



I have received a copy of the Career Development Catalog which contains the rules, regulations, course completion requirements and costs for the specific course in which I am interested.

I am aware that I am not responsible for the tuition cost of my training program which is covered by the State or Federal agency that has contracted with New Horizons Computer Learning Center of Tucson to pay for the cost of my program.

eCourseware

New Horizons Computer Learning Center of Tucson is committed to doing our part to conserve the environment and provide our students with the most technologically advanced "Best Practices" in IT training.

With this in mind, our students will have the benefit of utilizing electronic courseware.

With eCourseware, you'll be able to:

- Access course material on-the-go from your home or office
- Courseware is stored on a flash or thumb drive, so there is no need to tote around heavy books
- Ability to annotate or take notes directly in the eCourseware for future reference
- Download course content to hand-held and other personal electronic devices
- Interactive multimedia functions let you search through text to quickly find topics and answers



Print Name (Eligible Person): _____

Signature: _____

Career Consultant _____

Date: _____

Career Development Catalog 2018-2020

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Catalog Effective 10.1.15

Contents

ECOURSEWARE	1
ABOUT US	5
MISSION STATEMENT	5
WHY NEW HORIZONS COMPUTER LEARNING CENTER OF TUCSON?	5
STUDENT SERVICES	6
<i>Closed Circuit Learning Classroom</i>	6
<i>Authorized Prometric Testing Center</i>	7
<i>Class Repeat Privilege</i>	7
<i>Hands-On Instructor-Led Training</i>	7
INTEGRATED LEARNING	7
<i>Focused Learning</i>	7
<i>One-On-One Instruction Lab Time</i>	7
OUR STAFF	8
PROGRAM DESCRIPTIONS	9
ACE – Adobe Certified Expert Web Specialist Program	9
COMPTIA A+	10
<i>CompTIA Network+</i>	11
<i>CompTIA IT Professional Program</i>	12
<i>SCNP - Security Certified Network Professional</i>	13
<i>CCNA Cisco Certified Network Associate</i>	14
Cisco® Certified Networking Administrator (CCNA) with CompTIA - Network+	15
<i>Cisco® Professional Program (CCNP)</i>	16
ITIL - Foundations - Business Needs and Goals - IT Best Practices	17
<i>IC3- Internet and Computing Core Certification (IC3) Program</i>	18
MCSA – Microsoft® Certified Systems Administrator	19
MCSA–MS SQL Database Administrator with Bi (Entry Level)	20
<i>MCP - Microsoft Certified Professional</i>	21
MCSE – Microsoft® Certified Systems Engineer	22
MCSD– Microsoft® Certified Solutions Developer Web Applications	23
<i>Six Sigma Lean Black Belt</i>	24
Six Sigma Lean Black Belt with Project Management	25
Data Science (Entry Level)	26
MCSA/MOS Business Skills	27
<i>MS Jr Server Administrator, Linux and Security+ Specialization</i>	28
<i>Project Management Professional / Six Sigma Lean Black Belt Training Program</i>	29
<i>Red Hat Certified Engineer Standard</i>	30
NUMBER OF CLOCK HOURS	31
CLASSROOM LEARNING	31
<i>Non-Discrimination Policy</i>	31
<i>Drug Free Campus</i>	32
<i>Transferability of Units and Degrees at our School</i>	32
<i>Student Records Reporting and Confidentiality</i>	32
<i>School Locations</i>	33
<i>Course Hours</i>	33
ADMISSIONS PROCESS	33
2019 Holidays 2020 Holidays	34
ESL	34
Enrollment Policy	34
Cancellation and Refund Policy	34
Veteran's Refund Policy	35
Grievance Procedures	35
Reimbursement to Veterans and Eligible Persons	35
PRIVACY ACT	36
NONDISCRIMINATION POLICY	36
PRIOR CREDIT EVALUATION	36
SCHEDULE OF FEES AND TUITION CHARGES	36
STUDENT POLICIES	36
Attendance & Tardiness	36
Program Interrupt-Extension Policy / Leave of Absence / Withdrawal	37

<i>Suspension or Dismissal</i>	37
<i>Grading Standards</i>	38
<i>Credit Evaluation Policy</i>	38
<i>Reentrance</i>	38
<i>Certification Testing</i>	38
<i>Vouchers / Exam Policy</i>	38
<i>Completion Requirements</i>	38
<i>Equipment</i>	38
<i>Student Conduct</i>	39
<i>Student Dress Code</i>	39
<i>Software Piracy and Personal Items</i>	39
<i>Payment Policy</i>	40
MAP OF CAMPUS.....	41
CERTIFIED INSTRUCTORS	41
CERTIFIED INSTRUCTORS	43
CERTIFIED INSTRUCTORS	44
CERTIFIED INSTRUCTORS	45
CERTIFIED INSTRUCTORS	46
CERTIFIED INSTRUCTORS	47
CERTIFIED INSTRUCTORS	48
CERTIFIED INSTRUCTORS	49
CERTIFIED INSTRUCTORS	50
CERTIFIED INSTRUCTORS	51

Revised 5-22-19

ABOUT US

Founded in 1982, New Horizons Computer Learning Center of Tucson has grown to become the largest training organization in the world for computer software and hardware instruction. New Horizons Computer Learning Center of Tucson offers computer education at over 300 campuses worldwide and services the computer and networking needs for thousands of local and international corporate clients. Courses offered include PC software applications, networking, operating systems, graphics, internetworking, hardware and client/server programming along with Project Management and Six Sigma.

New Horizons Computer Learning Center of Tucson provides a first rate, quality education, to students entering the Information Systems field for the first time, as well as supplementing the existing knowledge of experienced users. Our goal is to provide the student with a foundation of working knowledge that will allow them to be a success in the workplace. New Horizons Computer Learning Center of Tucson is a private institution and is approved to operate by the Arizona State Board for Private Postsecondary Education.

MISSION STATEMENT

Due to the ever-increasing need for well-trained and skilled computer professionals, New Horizons Computer Learning Center of Tucson develops and effectively delivers well-structured courses where the focus is on increasing the students growth opportunities by making them more employable and increasing opportunities for career advancement. New Horizons Computer Learning Center of Tucson maintains awareness of the Information Technology (IT) market demands, through its link to the corporate employers we serve. Students are equipped with cutting-edge, specialized and marketable skills. New Horizons Computer Learning Center of Tucson Programs are approved by the Arizona State Board for Private Postsecondary Education and Veteran's Administration (VA). New Horizons Computer Learning Center of Tucson individual classes are Registered with the Arizona State Board for Private Postsecondary Education. New Horizons Computer Learning Center of Tucson is committed to maintaining its position as a worldwide industry leader in providing quality, cost-effective training.

New Horizons Computer Learning Center of Tucson provides a cost-effective, compelling education solution for those wanting a career change or enhancement in the Healthcare Information Management, Project Management, or Information Technology (IT) industries. If you have a strong desire to make a career change, or if you are looking to upgrade your career prospects by pursuing a certification in IT, New Horizons Computer Learning Center of Tucson can help.

WHY NEW HORIZONS COMPUTER LEARNING CENTER OF TUCSON?

If you are looking to upgrade your skills or begin a career in the Information Technology fields, New Horizons Computer Learning Center of Tucson can give you the training which businesses are looking to hire. We have been training employees of thousands of these same businesses for the last 33 years, working with the premier training provider to that industry just makes sense. New Horizons Computer Learning Center of Tucson offers a complete, simplified learning solution that focuses on knowledge transfer, retention and skills development.

- New Horizons Computer Learning Center of Tucson training programs are based on our corporate clients' hiring needs. With our clients' input, we tailor our training programs to the needs of the industry, giving our students a distinct advantage.
- You will be trained and prepared for the industry certifications required by employers, setting you apart from the competition.
- Our programs are short and intensive so you can get the critical skills and prepare for the certifications you need to enter the job market.
- New Horizons Computer Learning Center of Tucson is the world's largest independent training company, offering more courses at more times and in more locations to individuals and businesses than any company in the industry.
- We are the complete solution:
 - We start with the instructor-led training delivered by vendor-approved instructors.
 - We give you our Virtual Labs to practice what you've learned.
 - We provide you with test preparation tools to assist you in preparing for your exams.
 - We assist you in entering the workforce. Our extensive corporate relationships allow us to design our programs around industry demand. These relationships also open the door for our graduates.

STUDENT SERVICES

At New Horizons Computer Learning Center of Tucson we understand no two people learn the same way. To help you meet your training goals, we provide a comprehensive learning experience to effectively maximize your potential. A Guidance Counselor will assist you assuring your studies are on track and you are preparing properly for your exams.

.At completion of your training New Horizons Computer Learning Center of Tucson offers placement assistance. Our Placement Specialist works with businesses we train to find job opportunities for our students. It is the student's responsibility to work in conjunction with our Job Placement Specialist to find employment. Our placement assistance services include a Job Portal which is only available to our students who have completed our program. The jobs listed on the Portal are with companies who train with New Horizons Computer Learning Center of Tucson and have requested to advertise the job on the Portal. We also conduct job fairs for our completed students with companies who have job openings. Our job fairs are conducted on a supply and demand basis.

Closed Circuit Learning Classroom

The Closed Circuit Learning Classroom hours are posted at each location and subject to change. Closed Circuit Instructor Led Labs are open during New Horizons Computer Learning Center of Tucson campus business hours. Students are also able to remote into our Close Circuit Learning Classroom from any where that has internet connection. We believe in using Technology to teach Technology.

Traditional Instructor Led Training

Our classroom training includes hands-on training from professional, certified Instructors, who are constantly re-tested and evaluated by every student to keep our quality of instruction at the highest level. Our student to computer ratio is one-to-one.

Distance Learning

New Horizons Computer Learning Center of Tucson is now using technology to all our students to learn the latest technology. Learn what you want, how you want and where you want. All of our classes are now available using Distance Learning. At New Horizons Computer Learning Center of Tucson we understand that everyone is different. This is why we have developed innovative learning methods that fit your individual learning style and busy schedule.

Online Live is an integrated learning experience which uses the internet to provide live, interactive lessons between and instructor and students. Students will have:

- Live access to instructors with industry experience
- Participation in a LIVE classroom environment
- Live access to Labs in the remote classroom in a virtual environment for hands-on experience
- Attend the course form anywhere with internet access
- Playback any class for review at a later time (six months archive access)

Online Live classes follow the same framework as our traditional instructor-led training. Using lecture, demos and freehand diagramming, our certified trainers provide instruction through our collaborative eLearning platform. All students are issued low-noise headphones with microphones and may freely participate in discussions with the instructor or with other students by voice or through text-chat. VoIP technology allows for clear, uninterrupted voice communications. Students apply what they learn in lecture by working on hands-on labs in a virtual environment. During their lab practice, the instructor can provide one-to-one mentoring, using remote sharing technology to view and manage the students work.

Online Anytime classes allow students a comprehensive learning experience for those who prefer a more independent approach to learning. This is a web-based, not real time, training modality. Students are able to study at their own pace whether they are in the office, at home or on the road. New Horizons Computer Learning Center of Tucson instruction design modal for our On Line Anytime classes includes careful consideration of content and target audience needs. The design of each course starts with the definition of learner-focused performance objectives and then proceeds to the selection and implementation of instructional strategies and learning activities appropriate for those objectives. Frequent practice questions or exercises, along with assessments, measure learner's achievement of those objectives. The self-paced environment and unlimited access to instruction and assessment provides the learner with the opportunity to reach their desired level of mastery within each course.

Authorized Prometric Testing Center

These centers are available for our students' convenience. Additionally, Prometric tests may be taken at hundreds of other locations locally. New Horizons Computer Learning Center of Tucson is a Thomson/Prometric Authorized Testing Center which enables students to take Certification tests for Microsoft®, CISCO®, CIW® and Comptia®. The purchase of test vouchers and registration for exams must be made through the Prometric® website or via telephone at (800) 733-3926.

Class Repeat Privilege

Students may retake courses listed on the public schedule free of charge, on a standby basis. Students who are retaking classes must use original courseware or purchase new courseware if they desire.

Hands-On Instructor-Led Training

Our classroom training gives you hands-on training from professional, certified Instructors, who are constantly re-tested and evaluated by every student to keep our quality of instruction at the highest level. Our student to computer ratio is one-to-one.

INTEGRATED LEARNING

New Horizons Computer Learning Center of Tucson offers a professional learning experience and the flexibility to fit your busy schedule. New Horizons Computer Learning Center of Tucson Integrated Learning is a comprehensive approach to learning that guides you through all stages of your learning lifecycle and allows you to choose convenient delivery methods for your training:

- Classroom Learning: traditional instructor-led classroom learning.

Focused Learning

Learn what you need to learn without wasting your time with what you may already know.

- Skill sets are assessed prior to training
- Custom learning path can then be created to fill the knowledge gap
- Learn while doing approach increases retention
- Post-assessments track progress and return on investment.

One-On-One Instruction Lab Time

Certified Instructors are present to provide ongoing coaching, support and guidance throughout your training.

- One-on-one instruction increases comprehension of the material
- Blending lecture, hands-on practice and instructor interaction creates a stimulating and effective learning environment
- Instructors answer questions and provide additional instruction

Our Staff

Cindy Sutherland – Vice President of Career Development

For eleven years, I've been working with industry leaders in the field of information technology to develop learning solutions for individuals in Southern California and Southern Arizona. The goal is to help students improve their marketability by making the most out of themselves. Being part of the largest independent IT training company in world, has given me the ability to deliver effective, accessible and personalized solutions to our customers.

Choosing proper training or certification paths is often difficult, our clients appreciate that we make that process simple. Our goal is to help align the appropriate learning solutions to each student's needs, including software, hardware or business skills training. We specialize in helping students realize training opportunities that they would have otherwise overlooked.

I'm happy to be a part of an authorized learning solutions provider like New Horizons Computer Learning Center of Tucson. Our team prides itself on going above and beyond and can tailoring learning and technology solutions to help you achieve long-term growth and attain a competitive advantage.

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Laura Noid	Vice President of Human Resources

PROGRAM DESCRIPTIONS

ACE – Adobe Certified Expert Web Specialist Program

CRM ID: P4Socal

General Course Description

An Adobe Certified Expert (ACE) is a person who has demonstrated proficiency with one or more Adobe software products. To become an ACE, you must pass one or more product-specific proficiency exams and agree to the ACE terms and conditions. Adobe Certified Professionals (ACPs) set themselves apart from other IT professionals. They consistently demonstrate expertise with Adobe products and platforms and add value to colleagues, managers and their own career. To graduate students must have: 80% course attendance and 70% pass rate on class assessments.

Prerequisites

A High School Diploma or equivalency is required and a score of 17 or better on the Wonderlic Exam. New Horizons Computer Learning Center of Tucson and Adobe do not strictly define the prerequisites for ACE Web Specialist. As a result, no preexisting knowledge or skill set is required; however basic computer skills are suggested and Creativity/Artistic qualities are a plus.

Acquired Skills

An Adobe Certified Expert is a person who has demonstrated proficiency with one or more Adobe Software products. To become an ACE, one must pass one or more product-specific proficiency exams and agree to the ACE terms and conditions. Becoming Adobe certified gives one a powerful way to communicate skills to the world.

Job Titles

Web Design

Web-Analyst

Graphic Designer

Marketing Specialist

Course Information

Hours: 400	Approximately 20 weeks of instruction	Price:	\$6,500.00	
Course		Lecture	Mentored Learning	Total Hours
Microsoft Power Point		16	16	32
Adobe Dreamweaver		32	32	64
Adobe InDesign		32	32	64
Adobe Acrobat		16	16	32
Adobe Photoshop		32	32	64
Adobe Illustrator		32	32	64
Adobe Animate		32	32	64
HTML5 Content Authoring Fundamentals		8		8
HTML5 Content Authoring with New and Advanced Features		8		8
*Five Adobe Exam Vouchers				
Total Program Cost			\$6,500.00	

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

CompTIA A+

General Course Description

CompTIA A+ is a program curriculum sponsored by CompTIA to increase the knowledge and technical competency of entry-level computer service technicians. A+ covers two main areas of competency: The Essentials class is followed by: IT Technician, Remote Support Technician and Depot Technician. A+ is a non-vendor, non-product specific program. It provides industry-recognized valuable knowledge that may open doors with prospective employers or leads to job advancement opportunities.

Audience

A+ is an ideal program for anyone who wishes to gain a basic understanding of computer network technology. The course is suited for novice computer users looking to upgrade their skills in order to successfully perform as an entry-level computer service technician.

Prerequisites

New Horizons Computer Learning Center of Tucson and CompTIA do not strictly define the prerequisites for A+. As a result, no pre-existing knowledge or skill set involving computer technology is required. Students are required to show proof of a High School Diploma or GED® prior to enrollment

Acquired Skills

CompTIA A+ program trains students to be able to identify different types of computers, hardware components, manipulate and control Windows desktop, files and disks and change system settings. In addition, students will gain an understanding of how software applications work and how to install and configure them. For every device and process students will have a conceptual and hands on troubleshooting experience.

Job Titles

Computer Repair Technician
Hardware Technician

PC / Network Support
Bench Technician

Systems Support
PC Field Technician

Program Information

Hours: 144	Approximately 7 weeks of instruction	Price:	\$3,695.00
		Hours	
CompTIA A+ Training – Essentials – IT Tech/Remote Support/Depot Tech		144	
Exams are not included			
Books and Labs are included in Price		Total Program Cost	\$3,695.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

CompTIA Network+

General Course Description

CompTIA Network+ validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols and services.

Audience

The demand for skilled network support professionals continues to grow and CompTIA Network+ is a valuable credential to help start or enhance a networking career. In fact, many IT certifications integrate CompTIA Network+ into their curriculums.

Prerequisites

CompTIA along with New Horizons Computer Learning Center of Tucson recommend CompTIA A+ training. Students are required to show proof of a High School Diploma or GED® prior to enrollment

Acquired Skills

After completing the Network+ course at New Horizons Computer Learning Center of Tucson, students will have gained skills required to manage, maintain, troubleshoot, install, operate and configure basic network infrastructure. They will be familiar with current networking technologies, design principles including adherence to wiring standard and use of testing tools. In addition, will also be prepared to utilize network-specific security practices, disaster recovery procedures and data storage technology.

Job Titles

PC / Network Support

Systems Support

PC Field Technician

Program Information

Hours: 35	Approximately 2 weeks of instruction	Price	\$2,468.00
Course		Total Hours	
CompTIA Network+ Training		35	
Exams are not included in Price			
Books and Labs are included in Price		Total Program Cost	\$2,468.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

CompTIA IT Professional Program

CRM ID:C63SoCal

General Course Description

CompTIA A+ is a program curriculum sponsored by CompTIA that increases the knowledge and technical competency of entry-level computer service technicians. A+ covers two main areas of competency: The Essentials class is followed by: IT Technician, Remote Support Technician and Depot Technician. A+ is a non-vendor, non-product specific program.

CompTIA Network+ validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols and services.

CompTIA Security+ validates the knowledge and skills of a professional in the field of security, one of the fastest-growing fields in IT. Security + proves competency in system security, network infrastructure, access control and organizational security.

The CompTIA Advanced Security Practitioner is an international, vendor-neutral exam that proves competency in enterprise security; risk management; research and analysis; and integration of computing, communications and business disciplines

Prerequisites

A High school diploma or equivalency is required and Individuals should have basic knowledge of computers and operating systems.

Acquired Skills

Students will be able to identify different types of computers, hardware components, manipulate and control Windows desktop, files and disks and change system settings. Additionally, students will gain an understanding of how software applications work and how to install and configure them. For every device and process students will have a conceptual and hands on troubleshooting experience understanding networking and networking peripherals and firewalls. Students will be able to identify fundamental concepts of computer security, identify security threats and monitor the security infrastructure.

Job Titles

Computer Repair Technician

PC / Network Support

Systems Support PC Field Technician

Course Information

Hours: 112	Approximately 6 weeks of instruction	Price	\$8,400.00
Course		Total Hours	
CompTIA CASP		35	
CompTIA Network+		35	
CompTIA Security+		35	
Organizational Skills		7	
No Exam Vouchers are Included			
Includes Books and Labs		Total Program Cost	\$8,400.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

SCNP - Security Certified Network Professional

General Course Description

This high level security program is a combination of CompTIA Security +, Certified Ethical Hacker (CEH), Computer Hacking Forensics Investigator (CHFI) and Certified Information Systems Security Professional (CISSP). These courses provide a very in-depth, comprehensive approach designed for security professionals. This program will take you from basic computer infrastructure security to learning how to prevent security threats from hackers in addition to learning the “Common Body of Knowledge” which contains a common framework of security terms and principals used by security professionals worldwide.

Prerequisites

The program is designed for experienced technology professionals who have knowledge of Networks and Server Environments. Students should have some experience with Information Security concepts and practices. To earn the CISSP® certification, 4 years of full-time experience in information security or 3 years plus a B.S. degree is required. Students are required to show proof of a High School Diploma or GED® prior to enrollment

Acquired Skills

Upon successful completion of this program, students will be able to: - identify fundamental concepts of computer security. - Harden internal systems and services - enforce organizational security policies. - monitor the security infrastructure- Scan, test, hack and secure their own systems- Master the ten security domains as described by the (ISC)2.

Job Titles

PC / Network Administrator

Security Analyst

Certified Hacker

Program Information

Hours: 140	Approximately 7 weeks of instruction	Price	\$10,728.00
Course		Total Hours	
CompTIA Security +		35	
Certified Ethical Hacker (CEH)		35	
Computer Hacking Forensics Investigator (CHFI)		35	
Certified Information Systems Security Professional (CISSP) or CompTIA Advanced Security Practitioner		35	
Exams are not included			
Books and Labs are included		Total Program Cost	\$10,728.00

CCNA Cisco Certified Network Associate

General Course Description

The Cisco CCNA Network Associate certification validates the ability to install, configure, operate and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN. This new curriculum includes basic mitigation of security threats, introduction to wireless networking concepts and terminology and performance-based skills.

Audience

This course is appropriate for Network Administrators, Network Engineers, Systems Administrators, IT Professionals, IS Administrators, Network Technicians and Technical Support Specialists.

Prerequisites

Student needs to complete the CompTIA - Network+ course or comparable experience showing an understanding of networking concepts and networking fundamentals. Students are required to show proof of a High School Diploma or GED® prior to enrollment

Acquired Skills

Students will learn networks function, network components and their functions, TCP/IP networking, addressing and routing, remote access services, LAN/WAN, VPN, Cisco IOS (software language).

Job Titles:

Network Administrator Support Engineer Network Technician LAN/WAN Administrator

Program Information

Hours:112	Approximately 6 weeks of instruction	Price	\$4,995.00
Course		Total Hours	
Interconnect Cisco Network Devices-ICND Part 1		40	
Interconnect Cisco Network Devices-ICND Part 2		40	
Microsoft Outlook Levels One and Two		16	
Advanced Business Skills Courses		16	
Exam Vouchers are Not Included.			
Books and Labs are Included			
Total Program Cost			\$4,995.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

Cisco® Certified Networking Administrator (CCNA) with CompTIA - Network+

CCNA Routing and Switching
CRM ID: P10SoCal

General Course Description

The Cisco CCNA network associate certification validates the ability to install, configure, operate and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN. The new curriculum includes basic mitigation of security threats, introduction to wireless networking concepts and terminology and performance-based skills. To graduate students must have: 80% attendance of course and 70% pass rate on class assessments.

Audience

This course is appropriate for Network Administrators, Network Engineers, Systems Administrators, IT Professionals, IS Administrators, Network Technicians and Technical Support Specialists. Prerequisites

Prerequisites

A High School Diploma or equivalency is required and a score of 19 or better on the Wonderlic Exam. In addition, students need to complete the CompTIA - Network+ course or comparable experience showing an understanding of networking concepts and networking fundamentals.

Acquired Skills

Students will learn how networks function, network components and their functions, TCP/IP networking, addressing and routing, remote access services, LAN/WAN, VPN, Cisco IOS (software language).

Job Titles:

Network Administrator Support Engineer Network Technician LAN/WAN Administrator

Course Information

Hours:	320	Approximately 16 weeks of instruction	Price:	\$5,695.00	
Course			Lecture	Mentored Learning	Total Hours
CompTIA Network+ Training			35	75	110
Interconnect Cisco Network Devices-ICND Part 1			35	70	105
Interconnect Cisco Network Devices-ICND Part 2			35	70	105
*Two Cisco Exam Vouchers, with Exam Preps					
Total Program Cost					\$5,695.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

Cisco® Professional Program (CCNP)

General Course Description

The CCNP Program (Cisco Certified Network Professional) indicates advanced or journeyman knowledge of networks. A CCNP validates the network professional can install, configure and troubleshoot local and wide area networks for enterprise organizations with networks from 100 to more than 500 nodes.

Audience

This course is appropriate for Network Administrators, Network Engineers, Systems Administrators, IT Professionals, IS Administrators, Network Technicians and Technical Support Specialists.

Prerequisites

Candidates should have six to 12 months of experience implementing and administering a desktop operating system, implementing and administering a network operating system and managing an existing network infrastructure. Students are required to show proof of a High School Diploma or GED® prior to enrollment. A CCNA certification is a prerequisite for registering for CCNP exams.

Acquired Skills

The CCNP certifies an individual's networking skills at the advanced level. A CCNP certification shows that you can install, configure and operate LAN, WAN and dial access services for larger (100- to 500-node) multiprotocol networks.

Job Titles:

Network Administrator

Level 2 Support Engineer

Network Technician

Deployment Engineer

Program Information

Hours: 294	Approximately 15 weeks of instruction	Price	\$11,500.00
Course		Total Hours	
Implementing Cisco IP Routing (<u>ROUTE</u>)		98	
Implementing Cisco IP Switched Networks (<u>SWITCH</u>)		98	
Troubleshooting and Maintaining Cisco IP Networks (<u>TSHOOT</u>)		98	
Exam Vouchers are Not Included			
Books and Labs are Included		Total Program Cost	\$11,500.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

ITIL - Foundations - Business Needs and Goals - IT Best Practices

CRM ID: C16Socal

General Course Description

New Horizons Computer Learning Center of Tucson ITIL training and certification classes will show students how to align business needs and goals with IT services and prepare for ITIL Certification. Learn procedures and best practices drawn from years of experience in both public and private sector organizations. Information Technology Infrastructure Library (ITIL) is a series of books and concepts which help guide an organization in IT best practices in order to provide quality IT services. To graduate students must have: 80% attendance of course and 70% pass rate on class assessments.

Audience

IT and business executives, IT management and staff, consultants, project managers and others interested in learning about IT Service Management.

Prerequisite

A High School Diploma or equivalency is required and a score of 19 or better on the Wonderlic Exam.

Job Titles

Software Quality Assurance Engineer and Tester Computer Systems Analyst Management Analysis
 Medical and Health Service Managers

Course Information

Hours: 190	Approximately 10 weeks of training	Price	\$8,500.00	
Course		Lecture	Mentored Learning	Hours
ITIL Foundations		21	42	63
ITIL Service Strategy		28		28
ITIL Operational Support and Analysis		35		35
Microsoft Project Levels One and Two		16	32	48
Project Management Fundamentals			16	16
*Three Exam Vouchers and Exam Preps				
Total Program Cost				\$8,500.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

IC3- Internet and Computing Core Certification (IC3) Program

General Course Description

This is the ideal starting certification point for anyone interested in learning computer and Internet basics to enter current job markets or begin higher education programs. Prime candidates will be able to bridge information technology skill gaps by mastering the most used applications in the business world.

Prerequisites

Should be familiar with personal computers and the windows operating system and be a business professional and a High school diploma or equivalency is required

Job Titles

Administrative Assistant

Office Manager

Project Assistance

Program Information

Hours: 72	Approximately 4 weeks of instruction	Price	\$3,995.00
Course		Hours	
Outlook Level One and Two		18	
Excel Level One and Two		18	
Word Level One and Two		18	
Power Point Level One and Two		18	
Books and Labs are Included			
Total Program Cost			\$3,995.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Director of Education

MCSA – Microsoft® Certified Systems Administrator

General Course Description

The Microsoft Certified Solutions Associate (MCSA): Windows Server certification shows that you have the minimum set of skills needed to hit the ground running and differentiates you as better able to work with Windows Server in a real-world business context. This certification validates a set of primary Windows Server skills that are relevant across multiple solution areas. MCSA: Windows Server certification is a prerequisite for earning an MCSE: Private Cloud.

Audience

The MCSA program is appropriate for Network Administrators, Network Engineers, Systems Administrators, IT Professionals, IS Administrators, Network Technicians and Technical Support Specialists.

Prerequisites

An MCSA candidate should have six to 12 months of experience implementing and administering a desktop operating system, implementing and administering a network operating system and managing an existing network infrastructure *or* completion of either Network+ or A+. . Students are required to show proof of a High School Diploma or GED® prior to enrollment

Acquired Skills

A typical MCSA will support from 200 to 26,000 or more users at two to 100 physical locations. Typical network services and resources include messaging, database, file and print, proxy server or firewall, Internet and intranet, remote access and client computer management. Connectivity needs include connecting branch offices and individual users in remote locations to the corporate network and connecting corporate networks to the Internet.

Job Titles

Network Administrator Network Technician PC/Network Support Desktop Support

Program Information

Hours: 156	Approximately 8 weeks of instruction	Price	\$9,795.00
Course		Total Hours	
20410 Installing and Configuring Windows Server		35	
20411 Administering Windows Server		35	
20412 Configuring Advanced Windows Server Services		35	
Advanced Business Skills		16	
Security +		35	
Exams are Not Included			
Books and Labs are Included		Total Program Cost	\$9,795.00

MCSA–MS SQL Database Administrator with Bi (Entry Level)

CRM ID: C11SoCal

General Course Description

Program is designed as an entry level into the Microsoft SQL environment. Students will begin with Access and Crystal Reports training then will take the T-SQL coding along with XML syntax. Students will earn a Database Administration Certification and a Business Intelligence Certification. Business Intelligence uses Analysis, Integration, Data Warehousing and Reporting Services to produce knowledge and company planning. To graduate students must have: 80% attendance of course and 70% pass rate on class assessments.

Audience

Entry level database training for career changers and career enhancers.

Prerequisites

A High School Diploma or equivalency is required and a score of 19 or better on the Wonderlic Exam. New Horizons Computer Learning Center of Tucson and Microsoft do not strictly define the prerequisites. As a result, no pre-existing knowledge or skill set involving computer technology is required; however Computers Made Easy and basic computer skills are suggested and a high school diploma or equivalency is required.

Acquired Skills

Select SQL Server services to support an organization's business needs, plan for source control, unit testing and deployment to meet an organization's needs. In addition; students will learn to evaluate advanced query techniques, advanced XML techniques, approach database design from a systematic perspective, gather database requirements and formulate a conceptual design. Moreover they will be able to analyze and evaluate a logical database design, a database access strategy, normalized database, optimize a database design by demoralizing.

Job Titles

Database Administrators

Data Communications Analysis

Network and Systems Administrators

Network Systems Analysis

Course Information

Hours: 426	Approximately 22 weeks of training	Price:	\$7,995.00	
Course		Lecture	Mentored Learning	Hours
Microsoft Access Levels One and Two		48	48	96
Crystal Reports Levels One and Two		32	32	64
10975 Introduction to Programming (No Courseware Included)			56	56
20461 Querying Microsoft SQL Server		35	35	70
20462 Administering Microsoft® SQL Server Databases		35	35	70
20463 Implementing a Data Warehouse with Microsoft SQL Server		35	35	70
*Three Microsoft Exam Vouchers and Exam Prep				
Total Program Cost				\$7,995.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

MCP - Microsoft Certified Professional

General Course Description

Professional (MCP) credential is for professionals who have the skills to successfully implement a Microsoft product or technology as part of a business solution in an organization. This certification is the first step to any advanced Microsoft cert and requires only one exam.

Prerequisites

High school diploma or equivalency is required.

Course Description

Information Technology jobs run horizontally throughout enterprise. Those jobs vary greatly dependent upon the demands and needs of the employer coupled with the experience and limitations of the employee. This program allows the student to assess the skills he owns and match the training that will allow success.

Job Titles

Network and Computer Systems Administrator Computer and IS Admin

Program Information

Hours:156	Approximately 8 weeks of instruction	Price	\$6,700.00
Course		Hours	
Courses to choose from include but are not limited to: (20480, 20484, 20485, 20486) (20410, 20411, 20412) (6421, 6425) (20467, 20415, 20416, 20413, 20414) (40033,10967) (6292, 6293, 6294), (20687, 20688), 40364, (MS Office Application classes, Project Management		156	
Courseware and Labs Included			
		Total Program Cost	\$6,700.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

MCSE – Microsoft® Certified Systems Engineer

General Course Description

This program is the premier credential for technical professionals who analyze the business requirements and design/implement the infrastructure for business solutions based on the Microsoft Windows platform and Microsoft server software.

Audience

This program is geared toward Systems Analysts, Network Analysts, Technical Support Engineers, Systems Engineers and Technical Consultants. The MCSE credential is designed for IT professionals working in the typically complex computing environment of medium to large organizations.

Prerequisites

Candidates should have at least one year of experience implementing and administering a network. Also knowledge of file and print, database, messaging, proxy server / firewall, dial-in server, desktop management and Web hosting, connectivity needs including connecting individual offices and users at remote locations and connecting corporate networks to the Internet. Candidates should have at least one year of experience in implementing and administering a desktop operating system and designing a network infrastructure (or completion of the CompTIA Network+ Program). Students are required to show proof of a High School Diploma or GED® prior to enrollment

Acquired Skills

Design and implement infrastructure systems using the Microsoft Windows platform and Microsoft server software, based on your analysis of business needs. You are able to install, configure and troubleshoot network systems.

Job Titles

System Administrator PC LAN Technician Information Systems Analyst Network Administrator Systems Engineer

Program Information

Hours: 350	Approximately 18 weeks of instruction	Price	\$16,495.00
Course		Total Hours	
20410 Installing and Configuring Windows Server		70	
20411 Administering Windows Server		70	
20412 Configuring Advanced Windows Server Services		70	
20413 Designing and Implementing a Server Infrastructure		70	
20414 Implementing an Advanced Server Infrastructure		70	
*Five Microsoft Exam Vouchers and Exam Preps			
		Total Program	\$16,495.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

MCSO– Microsoft® Certified Solutions Developer Web Applications

General Course Description

In this course, students will learn how to design and develop services that access local and remote data from various data sources. Students will also learn how to develop and deploy services to hybrid environments, including on-premises servers and Windows Azure. Introduction to JavaScript.

Audience

The course is intended for professional developers who develop solutions for SharePoint products and technologies in a team-based, medium-sized to large development environment.

Prerequisites

A High school diploma or equivalency is required. Students are required to show proof of a High School Diploma or GED® prior to enrollment to achieve this certification you must have a foundation of web programming skills using HTML5 with JavaScript and ASP.NET MVC 4. This course is intended for both novice and experienced .NET developers who have a minimum of six months programming experience.

Acquired Skills

Overview of HTML and CSS. Exploring the Contoso Conference Application. Creating and Styling HTML5 Pages Creating forms to Collect Data and Validate User Input, creating a form and validating user input. Communicating with a Remote Data Source creating objects and methods by using JavaScript. Creating Interactive Pages using HTML5 APIs, Describe the Microsoft Web Technologies stack and select an appropriate technology to use to develop any given application. Create MVC Models and write code that implements business logic within Model methods, properties and events. Designate what a Web API is and why developers might add a Web API to an application. Secure WCF services using transport and message security. Implement federated authentication by using ACS with ASP.NET Web API services Monitor and log services, both on-premises and in Windows Azure. Implement federated authentication by using ACS with ASP.NET Web API services.

Job Titles

Web Application Developer

Webmaster

Program Information

Hours:204	Approximately 11 weeks of instruction	Price	\$12,100.00
Course		Total Hours	
20480 Programming in HTML5 with JavaScript and CSS3		35	
20486 Developing ASP.NET MVC 4 Web Applications		35	
20487 Developing Windows Azure and Web Services		35	
SharePoint 2013/2016 - Site User		16	
SharePoint 2013/2016 - Site Owner		16	
SharePoint Designer Levels One and Two		16	
HTML5: Content Authoring Fundamentals / New and Advanced Features		16	
JavaScript Programming		35	
Exams are not included			
Book and Courseware are included		Total Program Cost	\$12,100.00

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

Six Sigma Lean Black Belt

CRM ID: P63SoCal

General Course Description

This course is designed for professionals with a MBA degree or has 10 years equivalent experience. Following the course combined with assigned projects can lead to Black Belt Certification. To graduate students must have: 80% attendance of Course and 70% pass rate on class assessments.

Prerequisites

A High School Diploma or equivalency is required and a score of 19 or better on the Wonderlic Exam. Must have a MBA degree or has 10 years equivalent experience and Six Sigma Lean Green Belt Certified. In addition, be familiar with personal computers and the windows operating system.

Job Titles

Software Quality Assurance Engineer and Tester Computer Systems Analyst Medical and Health Services Manager
Management Analysis

Course Information

Hours: 35	Approximately 2 weeks of training	Price:	\$3,500.00	
Course		Lecture	Mentored Learning	Hours
Six Sigma Black Belt		35		35
Total Program Cost			\$3,500.00	

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

Six Sigma Lean Black Belt with Project Management

CRM ID: P64Socal

General Course Description

This Project oriented program includes Lean Six Sigma Black Belt training. Students will learn the basics of Lean Six Sigma and will be able to apply Lean Six Sigma methodologies to a project. To earn Sigma Certification students will need to complete a White Paper which implements Six Sigma Methodology into a project. Students will be awarded their belt from the instructor upon approval of the project. Students will learn the PMBOK methods of Project Management. To graduate students must have: 80% attendance of course and 70% pass rate on class assessments.

Prerequisites

This course is designed for professionals with Five years or more experience as a Project Manager and a High School Diploma or equivalency is required and a score of 19 or better on the Wonderlic Exam.

Acquired Skills

Project management fundamentals and processes. • Identify organizational influences and project life cycle • Plan, initiate a project • Project time management. • Project budget, quality, and communications. • Plan for risk, procurements, and stakeholder management. • Manage and execute project work, scope, schedules, and cost. • Control and close projects • Create and engage in basic management of a project using Microsoft Project Professional 2016 • Create and define new project plans • Update project plans to reflect progress. Monitor project progress • Adjust project plans to control constraints. Create project reports. Customize project settings and share customizations with other projects • Create and develop Excel worksheets and workbooks • Microsoft Office Excel 2016. Perform calculations. Modify and format worksheets • Print, manage workbooks • Data analysis • Create advanced formulas • Analyze Data with PivotTables and Pivot Charts. Automate workbook functionality • Lookup functions and formula auditing • Create sparklines and map data. Forecast data.

Job Titles

Project Managers Computer Systems Analyst

Medical and Health Services Manager

Management Analysis

Course Information

Hours: 123	Approximately 7 weeks of training	Price:	\$7,500.00	
Course		Lecture	Mentored Learning	Hours
Six Sigma Green Belt		21		21
Project Management Professional		35		35
Six Sigma Lean Black Belt		35		35
Microsoft Project – 1		8	8	16
Microsoft Project – 2		8	8	16
Total Program Cost			\$7,500.00	

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

Data Science (Entry Level)

General Course Description

The need for IT departments and Business Units to monitor and analyze data is increasing daily. There is currently an unprecedented demand for the skills required to manage and leverage large data sets into a competitive advantage. Our curriculum is designed to meet the expanding needs for data scientists who are skilled in the utilization of a unique blend of software and LEAN Six Sigma methodologies. Professionals completing our certificate program will understand how to automate methods of collecting and analyzing data and utilizing the findings to create a lean business environment along with discovering cost saving insights that can profoundly impact the success of any business.

Audience

This program is intended for entry level to professionals in a variety of industries and job roles who will help their organization understand and leverage massive amounts of diverse data they collect.

.Prerequisites

High School Diploma for GED®

Acquired Skills

Students will master Excel from learning to navigate the User Interface to using the software for Data Mining, Machine learning and predictive analytics utilizing toolsets including SWL Server Analysis Services and Power Pivots and Pivot Tables. Microsoft Access will be used to manage data including creating a new database, constructing tables, designing forms and reports. Students will be able to expand their knowledge of database design, write advanced queries, structure existing data, share data across applications and customize reports. Students will create a basic report by connecting to a database and modifying the report's presentation. Information is critical to making sound business decisions. The Capstone of the program is a Lean Six Sigma Green Belt Course. In this course students will be introduced to Lean Six Sigma Principles and Terminology. They will learn the Roles and responsibilities of a Lean Six Sigma Organization. The value of Stream Maps will be presented along with Assuring elimination of wastes and streamlining processes. The DMAIC Method will be mastered to allow the students use along with the software tools to implement in any business setting.

Job Titles

Data Solutions Consultant
Manager

Marketing Data Analyst
Administrator

Data Science Analyst
Project Manager

Research Analyst
Marketing

Hours: 269	Approximately 14 weeks of training	Price:	\$7,500.00	
Course		Lecture	ML	Hours
Microsoft Excel One, Two and Three		24	24	48
Microsoft Access Levels One and Two		32	32	64
Crystal Reports Levels One and Two		32	32	64
Six Sigma Green Belt		21		21
Data Analysis with Pivot Tables		8	8	16
Data Analysis with Power Pivot		8	8	16
Excel: Programing with VBA		24		24
10994 Data Analysis Fundamentals using Excel		16		16
Total Program Cost				\$7,500.00

MCSA/MOS Business Skills

CRM ID: P27Socal

General Course Description

The MOS credential validates the skills that individuals and organizations depend on. Candidates who successfully complete the program by passing a certification exam prove that they meet globally recognized performance standards and are able to work productively and efficiently. To graduate students must have: 80% attendance of course and 70% pass rate on class assessments.

Prerequisites

A High School Diploma or equivalency is required and a score of 15 or better on the Wonderlic Exam. New Horizons Computer Learning Center of Tucson and Microsoft do not strictly define the prerequisites for the MOS Certification. As a result, no preexisting knowledge or skill set is required; however basic computer skills are highly recommended.

Acquired Skills

Students will begin with learning basic computer skills along with mastering Microsoft Application Skills of Power Point, Word, Outlook, Excel and Access. Students will also be trained in basic business skills involving communication skills, both written and verbal. Business writing skills including proper business email use. This program works with both Microsoft Office Skills and Professional Skills.

Job Titles

Executive Assistant

First-Line Supervisors

Managers of Office and Administrative Support

Course Information

Hours: 448	Approximately 23 weeks of instruction	Price:	\$6,450.00	
Course		Lecture	Mentored Learning	Total Hours
QuickBooks or Microsoft Windows Levels One and Two		32		32
Microsoft Word Levels One, Two and Three		24	24	48
Microsoft Excel Levels One, Two and Three		24	24	48
Microsoft Power Point Levels One and Two		16	16	32
Microsoft Access Levels One, Two		32	32	64
Microsoft Outlook Levels One, Two		16	16	32
Communication Strategies		8		8
Business Writing		8		8
Effective Presentations		8		8
Time Management		8		8
Organizational Skills		8		8
*One Microsoft Exam Voucher and Exam Prep				
Total Program Cost			\$6,450.00	

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers will expire. All extensions must be approved by the Director of Education.

MS Jr Server Administrator, Linux and Security+ Specialization

CRM ID: P25SoCal

General Course Description

Student will receive Basic Computer training to Networking to Server Administration. This program offers a rounded education in the IT Networking Server World. The Microsoft Windows Server 2008 Junior Server Administrator Program at New Horizons Computer Learning Center of Tucson is designed to give you in-depth, current skills on network infrastructure using Windows Server 2008. Prerequisites student should be familiar with personal computers and the Windows operating system and have a good idea of how to use basic computer applications. This is a beginning course that will introduce the student to the network world starting with the basic hardware of A+ and network world with Net +.

Prerequisites

A High School Diploma or equivalency is required.

Acquired Skills

Students will learn how networks function, network components and their functions, TCP/IP networking, addressing and routing, remote access services, LAN/WAN, VPN). A junior Hardware installation, configuring and troubleshooting, Software installation, configuring and troubleshooting, Networking basics, IP addressing and services, Monitoring network services, Names resolution, IP addressing and services, File and print services, Network and remote access

Job Titles

Computer and Network Support Specialist

Network and Computer Systems Administrators

Course Information

Hours:	679	Approximately 34 weeks of instruction	Price:	\$10,795.00	
Course			Lecture	Mentored Learning	Total Hours
CompTIA A+ Training – Essentials IT/Remote/Depot/Technician			70	140	210
CompTIA Network+ Training			35	45	80
CompTIA Linux+			35	45	80
6419 Configuring, Managing and Maintaining Windows Server 2008-based Servers or 20410 Installing and Configuring Windows Server 2012			35	45	80
6422 Implementing and Managing Windows Server 2008 Hyper-V or Course 20411 Administering Windows Server 2012			35	45	80
Configuring and Troubleshooting a Windows Server Network Infrastructure or 20412 Configuring Advanced Windows Server 2012			35	44	79
CompTIA Security+			35	35	70
*Six CompTIA Exam Vouchers, Three Microsoft Exam Vouchers and Exam Preps					
Total Program Cost				\$10,795.00	

Project Management Professional / Six Sigma Lean Black Belt Training Program

CRM ID: P55SoCal

General Course Description

This Project oriented program includes a Project Management Profession PMI approved course along with training for a Six Sigma Black Belt. Following the course combined with assigned projects can lead to Black Belt Certification.

Prerequisites

This course is designed for professionals Five years or more experience as a Project Manager and a high school diploma or equivalency is required

Course Information

Hours: 444	Approximately 23 weeks of training	Price:	\$10,000.00	
Course		Lecture	Mentored Learning	Hours
Six Sigma Green Belt		21	NA	21
Microsoft Project Levels One and Two		16	32	48
Project Management Professional		35	70	105
Six Sigma Lean Black Belt		35	NA	35
Visio Levels One and Two		16	NA	16
Microsoft Excel Levels One, Two and Three		24	48	72
Time Management or Organizational Skills		16	NA	16
Project Management Fundamentals		8	16	24
Effective Presentations		16	NA	16
Independent Study		NA	91	91
Total Program Cost			\$10,000.00	

*It is the student's responsibility to take all certification exams within six months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the Director of Education.

Red Hat Certified Engineer Standard

CRM ID: P68Social

General Course Description

Red Hat Certified Engineer (RHCE) is a performance-based test that measures actual competency on live systems. Called the "crown jewel of Linux certifications," RHCE proves an individual's ability to configure networking services and security on servers running a Red Hat OS. RHCE was recently named the hottest certification in all of IT by CertCities.com An introduction to fundamental end-user and administrative tools in Red Hat Enterprise Linux, designed for students with little or no command-line Linux or UNIX experience. For users of Linux (or UNIX) who want to start building skills in systems administration on Red Hat Enterprise Linux, to a level where they can attach and configure a workstation on an existing network. For Linux- and/or UNIX- systems administrators who want to build skills at configuring common network services and security administration using Red Hat Enterprise Linux. See complete details below.

Audience

IT professionals who want to build user-level skills before learning Linux System and Network Administration.

Prerequisites

User-level experience with any computer system, including: use of mouse, use of menus and use of any graphical user interface and a high school diploma or equivalency is required

Acquired Skills designed for those wanting to prepare for professional responsibilities as a Linux systems administrator at the Technician level. You'll learn all the skills required to manage a Linux workstation and attach it to a corporate network, including configuration of client-side network services

Job Titles

Linux system administrator

Course Information

Hours: 280	Approximately 14 weeks of training	Price:	\$13,000.00	
Course		Lecture	ML Hours	Hours
CompTIA Linux+ (exam not included)		35	104	139
RH124 Red Hat System Administration I		40	NA	40
RH135 Red Hat System Administration II with RHCSA Exam		40	NA	40
RH255 Red Hat System Administration III with RHCE Exam		40	NA	40
CompTIA Cloud Essentials		21	NA	21
Total Cost of Program		\$13,000.00		

Number of Clock Hours

The table below shows the number of clock hours for each course.

<i>Vocational Program Title</i>	Clock Hours	Total Range/ Max
These are the maximum clock hours and tuition costs covered by VA Educational Benefits. *programs may reflect lower tuition costs due to price changes or monthly discounts/promotions.		
ACE- Adobe Certified Expert Web Specialist Program	400	\$6,500
Cisco Certified Network Associate (CCNA)	112	\$4,995
Cisco Certified Networking Administrator (CCNA) w/ CompTIA Network+	320	\$5,695
Cisco Certified Network Professional (CCNP)	294	\$11,500
CompTIA A+	144	\$3,695
CompTIA IT Professional Program	112	\$8,400
CompTIA Network+	35	\$2,468
Data Science (Entry Level)	269	\$7,500
IC-3 - Internet & Computing Core Certification IC-3 Program	72	\$3,995
ITIL Foundations – Business Needs & Goals – IT Practices	190	\$8,500
MCP - Microsoft Certified Professional	156	\$6,700
MCSA - Microsoft Certified Systems Administrator	156	\$9,795
MCSA – Microsoft SQL Database Administrator with Business Intelligence (Entry Level)	426	\$7,995
MCSA/MOS Business Skills	448	\$6,450
MCSD - Microsoft Certified Solutions Developer Web Applications	204	\$12,100
MCSE - Microsoft Certified Systems Engineer	350	\$16,495
Microsoft Junior Server Administration w/ Linux+ and CompTIA Security+ Specialization	679	\$10,795
Project Management Professional/Six Sigma Lean Black Belt Training Program	444	\$10,000
Red Hat Certified Engineer Standard	280	\$13,000
SCNP - Security Network Professional Program	140	\$10,728
Six Sigma Lean Black Belt	35	\$3,500
Six Sigma Lean Black Belt with Project Management	123	\$7,500

CLASSROOM LEARNING

As the foundation of Integrated Learning, the classroom experience is enriching, dynamic and valuable for our students. Our traditional classroom delivery method includes instructor lecture and demonstration, followed by student practice through hands on labs and assessments.

Non-Discrimination Policy

New Horizons Computer Learning Center of Tucson is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our Program. New Horizons Computer Learning Center of Tucson will not discriminate against a student because of race, color, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes they are being discriminated against, they should report the facts of the incident to the Instructor, the Education Consultant, or the Site Manager in writing (see Grievance Procedures)

Drug Free Campus

In accordance with the Drug-Free Schools and Communities Act, Public Law 101-226, New Horizons Computer Learning Center of Tucson is a drug and alcohol free school. Student use of alcohol or the manufacture, distribution, dispensing, or use of a controlled substance on school property, or while participating in school related activities, is prohibited. Students who violate this policy are subject to disciplinary action, which could include termination from the program. A detailed copy of this policy is provided to all current students.

Transferability of Units and Degrees at our School

Units you earn in our programs in most cases will not be transferable to any other college or university.

Student Records Reporting and Confidentiality

Students have a right to any and all of their personal records which our school maintains for the sole purpose of monitoring progress during their enrollment at New Horizons Computer Learning Center of Tucson. This includes attendance, personal information and entrance testing results. New Horizons Computer Learning Center of Tucson is obligated by various government regulatory entities to use the student records as a whole to report performance statistics related to enrollments. Because of the confidentiality of student records, New Horizons Computer Learning Center of Tucson does not give out student information without proper authorization. The only individuals who have proper authorization without written permission from the student are as follows:

- New Horizons Computer Learning Center of Tucson Staff
- Authorized State of Arizona Representatives
- Authorized CSAAVE representatives
- The student

If a student wishes a printout of their transcript, they will need to visit the school in person or email a request from their personal email address. (on record at school) The student will also need to return in person in order to pick up a copy of their transcript. The school does not mail any transcripts or certifications directly to the student. All student records are stored in a location only accessible by approved staff of New Horizons Computer Learning Center of Tucson.

The following records will be maintained on the student permanent file and will be maintained in perpetuity after the students last day of attendance:

- Enrollment agreement
- Copy of the entrance exam, if applicable.
- Student transcript.
- Veterans Disclaimer
- Veterans Addendum
- Student Bill of Rights and Considerations
- Grades received, where applicable;
- Student attendance information;
- Counseling records
- Financial aid records for a length of time as required by the U. S. Department of Education; and
- All obligations incurred and all funds paid by the student to the institution.

All student records will be available and readily accessible for use and review by authorized officials of the institution and authorized representatives of the Board

School Locations

Tucson, AZ	6377 Tanque Verde Rd Suite 200 Tucson, AZ 85715 (520) 290-5600
Sierra Vista	51 E Wilcox Dr Sierra Vista, AZ 85635 (520) 589-1000

Training instruction is offered Monday through Friday from 6:00 AM to 10:00 PM. Evening Classes are scheduled on as/need basis. Some weekend instructions are scheduled depending on need.

Course Hours

New Horizons Computer Learning Center of Tucson courses are scheduled conveniently. Classes are available during the weekdays and some evenings and Saturdays. Classes are scheduled frequently to allow students the flexibility to take daytime classes or to arrange classes around their work schedule. Class schedules vary based on location. New Horizons Computer Learning Center of Tucson distributes class schedules via our website, www.nhlearninggroup.com. Schedules should be reviewed for specific class dates and times. New Horizons Computer Learning Center of Tucson schedules class times and frequency based on consumer demand. All classes necessary to complete a program may not always be available Evenings and Saturdays. New Horizons Computer Learning Center of Tucson reserves the right to add or cancel class scheduling based on enrollment and consumer demand.

Standard Class Hours

Class Type	*Day Time	*Evening
Technical Courses (Microsoft®, CompTIA®, CISCO®)	7:00 AM – 12:00 PM 1:00 PM – 5:00 PM	6:00 PM – 10:00 PM
Instructor Led Technical Courses (Microsoft®, CompTIA®, CISCO®)	6:00 AM – 4:30 PM	6:00 PM - 10: 00 PM
Application Courses	6:00 AM - 4:30 PM	6:00 PM - 10:00 PM

Breaks are as follows:

- First 15 minute break - Starts 2 hours from class start time
- Lunch Period – Starts 2 hours from first break
- Second 15 minute break – Starts at 2 hours from the lunch period

ADMISSIONS PROCESS

When a prospective student contacts New Horizons Computer Learning Center of Tucson to inquire about our training, an Education Advisor will discuss our offerings with the student and an invitation is extended to attend an evaluation class and a tour. An Education Advisor will meet with the student to discuss their individual training interests. An appointment will be made to take the entrance exam. The Education Advisor will discuss the exam results with the candidate. It is determined at this time whether a student has the required prerequisite knowledge and ability to be successful in the chosen program.

An interview may also be used to determine the viability of a candidate. A member of our management team conducts interviews. Additional interviews may be required in certain situations. Student interviews assess employment history, educational background and relevant skills. Interview results are used to determine the candidate's ability to be successful in the desired program. Upon successful completion of assessments and interviews, a candidate may request enrollment. All enrolling students will read and sign a Contractual Enrollment Agreement; and the Students Right to Cancel Notification along with reviewing the School Performance Fact Sheet. These documents outline the items included in the program, cost, cancellation grace period, withdrawal and refund policies. Each program has requirements listed for the given program. A High school diploma or equivalency is required for enrollment. Applicants under the age of 18 must have a signed letter of approval from Parent or Guardian.

2019 Holidays

School is closed for the following holidays

New Year's Day	01/01/2019
Memorial Day	05/24/2019
Independence Day	07/04/2019 – 07/05/2019
Labor Day	09/02/2019
Thanksgiving	11/28/2019 – 11/29/2019
Christmas	12/24/2019 – 12/25/2019
New Year's Eve	12/31/2019

ESL

New Horizons does not provide ESL. All students must have a High School Diploma or High School Equivalency to enroll in our programs.

Enrollment Policy

Student may enroll on any day school is in session. Student may not begin course or program until enrollment agreements are completed and signed by both student and Education Advisor. Student must pay required fees prior at time of enrollment. Student must meet prerequisites for the course in which he or she is enrolling. Prerequisites for each course and program are listed in course outlines and program descriptions.

Cancellation and Refund Policy

Denial: An applicant denied by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund. Other Cancellations: An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid (minus an administrative/registration fee not to exceed \$200, if applicable). Refund after the commencement of classes:

1. Procedure for withdrawal/withdrawal date:
 - A. A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and is to be signed and dated by the student.
 - B. For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to show up for their class.
 - C. A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.
 - D. All refunds will be issued within 30 days of the determination of the withdrawal date.
2. Tuition charges/refunds:
 - A. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition (*less the registration fee, not to exceed \$200, if applicable*).
 - B. After the commencement of classes, the tuition refund (*less the registration fee, not to exceed \$200, if applicable*) amount shall be determined as follows:

% of the clock hours attempted	Tuition refund amount
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

Books, supplies and fees: Identify what if any of these costs as specified on the enrollment agreement are refundable and under what terms and conditions.

Refunds will be issued within **30 days** of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

Veteran's Refund Policy

New Horizon Computer Learning Center of Tucson Veterans Refund Policy complies with CFR 21.4255. In the event the veteran or eligible person fails to enter the course, withdraws, or is dismissed at any time prior to completion, any unused portion of tuition, fees and other charges is refunded. Any amount in excess of \$10 of the application/registration fee is subject to proration. The amount charged will not exceed the exact pro-rata portion of total charges. The length of the completed portion of the course will be prorated over its total length and the exact proration will be determined by the ratio of the number of days of instruction completed by the student to the total number of instructional days in the course. Refunds are made within 40 days of the last date of the student's attendance.

Grievance Procedures

If you encounter any problems concerning the education or administration of this program, please contact your Instructor immediately and state your concerns. If you cannot come to an agreement and understanding with your Instructor please document your concerns in writing. The issue will not be addressed until a written grievance has been submitted to the following order to New Horizons Computer Learning Center of Tucson Staff.

- | | |
|--|---|
| <ul style="list-style-type: none"> • 1st level - Your Guidance Counselor
(Please Allow 3 Business Days) • 2nd level - Your Campus Education Advisor
(Please Allow 3 Business Days) | <ul style="list-style-type: none"> • 3rd level - Director of Career Development
(Please Allow 7 Business Days) • 4th level – President / CEO
(Please Allow 7 Business Days) |
|--|---|

If the 1st level staff (Guidance Counselor) has not responded to your grievance issue in a satisfactory manner, please proceed to the next level of authority.

If you are not satisfied with our assistance and have exhausted all staff levels of the grievance procedure, you may appeal in writing to:

Arizona State Board for Private Postsecondary Education
Address: 1740 W Adams Street, Suite 3008
Phoenix, AZ 85007
Phone:(602) 542-5709

Reimbursement to Veterans and Eligible Persons

For information or for resolution of specific payment problems, the veteran should call the DVA Nationwide toll free number at 1-800-827-1000

Student Services

New Horizons Computer Learning Center of Tucson offers a variety of resources to support students in their academic achievement, educational goals, personal growth and professional development. These resources advance overall student development and become an integral component of the educational process, with the ultimate goal of strengthening learning outcomes. Students are provided with Practice Tests and are counseled through their learning experience. Students also have access to Counseling Services, or simply request an appointment.

Academic Advising

Our educational advisor assist our students in choosing programs that will help them design a career development program that will allow them to reach both short term and long term goals. Our goal is to assure success. Our Counselors and Students services team also assist our veteran students with referrals to agencies who can assist as situations arise.

Learning Resources & Library Services

New Horizons Computer Learning Center of Tucson has appropriate learning resources to complement its programs of study. NEW HORIZONS COMPUTER LEARNING CENTER OF TUCSON DOES NOT HAVE LIBRARY SERVICES.

Privacy Act

New Horizons Computer Learning Center of Tucson complies with the Family Educational Rights and Privacy Act of 1974, as amended. This Act protects the privacy of students' educational records, establishes students' rights to inspect and review their academic records and provides guidelines for correcting inaccurate and misleading data through informal and formal hearings.

Nondiscrimination Policy

New Horizons Computer Learning Center of Tucson is an educational institution that admits academically qualified students without regard to gender, age, race, national origin, sexual orientation, religion or disability and affords students all rights, privileges, programs, employment services and opportunities generally available.

New Horizons Computer Learning Center of Tucson complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 and does not discriminate on the basis of disability.

Prior Credit Evaluation

This institution will inquire about each veteran's previous education and training and request transcripts from all prior institutions, including military training, traditional college coursework and vocational training. Previous transcripts will be evaluated and credit will be granted, as appropriate.

Schedule of Fees and Tuition Charges

Tuition is dependent on the specific list of courses within each program that the student has enrolled in, in accordance with the training and education path outlined between the student and Education Advisor. Tuition costs listed in this catalog can differ in charges with monthly promotion discounts and course specification. Tuition costs for each program reflect a maximum cost for every course listed within each program. Additional information on tuition, fees, supplies and refunds can be found in the Sample Enrollment Agreement and within each program section within this catalog. Details will be reflected in Enrollment Agreements.

STUDENT POLICIES

Attendance & Tardiness

We require students to arrive to class on time. If a student arrives more than 15 minutes late, we may allow another student to take their place in class. If students arrive more than 30 minutes late, they will not be admitted to class. If the class is a multiple day class (2-5 days long) and the student is more than 30 minutes late or the seat is relinquished due to tardiness, the seat is relinquished for the entire length of the class (2-5 days long). The student will need to reschedule the class. If a student misses more than 20% of a program, a certificate of completion will not be awarded. If an absence or tardy is absolutely necessary, we require that you notify us by calling The customer service desk at your local campus on or before the date(s) in question.

Accumulation of tardiness and/or absences during a reporting period (as outlined below) may result in a Recovery Schedule Evaluation Period (RSEP) or Dismissal from the program.

- **A Reporting Period** = 1 Month
- **Absence** = 2 or more hours of unattended class time per day. This is a 7-hour deduction from attendance per day.

- **Recovery Schedule Evaluation Period (RSEP) = 1 Month.**

The performance during this period will be reviewed. If attendance does not improve, a student may be dismissed from the program. RSEP is initiated when a student has more than 3 Tardy or more than 2 Absences. Successful completion of courses requires an 80 percent attendance rate.

New Horizons Computer Learning Center of Tucson requires that students attend scheduled classes and stay for the duration of instruction. Adequate attendance is determined by productive training sessions of 18 hours per week for each month of training within the student's declared term. Hours per day vary within different Program Terms. Completion of Training Certification is awarded upon the completion of class instruction AN ASSESSMENT SCORE OF 70% OR HIGHER AND A MINIMUM OF 80% ATTENDANCE. Program Certification is dependent upon the successful attempt of the Certification Exam.

Attendance is tracked by the School Certifying Officials. Acknowledgement of class attendance by the School Certifying Official is required and documented on the Student's Attendance Record daily in accordance with the Program Term and Enrollment dates. Any unexcused absences, incomplete programs, or insufficient training hours will be considered an absence or noncompliance and will affect the student's Veteran's Education Benefits Certification.

Program Interrupt-Extension Policy / Leave of Absence / Withdrawal

All written requests for a "Leave of Absence", "Training Extension", or "Reinstatement" will be considered. These are granted to students at the discretion of the School. Students will be allowed a maximum THREE Leaves of Absences during their training program. Each Leave should not exceed 15 days. These interruptions or reinstatements into a program are subject to space availability. Students who interrupt from one class and transfer to the next available class will be responsible for any cost incurred due to any change or upgrade made in course kits or books. If an upgrade occurs, the added cost will be the sole responsibility of the student. New Horizons Computer Learning Center of Tucson will not incur any of the additional costs.

Suspension or Dismissal

It is the intention of New Horizons Computer Learning Center of Tucson to provide the most effective learning and training environment for our students. Therefore, it is imperative that our staff maintains and enforces guidelines that will ensure the best possible educational atmosphere for the students. The following are general examples of behaviors and actions that may lead to a student's suspension and/or dismissal:

1. Inappropriate and/or violent conduct displayed by the student,
2. Inappropriate clothing, or improper clothing attire and/or indecent exposure,
3. Disrespect for New Horizons Computer Learning Center of Tucson property and equipment,
4. Software piracy or violating copyright rules and regulations,
5. Recurring attendance problems despite continuous meetings with the Education Consultant and/or Site Manager to rectify the issues.

The general levels of reprimand are as follows:

The student will meet with the Education Consultant or Site Manager to discuss the inappropriate conduct and the respective consequences.

The second level, if the problem persists after the primary level of reprimand has been exhausted is to suspend the student [no longer than thirty (30) days] from the training facility. A mutual plan will be discussed and agreed upon by the Education Consultant, Site Manager and the student. Once all parties agree upon this mutual plan, then the student will be reinstated. If the primary and secondary levels do not resolve the inappropriate behavior, then the student will be terminated from the training program. However, if the inappropriate behavior displayed violated any section of the federal, state and local penal codes, then it is under the discretion of New Horizons Computer Learning Center of Tucson to terminate the student from the training program and facility.

Grading Standards

New Horizons Computer Learning Center of Tucson does not issue letter grades. Our courses are graded on a Pass/ Fail System.

- 70%-100% = Pass
- Less than 70% = Fail

A Completion Certificate is granted when a student completes a minimum of 80% of attendance and passes the New Horizons Computer Learning Center of Tucson course post assessment quiz with a minimum score of 70%. New Horizons Computer Learning Center of Tucson Student Services Staff performs a monthly progress report for all students where each student's attendance and academic progress is reviewed. Students with substandard progress are alerted and mentored by our Student Services Staff. Our Guidance Counselor will structure a learning plan to assist the student. When a requirement of a course has not been completed for reasons acceptable to the instructor and the rest of the academic work is passing, a report of I (incomplete) may be made and additional time granted. The I (incomplete) is only granted at the discretion of the instructor.

Credit Evaluation Policy

Students who enter New Horizons Computer Learning Center of Tucson with previous training in the course to be pursued will be tested upon enrollment and when appropriate, be given credit for prior educations and/or experience. Evaluation will be based upon a written exam, an oral exam, official documentation or certificates or a combination of the above criteria. Credit will be recorded on enrollment record and the length of the course shortened proportionately. Tuition will be adjusted accordingly. In addition the student and the Department of Veteran's Administration (DVA) shall be notified. All prior training is subject to evaluation.

Reentrance

Conditions for re-enrollment will be approved only after evidence is shown to the School Directors satisfaction that the condition, which caused the interruption for unsatisfactory progress, has been rectified.

Certification Testing

New Horizons Computer Learning Center of Tucson Programs does include the cost of certification exams unless noted in the program. Each student is financially responsible for the cost of exam registrations. Exam registration fees vary and are established individually by each certifying body (Microsoft, CIW, CompTIA etc.). Appointments for exams are registered and purchased from Prometric. Exam appointments may be made via the Prometric website at www.prometric.com or via telephone at (800) 733-3926. If you schedule an exam with Prometric and fail to make that appointment, Prometric will charge you for that exam.

Vouchers / Exam Policy

All unused vouchers for exams expire 18 months from the date of purchase. When student is issued an exam voucher, it is the student's responsibility to schedule and complete the exam before the expiration date of the exam voucher.

Completion Requirements

Completion requires a minimum of 80% course attendance and a passing score of 70% on all New Horizons Computer Learning Center of Tucson post class exams.

Equipment

Manuals and equipment for application classes will be distributed at the beginning of each individual course. The Microsoft, CIW, CompTIA and CISCO training materials (Student Kits) are given to each student at the beginning of each course. These kits become the property and responsibility of the student; by no means should any student material or property be left in a classroom unattended. As a note, replacement costs for some of these kits are as much as \$300 plus tax. For security reasons, the

classrooms will be locked at the noon break and students will not be allowed to stay and study. **Be advised:** The photocopying or reproduction of any copyrighted material (books, computer data, files, etc.) may be a violation of governing laws and will not be allowed. This, along with any theft of New Horizons Computer Learning Center of Tucson or other student's hardware, software, books or personal belongings may lead to immediate dismissal from the program.

Student Conduct

Students must abide by all school policies and regulations. This includes the proper use of software, hardware, classroom behavior, dress code, respect for the instructor's authority, completion of courses in the designated time frame and adherence to attendance policies.

New Horizons Computer Learning Center of Tucson believes that no student has the right to interfere with another student's ability to learn. If any student exhibits behavior that hinders that right, they will be asked to leave the classroom. Children are not allowed to accompany parents into any class or to labs. Students are prohibited from unlawful possession, use, or distribution of illicit drugs, alcohol, or weapons of any kind. No student will be allowed to use any verbal, physical, or discriminatory threats or abusive language towards another student, or member of the staff. The use of profanity is strictly prohibited. Discriminatory remarks of any kind will not be tolerated and may result in termination from the program (See Non-Discrimination Policy on page #92). Any violation of this conduct policy should be brought to the attention of the Instructor immediately. These concerns can be made verbally, or in writing as stated in the grievance procedures described in this catalog.

New Horizons Computer Learning Center of Tucson requires that students attend scheduled classes and stay for the duration of instruction. Adequate attendance is determined by productive training sessions of 18 hours per week for each month of training within the student's declared term. Hours per day vary within different Program Terms. Completion of Training Certification is awarded upon the completion of class instruction AN ASSESSMENT SCORE OF 70% OR HIGHER AND A MINIMUM OF 80% ATTENDANCE. Program Certification is dependent upon the successful attempt of the Certification Exam.

Attendance is tracked by the School Certifying Officials. Acknowledgement of class attendance by the School Certifying Official is required and documented on the Student's Attendance Record daily in accordance with the Program Term and Enrollment dates. Any unexcused absences, incomplete programs, or insufficient training hours will be considered an absence or noncompliance and will affect the student's Veteran's Education Benefits Certification.

Any student who violates this student conduct policy may be placed on advisement, suspension, or dismissed from the program. Any courses that are missed due to violations of the conduct policy must be made up and are the student's responsibility.

Student Dress Code

New Horizons Computer Learning Center of Tucson is "business casual." New Horizons Computer Learning Center of Tucson is a corporate client-based atmosphere. You may encounter a future employer in the hallway or break-room. Therefore, students are requested to wear clothing that is clean and appropriate. It is further requested that students refrain from wearing the following articles of clothing: sandals, shorts, sweats or any shirt that may expose your midriff. Please use your best judgment in this matter. If you are observed in inappropriate attire, you may be asked to go home and change.

Software Piracy and Personal Items

In accordance with copyright laws, all New Horizons Computer Learning Center of Tucson students are prohibited from copying any of the software loaded on the school's machines. Please understand that any student found doing so may be terminated from the program.

Students are not allowed to bring any of their personal computers or related software and hardware items on any New Horizons Computer Learning Center of Tucson campuses to be connected or used with the school's equipment. New Horizons Computer Learning Center of Tucson shall not be held responsible for any lost or stolen items belonging to any student while on any New Horizons Computer Learning Center of Tucson campus.

Payment Policy

Payment policy for instruction are broken down into program length as follows:

Program Length	Payment Required
4 Months or less	Full Payment on first day of instruction
4 Months and longer	50% payment due at time of enrollment*

*Balance of payment due when student has completed 50% of the program.

The limitations in this section shall not apply to any funds received by an institution through federal and state student financial aid grant and loan programs, or through any other federal or state programs. An institution that provides private institutional loan funding to a student shall ensure that the student is not obligated for indebtedness that exceeds the total charges for the current period of attendance. At the student's option, an institution may accept payment in full for tuition and fees, including any funds received through institutional loans, after the student has been accepted and enrolled and the date of the first class session is disclosed on the enrollment agreement.

Names and Qualification Governing Body and Administration

Kevin M. Landry CEO	<ul style="list-style-type: none"> • 11 years at New Horizons Computer Learning Center of Tucson • BA NAU • MBA National University
Cindy Sutherland VP of Career Development	<ul style="list-style-type: none"> • 11 years at New Horizons Computer Learning Center of Tucson • BA CSUF • MASTERS CSUDH
Ryan M Landry VP and General Manger	<ul style="list-style-type: none"> • 9 years at New Horizons Computer Learning Center of Tucson • BA Chapman University • MASTERS MIT (2017)
Vic Emurian COO	<ul style="list-style-type: none"> • 9 years at New Horizons Computer Learning Center of Tucson • BA CSUF
Chris Gajdzik CFO	<ul style="list-style-type: none"> • BA University of South California
Laura Noid VP of Human Resources	<ul style="list-style-type: none"> • 7 years at New Horizons Computer Learning Center of Tucson • BA University of Texas
Jon Struebing Education Advisor	<ul style="list-style-type: none"> • •
Jeremy Janov Director and Guidance Counselor	<ul style="list-style-type: none"> • 11 years at New Horizons Computer Learning Center of Tucson • BA University of Phoenix

Veteran Student Study Commitment

Prior to enrollment, Veteran Students will make a commitment to the amount of time they will commit to school weekly. Each Vet will complete the **Veterans Disclaimer** and **Veterans Addendum** and **Student Bill of Rights and Considerations** Prior to enrollment

Weekly Hourly Commitment

- Full Time 18+ Hours per week (20+ Hours for Chapter 31)
- $\frac{3}{4}$ Time 13+ Hours per week (15+ Hours for Chapter 31)
- $\frac{1}{2}$ Time 9+ Hours per week (10+ Hours for Ch33 for Housing & Chapter 31)
- Less than $\frac{1}{2}$ Time 5+ Hours per week (not available for Chapter 31)
- $\frac{1}{4}$ Time Less than 4 Hours per week (not available for Chapter 31)

Map of Campus

Tucson Center Floor Plan



CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Tony Bhawani

Applications Training Manager/Instructor

Master of Business Administration (Geographic Information Systems) from University of Redlands

Bachelors of Science in Business Administration from University of Redlands

Tony Bhawani has been an Applications Instructor with New Horizons and is now the Applications Training Manager. In addition to his applications training experience, he has worked in education as a tutor at both the primary and secondary school levels. Tony has been involved in many Microsoft Delivery Events, including the latest roll-outs of Windows 7 and Office 2010, 2013 and 2016. He is certified in Microsoft Office, and proficient in all versions of MS Office applications, including Access, Excel, Outlook, PowerPoint, and Word.

Barbara Benneian

Applications Instructor: Microsoft Office Specialist, Adobe Ace

Applications instructor with over 17 years of training experience. She joined New Horizons Career Development Solutions, LLC in 2014 and trains via all three of our training modalities; the traditional classroom environment, Online LIVE virtual training and On- sites. Her teaching is based on both theoretical and real-world examples. Barbara has worked with notable clients like Cedars Sinai, 20th Century Fox and

Christopher Dominguez

Applications Instructor: Lean Six Sigma Black Belt, ITIL Foundations, Microsoft Office Specialist

B.S. Computer Information Science Coleman College, San Diego

Chris has 25+ years in Technical Support Management, Software Development, Infrastructure Management and End User training. His diverse career has provided him with examples for the benefits of proper training, as well as the consequences of its absence. Chris places an emphasis on great customer service, professional development and how to balance independence with being a contributing team member. His proficiency is not limited to Microsoft. He also performs well in the Six Sigma, ITIL and Business Skills realms as well.

Debbie Wong

Applications Instructor

Bachelor of Science- Information and Computer Science degree. Minor in Mathematics

University of California, Irvine

Debbie Wong is an Applications instructor with over 20 years of field experience, working with various office applications. Debbie has had past experiences in both the Microsoft Applications in real world office environments as well as programming and consulting. She has vast experience in Outlook and Word.

Gabe Chapa

Applications Instructor: MOS Master, Lean Six Sigma Black Belt, MCT

Gabe began his career in the information technology field in 1997. . Venturing into the field as a computer programmer allowed him to have a basic understanding of computers and how they worked. This led to a programming position as a Project Analyst with Experian, providing the first steps towards his current career as an Applications Instructor with New Horizons Computer Learning Center of Tucson. Gabe has seven years of experience as an instructor. Gabe is a three time winner of Top 25 Instructor in the Worldwide Network.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Genaro L. Moran

Applications Instructor

Microsoft Office Specialist: Word, Excel, PowerPoint, Access, Outlook. Quickbooks, Great Plains Bachelor of Arts in Finance- Cal State University Fullerton, MBA Liberty University, Doctoral Candidate in Organizational Management- Jones International University

Genaro Moran is both an Applications instructor with over 30 years of Business and Educational field experience, working with various office applications. As a trainer, he holds more than 15 years, using real world situations to help his students understand. Genaro trains via all three of our training modalities; the traditional classroom environment, Online LIVE virtual training and On- sites. His teaching is based on both theoretical and real-world examples. Genaro specializes in Excel and Spanish based deliveries.

Imee Leverette

Applications Instructor: Microsoft Office: Word, Excel, PowerPoint, Windows 7, Windows 8.1, Outlook. Adobe Creative Suite: Illustrator, Photoshop, InDesign, Animate, Mac OSX

Associates of Arts in Fashion Design from FIDM in Los Angeles, Ca. A Bachelor of Arts from Ashford University and a Master of Arts in Education from Ashford University

Imee Leverette comes from 15+ years of experience as a Senior Media Graphic/Apparel Designer for Action Sports Industries, 8 years as an Editor and Art Director for Tiaregirl Magazine in Hawaii. She also holds 4+ years' experience as a Higher Education instructor, teaching Adobe Creative Suites: Illustrator and Photoshop at Art Institute, FIDM and Mira Mesa College, with her concentration on Digital Art Design and Technical Drawing with Mac OSX and Windows platforms.

Jessica Brown

Applications Instructor: Microsoft Office Specialist

Bachelor of Arts – UNC Wilmington

Jessica Brown is an Applications Instructor with Career Development Solutions, LLC. She has over eight years of experience in the training industry, both with Career Development Solutions, LLC and as an in-house corporate trainer. Jessica has worked with the Microsoft Office suite for multiple generations and has assisted organizations on the latest roll-outs of Windows 8 and Office 2013. She is certified in Microsoft Office and proficient in all versions of MS Office applications, including Access, Excel, Outlook, PowerPoint and Word. Jessica uses a combination of theoretical and real-world examples to inform her teaching method, although she leans towards real-world examples most, as it has more relevance to utilizing concepts in the working environment. In 2015, Jessica walked stage as a Top 25 Instructor in the Worldwide Network.

John Warner

Applications and Business Skills Instructor

Microsoft Office Specialist: Word, Excel, PowerPoint, Access, Outlook, MCSA, CompTIA A+, CompTIA Network+

John got his first computer in 1986 (a dual-floppy 8088!). After working with computers and the nascent internet (Mosaic browser, newsgroups, etc.) at school, he trained Applications and Networking for New Horizons from 1997-2003.

For over 20 years, John has supported employees, computers, and networks in the sales, service, contracting, and education industries and is back training full-time.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Kevin Nickle

Applications Instructor

Kevin Nickle joined New Horizons in 2011, providing high-level applications training to New Horizons of Southern California students. Kevin has worked with computers in some sort of fashion all his life. At six, Kevin began exploring his first machine, an Atari. Kevin is now a certified expert in Microsoft Office Excel, Word, PowerPoint, and Outlook. With over 5 years of training experience, Kevin enjoys working on real world issues. He takes pride in being able to explain complex technical issues in laymen terms for his students to understand. He also believes that training is not always the same, and that each student must be catered to in a different form. Depending on their learning style, Kevin believes in adjusting methods, and focus. Kevin combines theoretical concepts with real-life examples to provide students with a holistic understand of concepts that can be carried into the workplace.

Kendell Hoyer

Applications Instructor: Microsoft Office: Word, Excel, PowerPoint, Access, Outlook, Sharepoint, Visio, SQL Querying.

Masters of Science in Education, Nova Southeastern University, Ft. Lauderdale, FL. Bachelor's of Science in Education

University of Nevada Las Vegas, Las Vegas, NV

Ken is a former New Horizons instructor from the St. Louis franchise and comes with years of in-class experience in both private events and hybrid ILT/ OLL delivery. He is an MCT/ MOS master and is Cybersafe certified. Kendell started teaching computer applications in 2004. His areas of expertise include the Microsoft Office Suites, Windows, and Adobe Captivate. He instructs Office 2010-2016 classes as well as SharePoint and Windows 10. As an Adjunct College Professor, he has instructed over 200 online and ground courses in mathematics, American Politics, and the US Constitution. He has authored a national

Mia Gwyn

Applications Instructor: Microsoft Office Certified

Bachelor of Arts – University of Colorado, Boulder.

As an experienced technology expert and educator with over 10 years experience, Mia connects to her students at a very relatable level. Her practical and hands on approach encourages students to learn and not to be afraid of not knowing the program. Mia has been awarded as a Top 25 Instructor in the Worldwide network under two different ownership groups, which shows her stability and continued high level of performance. Mia focuses on Business Skills, Microsoft programs including high level VBA, Access and SharePoint as well as being able to deliver in Spanish as needed.

Phillip Dunn

Applications Instructor: Microsoft Office Master and Business Skills: Word, Excel, PowerPoint, Access, Outlook, Crystal Reports, PMF, SQL Querying, Visio, Scrum Master

16+ years in the training industry. Everything from starting small business, managing and growing medium sized ones, to working with management from major corporate entities. It's amazing where Microsoft Office has taken Phillip. He has trained rocket scientists at JPL, movie makers at Sony, Executives at Devon Energy and BP and Automakers like Toyota and Hyundai. Phillip also excels at Business Skills delivery and is currently studying Scrum methodologies.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Raul Escalera

Applications Instructor

Microsoft Office Specialist: Word, Excel, PowerPoint, Access, Outlook. Crystal Report, Visio, SQL Querying

Raul Escalera is an Applications Instructor for New Horizons with over 15 years of training experience. In addition to his applications training experience, he has worked as a computer and network technician.

Having worked as an instructor for over a decade, Raul has assisted companies with several generations of Microsoft roll-outs. He is a certified Microsoft Office Master, and proficient in all versions of MS Office applications, including Access, Excel, Outlook, PowerPoint, and Word. Raul is a recipient of New Horizons' "World Wide Excellence in Training Award".

Rilynn Boykins

Applications and Business Skills Instructor

Bachelors of Psychology – University of Phoenix

Rilynn has been an instructor for over 4 years in various capacities and in different business disciplines. Rilynn traces her love of teach back to working with her fellows in healthcare and helping them through their reservations when it came to new technology. She teaches with heart and patience, and even her most reluctant students leave her class with a new found confidence in the emerging technologies that are shaping their world. Certified Scrum Master, Microsoft PowerPoint, Microsoft Word, Quickbooks, Agile Project Management, Microsoft SharePoint, Conflict Resolution, Adobe Illustrator, Intrapersonal Communication. She is a member of Toastmasters International, SCRUM Alliance, Society of Industrial Organization and Psychology and Association for Talent Development.

Ronald Marsh

Applications Instructor: CIW, Adobe Certified, MOS Master

BA Communications/Advertising, from the University of Kentucky

Ron has over 20 years certified computer training experience with New Horizons and over 27 years as a trainer in some form or another. Ron has a proven track record of reliability and responsibility with both Consumer and Corporate clients. Ron's list of competencies is one of the largest in the company.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Gerald (Gerry) Riani

Technical Training Manager/Instructor

MCT, MCSE, MCSA, MCTS, MCP, RHCI, RHCE, CompTIA A+, Network+, Security+, Linux+, Mobility+ and Cloud+, BA in English Literature from the University of San Diego

After an initial career in the Financial Services industry, Gerry transitioned into an Information Technology career in 1999. He has worked as a Technical Instructor for more than 17 years. Additionally, from 2000 to 2014, he held the position of Chief Information Officer for New Horizons Computer Learning Centers of South Florida. In 2014, he joined the New Horizons Career Development Solutions, LLC team in 2014 as a Technical Instructor. As a Red Hat Certified Instructor and Engineer, Gerry's primary training focus has been with various Red Hat software products, especially Red Hat Enterprise Linux. Additionally, Gerry teaches classes covering various Microsoft technologies, as well as a number of CompTIA certification preparatory classes. Currently, Gerry also holds the position of Technical Training Manager for New Horizons Career Development Solutions.

Aaron Hamachi

Technical Instructor: CCNP, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Project +, MCSA, ITIL, CIW

MS - Information Security and Assurance, BS - IT Network Design & Management, AS - Business Information Technology

Aaron Hamachi has over 30 years of experience working in technology. Even after those years, he still loves seeing the AH-HA moment when something clicks for a student. With experience as a Help Desk, Field Technician, Systems Administrator, Network Engineer, IT Manager, and part-time Professor, Aaron knows his way around both a classroom and the actual world of technology. From navigating day-to-day internal and external customer needs to rescuing networks on 3 AM outage calls with all hands on deck, Aaron's done it all. He brings that real-world expertise to his teaching.

Bill Sullivan

Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, CISSP, CompTIA A+, Network+, Security+, Cloud Essentials and CASP,

BA in Physics from the University of California, Berkeley

As a US Navy veteran, Bill served in the Persian Gulf where he worked as a Fleet Instructor and Maintenance Check Pilot. Prior to beginning his career in Information Technology, Bill held the positions of Analyst and Total Quality Management Systems Instructor at Douglas Aircraft Company, as well as an Associate Professor of Aircraft Mechanics at Northrop University. Since 1994, Bill has held the position of Technical Instructor with New Horizons Career Development Solutions, LLC. As a Technical Instructor, Bill's focus has been on training and assisting students new to the IT world in becoming IT professionals and guiding them along the way to obtaining their Microsoft and CompTIA certifications. On three occasions, Bill received recognition as one of the Top 25 Technical Instructors in the World from New Horizons.

David Metzgar

Technical Instructor: MCSA, MCSE, VMware

BA in Business Administration University of New Mexico

David Metzgar is no stranger to New Horizons, having taught here from 1995 to 2012. He's back again as a Certified Microsoft and VMWare Instructor. David enjoys teaching people and connecting them and their businesses with various technologies that enable them to be more productive. "It's fulfilling when students can better understand complex products, concepts and procedures as a result of the training I have provided." He likes to set a tone in his class where everyone can be met with respect and gratitude.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Dennis Thibodeaux

Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, CISSP, EC-Council Certified Instructor, CEH, CHFI, CFR, CISA, CISM, CompTIA A+, Network+, Security+, CASP, Linux+, Cloud+, Mobility+ and Project+, BS in Mass Communication from Middle Tennessee State University

Dennis Thibodeaux is a technology educator and IT professional who has been a Microsoft Certified Professional since 1998. As an instructor, he draws on his extensive experience as an Information Systems Security Management specialist, Systems Engineer and Network Administrator. Dennis joined the New Horizons Career Development Solutions, LLC Technical Instructor team in 2014. Dennis brings real-world security experience and solid business skills to the classroom, often using his own professional activities as examples. His skillset includes vulnerability assessment, risk management, network security, application security, physical security, incident response and digital forensics. As an Information Security industry analyst recently put it, "Leaders like Mr. Thibodeaux are needed to usher in the next wave of maturity for InfoSec- a period characterized by the fusion of business and IT." For 2016, New Horizons recognized Dennis as one of the Top 25 Technical Instructors in the World.

James Hanavan

Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, CCSI and CCNA,

BA in History from University of California, Santa Barbara James has more than 25 years of experience as an IT consultant and trainer and he joined the New Horizons Career Development Solutions, LLC team as a Technical Instructor in 1995. James specializes in the design, planning, implementation, management, maintenance and securing of Windows Server systems, Active Directory, Group Policy, Microsoft Exchange Server, Microsoft Skype for Business and Microsoft System Center. Moreover, as a Cisco Certified Systems Instructor, James delivers training for students interested in obtaining their Cisco CCNA certification.

James Nelson

Technical Instructor: MCT, MCSA, MOS and CompTIA Project+,

BA in Communications from California State University, Fullerton

James has more than 20 years of experience in the IT industry focusing on database administration, programming and design. James joined the New Horizons Career Development Solutions, LLC team in 1998. During this timeframe, James' principal training focus has been with Microsoft SQL Server administration, database design and programming, data warehousing and business intelligence. In addition, James teaches classes covering various other technologies such as Microsoft SharePoint, Microsoft Excel and Access VBA and Project Management.

Jeff Zahorowski

Technical Instructor: MCT, MCSA, MCITP, MCTS, MCP, CompTIA A+, Network+ and Security+,

BS in Communications Studies from California State University, Sacramento

Jeff has worked in various positions within the IT industry over the past 25 years and he has been a Technical Instructor since 2000. He joined the New Horizons Career Development Solutions Technical Instructor team in 2016. Jeff's training expertise include Microsoft's Windows Server and Client operating systems. Additionally, he focuses on assisting students new to the IT industry gain a foothold within the industry by obtaining their CompTIA A+, Network+ and Security+ certifications. Employees from companies such as Intel, Apple Computer, Oracle, Northrup-Grumman and the US Navy Fighter Weapons Schools have gained insight and technical knowledge from Jeff's training events.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

John DeVries

Technical Instructor: MCT, MCSA, MCITP, MCTS, MCP, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Mobility+, CompTIA Cloud+

Computer Science - John Hopkins University, Baltimore Maryland

John has a wide reaching and impressive range of prior experience within the IT industry. For over 30 years, he worked as a product and marketing manager in the computer and data communications industries. Additionally, during this same period, John ran his own web design, software development and consulting business. John began his career as a Technical Instructor with New Horizons of Tampa, FL and he joined the New Horizons Career Development Solutions team, in the same role, in 2016. John specializes in training IT professionals on Microsoft Azure cloud services, Microsoft Office 365 and Windows 10. Additionally, he also specializes on web development and programming leveraging technologies such as JavaScript, C# and Microsoft .NET. Besides his experience within the IT industry, John received the honor of serving as the Chair for a National Institute of Standards and Technology working group on telecommunications.

Joseph (Joe) Ng

Technical Instructor: MCT, MCSE, MCDBA, MCSA, MCTS, MCP, CCSI, CCNA, VCI, VCP, AS in Computer Information Systems from Santa Monica College

In addition to working as an IT Consultant, Joe has been an IT Technical Instructor since 1999. He has been a part of the New Horizons Career Development Solutions, LLC Technical Instructor team since 2001. Joe's areas of expertise are varied and include a number of Microsoft technologies, especially Windows Server and Microsoft Exchange, Cisco routing and switching technologies, as well as VMware's vSphere and Horizon products.

Kent Tuominen

**Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, BS in Marketing from Cal Poly Pomona
B.S. Marketing, California State Polytechnic University Ponomo**

As the son of two teachers, Kent believes that teaching is in his blood. Kent initially joined New Horizons Career Development Solutions, LLC in 1996, first as an Applications Instructor and later transitioning into the role of Technical Instructor. After a period pursuing other opportunities within the IT field, Kent rejoined New Horizons Career Development Solutions in 2012. Kent's training focus has been in the area of Microsoft technologies, including the deployment, installation and management of various versions of the Windows Client and Server operating systems, Active Directory and Group Policy, as well as Microsoft Exchange Server. For 2016, New Horizons recognized Kent as one of the Top 25 Technical Instructors in the World

Martin Wuesthoff

Technical Instructor: MCT, SQL Business Intelligence and Data Modeling, Windows PowerShell Expert, Microsoft Exchange Server

Bachelor's in Music Teacher Education, University of Connecticut

Martin has been a successful technical trainer for nearly 2 decades. In that time he has trained thousands of students on many different Microsoft Server products included SQL Server, SSIS, SSRS, SSAS, SharePoint BI, PowerShell, Windows Server, IIS, ISA Server, SMS, SCOM, SQL Server, VB Scripting and Exchange Server. He is highly ranked by students and focuses on providing real-world examples and practical knowledge.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Matt VanRhysegghem

Technical Instructor: Microsoft Office Specialist, CompTIA A+, Sec +, Net + and Applications Instructor

With a lengthy background in management, training and computing, Matt has been knowledgeable in many areas of the IT industry including hardware, software and networking. Matt has been an instructor with New Horizons for over 2.5 years with training focused primarily on software applications, ranging from Microsoft Office and Windows to cloud-based services like Google Applications and Office 365. In addition, his experience with the CompTIA certification objectives, leading instruction for both A+ and Network+. Free time activities include hiking, gaming, reading, writing and basically anything that gets me outside and moving. Matt is a great fit at New Horizons as it combines his love of computers with his love of conversation and social interaction. In his words "I absolutely love what I do and think that there's no better feeling than helping someone solve a problem they've been struggling with or seeing that light bulb come on when you show them something that they had maybe never considered possible"

Nicholas (Nick) Lane

Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, EC-Council Certified Instructor, CEH, CompTIA A+, Network+, Security+, CASP and Cloud Essentials

Computer Repair, Electronics & Networking Degree from Nassau Tech BOCES Vocational Institute

Since 1999, Nick has provided Technical Solutions, Systems Administration, Desktop Support, Technical and Applications Training to thousands of satisfied customers. He joined the New Horizons Career Development Solutions; LLC team in 2005 and, over that timeframe, Nick received recognition as one of the Top 25 Technical Instructors in the World on five separate occasions from New Horizons. Nick specializes in delivering Microsoft, CompTIA and EC-Council technical training.

Rhett Williams

Technical Instructor: MCT, MCSE, MCSA, MCITP, MCTS, MCP, RHCI, RHCA, RHCE, CCSI, CCNA, CompTIA A+, Network+ and CTT+,

BA in History from California State University, Fullerton

Rhett has over 30 years instructing experience and he has been a technical instructor for New Horizons Career Development Solutions, LLC since 1996. He has a wide range of technical training capabilities including network operating systems, database administration and development, application development, internetworking and network security. As a Red Hat Certified Architect and Instructor, Rhett's training focus has been on various Red Hat technologies, especially Red Hat Enterprise Linux, Red Hat Virtualization and Red Hat OpenStack. He received recognition as a Top 25 Technical Instructor in the World from New Horizons and, in 2013, Red Hat recognized Rhett as their Training Advocate of the Year.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Charlotte Augustine

IT Technical Trainer: Certifications: CompTIA A+, CompTIA Network+, MOS

PhD in Religion from Claremont School of Theology.

Charlotte brings 23 years of education and experience to New Horizons Learning Group as the IT Technical Trainer in the Anaheim center. As the Distance Learning Training Specialist at her alma mater, Charlotte was responsible for downloading, installing and maintaining lab software in the Windows 7 environment, as well as assisting staff and students with IT-related issues. Having taught on and off for 23 years, Charlotte brings a wide range of exposure to different students, in a multitude of environments, utilizing various modes of content delivery. "Everything I have experienced continues to help me with each and every student as I try to meet each person's educational needs," says Charlotte.

Chris Borie

IT Technical Trainer; Java, Java Script, HTML, CSS

Bachelor of Science in Software Engineering and Programming, Masters in Cybersecurity Policies and Procedures

With a Bachelor's in Software Engineering and Programming and a Masters in Cybersecurity Policies and Procedures under his belt, Chris also brings 8 years of real-world training experience to New Horizons Learning Group. In addition to 8 years in various IT positions, Chris spent 3 years as a trainer at AT&T helping customers with their cell phones and the company with their billing system — and everything in between. He is also experienced with SQL and multiple programming languages.

Chris Roland

IT Technical Trainer: CompTIA Security+

BAS in Journalism and Broadcasting and an AS in Film Theory

Chris specializes in video production, as well as 7 years professional experience, to New Horizons Learning Group. "Witnessing first-hand of how the importance of properly trained members in the military could potentially be the deciding factor in their safety is what influences my teaching," says Chris. "My job is to make sure they can protect themselves; their safety is my top priority." Seeing the concept "click" with students is the best take-away of being an instructor, claims Chris.

Jason Biskie

IT Technical Trainer

Bachelors of Information Security

18 years of computer experience, specializing in CompTIA A+, Network+, Security+ related activities and responsibilities. Private sector virtual environment management experience using VMware & Microsoft Hyper-V. Windows Server 2003-2012R2, Active Directory and business applications.

Jason Burton

IT Technical Trainer: CompTIA A+, Network +, Security +, Server +; MCSA: Windows 8, MCPx2 Windows Server 2012R2

A.S. Networking Services Technology:

Jason had 5 years of professional IT experience, 3 years of teaching experience. I have always had a passion for IT industry, in fact, my first jobs paycheck went to building my first PC. I was in the U.S Navy and used the G.I bill to pursue a degree in IT. After college, I became a student at New Horizon here in Las Vegas to finish my certifications and then went out to the IT workforce. Eventually, I was called back to New Horizons to work as IT / Instructor and I have been here for going on 3 years. While at New Horizon I have taught multiple CompTIA and Microsoft courses. My favorite topic and primary focus is Windows server. The best part of my job is seeing the knowledge start to make sense to students, also troubleshooting issues then being able to bring these examples to students.

CERTIFIED INSTRUCTORS

FACULTY MEMBER

EXPERIENCE & QUALIFICATIONS

Jonathan Vazquez

IT Technical Trainer

BA in Business Administration, Major in Computer Info Systems

Did you know that Jonathan, our IT Tech Trainer in our Burbank center, was tutor of the year in 2012 at his alma mater?

Jonathan tutored math, science, statistics, computer and business classes while in college and it was New Horizons where he found a strong passion to continue helping students succeed. With 12 years in the field, Jonathan is poised and ready to assist helping others succeed in life. Says Jonathan himself when asked what he likes best about training people, "Knowing that you are truly making a difference in people's lives and knowing that it is not just a job or a paycheck."

Karl Kreder

IT Technical Trainer: Cisco CCNA, CompTIA Linux+, Excel MOS Master

BA in Computer Information Systems University of Phoenix

With 20 years in the industry under his belt and a membership in the California Educational Technology Professionals Association (CETPA), Karl Kreder is our go-to IT Tech in our San Bernardino Center. Karl credits his professional experience in customer service along with his relationships with his IT circles outside of work with influencing his teaching. He likes to lead his students to the answers instead of just giving them. His favorite thing about teaching is seeing a student have that "Aha!" moment.

Marco Quezada

IT Technical Trainer

Bachelors of Science Information Systems. More than 20 years of computer experience including website design, network administration, Teaching CompTIA A+, Network+, Security+ and Microsoft Office Specialist classes since 1996. Held many high level positions at educational institutions including Director of Marketing, Director of Compliance, IT Manager, and Computer Department Chairman

Marcus Jackman

IT Technical Trainer: CompTIA Network+

BA in Computer in Audio Engineering, Minor in Computer Science

Marcus brings 6 years' experience in the field to New Horizons as the IT Tech Trainer in our Gardena center. His CompTIA Network+ certification along with his professional experience well equip him to get the job done. An Apple Support Specialist, all of Marcus' professional experiences have influenced his teaching. "IT troubleshooting requires working with others and trading information to reach the root of a problem. It's like learning and teaching simultaneously."

Patrick Shafer

IT Technical Trainer: CompTIA A+, CompTIA Network+.

Associates Degree in Communications – Sierra College - Rocklin, CA

20 years of building and maintaining computer systems. For the past year, I have been mentoring students who are looking to get certifications of their own. Certifications: CompTIA A+, CompTIA Network+.