
2011-12 COURSE CATALOGUE

BYTE BACK



*CLOSING THE DIGITAL
DIVIDE*

815 Monroe St., NE, Washington, DC 20017

202-529-3395, (f) 202-529-4684,

E-mail: info@byteback.org

Byte Back is a non-profit organization providing computer and job training to low income individuals. Located across the street from Washington's Brookland Metro Station, Byte Back serves the entire Metropolitan Area. Byte Back is licensed as a Post-Secondary Educational Institution.

Byte Back is licensed by D.C. Education Licensure Commission.

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Joseph Lewis

Jarrel McAfee

Christina Moscoso

Nick Osmanski

Andrew Quilpa

Rebecca Stewart

Theresa Sule

Katie Trizna

POLICIES AND PROCEDURES

Enrollment Policy: Students may enroll by simply coming into Byte Back during regular business hours: 10:00AM-4:00PM, Monday through Friday. In order to enroll, students must fill out the application, sign the student contract, and pay full tuition for the class they wish to take. If the student is low-income, proof of income must be shared in order to qualify for free or reduced tuition. Many of our beginning and intermediate classes are FREE to low-income students. Students may enroll up until the start of the first class. If a class has already begun, a student may no longer enroll, unless granted special permission by the registrar. If a class has a waiting list, a student may opt to put their name on the list. If a slot opens up before the start of the class, the waiting student will be notified immediately. If any students have an unexcused absence from the first class, their slot will be given to someone from the waiting list. The only requirement to enroll in a given class is that the student must have taken the prerequisites for that class, or must have passed the placement test. Low-income students will always be given first priority in registration.

Payment Methods: Tuition must be paid in full before the class begins. Payment may be made in the form of money order, certified check or credit card (through our PayPal account online). We do NOT accept cash or personal checks. Tuition is based upon the number of hours of instruction for the course. For those students who are low-income, Byte Back offers full and partial scholarships, based on household income and size. Students must bring proof of income and household size to take advantage of this opportunity. Low-income students will always be given priority enrollment because it is our mission to improve economic opportunity by providing computer training and employment readiness skills to low-income residents of the Washington Metropolitan area.

Refund Policy: Occasionally, a student may find it necessary to withdraw from all classes during the training period. Depending upon when this action is taken, all or part of their tuition and fee charges may be refunded. This refund will be given to whoever paid the tuition, whether that is the student, a family member, the District government, or any other entity. If the student is a financial aid recipient, Byte Back, as well as the student, may be required to return to the federal government, all or a portion of the aid that had been disbursed to the student and /or the student's account.

Tuition Refund Criteria:

For Courses with 48 or More Course Hours: *Such as Office Track (48 course hours) or A+ Certification (90 course hours):*

- 100% of the tuition and fees must be refunded for a student who withdraws from all classes prior to the 5th day of class.
- 90% of the tuition and fees must be refunded for official or unofficial withdrawals made between the 6th day of class and the 13th day of class.
- 50% of the tuition and fees must be refunded for official or unofficial withdrawals made on or after the 14th day of class but prior to the end of the 21st day of class.

For those students whose tuition is paid by the District government, funds are to be returned to the District within four weeks following the establishment of a student's official or unofficial withdrawal.

For Courses with Fewer Than 48 Course Hours:

Such as the PC for Beginners Course (16 course hours)

- 100% of the tuition and fees must be refunded for a student who withdraws from all classes prior to completion of 25% of class duration (*eg: prior to the 3rd of 8 sessions*)
- 90% of the tuition and fees must be refunded for official or unofficial withdrawals made between 25% and 50% of class duration. (*eg: between 3rd and 5th of 8 sessions*)
- 50% of the tuition and fees must be refunded for official or unofficial withdrawals made on or after 50% and 90% of class duration. (*eg: between 5th and 7th of 8 sessions*).

Credit from Previous Studies: Students who have already learned the material for a certain class, either through study elsewhere, or through work/life experience, may test out of that class and move on to the next class, provided that they pass the placement test.

Placement Assistance: Our staff is always on hand to assist you in deciding which class or program would be right for you.

Attendance Policy: In order to complete a class, you must attend at least 90% of all sessions. This means that if for any reason, you have more than two unexcused absences from class or employment conferences, you will be asked to leave the class. If for any reason you miss class, you must make up missed work by arrangement with staff. Making up your work by attending the lab is required if you are absent, but it does not remove the absence from your student record. Any student who has more than one excused absence in the first two weeks will receive counseling from the staff to address challenges to being in class. You are required to call (202) 529-3395 if you know you will be absent, however, this call will not remove your absence from your student record. Students who are removed from a class due to unexcused absences may re-enroll at a later date, and must pay tuition again.

Tardiness Policy: All students must be prepared to begin class on time. Instructors will record late arrivals. Two incidents of tardiness will count the same as one absence. You are required to call (202) 529-3395 if you know you will be late, however, this call will not remove your tardiness from your student record. Students who are removed from a class due to tardiness may re-enroll at a later date, and must pay tuition again.

Evaluation and Grading: Byte Back believes in “learning through doing.” Much of your class will be comprised of learning a new skill, and then using that skill to work on a practical project. These projects are not graded. Students will be given periodic quizzes to help you to assess your abilities, to let the instructor know which students need additional assistance, and to give you practice at testing yourself. A final test will be given at the end of the course to gauge whether or not you have learned the material. Some courses may have a final project instead of, or in addition to, the final test. In either case, the final project will be graded. If you are having difficulty with a class, you may wish to switch to a more basic class. If the class you are taking is also taking place at a different time during the week, and there is room in that class, you may opt to sit in on that class as a form of review of the material. There is no charge for this extra instruction. If you do not finish the class with a satisfactory grade, you may always take it again. Students may not move on to the next level of instruction unless they have earned a grade of B or better on the prerequisite, or passed the placement test.

Grading Scale:

A= 90% -100%; B= 80% - 89%; C=70%-79%; D=60%-69%

Progress Reports: Byte Back does not typically distribute progress reports due to the fact that most of our courses are very short. If you wish to know how you are doing, you may simply ask your instructor.

Student Conduct:

Attire: Business casual attire excludes overalls, flip flops or similar flat sandals, athletic clothing (including shoes and hats), leggings, cropped tops, tank tops, and camisole tops without appropriate layering. Jeans may be worn only during periods when there are no students or business meetings or visitors in the building. It is never appropriate to wear this attire when representing Byte Back at any meeting or function. In general, all students should wear clean, neatly pressed clothing appropriate to an office environment and should be sure to take care of personal daily hygiene.

Smoking: Byte Back promotes a smoke-free work environment. Smoking is prohibited inside offices, workspaces, restrooms and meeting rooms, and is only permitted in designated areas outside of the building.

Drugs and Alcohol: Byte Back prohibits the unlawful use, possession, dispensation, sale, manufacture or distribution of any controlled substance or drugs in the workplace. We prohibit the use of alcohol on the premises or in the conduct of business, except for responsible consumption at business sponsored or related social events. Byte Back maintains a no-tolerance policy of being under the influence of alcohol or a controlled substance during class or lab time. Such abuse will result in expulsion from the building.

Email and Internet Use: All Byte Back students are furnished with a free email address. This address must not be used for any unlawful purposes. In accordance with Byte Back's Unlawful Harassment policy, the electronic mail system and/or the Internet are not to be used to create or access any offensive or disruptive messages or web sites. Among those which are considered offensive are any messages or web sites which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, and national origin or disability. Byte Back reserves the right to bar access to these and other web sites without prior notice. We also reserve and may exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system or the Internet for any legal purpose. The confidentiality of any message should not be assumed. Students are not authorized to retrieve or read any e-mail messages that are not sent to them without permission. Any student or employee who discovers a violation of this policy must notify Byte Back management. Any violations of policy or unauthorized use of the electronic mail system or the internet may result in disciplinary action, up to and including permanent removal from the school.

Fraudulent or Dishonest Conduct: Byte Back will investigate any possible fraudulent or dishonest use or misuse of our resources or property by students. Anyone found to have engaged in a fraudulent or dishonest conduct is subject to disciplinary action up to and including permanent expulsion from the school and civil or criminal prosecution when warranted. Examples of such conduct include, but are not limited to: forgery or alteration of documents; unauthorized alteration or manipulation of computer files; misappropriation or misuse of Byte Back's resources, such as funds, supplies, or other assets.

Inappropriate Conduct

Although it is impossible to anticipate in advance every possible kind of misconduct that would be of concern to Byte Back that could lead to suspension from class or expulsion from the school, the following conduct is prohibited and will not be tolerated. This list of inappropriate conduct is illustrative only and is not intended to be exhaustive:

- Violation of any of the policies concerning student conduct.
- Conduct, including speech that physically harms or threatens others or that is abusive or disrespectful of Byte Back directors, employees, contractors, members, volunteers, students or other persons involved with Byte Back.
- Failure to be honest in one's communications with Byte Back, and/or falsifying records or other documents.
- Theft or misappropriation of property owned by Byte Back, a co-worker, member, or anyone else who has property that an employee may come into contact with through his/her employment.

Please refer to the Byte Back Unlawful Harassment Policy and Non-Discrimination Policy for more information.

Grievance Policy: Byte Back recognizes the value of identifying and resolving causes of student dissatisfaction in a timely manner, and allows student concerns to be conveyed up to the highest level of the organization. Problems and misunderstandings inevitably arise from time to time. If a student experiences a school-related problem and cannot resolve it independently, he/she is encouraged to discuss the situation openly and honestly with the parties involved. If the student and those involved are unable to resolve the problem, the student is encouraged to seek out the guidance and counsel of his/her instructor, administrative staff and/or the Executive Director.

If the student puts his/her concerns in writing, those concerns should be submitted to the Executive Director as soon as possible. The Executive Director will conduct an investigation where appropriate, and will generally provide a written response within 20 business days. If more time is needed to respond to the written complaint, the person filing the grievance will be notified accordingly. The decision of the Executive Director (or Board Chair) is final. If a student's concern is with the Executive Director, he/she may raise such a grievance with the Board Chair.

All such grievances will be held in the strictest confidence and will involve only those who are affected. Byte Back prohibits any retaliation against any student who seeks assistance through this process, and may take disciplinary action against anyone who is found to have violated this policy. Any matter which affects Byte Back's License as a Post Secondary Educational Institution may be submitted to the D.C. Educational Licensure Commission.

Suggestions

Byte Back encourages students to offer suggestions and ideas about how to improve Byte Back. We believe that our students are the best sources of knowledge about how to improve our process, procedures, programs, and facilities. If a student has a suggestion, s/he should feel free to write it up and drop it in the suggestion box in the lobby, or bring the matter to the attention of the Executive Director. An appointment is not needed.

Facilities: The Byte Back headquarters building is located at 815 Monroe Street NE, right across the street from the Brookland/Catholic University Metro (Red Line). There are many busses which stop within three blocks of the building, including the H1, H2, H3, H4, H8, H9, G8, 80, and R4. Our headquarters building has over 2500 square feet, including a lobby, library and open computer lab,

administrative offices, and two computer classrooms- each with twelve student computers. During regular office hours (M-F 10:00AM-4:00PM) students may come in, without an appointment, to register for class or to use our library or open computer lab. Byte Back is often open during the evenings until 8:00 pm, Monday through Thursday, and on Saturday mornings. It is sometimes possible for students to use the open computer lab at these times as well. Byte Back also partners with government agencies and nonprofit organizations all over the Washington D.C. area to provide classes at their facilities. Check our course schedule or call Byte Back to find a location near you!

Accreditation: Byte Back is licensed as a Post-Secondary, Non-Degree Institution by the D.C. Educational Licensure Commission. We are not an accredited school.

Programs Offered:

Byte Back offers eleven different programs. Students may enter each program based upon their individual skill level. Beginners may progress from one level to the next, while students with previous experience or relevant education may test out of beginning and/or intermediate courses.

Academic Programs:

The following programs consist of course work and lab work to prepare our students for entry level occupations in administrative and secretarial positions.

COMPUTER LITERACY TRAINING

Byte Back offers basic computer skills for those with little or no previous experience with computers. Our PC for Beginners class teaches typing and Mouse basics, how to manage files and folders, format text, search the internet and use email. Students may also opt to reinforce their basic skills by taking our Email and Internet Class, or by coming into the open computer lab to practice their skills by using our online typing tutorial or online games to improve mouse skills. Byte Back offers a special PC for Beginners course for senior citizens featuring a curriculum designed specifically for the particular technology challenges and available resources for our elders. Prerequisite: none.

OFFICE TRACK PROGRAM

Students learn Microsoft Office 2007 (Word, Excel, Outlook and PowerPoint), as well as job readiness skills. As students near the end of their training, they receive a free refurbished computer for their home. Graduates from the Office Track program receive individualized job counseling from our employment specialist and are encouraged to add additional classes to their program to improve their chances of obtaining employment in the area of their interest, such as QuickBooks, or HTML.

MOS CERTIFICATION PROGRAM

This program will prepare you to take the Microsoft Office Specialist (MOS) examination for Microsoft Office 2007. MOS certification exams provide a globally recognized measure of advanced skills, technical proficiency and expertise in Microsoft desktop software. (The name of this certification has changed from time to time. It has also been called MCAS and MOUS certifications.) Microsoft Office Specialist certifications are primarily for office workers who use Microsoft Office programs as a vital part of their job functions. Candidates who successfully complete the program by passing a certification exam show that they can meet globally recognized performance standards. Candidates must pass one certification exam in order to earn the MOS credential. Exams include Word, Excel, PowerPoint, Outlook, or Access.

MOS MASTER CERTIFICATION

This program is for those wishing to gain and show mastery of Microsoft Office 2007 software. In order to obtain this certification, students must prepare for and pass the MOS certification exams for Office Expert, Excel Expert, PowerPoint, and one of the following: Access or Outlook.

Intensive Programs

NOTE: The following programs consist of three components: classroom learning, independent lab work, and practical work. In each of these programs, the student will meet regularly with the instructor during class-time and will attend regular supervised labs to practice what they have learned. Upon completion of the coursework, the student will take a test to measure his/her level of mastery of the material. Those students who pass this in-house test will move on to their practical work, which consist of 40-80 hours of technology services performed for a nonprofit organization. In some cases, this work will include an internship at Byte Back or another nonprofit such as First Time Computers, in which the student will be expected to come to work on time and use their new skills in a work environment, gaining practical skills as well as something to put on their resume.

In other cases, students will work with a mentor and meet with a client organization to discuss technology needs. They will then perform an assessment of what work is needed to solve the problem and will meet again with the client to communicate their diagnosis and make recommendations. Depending upon the outcome of this meeting, students will repair and/or upgrade the client technology and will perform tests to determine whether the repairs and upgrades have been successful. Lastly, the student will have a final meeting with the client to demonstrate the improvements made and to have the client sign off on the successful completion of the project.

Byte Back students gain real world experience, as well as confidence and a feeling of satisfaction from giving back to the community. In addition, this practical experience provides needed technology services which would otherwise be a financial hardship for local nonprofit organizations. Upon successful completion of this final component of their studies, students then sit for the certification examination.

ADMINISTRATIVE ASSISTANT PROGRAM

This program will prepare you for an occupation such as Administrative Assistant, Office Manager or Executive Assistant. It will also prepare you to take the Internet and Computing Core Certification (IC³®) examination. This certification is an internationally recognized standard for digital literacy and reflects the most relevant skills needed in today's academic and business environments, including a working familiarity with Microsoft Office, internet searches and basic knowledge of computer hardware. Upon completion of coursework, students will enroll in a 40 hour internship at Byte Back in which they will put their new skills to practical use and will learn new office skills such as the operation of a telephone system, fax, postage machine, scanner and copy machine. Graduates from this program receive individualized job counseling from our employment specialist and are encouraged to add additional classes to their program to improve their chances of obtaining employment in the area of their interest, such as QuickBooks, or HTML.

MICROSOFT OFFICE SPECIALIST CERTIFICATION

General Overview

Earning a Microsoft Office Specialist certification can help you differentiate yourself in the competitive job market by broadening your employment opportunities, displaying your advanced skills, and resulting in higher earning potential. For employers, the certification provides skill-verification tools that not only help assess a person's skills in using Microsoft Office programs but also the ability to quickly complete on-the-job tasks across multiple programs in the Microsoft Office system. Byte Back offers two different programs that result in Microsoft Office Specialist Certification, one preparing for Training and Development Specialist positions and the other preparing for Database Administrator positions.

MICROSOFT OFFICE SPECIALIST (MOS): CERTIFICATION PROGRAM FOR TRAINING AND DEVELOPMENT SPECIALIST POSITIONS

(Word 2007/2010, Excel 2007/2010, Power Point 2007/2010, and Outlook 2007/2010)

Microsoft Office is the primary software package used in office settings. As a result, it is critical for office workers to know how to utilize this software and to stay current with software updates. (For example, Microsoft Word 2007 is dramatically different from Microsoft Word 2003.) This training program will prepare you to serve as a Training and Development Specialist, able to provide Microsoft Office software training to co-workers or as a consultant.

Training and development specialists help businesses, nonprofits, and government agencies to develop, carry out, and evaluate training programs for their employees. They instruct employees in basic technology, new technology, and in the specific ways in which the employer uses technology, such as reporting systems. Trainers must analyze organizations, discover where training would be most useful, and design new programs to fit the need. They frequently use training methods that include audiovisual aids, classroom instruction, role-playing, or equipment such as computers. When the training sessions are complete, trainers evaluate the effectiveness of the training to ensure that the desired results are being achieved.

These specialized human resources workers are employed by federal, state, and local government, by school systems, and by firms in private industry. Some trainers are self-employed as freelance specialists. Many more work for private consulting firms.

This program will teach students the software skills that they will need to be able to teach, as well as presentation skills and the ability to use additional office technology such as GoogleDocs and social media. Training and Development Specialists should have strong interpersonal skills and a good sense of humor. Previous experience as a teacher or instructor is helpful. Students will take Byte Back's Word 2, Excel 2, PowerPoint 2 and Outlook 2 courses.

MICROSOFT OFFICE SPECIALIST (MOS): CERTIFICATION PROGRAM FOR DATABASE ADMINISTRATOR POSITIONS (Access 2007/2010 and Excel 2007/2010)

As businesses, government agencies and nonprofits use data more and more frequently to plan, track and evaluate performance, there is an increased need for individuals who can manage data. This training program will prepare you to serve as a database administrator. Students will primarily focus on learning two software applications: Microsoft Excel and Microsoft Access.

Excel is a "flat file database", widely used to store data and often used to solve simple database problems. When simple tables need to evolve into multiple tables of related data, Access can be used to create a relational database. Access can serve as a "data landing pad" for gathering and consolidating disparate data throughout the enterprise, much of which lives inside Excel workbooks. Once your data is in Access, you can add more tables and join them, create queries (or views of your data), structure the data and define data types to help ensure data integrity, share and update data among many users, and create powerful reports and forms.

Database administrators must be able to think logically. Being able to concentrate and pay close attention to detail is important. Certification is a way to show a level of competence. Many employers regard these certifications as the industry standard. Students will take Byte Back's Access 1, Excel 2 and Access 2 courses.

MICROSOFT PROJECT CERTIFICATION PROGRAM

The Microsoft Project Certification Preparation course provides students with the knowledge and skills to build, maintain, and control well-formed project plans. The Microsoft Certified Technology Specialist (MCTS) credential demonstrates your specialized technical expertise and ability to

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successfully implement, build on, troubleshoot, and debug a particular Microsoft technology. This course is intended for both novice and experienced project managers and schedulers. These individuals are involved in or responsible for scheduling, estimating, coordinating, controlling, budgeting, and staffing of projects and supporting other users of Microsoft Office Project. A familiarity with key project management concepts and terminology is recommended as well as basic Windows navigation skills. Microsoft Office Project Standard 2007 and Microsoft Office Professional 2007 can be used to build, maintain, and control well-formed project plans. Scheduling, estimating, coordinating, controlling, budgeting, and staffing projects and supporting other users of Office Project. Learn familiarity with key project management concepts and terminology. Students will learn how to:

- Get started with Microsoft Office Project 2007.
- Create, define and manage multiple projects.
- Work with estimates, resources and dependencies; deadlines, constraints, and task calendars.
- Predict behavior by using task types and the scheduling formula.
- Customize and format Microsoft Project views.
- Analyze resource utilization and track progress
- Create project reports that analyze, project, resource, and task data.

Upon completion of the program, students take the examination for Microsoft Certified Technology Specialist: Managing Projects with Microsoft Office Project 2007.

MICROSOFT CERTIFIED IT PROFESSIONAL (MCITP) PROGRAM

The Microsoft Certified IT Professional (MCITP) credential shows you have the set of skills required to succeed in a variety of job roles, such as Help desk technician, customer support representative, computer support specialist, technical support representative, and technical support specialist. An MCITP works in the typically complex computing environments of small, medium-sized, and large organizations. Students in this program will learn how to successfully troubleshoot desktop environments that run on the Microsoft Windows operating system and how to educate users and help them solve hardware and software operation and application problems on Windows. They will also learn how to:

- Install, deploy, and upgrade to Windows 7, including ensuring hardware and software compatibility.
- Configure pre-installation and post-installation system settings, Windows security features, network connectivity applications included with Windows 7, and mobile computing.
- Maintain systems, including monitoring for and resolving performance and reliability issues.
- Support end users who run Microsoft Windows 7 in a corporate environment.
- Use applications that are included with the operating system, such as productivity applications used in a corporate environment and Microsoft Office applications.
- Resolve operating system issues by telephone, email, connecting to an end user's system remotely, or by visiting an end user's desktop. working knowledge of operating in an Active Directory domain environment.

Students will develop a basic understanding of Windows PowerShell syntax and a working knowledge of operating in an Active Directory domain environment. To earn the MCITP credential, you must pass both of the following exams: *Exam 70-680: Windows7 Configuring*, and *Exam 70-685: Windows 7, Enterprise Desktop Support Technician*.

A+ CERTIFICATION PROGRAM

The CompTIA A+ certification is the industry standard for computer support technicians. The international, vendor-neutral certification proves competence in areas such as installation, preventative maintenance, networking, security and troubleshooting. More than 700,000 people worldwide have become CompTIA A+ certified since the program's inception in 1993. The CompTIA A+ 2009 Edition requires two exams to be certified: CompTIA A+ Essentials and CompTIA A+ Practical Application. *CompTIA A+ Essentials* measures the necessary competencies of an entry-level IT professional. It tests for the fundamentals of computer technology, networking and security, as well as the communication skills and professionalism now required of all entry-level IT professionals. *CompTIA A+ Practical Application* is an extension of the knowledge and skills identified in CompTIA A+ Essentials, with more of a "hands-on" orientation focused on scenarios in which troubleshooting and tools must be applied to resolve problems.

NET + CERTIFICATION PROGRAM

The CompTIA Network+ certification is the sign of a competent networking professional. It is an international, vendor-neutral certification that proves a technician's competency in managing, maintaining, troubleshooting, installing, and configuring basic network infrastructure. Since its introduction in 1999, more than 235,000 people have become CompTIA Network+ certified.

LINUX CERTIFICATION PROGRAM

The CompTIA Linux+ certification is recognized throughout the industry as a benchmark certification for professionals who work with open-source platforms. CompTIA Linux+ is a vendor-neutral certification, generic across distributions. The CompTIA Linux+ (2009 Edition) certification is aimed at an IT administrator experienced in Windows or other operating systems. The Linux+ exam is a validation of "foundation" level Linux skills and knowledge, and is used by organizations and security professionals around the globe. Students will learn about installation, configuration, system maintenance and operations, common administrative tasks, application and services, networking and security, command line utilities, and troubleshooting.

SECURITY+ CERTIFICATION PROGRAM

The CompTIA Security+ is an international, vendor-neutral certification that proves competency in system security, network infrastructure, access control and organizational security. Major organizations that employ CompTIA Security+ certified staff include Booz Allen Hamilton, Hewlett-Packard, IBM, Motorola, Symantec, Telstra, Hitachi, Ricoh, Lockheed Martin, Unisys, Hilton Hotels Corp., General Mills, the U.S. Navy, Army, Air Force, and Marines. The CompTIA Security+ certification is one of the fastest-growing fields in IT. Security threats are increasing in number and severity, and the gap between the need for security professionals and qualified IT personnel is the largest of any IT specialty, according to a 2008 CompTIA study. Even in a troubled economy, most businesses plan to maintain or increase their investment in security. Students will learn about mitigating threats, Cryptograph, authentication systems, messaging security, access security, network security, wireless and remote access security.

COURSE OFFERINGS

BASIC SKILLS CURRICULUM

Curriculum Available: *Personal Computing for Beginners, Office Track, Outlook1, Access 1, PC Hardware/Networking fundamentals..Classes are delivered in a classroom setting with a workstation for every student. The teacher's workstation is connected to a large monitor. Teacher demonstrations are easily viewed by students and repeated at their own workstations. Courses are given in detailed lesson plans arranged with an outline of objectives, in-class exercises, resource files, handouts, and a lesson-by-lesson checklist of skills attained through the course. Byte Back provides assistant teachers in support of teachers and open labs for student practice. Courses are enriched by a typing tutorial, mouse games, and on-line resources.*

PERSONAL COMPUTING FOR BEGINNERS

For very beginners, this course teaches use of Microsoft's PC operating system. Objectives include learning the parts of the computer, mouse basics, using menus, creating and managing files and folders, using a typing tutorial, editing text, saving files, understanding memory and storage basics, Internet search, and electronic mailing. Byte Back offers a special PC for Beginners course for senior citizens featuring a curriculum designed specifically for the particular technology challenges and available resources for our elders. *Prerequisite: none. Duration: 24 course hours and 8 lab hours. Cost: \$400*

PERSONAL COMPUTING FOR BEGINNERS FOR SENIOR CITIZENS

For very beginners, this course teaches use of Microsoft's PC operating system. This course is customized for the learning styles and interests of senior citizens, and is recommended for students ages 55 and older. Objectives include learning the parts of the computer, mouse basics, using menus, creating and managing files and folders, using a typing tutorial, editing text, saving files understanding memory and storage basics, Internet search, and electronic mailing. *Prerequisite: none. Duration: 32 course hours and 8 lab hours. Cost: \$400*

EMAIL AND INTERNET

History, overview, and definition of the Internet and World Wide Web; browsers and what they do; obtaining and using e-mail, sending and opening and saving attachments, using search engines, safety issues. *Prerequisite: PC for Beginners or successful completion of placement test. Duration: 16 course hours and 16 lab hours. Cost: \$400.*

WORD 1 (Microsoft Word 2007)

Objectives include computer file management, understanding file types, using formatting tools, spell checking, basic editing, drawing toolbar, appending files, using templates, and an introduction to Auto Text, using tables, bulleted and numbered lists. *Prerequisite: PC for Beginners or successful completion of placement test. Duration: 16 course hours and 16 lab hours. Cost: \$400.*

EXCEL 1: (Microsoft Excel 2007)

Introduces spreadsheets using Microsoft Excel. Skill objectives include understanding cell addresses, understanding the different cursors and parts of the spreadsheet, using formulas, and simple functions. *Prerequisite: PC for Beginners or successful completion of placement test. Duration: 16 course hours and 16 lab hours. Cost: \$400.*

POWERPOINT 1 (Microsoft PowerPoint 2007)

This presentation software is a component of the Microsoft Office suite of applications. Projects

large screen images to illustrate speeches, and can incorporate pictures, graphs, moving text, animated images, and special effects. *Prerequisite: Word 1. Duration: 16 course hours and 16 lab hours. Cost: \$400*

OUTLOOK 1 (Microsoft Outlook 2007)

Introduction to Microsoft Outlook: Students will learn how to create and send an e-mail message, create and manage signature and automated messages, E-mail attachments, create appointments, meetings and events, send meeting requests, update, cancel and respond to meeting requests and manage tasks.

Prerequisite: PC for Beginners, Duration: 16 course hours and 16 lab hours. Cost: \$400.

ACCESS 1 (Microsoft Access 2007)

Introduces database using wizards. Students will learn to build their own data base, forms, reports, and queries. *Prerequisites: Basic skills and Excel 1 or some knowledge of data base concepts. Duration: 16 course hours and 16 lab hours. Cost: \$400*

OFFICE TRACK PROGRAM

Introduction to Microsoft Office 2007 (Word, Excel, Outlook, and PowerPoint) as well as job readiness skills. As students near the end of their training, they receive a free refurbished computer for their home. *Prerequisite: PC for Beginners. Duration: 48 hours. Cost: \$1200.*

PC HARDWARE and NETWORK FUNDAMENTALS

This course teaches students about PC troubleshooting and safety issues and how to Install components, understand Bios, Memory, hard disk partitioning. The course also covers Networking Fundamentals: components of a network, a Network Operating System, network architecture and topography, communication conventions, network design, and the software used to manage networks.

Prerequisite: PC for Beginners. Duration: 18 hours. Cost: \$240

ADVANCED CURRICULUM

Curriculum Available: *Courses toward specialized computer skills (HTML 1 & 2, QuickBooks, Windows 7) and toward a wide variety of computer certifications, including IC3, MOS, MOS Master, MCITP, A+, Net+, Linux and Security+.*

ADMINISTRATIVE ASSISTANT COURSE: Preparation for IC3 Certification

This course is designed to prepare students for all skills needed to perform effectively as an administrative assistant, executive assistant, or office manager. In their coursework, students will learn the most relevant skills needed in today's academic and business environments, leading them to take the Internet and Computing Core Certification (IC³®) examination. This certification is an internationally recognized standard for digital literacy. Those who pass the exam have access to Certiport Authenticated Digital Transcript. This service allows you to easily access your exam and certification status, and enables you to share this verified information with potential schools, employers, and staffing agencies. Graduates from the Office Track program receive individualized job counseling from our employment specialist and are encouraged to add additional classes to their program to improve their chances of obtaining employment in the area of their interest, such as QuickBooks, HTML or PC Hardware. Upon completion of their coursework, students enroll in a 40 hour internship at Byte Back in which they learn new office skills including operation of fax, and copy machines, phones, and use their new office skills and soft skills in a practical setting. *Prerequisite: PC for Beginners and/ or successful completion of entrance tests for basic skills using the computer, keyboard and mouse. Prerequisites: PC for Beginners and Office Track. Duration: 48 course hours and 40 hour internship. Cost: tuition: \$1200. Materials: \$135. Certification exam: \$53.*

WORD 2: Preparation for MOS certification in Word 2007.

Advanced Microsoft Word: objectives include structure content by using Quick Parts, Use tables and lists to organize content, Insert and format references and captions, merge documents and data sources, prepare documents for sharing, and control document access and attach digital signatures. *Prerequisite: Word 1. Duration: 24 course hours and 12 lab hours. Cost: \$600. Materials: \$135. Examination: \$75 per subject area plus a \$60 proctor fee.*

EXCEL 2: Preparation for MOS certification in Excel 2007.

Advanced Microsoft Excel: objectives including reference data in formulas, summarizing data using a formula and subtotals, look up data using a formula, use conditional logic in a formula, create and format charts, sort and filter data, protect and share workbooks, and prepare workbooks for distribution *Prerequisite: Excel 1. Duration: 20 course hours and 10 lab hours. Cost: \$500. Materials: \$135. Examination: \$75 per subject area plus a \$60 proctor fee.*

ACCESS 2: Preparation for MOS certification in Access 2007.

This course introduces the use of a database through Microsoft Office Access. Objectives include: developing forms and sub-forms, importing and exporting data, making multiple table queries, producing complex reports, and creating data Access web pages. *Prerequisite: Access 1. Duration: 28 course hours and 14 lab hours. Cost \$700. Materials: \$135. Examination: \$75 per subject area plus a \$60 proctor fee.*

OUTLOOK 2: Preparation for MOS certification in Outlook 2007.

Advanced Microsoft Outlook: Students will learn how to create and modify contacts, edit and use electronic business cards, create and modify distribution lists, create a secondary address book and organize mail folders

Prerequisite: Outlook 1. *Duration:* 20 course hours and 10 lab hours. *Cost* \$500. *Materials:* \$135. *Examination:* \$75 per subject area plus a \$60 proctor fee.

POWERPOINT 2: Preparation for MOS certification in PowerPoint 2007.

Advanced Microsoft PowerPoint: Students will learn about creating and formatting presentation masters and templates, creating and formatting slide content, working with dynamic visual content, Secure and share presentation, collaborating on and delivering presentations and prepare for and rehearse presentation delivery.

Prerequisite: PowerPoint 1. *Duration:* 16 course hours and 8 lab hours. *Cost* \$400. *Materials:* \$135. *Examination:* \$75 per subject area plus a \$60 proctor fee.

WINDOWS 7: Students will learn how to work efficiently with Windows 7, and folders and files, and how to personalize Windows 7. Students will also learn how to install and configure devices, use Windows Internet Explorer, work with programs, make connections, work with digital media, manage computer security, optimize the computer system, and identify and solve problems with Windows 7. *Prerequisite:* PC for beginners *Duration:* 16 course hours and 8 lab hours. *Cost* \$480.

HTML 1

HTML is a script used to construct web pages. HTML 1 teaches bare bones construction, fonts, colors, and lists. *Prerequisite:* Word 1. *Duration:* 16 course hours and 8 lab hours. *Cost* \$480.

HTML 2

HTML 2 teaches table making to control content placement and cascading style sheets. *Prerequisite:* HTML 1. *Duration:* 16 course hours and 8 lab hours. *Cost* \$480.

QUICKBOOKS

QuickBooks is a tool you can use to automate the tasks you are already performing as a business owner. This course covers beginner and basic QuickBooks transactions and introduces more advanced functions. The main objective of this course is to introduce students to QuickBooks basic features and give students an opportunity for hands-on practice. *Prerequisite:* Excel 1 or successful completion of placement test, successful completion of basic math test. *Duration:* 8 course hours and 8 lab hours. *Cost:* \$240.

MICROSOFT PROJECT CERTIFICATION PREPARATION (MCTS certification)

This course provides students with the knowledge and skills to build, maintain, and control well-formed project plans. The Microsoft Certified Technology Specialist (MCTS) credential demonstrates your specialized technical expertise and ability to successfully implement, build on, troubleshoot, and debug a particular Microsoft technology. This course is intended for both novice and experienced project managers and schedulers. These individuals are involved in or responsible for scheduling, estimating, coordinating, controlling, budgeting, and staffing of projects and supporting other users of Microsoft Office Project. A familiarity with key project management concepts and terminology is recommended as well as basic Windows navigation skills. Microsoft Office Project Standard 2007 and Microsoft Office Professional 2007 can be used to build, maintain, and control well-formed project plans. Scheduling, estimating, coordinating, controlling, budgeting, and staffing projects and

supporting other users of Office Project. Learn familiarity with key project management concepts and terminology. Students will learn how to:

- Get started with Microsoft Office Project 2007.
- Create and define projects.
- Work with estimates and dependencies.
- Work with deadlines, constraints, and task calendars.
- Work with resources.
- Predict behavior by using task types and the scheduling formula.
- Customize and format Microsoft Project views.
- Analyze resource utilization.
- Track progress.
- Create project reports that analyze project, resource, and task data.
- Manage multiple projects.

Upon completion of the program, students take the examination for Microsoft Certified Technology Specialist: Managing Projects with Microsoft Office Project 2007. *Prerequisite: Excel 1 or Office Track (or preferably, Excel 2). Duration: 24 course hours and 60 hours independent project work. Cost: tuition: \$600. Materials: \$20. Examination: \$125.*

A+ CERTIFICATION PREPARATION

The CompTIA A+ Certification is one of the most desired credentials in the Information Technology industry. A+ Certification signifies that the certified individual possesses the knowledge and skills needed for a successful entry-level computer service technician. A+ Certification is tested by the Computing Technology Industry Association (CompTIA). The CompTIA A+ 2009 Edition requires two exams to be certified: CompTIA A+ Essentials and CompTIA A+ Practical Application. *Prerequisite: PC Hardware/ Networking fundamentals. Duration: 90 course hours, and 80 internship/independent project hours. Cost: \$3,600. Materials: \$162. Examinations: \$326(\$168 each).*

NETWORKING ESSENTIALS (Net + certification preparation)

Introduction to computer networking, network architecture and topography, communication conventions, network design, and the software used to manage networks. This course will prepare the student to take the CompTIA Net+ certification exam. *Prerequisite: A+ certification. Duration: 48 course hours, 60 internship/independent project hours. Cost: tuition: \$2160. Materials: \$200. Examination: \$239.*

LINUX CERTIFICATION PREPARATION

The CompTIA Linux+ certification is recognized throughout the industry as a benchmark certification for professionals who work with open-source platforms. CompTIA Linux+ is a vendor-neutral certification, generic across distributions. The CompTIA Linux+ (2009 Edition) certification is aimed at an IT administrator experienced in Windows or other operating systems. The Linux+ exam is a validation of "foundation" level Linux skills and knowledge, and is used by organizations and security professionals around the globe. Students will learn about installation, configuration, system maintenance and operations, common administrative tasks, application and services, networking and security, command line utilities, and troubleshooting. *Prerequisite: A+ or Net+ certification. Duration: 60 course hours, and 60 independent project hours. Cost: tuition: \$2700. Materials: \$160. Examination: \$239each*

SECURITY + CERTIFICATION PROGRAM

The CompTIA Security+ is an international, vendor-neutral certification that proves competency in system security, network infrastructure, access control and organizational security. Major organizations that employ CompTIA Security+ certified staff include Booz Allen Hamilton, Hewlett-Packard, IBM, Motorola, Symantec, Telstra, Hitachi, Ricoh, Lockheed Martin, Unisys, Hilton Hotels Corp., General Mills, the U.S. Navy, Army, Air Force and Marines. Students will learn about mitigating threats, Cryptograph, authentication systems, messaging security, access security, network security, and wireless and remote access security. *Prerequisite: Net+ certification. Duration 80 course hours and 60 Independent project hours; Cost tuition: \$3375. Materials: \$210. Examination \$ 258*

MICROSOFT CERTIFIED IT PROFESSIONAL (MCITP)

The Microsoft Certified IT Professional (MCITP) credential shows you have the set of skills required to succeed in a variety of job roles, such as Help desk technician, customer support representative, computer support specialist, technical support representative, and technical support specialist. An MCITP works in the typically complex computing environments of small, medium-sized, and large organizations. Students in this program will learn how to successfully troubleshoot desktop environments that run on the Microsoft Windows operating system and how to educate users and help them solve hardware and software operation and application problems on Windows. To earn the MCITP credential, you must pass both of the following exams: Exam 70-680: Windows7 Configuring, and Exam 70-685: Windows 7, Enterprise Desktop Support Technician. *Prerequisites: Administrative Assistant/IC3 course. Duration: 60 hours. Cost: \$1800. Materials: \$190. Examinations: \$250 (\$125 each). Upon completion of this course student spends 60 hours in an internship or on an independent project.*
