a leave of absence, the student is considered to have withdrawn from the program as of the expected return date from the leave of absence. This will be the date of determination for refund calculation. The last date of attendance is used as the withdrawal date for a student who does not return from a leave of absence.

### **Unapproved Leave of Absence**

If a student needs to stop attending due to circumstances not covered by an Approved Leave of Absence, he/she may take an Unapproved Leave of Absence. The student may be scheduled for a repeat course at a time other than their normally scheduled time. Make up may be allowed if approved by the School Director.

### **Requirements for Graduation**

To be eligible for graduation from the Internetwork Engineering program, a student must earn a cumulative grade point average of 2.0, 960 hours and a total of 54 credits, within a time period which may not exceed 1.5 times the normal program length (see Maximum Time Frame). Upon successful completion of the

program/s and fulfillment of the student's tuition obligation the student will be awarded a certificate of completion.

### **Graduate Transfer Credit**

PC AGE will facilitate transfer of credits to other institutions by providing official transcript, course descriptions and course syllabi.

Students who graduate from PC AGE may be able to transfer some or all of the credits received for their training to another institution. PC AGE cannot guarantee that other institutions will accept part or all of the credits earned at PC AGE. However, it is completely at the discretion of the receiving school to make that determination.

### **Document Awarded Upon Completion**

Upon completion of the program and fulfillment of the student's tuition obligation, students receive a certificate for the program they have successfully completed such as certificate in Internetwork Engineering.

### **Dismissal from Program**

A student is subject to dismissal for any of the following reasons:

- Failure to maintain satisfactory academic progress
- Failure to return on the scheduled date from a Leave of Absence
- Failure to comply with the School's Student Code of Conduct
- Failure to meet all financial obligations to the School
- Violation of any of the conditions set forth in the signed Enrollment Agreement
- Identity fraud

The School will send a notification of dismissal with the date and reason for dismissal. Should this occur, any prepaid tuition would be refunded according to the NJDE/L refund policy as stated in this Catalog. If the dismissed student has student loans, it is the responsibility of the student to notify the appropriate loan institution of the dismissal.

### **Student Appeal Process**

Students have the right to appeal a dismissal if the student feels that their situation merits individual attention due to unusual circumstances that contributed to their dismissal. The student who would like to appeal must do so in writing to the School Director, with supporting documentation, within 10 days of

receipt of the school's notification of dismissal. The School Director will notify the student of the school's decision. The written request should include the following:

- Student's full name, social security number, and current address
- Specific reason(s) for the appeal explaining the unusual circumstances the student feels caused the dismissal.
- What they have done to alleviate the problems they have had.
- Student's signature and date.
- Additional supporting documentation.

A panel may be asked to hear the concern and will be asked to assist in bringing the matter to complete resolution. The decision of the School Director is final. Students reinstated upon appeal are on a probationary status and must meet the terms and conditions set out in the panel meeting.

### **Readmission Policy**

Students that have withdrawn or been dismissed from the School and are requesting readmission must make the request to the School Director within six months from the last date of attendance. The request must be in writing. The School Director will notify student of the status of the request. In cases where the student was dismissed for financial concerns, it may be possible to readmitted or to repeat the same course, provided all financial obligations are current. If the student was dismissed due to excessive absences, the student must meet with the School Director and demonstrate his/her ability to attend school regularly. If the student was dismissed due to failing academic performance, the student must complete any outstanding work and bring his/her CGPA to 2.0 or higher before being readmitted at the point in which they were dismissed. The decision of the School Director is final. In all cases of readmission, the school will place the student at the beginning of a course of instruction as determined to best meet the student's academic needs. If the School believes the student will be successful if readmitted, the School will admit the student to the next available session. Any credit for prior work completed will be based upon the standards currently in effect at the time of readmission. The school reserves the right to deny the reinstatement request for a student who was:

1. Dismissed for violating the Student Code of Conduct
2. Had already been reinstated once

If the re-entry date is after six months from the student's last date of attendance or the student is changing programs, the student will have to re-apply for admission. Student's re-entering the school after six months must start the program from the beginning. Students are responsible for any charges incurred for review sessions or retakes. Students approved for re-entry will be given a re-entry date. If a student does not re-enter on the date specified, the School Director must be consulted for approval of an alternative date.

If, upon re–entry by a student, any of the conditions of the student’s prior enrollment have changed, a new Enrollment Agreement and Payment Plan are required and the student will be subject to the terms of the new documents.

### **Course Repeat Policy**

Course repetitions, for failed courses, will be counted toward the maximum timeframe. In such a case, the lowest grade will be dropped and the highest grade will be used to calculate the grade point average. A student cannot repeat a passed course in order to receive a higher grade.

Instructor’s decision is final in computing a grade if the established educational guidelines are followed.

If a student fails a course after exhausting other options (i.e. test retakes), he/she may repeat the course, based on course/seat availability. Course repeat fee is \$1500 which can be waived if student graduates from the program, otherwise the student will be charged. This does not include the cost of a revised edition of a textbook or the charge of a textbook. As a result of course retake, the student’s final score cannot exceed 70%.

Furthermore, if a student has not successfully completed all the courses in the basic loop (the first 3 courses of the program), he/she may be stopped from proceeding to the advanced loop. The School Director will make the final decision in all the matters.

The student cannot exceed the maximum timeframe with course repeats. The student must be current in his/her financial obligations to the school ~~and~~ to request a course ~~to~~ repeat. Repeat policy is limited to the same course (the same version and/or the same certification test number). The school is not obligated to offer discontinued courses for repeat purposes. The student may be scheduled for a repeat course at a time other than their normally scheduled time, he/she may also have to wait to repeat the course due to unavailability. If the course is not available, the student may be dismissed from the school.

### **Distance Learning Participation Policy**

The educational programs of PC AGE are designed to prepare students for career–oriented learning. Therefore, it is important that professional behavior be practiced at all times. This includes timely and consistent participation in all classes, meeting assignment deadlines, and meaningful participation in academic activities. Each course has regularly scheduled academic activities that ensure that course outcomes and specific learning objectives are met. Academic activities aid the faculty in the assessment of student performance and the awarding of a final course grade. The importance of student participation in these activities is key to successful learning.



Academic activities include, but are not limited to: quizzes, discussion questions, evaluation survey, and homework assignments.

### **Requirements for Certified Ethical Hacker (CEH)**

Note: PC AGE reserves the right to limit this course to students who have passed either the CompTIA A+, Network+ or Security+ certifications, are up to date in their financial obligations and maintaining satisfactory academic progress. Students will be allowed to take this course within 12 months after they complete their studies at PC AGE. By signing the enrollment agreement, students agree to take this course at any other PC AGE location in NJ and/or on weekends.

## Student Services

### Special Help for Students

Questions may arise about how students can maximize their training at PC AGE. They have many resources to call upon. If students are having trouble with a concept that they cannot understand in class, special tutoring sessions may be arranged for individuals to ensure that they learn everything that they need to, during the program. For any assistance relating to training and personal issues that are affecting students training, students may consult their Instructor, Director of Education or the School Director. Our staff is available for any student who wants to succeed and is working hard towards that goal. Tutoring is available for any of our programs. The program is designed for students to get the most out of it and we're here to help.

### Support

The faculty and one lab technician/teaching assistant are available to students (two hours before evening classes and two hours after daytime classes) to provide technical support and answer any questions.

Support for students is provided by faculty, student services, financial aid and career services staff as well as by the technical staff of the solution provider. Requests can be placed via email or phone call.

During off hours or holidays, students should expect to receive an answer as soon as the next available work-day.

Academic support: Faculty will always respond to student (via email or by phone) within 24 hours.

TestOut LabSim: Mon – Fri 9am to 7pm (EST) via email and phone.

Haiku LMS: Mon – Fri 9am to 8pm (EST) via email and phone.

Specific application assistance: Via instructor as noted above under academic support

Support is available 24/7 in an asynchronous format. Support for students (technical, faculty, and student services) can be requested anytime. In addition, phone, web, and chats are scheduled individually to accommodate student needs. Evening hours are available as needed.

### Career Services Program

At PC AGE, students acquire skills and certifications to qualify for positions in the Information Technology field. Our Career Services Advisors work with students to help fulfill graduation requirements and transition into employment. We coach students to be effective in marketing themselves, connect with employers, and apply to jobs that pertain to their skills.

While PC AGE does not and cannot guarantee employment to any student or graduate, our experienced staff works closely with every student to ensure that they are prepared for successful interviews. We obtain and forward opportunities to graduates by developing and maintaining relationships with a variety of employers. We provide all of our students with the necessary tools and resources to get to the next step.

Prior to graduation, all students attend a Technical Career Preparation Workshop which focuses on soft skills, resume preparation, interviewing techniques, and job searching. Additional career information is available through the Career Services Department. Our staff is always available to answer questions concerning employment readiness on a group or individual basis.

### **Graduate Audit (Refresher) Policy**

A PC graduate may repeat one completed course free of charge, provided that all financial obligations to PC AGE are met and the selected course is being offered. There may be a nominal charge for the use of equipment or supplies. The graduate will be required to purchase current text(s) used in the course. Auditing graduates are expected to comply with current school standards. The Campus Director must approve auditing. New programs/courses, not originally in a graduated student's program, are not eligible as refresher courses. Graduates who wish to take a new course may do so and will pay full tuition charges.

## Financial Information

### Tuition Costs and Payments

Tuition covers all training, instruction, computer use, cost of books and materials. Payment options are Federal Financial Aid, cash, check, money order, and cashier's check, VISA, MasterCard, Discover and AMEX.

Program	Tuition
Internetwork Engineering	\$21,890.00
Internetwork Engineering II	\$23,890.00

#### Note:

Total tuition includes \$100 registration fee, books and computer use at school and access to TestOut LabSim and Haiku LMS Distance Learning portals.

Each student should ensure that tuition payment is received by the School on or before the dates in the Payment Agreement. A late fee is charged for payment received ten calendar days after the due date. If a monthly payment is not received by the tenth day from the due date, admission to class may be prohibited. Students with delinquent accounts receive past due invoices and may be dismissed from school.

Certificates, grades, transcripts and placement assistance can be withheld until accounts are settled. Students who have interrupted their training may not return unless all payments are current. PC AGE will utilize the services of a collection agency and/or attorney as allowed by the law for delinquent accounts.

### Miscellaneous Fees

Late Installment Payment Fee	\$30
Returned Check Fee	\$30
Transfer Fee	\$100
Re-entry Fee	\$100
Course Repeat Fee	\$1500
Duplicate Transcript Fee	\$10

Fees are charged for each occurrence. Students may be charged multiple fees depending upon the type of change made in the program.

## **Tuition Charges for Readmitted Students**

Students can re-enter the school within six months from the withdrawal date for the same program enrolled in the previous period. The students ~~reentering~~ readmitted after withdrawal will receive credit for money paid for tuition, not including the registration fee paid for their previous attendance period. Students re-entering the school will be responsible for the balance of the original tuition charge plus collection charges, if any, in addition to a difference of the tuition increase in the program and/or difference of tuition charge due to new courses added in the program. If a student drops a second time, he/she will be responsible for the tuition charges for previous or current enrollment, whichever is higher.

## **Withdrawal**

Students who wish to cancel their enrollment in a course or at the school are requested to inform school via a written notification. However, if a request is not received and the student does not contact the school, the student will be dismissed after 8 consecutive absences. Tuition charges will be based on the last date of attendance and refunds will be made within 45 days from the date of determination.

Students who receive a student loan and withdraw or are terminated from the program or a course, are responsible for notifying the private lending institution in writing of their withdrawal. This notification should include the date of withdrawal and the student's social security number and signature. Students should retain a copy of this letter for their files. In the event that PC AGE received the loan directly from the loan institution, PC AGE will process any refund due to the lending institution and not to the student.

## **Refund Policy**

The Return of Title IV Funds (Return) regulations do not dictate an institutional refund policy. Instead, a statutory schedule is used to determine the amount of Title IV funds a student has earned as of the date he or she ceases attendance. Therefore, the amount of Title IV program assistance earned is based on the amount of time the student has spent in academic attendance; it has no relationship to the student's incurred institutional charges.

Up through the 60% point in each payment period, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. After the 60% point in the payment period, a student has earned 100% of the Title IV funds. The Return regulations do not prohibit a school from complying with refund policies required by the state or other outside agencies. Therefore, PC AGE follows New Jersey Department of Education refund policy guidelines to determine the charges a student owes after withdrawing. Those policies will not affect the amount of aid the student has earned under the Title IV Return calculation. Students are however, responsible for any balance owed to the school as a result of Title IV refunds.

In all cases, the date used to calculate the refund is the last of attendance, either in-class or DL, of the program and includes all weeks scheduled from the beginning of the program. Refunds will be paid within 45 days of the date that the school determines that the student is no longer attending classes.

**First-Time Student, Defined:** A student is considered to be a first-time student if the student has never attended PC AGE. Students who transfer from the original period of enrollment or leave and reenter the Institute, for any reason, are not first time students. But students who receive a refund of 100% of tuition for a period of attendance at PC AGE will be considered to be first-time students.

### **New Jersey State Refund Policy**

1. There is a non-refundable \$100 registration fee.
2. All funds paid by the applicant will be refunded if the School rejects the application, or if the applicant cancels the enrollment agreement within three (3) business days of signing the agreement, even if classes have begun. Cancellation after the third (3<sup>rd</sup>) business day, but before the first class, will result in a refund of all monies paid, except for the registration fee.
3. Students who withdraw from the program must return all training materials included in the cost of tuition within three business days of the date of withdrawal. Students will be charged for materials that are not returned in good condition.

The following is in reference to all programs offered by PC AGE. In the event of a student's written notification of cancellation or the School's termination of a student prior to completion of the program, the school will retain the registration fee and a portion of the tuition based upon the New Jersey State Refund Policy guidelines.

For programs of 300 hours or less, the School will retain the registration fee plus a pro-rata portion of the tuition calculated on a weekly basis. For programs exceeding 300 hours but not exceeding 1200 hours, the school will retain the registration fee and a portion of the tuition based upon the New Jersey State Refund Policy guidelines:

### **Full-time Students**

Students will be charged according to the date of cancellation or termination as follows:

- 10% of the total tuition if termination occurs in first week.
- 20% of the total tuition if termination occurs in the second or third week.
- 45% of the total tuition if termination occurs after the third week but prior to the completion of 25% of the program.
- 70% of the total tuition if termination occurs after 25% of the program but not more than 50% of the program time is attempted.
- 100% of the total tuition if termination occurs after 50% of the program time is attempted.

### **Part-time Students**

- 10% of the total tuition if termination occurs in first week.
- 10% of the total tuition if termination occurs after the first week but not more than 25 hours of scheduled attendance.
- 20% of the total tuition if termination occurs between 26 to 75 hours of scheduled attendance.
- If termination occurs after 75 hours of scheduled attendance, then refund is per the full-time student schedule above.

Disclaimer: All enrolled students are considered Full-time. PC AGE does not have Part-time students enrolled in its program.

### **Refund Distribution Policy**

Refunds owed on student accounts will be paid to the applicable programs in the following order: Unsubsidized Federal Direct Stafford Loans, Subsidized Direct Stafford Loans, Federal Direct PLUS Loans, Pell Grants, another aid program and student. Refunds due to the student will not be issued if the student owes a balance on his or her tuition account.

### **Payment During Leave of Absence**

There is no additional charge to students placed on the leave of absence. Students, however, must continue to pay per payment installment contract.

### **Financial Information**

PC AGE has developed a number of payment options the student may use to pay for their tuition. This allows students to focus and pay more attention to their studies and career growth. Students receive counseling prior to beginning their program on all payment options available to them.

### **Student Federal Financial Aid Programs**

PC AGE is an eligible institution to participate in student financial assistance programs authorized by the Title IV of the Higher Education Act of 1965, as amended (Title IV, HEA Programs) by the United States Department of Education as follows. For more information on these programs, please review The Guide to Federal Student Aid:

1. Federal PELL Grant Program
2. William D. Ford Federal Loans (Direct Loan) Programs
  - a. Federal Subsidized Stafford Loan Program

- b. Federal Unsubsidized Stafford Loan Program
- c. Federal PLUS Loan Program

### **Federal PELL Grant Program**

A Federal Pell Grant, unlike a loan, does not have to be repaid. Generally, Pell Grants are awarded only to undergraduate students who have not earned a bachelor's or professional degree. Students who have obtained degrees from institutions outside the United States will be required to provide evidence as to whether or not their prior education is equivalent to a degree earned in the United States. Until that evaluation is received in the Financial Aid Office, the student will be considered a graduate student and will not be eligible for a Pell Grant. Amounts can change yearly. The maximum award for 2018–2019 award year is **\$6,095** and for 2019–2020 it is **\$6,195**.

### **William D. Ford Federal Loans (Direct Loan) Program**

Direct Loan (DL) provides money to students and/or their parents to pay expenses for enrollment in post-secondary programs. The money for loans is provided through the Federal Government and must be repaid.

There are three types of Direct Loan Programs – the Federal Subsidized Loan, the Federal Unsubsidized Stafford Loan and the Federal Plus Loan. Each of the loan programs has an origination fee, which is deducted from the borrowed amount and retained by the Federal Government. The student accounts at school are credited with borrowed funds after adjusting origination fees and rebates.

### **Federal Subsidized Stafford Loan Program**

A subsidized loan is awarded on the basis of financial need for an eligible program. The interest rate is variable and is adjusted each year on July 1st by the U.S. Department of Education that cannot exceed 8.25%. The interest is not charged to the student during in-school period and for the grace period, which is six months after a student graduates, leaves school, or drops below half-time enrollment and during the period of deferment. The first-year maximum loan limit is \$3500. The aggregate loan limit for dependent undergraduate students is \$23,000 and independent undergraduate students is \$46,000, which includes amounts borrowed under the Federal Unsubsidized Stafford Loan Program.

### **Federal Unsubsidized Stafford Loan Program**

Unsubsidized Stafford Loan is not awarded on the basis of need for an eligible program enrolled at least half time. The interest rate is variable and is adjusted each year July 1st by the U.S. Department of Education that cannot exceed 8.25%. Unlike the Subsidized Stafford Loan, interest is charged from the time the loan is disbursed until it is paid in full. Students have the option of capitalizing interest or paying



the interest during in-school periods and deferments. The first-year maximum loan limit is \$6,000. However, Federal Unsubsidized Stafford Loan can be increased to as much as \$8,000 for independent undergraduate students and \$3,500 for dependent students based upon their program length, if they do not qualify for a portion of the Federal Subsidized Stafford Loan on the financial need. Dependent students can get an additional amount from the Unsubsidized Stafford Loan up to a maximum of \$4,000 based on their program length, if their parents are ineligible to borrow from the Federal Plus Loan Program. The aggregate loan limit for dependent undergraduate students is \$23,000 and independent undergraduate students is \$46,000, which includes amounts borrowed under the Federal Subsidized Stafford Loan Program.

### **Federal PLUS Loan Program**

Federal PLUS Loan is available to parents of dependent undergraduate students enrolled at least half-time for student education expenses. The interest rate is variable and adjusted each year on July 1st by the U. S. Department of Education and cannot exceed 9%. The first repayment is due no later than 60 days after the date the loan is fully disbursed. Thus, repayment begins while students are still in school. The PLUS loan borrower must pass a credit check. A school cannot certify a PLUS Loan application until the school has verified the student's financial aid history.

### **Alternate Tuition Financing**

Students who cannot qualify for full or partial Federal Financial Aid to cover tuition can apply for alternate financing available at the school. PC AGE has an arrangement with Higher Education Student Assistance Authority NJCLASS and TFC Corporation to provide a more flexible way for students to pay outstanding tuition. Those students who do not qualify for private financing through NJCLASS can apply for in-school tuition payment plans. Students are encouraged to pay the tuition balance in monthly installments. Payments must be made in accordance with the terms in the Payment Installment Contract. Final payment for Interest –Waived Payment Installments must be paid at least one month prior to the completion of course enrollment. Any changes in enrollment status include changes from one to another class schedule (i.e. day class to evening class schedule); leave of absence will not defer or change the payment installment agreement.

### **Sponsorship by Employers**

Applicants who are currently employed may want to ask their employers to sponsor their training at PC AGE. Many companies offer financial assistance to assist employees to pay for tuition.

### **Veterans Benefits**

The Iselin Campus is approved for veteran's training benefits for day and evening courses. Veterans may apply for admission by filing Form #22-1990 and/or #22-1999 with the Veteran's Administration. Children and spouses of deceased veterans may apply for admission under Public Law # 634 by filing Form # 22-5490. Disabled Veterans must apply directly for admission to the Veteran's Administration. The veteran is responsible for tuition payments to the school. The Veterans Administration pays the benefits to the veteran and not to the school, with the exception for rehabilitation benefits. These payments are not dependent on when the students receive payment by VA. All absences, whether excused or unexcused, are reported to VA.

### **Unemployment Assistance**

Eligible persons who are unemployed may qualify for tuition assistance program. Contact your nearest unemployment office for more information.

### **New Jersey Rehabilitation Commission**

Disabled students may be eligible for educational benefits sponsored by the New Jersey Division of Vocational Rehabilitation. Interested persons should apply to the nearest Division of Vocational Rehabilitation office.

### **State Aid Programs**

Students attending PC AGE are not eligible for state aid from New Jersey because of state regulations for non-degree programs. If a student is a resident of a state other than New Jersey, the Financial Aid Officer will inquire about the state aid eligibility from that state and make the information available to the student.

### **Student Eligibility for Financial Aid**

To receive Federal Financial Aid, students must meet all of the following criteria:

- Demonstrate financial need, except for Unsubsidized Stafford Loan.
- Have a high school diploma or a General Education Development (GED) or pass a test approved by the U.S. Department of Education like Ability to Benefit (ATB) test. See admissions or financial aid administrator for more information.
- Be enrolled or accepted for enrollment as a Regular Student working towards a degree or certificate in an eligible program.
- Be a U.S. citizen or eligible non-citizen.
- Have a valid Social Security Number and valid ISIR
- Maintain satisfactory academic progress in the program.
- Certify that you will use federal student aid for educational purposes.

- Certify that you are not in default on a federal student loan and that you do not owe money on a federal student grant.
- Comply with the Selective Service Registration, if required.

### **Apply for Financial Aid**

The application process is the same for all financial aid programs. Students are required to complete a financial aid package, which includes: a Free Application for Federal Student Aid (FAFSA) and loan application(s) if the student wants to apply for loans. Students can obtain the Financial Aid Package from the school.

To apply for financial aid, students must complete the forms and the applications provided in the Financial Aid Package and schedule a consultation with Financial Aid Administrator. During the interview your application will be reviewed for completeness and accuracy.

### **Determination of Financial Aid Eligibility**

When the applications are complete and all the necessary documentation has been provided, the Financial Aid Administrator will perform a calculation called the need analysis. The need analysis is a formula prescribed by Federal Regulation that measures the ability of the family to contribute toward the student's educational costs. The result of the need analysis is called the Effective Family Contribution (EFC). Then, cost of attendance (C.O.A) is calculated using rules established by the law. The cost of attendance includes tuition, fees, books, transportation, loan fees, housing and food allowance for off-campus students, and if applicable, an allowance for dependent care and costs related to disability as the result of the student's attendance in school.

The student's Pell Grant award is determined by the EFC, enrollment status, and other eligibility factors. To determine the eligibility for student loans, the EFC and financial aid (Pell Grant, scholarship, etc.) that student is expected to receive is subtracted from the cost of attendance. The end result is called unmet need. If there is positive need, the student will qualify for the subsidized Stafford Loan. If there is a negative need, the student may qualify for the unsubsidized Stafford Loan. Parents of a dependent student may borrow from the PLUS Loan program.

When this calculation is complete, the student will be advised of his/her eligibility. An award letter is developed for the student, which will reflect the amount and sources of aid that have been estimated and will be used to pay for tuition and books. There may be unknown factors, such as prior history, this is only an estimate. When an official valid ISIR is received without verification requirement, the estimate will become official. But if a student is selected for verification and resulting in revised numbers and /or figures, the financial award could be changed.

## **Verification**

Verification is the process of confirming the information provided on the financial aid applications. All students must submit, upon request, copies of signed tax returns for themselves, their spouses and their parents, if applicable. Those applicants who did not file a tax return will be required as specified on a Non-Tax Filer's Statement. These documents must be submitted with a verification worksheet within 2 weeks. Students may also provide copies of social security cards, for citizens: either U.S. birth certificate, or U.S. Certificate of Citizenship or U.S Certificate of Naturalization or U.S. Passport, for eligible permanent residents: either a copy of Permanent Resident Card or copy of foreign passport with valid stamp of I-551 and/or any other documents that may be asked by Financial Aid Officer. Failure to provide any requested items within a timely manner will be grounds for termination from the participation in any financial aid programs.

When the FAFSA is processed by the central processor, a number of database matches are performed. These matches compare the student information with the following federal agencies:

- The Social Security Administration (for verification of Social Security Numbers and U.S. citizenship status)
- Selective Service System (for verification of Selective Service Registration status, if applicable)
- United States Citizenship and Immigration Services (for verification of eligible non-citizen status, if applicable)
- U.S. Department of Justice (for verification that an applicant has not been denied federal student aid by the courts as the result of a drug related conviction)
- U.S. Department of Veterans Affairs (for verification of veteran's status, if applicable)

A student financial aid history is also verified by the NSLDS database of the U.S. Department of Education. If there is a problem with any of the matches, a comment will appear on the Institutional Student Information Report, which may require further documentation and/ or action by the student in order to resolve the problem. No aid will be delivered until all discrepancies are resolved.

## **Financial Aid Disbursement**

The disbursement for the Federal Pell Grant and Federal Stafford Direct Loan is paid directly to the school. The student account is then credited with net amount. Students must complete all financial aid paperwork prior to receiving the first disbursement. The first disbursement of direct loan is made after one month of the start date. The second disbursement of direct loan may not be disbursed until the later of: the calendar midpoint between the first and last scheduled days of class of the loan period or the date the student successfully completes half of the credit hours. Students who withdraw from school prior to disbursement may lose eligibility to receive any Title IV funds.

## **Maintaining Eligibility for Financial Aid and Student Responsibility**

Eligibility for financial aid is monitored throughout a student's program. Under Federal Regulations of Title IV, a student has certain obligations, which include:

- Maintaining Satisfactory Academic Progress as required by the school's policy
- Notification of any changes in enrollment, address, name, or graduation date
- Participation in an entrance counseling
- Prior to leaving, attending an exit counseling, and
- Completion of the program within the maximum time frame.

If satisfactory progress is not being maintained as required by school policies, financial aid will be stopped. The student will then be notified to contact the financial aid/accounting office to make alternative tuition payment arrangement.

A student's eligibility will also be affected if a change in enrollment status takes place. Changes in enrollment status include changes from one class schedule to another, changing programs, leaves of absence, retaking a portion of the program, or any other change from the original loan period that was certified by the school. The effect that these types of changes have on a student's eligibility for continued participation may include a reduction in the amount or types of aid, a delay in the receipt of funds, or termination from participation in the programs. It is the student's responsibility to ensure that the Financial Aid Office is informed of any changes in his/her enrollment status, name or address and to provide any documents or applications necessary to reinstate his/her eligibility, if permissible.

### **Default Management**

PC AGE is not required to do Default Prevention and Management under the regulatory requirements. However, PC AGE has adopted Default Prevention and Management activities such as: Entrance Counseling, Communication Across Campus, Exit Counseling, Timely and Accurate Enrollment Reporting that are required by the regulations of USDOE. However, in order to keep the defaults of student loans under control, PC AGE is utilizing the services of third party default management company "Wright International Student Services" (WISS). The WISS update the WISS system with student account information from the delinquent report and attempt to assist the students in bringing their loan account current and to prevent the default.

## PC AGE Consumer Disclosures and Student Achievement

Reporting year: 2019-2020

	<b>Internetwork Engineering 960 hours</b>
US Department of Education (DOE) Gainful Employment (GE) program eligibility  GE Rates Final 2015	GE Program: Program is approved by DOE and prepares students for gainful employment in a recognized occupation  Debt-to-Earnings Annual Rate – 4.27 – PASS Debt-to-Earnings Discretionary Income Rate – 7.7 - PASS
Name and Classification (SOC) code of the occupations that the program prepares students to enter	<b>15-1142.00</b> Network and Computer Systems Administrators
DOL O*Net links to occupation profiles of employment which graduates have typically found in the past 2 years (representative sample)	<a href="https://www.bls.gov/oes/current/oes151142.htm">https://www.bls.gov/oes/current/oes151142.htm</a>
Retention rate based on accrediting agency (ACICS) guidelines	Jersey City – 80% Iselin – 71%
Tuition and fees	\$21,890
Typical cost of books and supplies (room and board not applicable)	Included in tuition
Job Placement rate based on accrediting agency (ACICS) guidelines	Jersey City – 80% Iselin – 75% Parsippany – 75% Clifton – 79%
Median loan debt incurred by students who completed the program	Jersey City – \$14,085 Iselin – \$15,901
Title IV debt	Jersey City – \$12,848 Iselin – \$12,863
Private educational loan debt	Jersey City – \$0 Iselin – \$0
Institutional finance plans	Jersey City – \$1,460 Iselin – \$2,297
Type of completion document received	Certificate
Approval by state educational board	Approved by New Jersey Department of Education
Employability of graduates from the program, including likely compensation and other requirements necessary to perform the job	<a href="http://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm">http://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm</a>
Statement on Certification or Licensure	Taking any industry certification exam is optional. PC AGE does not award any industry certification. Certification is not a precondition of employment nor required to perform employable functions represented in PC AGE's programs.

Tuition and fees are as of January 2020. Consumer Disclosures are available at [PCAGE.edu/disclosures](http://PCAGE.edu/disclosures).  
Retention rate = (Total enrollment – dismissals)/total enrollment based on ACICS formula for retention.

Job Placement rate = percentage of graduates available for placement who obtain employment in field of study or related field based on COE formula for placement.

## **IE 270: Fundamentals of Cloud Computing**

**Credits: 3**

**Pre-Requisites: IE160, IE195, IE230**

**Objective:** Provides a detailed overview of cloud concepts, AWS core services, security, architecture, pricing, and support, including access control and management, governance, logging, and encryption methods. Security-related compliance protocols, risk management strategies, and procedures for auditing AWS security infrastructure are also covered. This course prepares students for the Certified Cloud Practitioner CLF-001 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Describe basic AWS Cloud architectural principles
- b. Describe key services on the AWS platform and their common use cases
- c. Describe basic security and compliance aspects of the AWS platform and the shared security model
- d. Define the billing, account management, and pricing models
- e. Describe basic/core characteristics of deploying and operating in the AWS Cloud

## **UN 100: Linux System Administration I**

**Credits: 3**

**Pre-Requisites: IE100**

**Objective:** Enable a student to install, manage, and support Linux Open System environment. This course prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install Linux Operating System
- b. Install Linux software packages and patches
- c. Manage user and Group accounts
- d. Manage file permissions and ownership
- e. Using the vi editor

## **IE 270T: Certification Test Preparation**

**Credits: 3**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.

## **IE 230: Implementing Advanced Network Security**

**Credits: 2**

**Pre-Requisites: IE180**



**Objective:** Provide students with skills on risk management, research and identification of threats and applicable countermeasures and learn how to collaborate securely. This course prepares students for the CompTIA Cybersecurity Analyst (CySA+) exam CS0-001.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Analyze network security concepts, components, and architectures, and implement controls
- b. Use research and analysis to secure the enterprise
- c. Implement security controls
- d. Conduct vulnerability assessments
- e. Conduct incident and emergency responses

### **IE 260: Ethical Hacking**

**Credits: 3**

**Pre-Requisites: IE160, IE195, IE230**

**Objective:** Provides students with advanced hacking tools and techniques used by hackers and information security professionals to break into an organization. This course prepares students for Certified Ethical Hacker 312-50 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand the basic elements of information security
- b. List the 5 stages of ethical hacking
- c. Understand the different types of hacker attacks
- d. Understand vulnerability research and list the various vulnerability research tools
- e. Describe the ways to conduct ethical hacking

### **UN 100: Linux System Administration I**

**Credits: 3**

**Pre-Requisites: IE100**

**Objective:** Enable a student to install, manage, and support Linux Open System environment. This course prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install Linux Operating System
- b. Install Linux software packages and patches
- c. Manage user and Group accounts
- d. Manage file permissions and ownership
- e. Using the vi editor

### **UN 100T: Certification Test Preparation**

**Credits: 3**

**Pre-Requisites: None**

This course provides students extra help to prepare for the related certification exam as well as the job market.