

2019 – 2020 CATALOG

CAREER DEVELOPMENT & TRAINING PROGRAMS



GOODWILL
TECHNICAL

COLLEGE

2740 Canal Street, New Orleans, Louisiana 70119

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History of Goodwill Industries And Career Development Training Programs

Goodwill Industries is North America's leading non-profit provider of vocational services for people with barriers to employment.

In 1947, two Methodist ministers, one in Texas and one in New Orleans, along with other civic-minded individuals, established Goodwill Industries of Greater New Orleans at a site originally on Chartres Street in the French Quarter. During the ensuing years, Goodwill Industries moved physically to Jackson Avenue, Dryades Street, and finally to South Jefferson Davis Pkwy in 1975. Goodwill Industries of Southeastern Louisiana (SELA), Inc.'s current President is William L. Jessee.

Goodwill Industries of Southeastern Louisiana, Inc. is a member of Goodwill Industries International. It is a non-profit agency whose leadership is provided by a Board of Directors. Its mission is to offer opportunities to people with disabilities and other barriers to employment to improve their economic self-sufficiency through training, education, support services, and employment.

Goodwill Industries of Southeastern Louisiana, Inc. is currently in its seventy-first (71) year of service. Over this sixty-six-year period Goodwill Industries has moved economically from two employees to approximately 650 with an annual income of more than \$26 million; socially, the growth has gone from zero programs to 18 programs and services.

Goodwill Industries has many unique aspects because it is a unique agency. Goodwill Industries provides services to a variety of participant groups including welfare recipients, disabled people (including all disabilities), school dropouts, the homeless, ex-offenders, and veterans as well as the general public. Goodwill Industries' programs attempt to emphasize and modify all those work habits; behaviors and attitudes that could affect an individual's potential to become and remain employed.

Goodwill Industries addresses these concerns through a Career Readiness and Skills Training programs, a unique blend of providing skills and teaching how to appropriately use those skills. Career Readiness is designed to identify problem areas and improve attendance, punctuality, work quality and quantity, supervisor/co-worker relations, job tolerance, flexibility, following work rules and regulations, work related skills, self-esteem, interpersonal skills, listening skills, self-confidence, self-image and enhance self-discovery. Programs have expanded to include Basic Adult Education Prep Classes, Case Management and technical skills training (Broadband Technology, START (Hospitality), Digital Literacy, Microsoft Office Technology, Medical Billing and Coding, and Medical Office Administration Assistant).

There are currently twenty-two (23) Goodwill Industries Retail stores throughout Greater New Orleans and Baton Rouge. In November 2012, Goodwill Industries opened a new satellite office in Baton Rouge. Workforce and Contracts currently run operations at this site. Expansion is always a part of our planning. Money, buildings, staff . . . all have demonstrated the growth of

Goodwill Industries, but the real growth comes from the number of people served and placed on jobs by Goodwill Industries. In 2017, we served approximately 2,938 people and placed 1,306 into competitive employment. Collectively these statistics say a lot about the effectiveness of Goodwill Industries' services. Individually, each success that Goodwill Industries played a part in helping someone finds a new direction, discover a hidden skill, and gain a sense of self-worth and hope for the future.

In August 2018, Goodwill Industries of Southeastern Louisiana applied for the trade name Goodwill Technical College and was granted permission by the state of Louisiana. In addition, Goodwill was granted permission to move into its new location, 2740 Canal Street, New Orleans, Louisiana.

The skilled training format called Projects with Industry contains a built-in linkage with industry. The concept is to get businesses involved in the training program so that participants are trained to meet the needs of industry. Each skill area has a Business Advisory Council which helps to determine entrance criteria, curriculum, hands-on training, networking, and placement. Upon completion of skilled training the client is assisted in job placement activities. However, the agency cannot guarantee students will be placed in employment. If placed, a thirty, sixty- and ninety-day follow-up is completed to ensure job satisfaction, success and job retention.

Another unique aspect of Goodwill Industries is the additional services offered. Clients can avail themselves of the services of a counselor who can provide community resource assistance and/or counseling referral services. Goodwill Industries' Sales and Contracts Departments offer professional services, advice, hands-on training and possible employment in custodial work, grounds maintenance, cashiering, sales clerk, stock clerk, supervisor and store management, receptionist, customer service representative, warehouse worker, and fork lift operator.

Goodwill Industries is unique because it blends a variety of aspects together to operate a comprehensive and quality vocational program. Our experience shows people do not usually lose jobs because of skill level, but because of issues addressed in Goodwill Industries' work readiness component: largely attitudinal and problem-solving issues.

It is these points of emphasis that makes the Career Development and Training Programs the path to successful employment that it has been for thousands of people in our community.

William L. Jessee, President

Our Mission

Goodwill Technical College offers quality, occupational education in a supportive environment that prepares students for competitive employment to enhance their economic self-sufficiency and quality of life.

Our Values

- Respect for those we serve
- Service to the individual
- Assumption of responsibility by the individual (a hand-up, not a hand-out)
- Quality Service
- Thinking globally
- Collaboration
- Stewardship, financial responsibility, and efficient use of resources
- Autonomy of the member organization
- Best practices and innovation
- Diversity
- Heritage
- Volunteerism

Governing Officers

Malcolm D. Meyer, Chairperson
Stephen Lorio, Vice-Chairperson
Lana Lovick, Treasurer

Ricardo Thomas, Secretary
Creed W. Brierre, Past Chairperson
William L. Jessee, President

Board of Directors

Warren Benoit
Creed Brierre
Philip Catanzaro
Edgar L. Chase, III
Scott Evans
Monique Gardner
Christian Generes
Mandy Gerrets
Greg Gibson
Marlin Gusman, Jr.
Terry Holden
Steve Lorio
Lana Lovick
Malcolm D. Meyer
Toni Mobley
Roger Peck
James E. Ryder
Margaret Tauzier
Ricardo Thomas
Alan Yacoubian
Jack Young

Advisory Council

Heath Allen
R. Adam Bermudez
R. Marshall Grodner
Dr. David Heitmeier
Stewart Juneau
Ray Nichols
Brenda Richard
Liz Tahir

Accreditation and Licensing

Accredited by: Goodwill Industries International (GII)
Licensed by: State of Louisiana Department of Social Services
Licensed by: Louisiana Board of Regents
Approved by: Goodwill Industries International Louisiana Rehabilitation
Services La. Office of Family Support
Certified by: U.S. Department of Employment and Training
Wage and Hour Division for Evaluation and Training
Certified by: National Broadband Academy
Certified by: The American Hotel and Lodging Educational Institute
Certified by: National Health Association
Certified by: Certiport

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Admission

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Completion

Enrollment Contract

General Safety

Grading

Job Placement

Proof of Immunization

Refund

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Student Grievances

Transcript

ADMISSIONS POLICY AND PROCEDURES

Goodwill Technical College Certified Training Programs welcomes all eligible prospective applicants. This College assures equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, disability, marital status, or veteran's status in the admission to, participation in, or employment in the programs and activities of the College. Goodwill Technical College does not discriminate on the basis of race, color, gender, religion, national origin, age, or disability.

Prospective applicants seeking admission to Goodwill Technical College Certified Training Programs must meet the admission requirements for the category/program under which they are entering. Applications may be submitted at any time during the year.

Applications should be completed as early as possible prior to the semester period of anticipated enrollment. Applications may be completed and submitted at Goodwill Technical College, 2740 Canal Street, New Orleans, Louisiana 70119.

A non-refundable Registration fee of \$50.00 is due upon registration. The application fee is transferable to the next semester so long as it is paid in the same fiscal year (July 1 - June 30). It is the responsibility of all applicants to familiarize themselves with the rules and regulations of the School as stated in this catalog.

General Admissions Requirements

In accordance with the requirements of Louisiana R.S. 17:3151 (Acts 1985, No. 185, Section 1, and Acts 1987, No. 214, Section 1), all male applicants between the ages of 18-25 are required to register for the federal draft under the federal Military Service Act prior to enrollment at this institution. Other requirements vary according to admission status, educational intent and other established criteria. Applicants are notified of admission requirements upon receipt of the application by the Office of Admissions.

Applicants who have not submitted all required documents prior to admission may be admitted provisionally to Goodwill Technical College. Provisionally admitted applicants are given 30 days after the start of the semester to submit all required admissions documents. If the student fails to provide requested documents, a registration and transcript hold will be placed on his or her academic records.

Admissions Procedures for Disabled Population

- A client may enter the Rehabilitation Programs when referred by the LRS Office. These programs are referral based and funded by Federal and the State of Louisiana.
- The vocational assessor will review the referral information for completeness and correctness of information provided.
- If the information is incomplete or too outdated, updated information will be requested. The participant is generally accepted for assessment, but may not be accepted for placement or training services due to various reasons. If not accepted for placement or training services,

appropriate recommendations will be made and the client will be informed of such recommendations.

- If a client who is disabled or has a disability contacts Goodwill Industries for services, but is not affiliated with LRS, he/she will be advised to refer his/herself for services.
- Referral that includes an assessment from another agency will be considered for placement services following complete review of referral information and assessment. The assessment must be recent, within a year of the date of the referral. The client (and family members at times) will be asked to attend a staffing (meeting with a Workforce Development counselor and/or staff member) at Goodwill Industries to discuss employment goals. Following this meeting the Goodwill Industries staff will determine if the client will be accepted for placement services.

Entry Test for Adult Basic Education (TABE)

First-time applicants entering Goodwill Technical School must take the TABE Test. Applicants are required to score at least a six grade reading, vocabulary, and math level.

PROOF OF IMMUNIZATION POLICY AND PROCEDURES

As required by Louisiana R.S. 17:170, (as mandated by Act 10147 of 1990) effective January 1, 1991, Schools of Higher Learning, and as a condition of enrollment, all Goodwill Industries of Southeastern Louisiana, Inc. Training School applicants born after 1956 must show proof of immunization by providing two separate dates of the MMR (Measles, Mumps, and, Rubella) vaccination and one date of the tetanus-diphtheria vaccination within the last 10 years. In addition, ALL beginning applicants must provide proof of immunization against meningococcal meningitis. Forms to be completed by the student's physician or other health care provider are available in the Admissions Packet.

ATTENDANCE POLICY

Administrative Responsibilities

The Vice President of Workforce Development and Institutional Advancement in conjunction with the Director of College Academics and Institutional Officers are responsible for the review and revision of the Goodwill Technical College student attendance policy and procure(s). The philosophy of Goodwill Technical College is student-instructor and student-student interactions are critical to promote student learning. Such interactions allow students to develop competencies in the skills related to specific Goodwill Technical College program offerings, work ethic and interpersonal skills. Regular student attendance and participation are essential for continual development of skills and successful learning outcomes.

Procedure

Goodwill Technical College sets forth guidelines, which abide by all federal financial aid requirements specific to student attendance. Goodwill Technical College recognizes regular

class attendance as necessary for academic success. The College's attendance policy and specific procedures may be found in the Goodwill Technical College catalog and on the website. In addition, the syllabus of every course states the attendance requirements, make-up policy and procedures. This procedure should not be superseded by any other attendance policy unless authorized by the Vice President Workforce Development and Institutional Advancement.

Class Attendance

Students are expected to attend regularly scheduled class sessions as indicated on his/her schedule. Students' absences should not exceed 15 percent of a class including both excused and unexcused absences. After exceeding the maximum number of absences for a *term*, students may be automatically withdrawn from the class by the instructor. Absences due to extenuating circumstances beyond the control of the student are reviewed on a case-by-case basis. Upon review, absences due to extenuating circumstances may receive special consideration at the discretion of the review committee. Students may be required to provide supporting documentation related to excessive absenteeism.

A. Late Arrival/Early Dismissal

Students are expected to be in seat at their scheduled start time of class. Students are granted a grace period of up to 15 minutes after the scheduled start time of class before being considered tardy. Three late arrivals (tardy) count as one (1) absence. Students are expected to remain in class the entire duration of the of schedule class time. Any student self-selecting to leave early from class will receive one (1) absence upon three (3) early dismissals.

B. Withdrawals

1. Instructors/College Administration reserve the right to assign a Withdrawal (W) at any point of the drop/add period (see policy item I) if a student exceeds the attendance limit set forth in the Goodwill Technical College student attendance policy.
2. The last day to withdraw from a class is two (2) weeks prior to the end of the semester; this date is published in the Goodwill Technical College catalog.

C. Notice on Attendance Policy for Veterans:

Students eligible for assistance under the G.I Bill/Veteran funding are subject to the outlined Goodwill Technical College attendance policy. Veterans should be aware of any specific attendance requirements directly related to continuation of eligibility of the GI Bill/Veteran funding.

D. Procedural Responsibilities

(1) Student Responsibilities:

- a. Understand the College's attendance policy and make-up policies for each class.

- b. Understand the justification for class participation being necessary for achievement of the course learning objectives.
- c. Comprehension of the significance of punctual and uniformed class attendance.
- d. Communicate to the course instructor and/or supportive staff (for example: Director of College Academics, School Counselor or Case Manager) promptly any problems affecting his or her attendance in class or change in enrollment status.
- e. Provide verification of reason for class absences if requested by the course instructor and/or college administrators.
- f. Attend class on a regular, consistent basis unless there are unavoidable circumstances preventing attendance.
- g. Demonstrate dedication to completing class work and attaining course requirements with fellow students in the class.
- h. Display respect for your instructor, other students, communicate concerns clearly, and follow appropriate grievance complaint procedures as outlined in the College catalog.

(2) Instructor Responsibilities:

- a. Understand the College's Attendance policy.
- b. Communicate clearly and openly with students the attendance policy of the College, make-up procedures for the class and other course requirements.
- c. Have a clear justification that is understandable to the students about the importance of attendance as it pertains to the course's learning outcomes.
- d. Be well prepared, punctual, and have the class organized as appropriate to learning outcome(s).
- e. Apply instructional strategies, practice, and techniques that maximize student learning and engagement.
- f. Create an environment conducive to learning and promotes student attendance and participation to successful learning outcome(s).
- g. Determine reason(s) for absence and aid resolve the problem/barrier(s).
- h. Promptly communicate to all necessary parties and assist students with solving attendance problem/barrier(s).
- i. Be knowledgeable of Goodwill Technical College supportive services and when deemed necessary initiate referrals for students having challenges attending class.
- j. Assist students who initiate requests for make-up work according to the syllabus or course make-up policy.
- k. Enforce the attendance policy consistently.
- l. Maintain appropriate documentation relating to student attendance.
- m. Manage classroom that supports respect and dignity of all students.
- n. Establish procedures which allow students to make-up class work where the nature of the course makes it applicable to do so.
- o. Adhere to FERPA compliance and maintain confidentiality of student records.

(3) Academic Director's Responsibilities

- a. Ensure that all faculty members understand the College's philosophy and policy on student attendance.
- b. Evaluate the implementation of each faculty member's assignment make-up policy and procedures to ensure alignment with the College's philosophy, policy and procedures related to student attendance.
- c. Support the application of a faculty member's assignment make-up policy when it has been applied in a manner consistent with the College's philosophy, policy and procedures related to student attendance.
- d. Ensure proper procedures are followed when students have grievances as outlined in the school catalog. All communication must be documented and placed in the student file.
- e. Confirm that all classes are structured and delivered to maximize learning for all students.

(4) School Counselor's Responsibilities

- a. Communicate regularly with students providing proactive solutions in overcoming barriers and/or issues impeding regular/consistent class attendance.
- b. Make appropriate referrals to internal resources or external agency.
- c. Keep instructor and student support network apprised of resolution attempts and progress, or any unsuccessful attempt(s), by providing appropriate documentation to all relevant parties.
- d. Document and communicate all challenges causing attendance problems with advisors and instructors. Ensure each student has signed the attendance policy.
- e. Mediate between student and instructor.

(5) Institutional Officers Responsibilities

- a. Ensure that the College has a well-defined policy and procedures related to student attendance.
- b. Support the implementation of a faculty member's attendance policy when it has been applied in a manner consistent with the College's policy and procedures related to student attendance.
- c. Ensure proper procedures are followed when students have grievances as outlined in the school catalog. All communication must be documented and placed in the student file.

E. Guidelines

- 1. The syllabus of every course must state the attendance requirements and make-up policy and procedures that are relevant to the respective course. Instructors will review these requirements and make-up policy and procedures during the first week of classes of the course. In addition, each full-time faculty member will provide students with his/her email, office phone number, office location and office hours when applicable.
- 2. Adjunct faculty members will provide students with information on how they may be contacted and the name, office phone number, and email of the Director of College Academics administratively responsible for the course.

3. Students should contact their instructors at least 24 hours prior to class to notify them of absence. Students may be asked to provide supporting documentation. A student must make-up all missed hours and work, including test(s). Student work missed including tests, can be made up solely at the discretion of the instructor. Assignments and test(s) need to be made up within one (1) week or as arranged by the individual instructor.
4. Instructors should initiate an instructor-student meeting for attendance. During the meeting, the student and instructor will determine a plan of action. The plan is written on the Attendance and Assignment Contract form. Each student will receive a copy of the contract.
5. If an instructor is unable to contact the student or set up a conference, the instructor must notify the school counselor within 48 hours of the student absence. The instructor will provide as much information as possible about the student, nature of the problem, and measures already taken to resolve the problem.
6. The counselor will notify the student to arrange a conference regarding the student's attendance difficulties. The counselor provides assistance that may lead student to resolutions to current problems. The counselor will maintain confidentiality regarding personal issues discussed during counseling sessions. With the student's permission, the counselor gives relevant feedback to faculty. The counselor also provides faculty with documentation of the special need accommodations for eligible students. Where necessary, the counselor refers student(s) to other support agencies (internal and external). At the request of student, counselor mediates the student-instructor meeting.

F. Withdrawing Students Due to Attendance

1. A student may be administratively withdrawn from class at any time due to excessive absences or not following instructions as related assignment due dates. The student receives a W (withdraw) with a last date of attendance assigned prior to the last two weeks. Students *may not* be withdrawn from a class two weeks prior to the end of the term. If the student is dropped after the last two weeks of a class, the student will receive the current course grade earned based on submitted assignments/test.

G. Student Initiated Withdrawals

A student may withdraw from a course by submitting the Withdrawal from Class Form signed by the instructor with the last date of attendance. A student who withdraws from a course receives a W.

H. Registration Period

Students who are late registrants are expected to make up all assignments, hours (in seat) and/or lab hours.

I. Add/Drop Period

The purpose of the add/drop period is to stabilize a student's schedule once he/she has already registered for courses at the college. Students are allowed to add or drop classes during the add/drop period. Students adding classes during this period will be expected to make up assignments or lab hours.

J. Special Provision Regarding Veterans

Any student attending reserve or National Guard event during class time must inform the instructors of this intent at the beginning of the semester. It is the student's responsibility to have a conference with each instructor prior to participation. He/she must arrange with the instructor any hours and work which is to be made up for the time missed.

COMPLETION POLICY AND PROCEDURES

Goodwill Technical College Certified Training programs ensures the value and effectiveness of their course(s) and program(s) by regularly assessing, documenting, and validating the quality of the training services provided through completion rates, student/graduate satisfaction, and job placement rates. Credible completion and placement rates serve the students' best interests and, in turn, enhance public confidence in our accredited programs and the accreditation process.



Policy Requirements:

- All training programs will provide job placement assistance to all eligible students/graduates.
- Completion records will be maintained in an orderly, comprehensive, and accurate manner for all students and must be verifiable.
- The completion data must include sufficient information for regularly calculating the percentage for completion and training-related job placements in a prescribed format and time frame.
- An evaluation of each program will be performed to determine participant satisfaction.
- Solicit feedback from business advisory board and employers. The business advisory board will provide guidance and recommendations to the training programs. Employers will evaluate and report to the school the student/employee's performance up to 90 days.
- Solicit feedback from students/graduates by having students to complete evaluation on instructors and programs.

Procedures:

In order to communicate the requirements, conditions, and results in terms of completion data must be collected, documented, and analyzed regularly. Performing these procedures will demonstrate clear and positive outcomes from the training

- For the purpose of documenting and reporting, all completion data on each student should be entered into a database
- Database should be maintained per semester and/or when necessary. If a student becomes employed prior to completion of training, student placement information should be documented immediately. Do not wait until the end of semester or quarter to document student placement activity.
- Completion statistics should be updated and ready for submission upon request by ASR, SCORECARD, VA, and WFD reporting systems.

Completion Activity - is tracked by all program requirements met to include assignments, exams, certification and any activity mandatory to graduate, graduation dates.

GENERAL SAFETY PROCEDURES

The following general safety procedures should be followed:

- Learn the locations of emergency exits, evacuation routes and fire extinguishers.
- Do not block fire doors, exits, or aisles.
- Report any accident or injury to Goodwill staff immediately.
- No Weapons (this includes pocket knives).
- No horseplay.
- Use safety equipment when needed.
- Do not use elevators when there is an emergency.
- In an emergency, if you are unable to exit building on your own ask for help.
- If the fire alarm goes off, exit the building calmly following Goodwill's staff.
- Listen to Goodwill staff during an emergency situation.
- No children are allowed at orientation, assessment times, soft skills, site visits or during training.

GRADING POLICY

The grading policy used by the school for academic achievement is as follows:

A - Excellent	90 - 100
B - Above Average	80 - 89
C - Average	70 - 79
D - Below Average	60 - 69
F - Failing	59 and Below
I – Incomplete	

Participants with a grade point average of less than 70% will be given the opportunity to make up their work. If they cannot meet the minimum standards within 2 weeks, they can be terminated from the program.

Participants terminated for academic failure can be readmitted to the class at the discretion of the Vice President of Workforce Development and Institutional Advancement.

Participants who satisfactorily complete the skills program and meet graduation requirements will be issued certificates of completion.

Satisfactory Progress

A participant must make sufficient progress to continue in any of the training programs. Progress will be evaluated monthly and the student will receive notification of his/her progress.

Previous Credit

Participants will be evaluated upon acceptance into the school to determine which program is most appropriate in consideration of their past schooling and work experience.

JOB PLACEMENT POLICY AND PROCEDURES

As established in the Completion policy and procedure document, the requirements are to be considered the job placement projection rate of our students. Goodwill Technical College Training Program's goal is to train, certify, and prepare our students for the workplace in a credible skill that will afford them the opportunity to obtain employment in areas where acquired certification is needed.

- All training programs will provide job placement assistance to all eligible students/graduates.
- Placement records will be maintained in an orderly, comprehensive, and accurate manner for all students and must be verifiable.
- The placement data must include sufficient information for regularly calculating the percentage for completion and training-related job placements in a prescribed format and time frame.
- An evaluation of each program will be performed to determine participant satisfaction.
- Solicit feedback from advisory board and employers. The advisory board will provide guidance and recommendations to the college. Employers will evaluate and report to the school the student/employee's performance up to 90 days.
- Solicit feedback from students/graduates by having students to complete evaluation on instructors and programs.

Job Placement Activity - is tracked by all program requirements met to include assignments, exams, certification, any activity mandatory to graduate, and graduation date. Student can also become employed and continue training pursuing certification(s).

The minimum information required includes the following:

- a. Name of student
- b. Completion date
- c. Program name
- a. Employer information:
 1. Employment start date
 2. Job title and Job description
 3. Name of employer, mailing address, telephone number and email address
 4. Employer contact person
- d. Documentation of self-employment, temporary employment, full/part-time employment, or continuing employment

Unavailable for Employment – If employment is offered to student and student chooses not to accept employment, he/she is required to provide an explanation for why they declined position.

Employment Follow-up – Job Developers, instructors, and Retention Specialist are to complete 30 day follow-ups (up to 90 days) on students placed in jobs. Some students may require a longer follow-up period. If so, use your discretion to determine if additional time is necessary. Upon completion of the 90 day evaluation case managers and instructors are not responsible to continue follow-up, but can do so at the interest of the student.

REFUND POLICY

Three Business days Cancellation Policy:

If a student withdraws 3 days prior to the start of classes, all tuition and fees will be refundable 100%. Refunds will be made available to student within 30 business days.

After 3 business day cancellation period but before commencement of classes by the student:

Tuition and fees collected advance of entrance and if the student does not begin classes, not more than \$25.00 shall be retained by Goodwill Industries. Refunds for a student who does not begin classes shall be made within 30 days of the start of a quarter, term or semester.

Withdrawal and Refund Policy after the start of classes:

1. After a student has completed less than 15% of the courses, Goodwill Industries shall refund at least 80% of the tuition, excluding any registration fees;
2. After a student has completed less than one-fourth of the course, Goodwill Industries will refund at least 70% of tuition, excluding any registration fees;
3. After a student has completed one-fourth but less than half of the course, the institution shall refund at least 45% of tuition, excluding any registration fees;
4. After a student has completed one-half or more of the course, Goodwill Industries will retain 100% of the state course price.

STUDENT CODE OF CONDUCT POLICY AND PROCEDURES

Goodwill Technical College is committed to providing a safe, caring and inclusive learning and working environment by promoting respect, social responsibility and academic excellence. A positive school setting exists when all members of the school community feel safe, comfortable and accepted.

The Standards of the Behavior Code of Conduct Policy outlined apply to students:

- on school property;
- participating in extra-curricular activities;
- participating in off-site school-sponsored activities; or
- engaging in an activity which will have an impact on the school climate.

Behavioral Code of Conduct Policy

All students are expected to:

- a. demonstrate honesty and integrity;
- b. respect the rights of others and treat one another with dignity and respect, regardless of economic status, race, color, national or ethnic origin, language group, religion, gender, sexual orientation, gender identity, age or ability;
- c. show proper care and regard for school property and the property of others;
- d. refrain from participating in disorderly conduct or disruption of daily College operations;
- e. demonstrate best effort during all school-based activities.

Academic Code of Conduct Policy

Students not exercising good academic responsibility are subject to disciplinary action including suspension, dismissal or holds on records. Students are responsible for reviewing the academic code of conduct policy and adhering to the stated principles.

Purpose

The purpose of this policy is to define and inform students of the academic code of conduct, and to identify violations and their penalties. Furthermore, students are notified of an appeal process for students who believe they have been incorrectly accused of violating the standards of academic integrity.

Violations

The College considers any breach of this Academic Code of Conduct Policy to be a serious infringement of trust that jeopardizes the academic environment. Students are in violation of the Academic Code of Conduct when acts of academic dishonesty occur.

These include, but are not limited to:

- a. cheating;
- b. falsifying documents or information relating to test proctors;
- c. forgery or plagiarizing;
- d. unauthorized access to examinations or test materials;
- e. submitting credentials that are false or altered in any way;
- f. altering academic work of other students;
- g. facilitating another student's academic misconduct; and/or submitting course work or taking an exam for another student
- h. buying or selling of exams, test answers, course papers or any unauthorized course materials.

Appeal Process

Goodwill Technical College wishes to afford every student the opportunity to have his/her grievances heard and resolved, if possible. The resolution of an individual grievance can help to improve Goodwill Technical College's facility, program, policy, and services. All members of Goodwill Technical College have the right to file an appeal or grievance without being reprimanded or disciplined in any way, unless the grievance is filed for malicious reasons.

A student shall notify the Director of College Academics, Director of Finance and Administration or School Counselor of his/her appeal or grievance. The Director of College Academics, Director of Finance and Administration or School Counselor will have the student complete a "Student Complaint Form." Upon receipt of the form an investigation will ensue. Students will be notified of the results of the investigation and/or any decisions within 5 business days in writing.

Should the student/complainant disagree with the finding(s) he or she may file an appeal with the next level of supervision. The information will be given to the Vice President of Workforce Development and Institutional Advancement. The Vice President of Workforce Development and Institutional Advancement will arrange for a meeting with the student.

The Vice President of Workforce Development and Institutional Advancement will meet with the parties involved and document the situation and if unable to reach a solution, the matter will be referred to the President. This process must be completed in an expeditious manner to allow for prompt corrective action when needed.

If an agency funding participant has other requirements, Goodwill Technical College staff will adhere to these too.

Student complaints relative to actions of school officials shall be addressed to the Louisiana Board of Regents, Proprietary Schools Section, P.O. Box 3677, Baton Rouge, LA 70821-3677/phone number (225) 342-7084. Complaints should be filed only after all steps of the College's appeal process have been exhausted.

STUDENT DRESS CODE POLICY

Students' dress at Goodwill Technical College should reflect high standards of personal self - image so that each student may share in promoting a positive, healthy and safe atmosphere within the community. The dress code is limited in time and place to educational facilities, including classrooms, the hallways and the surrounding environment.

The continuous demonstration of appropriate manners and dress insures that students meet the very minimum standards of quality achievement in the social, physical, moral and educational aspects of their lives - essential areas of development necessary for driving students toward successful careers. Understanding and employing these behaviors not only improves the quality of one's life, but also contributes to optimum morale, as well as embellishes the overall school image. They also play a major role in instilling a sense of integrity and an appreciation for values and ethics.

Students are expected to follow Goodwill Technical College's *Dress Code* guidelines.

Examples of Inappropriate Dress and/or Appearance for FEMALES

1. Do-rags, stocking caps, skullcaps and bandanas prohibited upon entering School's building
2. Head coverings and hoods for men in any building.
3. Baseball caps and hoods for women in any building. This policy item does not apply to headgear considered as a part of religious or cultural dress.
4. Clothing which allows undergarments to be visually observed is not permitted
5. Clothing with derogatory, offensive and/or lewd messages either in words or pictures.
6. Sagging pants is prohibited
7. Shirts/tops must be worn at all times while in public or common areas of the School. Sports bras, and undergarments must be covered
8. Midriffs or halters, mesh or netted shirts, tube tops, cut-off t-shirts, or "wife beaters" are not permitted
9. Pajamas, stocking caps, hair wraps, hair rollers and bedroom slippers shall not be worn while in public or in common areas
10. Dresses, skirts or pants which are slit more than six inches above the knee are not permitted
11. Short shorts or skirts that reveal buttocks are not permitted

12. All students must wear shoes, boots, or other types of footwear at all times. Bare feet prohibited.

Examples of Inappropriate Dress and/or Appearance for MALES

1. Do-rags, stocking caps, skullcaps and bandanas prohibited upon entering School's building
2. Baseball caps, hoods or other head coverings are not to be worn in buildings (All head coverings must be removed when entering building)
3. Clothing which allows undergarments to be visually observed is not permitted
4. Sagging or unbelted pants is prohibited
5. Shirts must be worn at all times while in public or common areas of the College
6. Netted shirts, cut-off t-shirts, or "wife beaters" are not permitted
7. Attire must not display obscene, profane, lewd, illegal or offensive images or words
8. Pajamas, stocking caps, and bedroom slippers shall not be worn while in of the College
9. Clothing associated with women's garb (dresses, skirts, short shorts, blouses purses, pumps, etc., is prohibited

Examples of Appropriate Dress and/or Appearance for FEMALES

1. Classroom, Hallways, School Building and Offices – neat, modest, casual or dressy attire
2. Formal programs in the Campus Center, Little Theater
3. Career Placement Activities/Interviews – business attire
4. Classrooms – modest, casual

All administrative, faculty and support staff members will be expected to monitor student behavior applicable to this dress code and report any such disregard or violations to the Director of College Academics.

STUDENT GRIEVANCES POLICY AND PROCEDURES

Goodwill Technical College wishes to afford every student the opportunity to have his/her grievances heard and resolved, if possible. The resolution of an individual grievance can help to improve Goodwill Technical College's facility, program, policy, and services. All members of Goodwill Technical College have the right to file a grievance without being reprimanded or disciplined in any way, unless the grievance is filed for malicious reasons.

A student shall notify the Director of College Academics, Director of Finance and Administration or School Counselor of his/her grievance. The Director of College Academics, Director of Finance and Administration or School Counselor will have the student complete a "Student Complaint Form." Upon receipt of the form an investigation will ensue.

Students will be notified of the results of the investigation and/or any decisions within 5 days in writing. Should the student disagree with the finding he or she may file an appeal with the next level of supervision. The information will be given to the Vice President of Workforce Development and Institutional Advancement. The Vice President of Workforce Development and Institutional Advancement will arrange for a meeting with the student.

The Vice President of Workforce Development and Institutional Advancement will meet with the parties involved and document the situation and if unable to reach a solution, the matter will

be referred to the President. This process must be completed in an expeditious manner to allow for prompt corrective action when needed.

If an agency funding participant has other requirements, Goodwill Technical College staff will adhere to these too.

Student complaints relative to actions of school officials shall be addressed to the Louisiana Board of Regents, Proprietary Schools Section, P.O. Box 3677, Baton Rouge, LA 70821-3677/phone number (225) 342-7084. Complaints should be filed only after all steps of the College's appeal process have been exhausted.

TRANSCRIPT POLICY

PRIVACY: Student records are confidential, and Transcripts are issued only at the written request of the student. Telephone requests are not accepted.

TRANSCRIPTS ISSUED TO STUDENT: A Transcript is a complete copy of the student's academic record. Official Transcripts bear the College seal and the signature of the Instructor, Director of College Academics, and Vice President of Workforce Development and Institutional Advancement. If a Transcript is sent directly to a student, the words '**Issued to Student**' will appear on the Transcript.

TRANSCRIPTS TO AND FROM OTHER SCHOOLS: Goodwill Technical College Certified Training Programs is unable to release transcripts received from other educational institutions. Goodwill Technical College Certified Training Programs can only issue transcripts from this institution to other schools/agencies at the request of the student.

REQUEST IN PERSON: Students and former students are welcome to visit the office and complete the transcript request form for an electronic transcript. Depending on the number of pending requests, paper transcripts can be processed while you wait. Please note, however, that if the number of transcripts pending is high or if transcript verification must be completed (for older student records), it may be 24 hours or more before a transcript is ready. If more than 10 transcripts are needed, the requestor should allow five business days for processing.

REQUEST BY EMAIL/ELECTRONIC: Goodwill Technical College Certified Training Programs sends Unofficial Transcripts electronically by email upon student request when Transcript Request form is completed and signed by student. Please read (Physical Signature required below). An organization may receive transcript electronically upon verification of company/business email address.

REQUEST BY FAX: Requests to have transcripts sent by fax after third free copy requires a \$10.00 pre-payment fee per transcript. Transcripts sent by fax are considered *unofficial*; therefore individuals should print and then fax their own Unofficial Transcripts.

PHYSICAL SIGNATURE REQUIRED: All requests must be printed and physically signed (student signatures required) and returned to the Registrar's office in person or via fax, mail, or emailed as a *signed/scanned PDF*. Please note that we do not accept electronic or "mouse" signatures or stamps, and we do not accept links to documents.

TRANSCRIPT COSTS: You can request up to 3 free copies of Transcripts. A payment of \$10.00 per Transcript is required after third copy. Transcripts cannot be provided if you have a financial hold with the college. **Note: If paying with credit card any, *declined credit cards and unpaid Transcript requests will be deleted within one week of receipt of request.**

Requests and Payments should be made to:

Goodwill Technical College

Request of Transcript

2470 Canal Street

New Orleans, LA 70119

Please do not send cash through the mail.

Definitions of Transcript

Official Transcripts

Official Transcripts often bear a security watermark in the paper on which the transcript is printed or a College seal. It also, bears the signature of the Director of College Academics, Counselor, or registrar who certifies the document. When employers require an Official Transcript, it must be requested by the student or alumnus and sent directly from the high school or college to the Human Resources Office. High school students/graduates should contact the Guidance Office and college students/graduates should contact the Registrar's Office to have an official Transcript sent.

Unofficial Transcripts

If an unofficial Transcript is requested, it is acceptable to send a photocopy, faxed copy, or a downloaded copy of a Transcript as long as the copy is legible and contains the required information.

Each unofficial Transcript must document:

- ✓ Identification of the student
- ✓ Identification of the institution
- ✓ Titles of courses and examinations you completed
- ✓ Grades (marks) you received
- ✓ Credit, hours, or units earned
- ✓ Any diploma, certificate, or degree you received
- ✓ Date that the diploma, certificate, or degree was conferred

Physical Signature

*Student handwritten signature must be on the request form along with date of request. Electronic or mouse signatures are **not accepted**.*

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PROGRAM DESCRIPTIONS

BROADBAND TECHNOLOGY TECHNICIAN

600 Hours | 36 Weeks

Description: This training acquaints the student with the fundamental background and knowledge used in businesses and Smart Homes. Each training module boasts a unique curriculum designed to prepare for a professional future by providing the information base and skill set desired by employers in electrical, data, telephone, cable TV, computer networking industries and more. Minimum entry requirements: Score 6th grade or above on TABE. Class size – Maximum 20



Program Objective: The primary training goal is to prepare students for entry-level, hands-on employment in environments where they can utilize their training in the installation of video, voice and data systems and gain further training within those environments. Our students are trained and certified in the following areas:

- Introduction to Telecommunications
- Copper-Based Network Cabling
- Fiber Optics
- C-Tech courses are taught by a certified C-Tech instructor utilizing proprietary C-Tech curriculum, ACT panels and DAVE 3 kits.

Skills Overview:

- Construct, test and troubleshoot 4 pair twisted cabling systems
- Identify, terminate and test coaxial cabling systems used in networking and telecommunication with understanding of applications
- Identify and describe the characteristics, application and configurations of the various twisted pair cabling systems derived by industry standards
- Safety precautions relative to personal protection, workplace safety, and other hazards found in the workplace/jobsite

Evaluative Methods Employed:

- Anticipate and record responses for open, short, reversal, transposal, transposal with reversal, split pair and dual lighting
- Define common coaxial cabling applications in regard to cable television systems, cable modems, digital satellite systems and Local Area Networks (LAN)
- Terminate and test RG 59 coaxial cable systems using F type connectors and BNC connectors, terminate F type and BNC connectors using quad shield coaxial cables
- Identify and explain safety procedures to be followed for personal protection, worksite/jobsite safety, and fire prevention safety

To learn more about the C-Tech Program's design and curriculum, please visit:

<http://www.c-techtraining.com/index.htm>

Upon completion of this training, students are eligible to take the national certification exam administered through The National Broadband Academy. In addition, students will receive a certificate of completion from Goodwill Industries of Southeastern Louisiana, Inc.

Requirements for graduation: Meet all attendance requirements and pass all National Certification exams.

**Broadband Technology Technician
600 Hours/ 36 Weeks**

SEMESTER 1

<u>Term A</u>		Lec	Lab	Clock Hours
BROB 101	Introduction to Telecommunications	20	25	45
BMAT 101	Basic Math Refresher	15	30	45
COLL 101	College Success Skills	10	5	15
CRTK 101	Introduction to Critical Thinking	20	25	45
				150

<u>Term B</u>		Lec	Lab	Clock Hours
ACCT 101	Introduction to Bookkeeping	25	20	45
BMGT 101	Introduction to Entrepreneurship	45	0	45
WPDV 101	Workplace Diversity	20	25	45
BROB 201	Network Specialist Copper	15	30	45
				180

SEMESTER 2

<u>Term A</u>		Lec	Lab	Clock Hours
CSSK 101	Customer Service Skills	20	25	45
BROB 202	Network Specialist Fiber Optics	15	30	45
BMGT 105	Business Communications	20	25	45
				135

<u>Term B</u>		Lec	Lab	Clock Hours
BROB 301	Introduction to Home Entertainment Residential Audio/Video Systems	5	25	30
BROB 401	Introduction to Telephone Systems and VoIP	15	30	45
BROB 501	Introduction to Energy Management Systems	10	20	30
JOBS 100	Job Seeking Skills	15	15	30
				135

Total Technical Diploma 600

Course Descriptions:

COLL 101 College Success Skills | (10 Lec /5 Lab=15 Hours)

This course assists students with acclimating to the college environment and provides students with academic tools for successful outcomes. Students will learn time-management, self-management and self-responsibility skills critical to student success. During this course students

will learn approaches for making responsible choices about their academic, personal, and career goals. Students will also be introduced to academic reading, writing, note-taking and communication skills, campus resources, metacognition and self-awareness.

BMAT 101 Basic Math Refresher | (15 Lec/30 Lab=45 Hours)

This course examines the fundamental skills in addition, subtraction, multiplication and division with respect to whole numbers, fractions, ratio and proportion, and decimals. Included are problem-solving techniques with practical application. Students also examine underlying issues that contribute to math anxiety; discuss various learning styles and assess their own learning style. Students will use hands on practice to understand how to apply learned math concepts in the workplace and how to use technology to solve problems.

CRTK 101 Introduction to Critical Thinking | (20 Lec /25 Lab=45 Hours)

This course introduces the use of critical thinking skills in the workplace. Emphasis is placed on evaluating information, conflict resolution, decision making and approaching cross-cultural perspectives. Students will analyze steps to ethical-reasoning skills, explore creative and logical approaches to decision making, and problem solving. Students will examine how our thinking skills affect our personal identities, our relationships with others, and our understanding of culture. The course also examines formulation of ideas, multiple outlooks on issues, and different analytical approaches. Students will develop higher order thinking skills and intellectual values important for academic success and successful outcomes in the workplace.

BROB 101 Intro to Telecommunications | (20 Lec/25 Lab=45 Hours)

Introduction to Telecommunications is designed to have students become familiar with computers and its usage with technology. Students will learn the fundamentals of the desktop environment, keyboarding and mouse operations, navigate around the Internet, safety and security practices, selecting appropriate Internet browsers, creating and using email accounts, and basics of Microsoft Word application. Coursework includes a hands-on approach where students can explore the issues related to computers and technology.

This introductory course acquaints the student with the fundamental background knowledge in the theory, mediums of transmissions, topologies and functions of systems used in businesses and Smart Homes.

ACCT 101 Introduction to Bookkeeping | (25 Lec/20 Lab=45 Hours)

This course covers the fundamentals of accounting with the newcomer in mind. This course assumes students have no prior knowledge about accounting or finance and delivers lessons and examples to build accounting skills. Specifically, this class addresses accounting terminology, revenue, expenses, net income, the accounting equation, debits, credits, and balancing the accounting formula, the accounting structure, the accounting cycle, journals, ledgers, the trial balance and more. It also guides students to learn how to read financial statements properly, and how to grab meaningful information from the balance sheet, income statements and cash flow statements.

BMGT 101 Introduction to Entrepreneurship | (45 Lec/0 Lab=45 Hours)

This course provides students with an introduction to the potential and pitfalls of Entrepreneurship. Students will learn about the various methods for starting up, managing and financing a new venture. Students will get a chance to evaluate real world business plans and

videos of entrepreneurs.

WPDV 101 Workplace Diversity | (20 Lec/25 Lab=45 Hours)

This course introduces learners to the challenges and opportunities presented by workplace diversity. Focus is placed on workplace issues related to employee diversity in terms of gender identity, race or ethnicity, socioeconomic class, religion, sexual orientation, age and other distinct differences between people. Students will learn the concepts of acceptance and respect, accommodation of beliefs, ethnic and cultural differences, gender equality, physical and mental disabilities, language and communication and generation gaps.

BROB 201 Network Specialist- Copper | (15 Lec/30 Lab=45 Hours)

This course acquaints the student with the fundamental background knowledge in the theory, mediums of transmissions, topologies and functions of systems used in businesses and Smart Homes.

CSSK 101 Customer Service Skills | (20 Lec/25 Lab=45 Hours)

This course examines customer service as it relates to internal and external customers, industry specific practices and procedures applied to customer service, tools and techniques for gathering customer feedback and handling complaints. Students will learn to define customer service and how it is reflected in the organization's mission and values, key behaviors, actions, practices and characteristics of great service. Students will also learn how organizational expectations, boundaries, guidelines and policies shape customer service experiences. Emphasis is placed on the value of customers, the impact of poor service, how to capture the voice of the customer, and moments of truth.

BROB 202 Network Specialist Fiber Optics | (15 Lec/30 Lab=45 Hours)

This course is designed to provide students with the knowledge and skills necessary to become entry level technicians in the Network Cabling industry. The focus of the course is on the following: tool use and construction techniques; the characteristics of various industry standards; troubleshooting and repairs.

Prerequisite: Student must complete BROB-201 or be concurrently enrolled. Failure to comply will result in the student being dropped from the class.

BMGT 105 Business Communications | (20 Lec/25 Lab=45 Hours)

Introduces the student to a variety of technical and business writing theories and practices designed to be applicable to the production of business communication in the real world. It teaches the fundamentals of good business writing, including protocols for business letters, memoranda, electronic mail, good and bad messages, persuasive messages and formal reports and proposals. In addition, there will be instruction in oral presentation and in-depth practice on both an individual and a collaborative basis. Students will learn how to enhance their business communication with technically based media.

BROB 301 Introduction to Home Entertainment Residential Audio/Video Systems | (5 Lec/25 Lab=30 Hours)

This course is designed to provide students with the basics in Audio and Video entertainment system theory of operation, installation and troubleshooting; skills necessary to secure positions as “Entry-level Home Entertainment Installation Technicians.”

BROB 401 Introduction to Telephone Systems and VoIP | (15 Lec/30 Lab=45 Hours)

This course provides students with both a theoretical and hands-on knowledge of Key Telephone Systems, Voice Mail, and VoIP systems. Students are taught to install, program, maintain, and upgrade the systems.

BROB 501 Introduction to Energy Management Systems | (10 Lec/20 Lab=30 Hours)

This course provides the student with the skill sets that include identifying how proactive and passive energy management systems reduce expense and environmental impact while increasing efficiency and comfort in residential or commercial settings.

JOBS 100 Job Seeking Skills| (15 Lec/15 Lab=30 Hours)

This course is designed to teach students the employability skills needed to succeed in the workplace. The focus of this course is to teach students transferable skills necessary to succeed in the ever-changing workplace through teamwork, problem-solving, communication, self-management, and career readiness. Students will enhance basic soft skills, workplace skills, interpersonal skills, communication skills, and leadership skills while becoming career-ready.

COMPUTER TRAINING PROGRAMS

Microsoft Office Technology

600 Hours | 36 Weeks

Description: This course is designed to teach students computer basics including Windows, Microsoft Office Business Applications, and Internet Skills. Students will also learn basic office and keyboarding skills. Practice exams are administered throughout the course. Students are assigned internship to get professional experience in an office environment. Upon completion of this program the student will have an opportunity to earn three Microsoft certifications (Excel, PowerPoint, and Word). Minimum entry requirements: Score 6th grade or above on TABE entry exam.



Program Objective: Students will be able to use the Microsoft Office Suite software effectively and proficiently.

Participants will learn keyboarding practice, mouse operations and Windows OS, sharing and maintaining documents, formatting content, applying page layout and reusable content, including illustrations and graphics in a document, proofreading documents, applying references and hyperlinks, performing mail merge operations, managing the worksheet environment, creating cell data, formatting cells and worksheets, managing worksheets and workbooks, applying formulas and functions, presenting data visually, sharing worksheet data with other users, analyzing and organizing data, managing the PowerPoint environment, creating a slide presentation, working with graphical and multimedia elements, creating charts and tables, applying transitions and animations, collaborating on presentations, preparing presentations for delivery and delivering presentations. (Class Size: Maximum: 15)

Requirements for graduation: Meet all attendance requirements and successfully earn 85% or higher in all training modules prior to taking certification exams. To receive the MOS certification, student must take at least one exam and must score 80% or above on each exam. One retake of each exam is offered by Certiport.

SEMESTER 1

<u>Term A</u>		Lec	Lab	Clock Hours
COLL 100	College Success Skills	10	5	15
BMAT 101	Basic Math Refresher	15	30	45
CRTK 101	Introduction to Critical Thinking	20	25	45
KEYB 101	Keyboarding and Mouse Skills	10	20	30
Totals				135

<u>Term B</u>	Lec	Lab	Clock Hours
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ACCT 101	Introduction to Bookkeeping	25	20	45
BMGT 101	Introduction to Entrepreneurship	45	0	45
MOEC 101	Microsoft Office Excel	15	30	45
WPDV 101	Workplace Diversity	20	25	45
Totals				180

SEMESTER 2

Term A

		Lec	Lab	Clock Hours
CSSK 101	Customer Service Skills	20	25	45
MOPC 101	Microsoft Office PowerPoint	15	30	45
BMGT 105	Business Communications	20	25	45
CLIT 001	Introduction to Computer Literacy	15	15	30
				165

Term B

		Lec	Lab	Clock Hours
OSSC 101	Office Skills Simulations	20	25	45
MOWC 101	Microsoft Office Word	15	30	45
JOBS 100	Job Seeking Skills	15	15	30
				120
Total Technical Diploma				600

Course Descriptions:

COLL 101 College Success Skills | (10 Lec/5 Lab=15 Hours)

This course assists students with acclimating to the college environment and provides students with academic tools for successful outcomes. Students will learn time-management, self-

management and self-responsibility skills critical to student success. During this course students will learn approaches for making responsible choices about their academic, personal, and career goals. Students will also be introduced to academic reading, writing, note-taking and communication skills, campus resources, metacognition and self-awareness.

BMAT 101 Basic Math Refresher | (15 Lec/30 Lab=45 Hours)

This course examines the fundamental skills in addition, subtraction, multiplication and division with respect to whole numbers, fractions, ratio and proportion, and decimals. Included are problem-solving techniques with practical application. Students also examine underlying issues that contribute to math anxiety; discuss various learning styles and assess their own learning style. Students will use hands on practice to understand how to apply learned math concepts in the workplace and how to use technology to solve problems.

CRTK 101 Introduction to Critical Thinking | (20 Lec/25 Lab=45 Hours)

This course introduces the use of critical thinking skills in the workplace. Emphasis is placed on evaluating information, conflict resolution, decision making and approaching cross-cultural perspectives. Students will analyze steps to ethical-reasoning skills, explore creative and logical approaches to decision making, and problem solving. Students will examine how our thinking skills affect our personal identities, our relationships with others, and our understanding of culture. The course also examines formulation of ideas, multiple outlooks on issues, and different analytical approaches. Students will develop higher order thinking skills and intellectual values important for academic success and successful outcomes in the workplace.

KEYB 101 Keyboarding and Mouse Skills | (10 Lec/20 Lab=30 Hours)

This course is designed to teach Keyboarding and Mouse skills. The student will become familiar with the five types of keys on a keyboard (typing, function, cursor, numeric and program computer keys). This course will discuss and teach the student the five mouse operations (point, single click, double click, click and drag, and right click) and how to properly handle the mouse. While learning mouse operation, the student will learn to navigate Windows Desktop.

ACCT 101 Introduction to Bookkeeping | (25 Lec/20 Lab=45 Hours)

This course covers the fundamentals of accounting with the newcomer in mind. This course assumes students have no prior knowledge about accounting or finance and delivers lessons and examples to build accounting skills. Specifically, this class addresses accounting terminology, revenue, expenses, net income, the accounting equation, debits, credits, and balancing the accounting formula, the accounting structure, the accounting cycle, journals, ledgers, the trial balance and more. It also guides students to learn how to read financial statements properly, and how to grab meaningful information from the balance sheet, income statements and cash flow statements.

BMGT 101 Introduction to Entrepreneurship | (45 Lec/0 Lab=45 Hours)

This course provides students with an introduction to the potential and pitfalls of Entrepreneurship. Students will learn about the various methods for starting up, managing and financing a new venture. Students will get a chance to evaluate real world business plans and videos of entrepreneurs.

MOEC 101 Microsoft Office Excel | (15 Lec/30 Lab=45 Hours)

Microsoft Office Excel is designed to teach students Excel skills used in daily administrative office duties. The students will learn to create worksheets and workbooks to save, perform calculations, manipulate, and share data. The student will also learn how to prepare for Microsoft Excel Certification exam 77-882.

WPDV 101 Workplace Diversity | (20 Lec/25 Lab=45 Hours)

This course introduces learners to the challenges and opportunities presented by workplace diversity. Focus is placed on workplace issues related to employee diversity in terms of gender identity, race or ethnicity, socioeconomic class, religion, sexual orientation, age and other distinct differences between people. Students will learn the concepts of acceptance and respect, accommodation of beliefs, ethnic and cultural differences, gender equality, physical and mental disabilities, language and communication and generation gaps.

CSSK 101 Customer Service Skills | (20 Lec/25 Lab=45 Hours)

This course examines customer service as it relates to internal and external customers, industry specific practices and procedures applied to customer service, tools and techniques for gathering customer feedback and handling complaints. Students will learn to define customer service and how it is reflected in the organization's mission and values, key behaviors, actions, practices and characteristics of great service. Students will also learn how organizational expectations, boundaries, guidelines and policies shape customer service experiences. Emphasis is placed on the value of customers, the impact of poor service, how to capture the voice of the customer, and moments of truth.

MOPC 101 Microsoft Office PowerPoint | (15 Lec/30 Lab=45 Hours)

Microsoft Office PowerPoint course is designed to teach students basic PowerPoint skills to effectively communicate information through visual and multimedia tools. The student will also learn how to prepare for Microsoft PowerPoint Certification exam 77-883.

BMGT 105 Business Communications | (20 Lec/25 Lab=45 Hours)

Introduces the student to a variety of technical and business writing theories and practices designed to be applicable to the production of business communication in the real world. It teaches the fundamentals of good business writing, including protocols for business letters, memoranda, electronic mail, good and bad messages, persuasive messages and formal reports and proposals. In addition, there will be instruction in oral presentation and in-depth practice on both an individual and a collaborative basis. Students will learn how to enhance their business communication with technically based media.

CLIT 001 Introduction to Computer Literacy | (15 Lec/15 Lab=30 Hours)

Introduction to Computer Literacy is designed to have students become familiar with computers and its usage with technology. Students will learn the fundamentals of the desktop environment, keyboarding and mouse operations, navigate around the Internet, safety and security practices, selecting appropriate Internet browsers, creating and using email accounts, and basics of Microsoft Word application. Coursework includes a hands-on approach where students can explore the issues related to computers and technology.

OSSC 101 Office Skills Simulations | (20 Lec/25 Lab=45 Hours)

This course is designed to teach the student office management talents. The student will learn how to prioritize and organize daily activities. The student will play the role of Office Manager and/or Administrative Assistant. He/she will be required to manage the office and complete all tasks by applying skills from preceding modules. The students will conduct themselves in a professional manner.

MOWC 101 Microsoft Office Word | (15 Lec/30 Lab=45 Hours)

Microsoft Office Word is designed to teach students Word skills used in daily administrative office duties. The student will also learn how to prepare for Microsoft Word Certification exam 77-881.

JOBS 100 Job Seeking Skills | (15 Lec/15 Lab=30 Hours)

This course is designed to teach students the employability skills needed to succeed in the workplace. The focus of this course is to teach students transferable skills necessary to succeed in the ever-changing workplace through teamwork, problem-solving, communication, self-management, and career readiness. Students will enhance basic soft skills, workplace skills, interpersonal skills, communication skills, and leadership skills while becoming career-ready.

Medical Billing and Coding
600 Hours | 36 Weeks

Description: This course is designed to teach the students fundamental skills to be able to work in the dynamic environment of health care. It assures a broad knowledge of all components to work successfully in a wide variety of health care settings covering, electronic health records, coding, billing, and insurance claims. Students will gain a vast knowledge of medical terminology and the anatomy of the human body. The students will also gain computer and software skills related to the health care environment. The students will learn to communicate effectively with patience and co-workers. Minimum entry requirements: Score 6th grade or above on TABE. Class Size: 10 – 15 students per class



Requirements for graduation: Meet all attendance requirements and successfully earn 80% or higher in all training courses prior to taking certification exams.

Program Objective: Upon completion of the Medical Billing and Coding program the students will have the knowledge and skills required to complete medical billing and coding tasks in a hospital, medical office, and/or other health care facility. Students will become familiar with medical terminology, and anatomy and physiology. The student will become knowledgeable of ICD-10-CM diagnostic coding, CPT and HCPCS procedural coding, medical insurance, electronic and paper billing, reimbursements, refunds, claim follow up and payment procedures. The students will have the knowledge to handle all stages of billing functions, understand coding and billing compliance, and health care laws and ethics. The students will also become skillful in computer operations and medical related software. The Medical Billing and Coding program prepare students to take the Coding Specialist (CBCS) exam offered by the National Health Career Association (NHA), with the potential to earn the Certified Medical Billing and Coding Specialist (CBCS) credential.

SEMESTER 1

Term A

		Lec	Lab	Clock Hours
COLL 101	College Success Skills	10	5	15
CLIT 001	Introduction to Computer Literacy	15	15	30
BMAT 101	Basic Math Refresher	15	30	45
CRTK 101	Introduction to Critical Thinking	20	25	45
Totals				135

Term B

		Lec	Lab	Clock Hours
ACCT 101	Introduction to Bookkeeping	25	20	45
BMGT 101	Introduction to Entrepreneurship	45	0	45
WPDV 101	Workplace Diversity	20	25	45
HCA 101	Introduction to Health Care	45	0	45
Totals				180

SEMESTER 2**Term A**

		Lec	Lab	Clock Hours
MBC 101	Introduction to ICD-10 Coding Principles and Applications	40	20	60
MBC 201	Introduction to Professional and Institutional Billing	20	25	45
MBC 202	Health Care Finance Managing Accounts Receivables	20	10	30

Totals**135****Term B**

		Lec	Lab	Clock Hours
HCA102	Medical Law and Ethics and Health Records	40	20	60
MBC 203	Introduction to Electronic Claims Filing	20	25	45
MBC 204	Physician-Based Chart Auditing	10	5	15
JOBS 100	Job Seeking Skills	15	15	30

150**Total Technical Diploma****600****Course Descriptions:****COLL 101 College Success Skills | (10 Lec/5 Lab=15 Hours)**

This course assists students with acclimating to the college environment and provides students

with academic tools for successful outcomes. Students will learn time-management, self-management and self-responsibility skills critical to student success. During this course students will learn approaches for making responsible choices about their academic, personal, and career goals. Students will also be introduced to academic reading, writing, note-taking and communication skills, campus resources, metacognition and self-awareness.

CLIT 001 Introduction to Computer Literacy | (15 Lec/15 Lab=30 Hours)

Introduction to Computer Literacy is designed to have students become familiar with computers and its usage with technology. Students will learn the fundamentals of the desktop environment, keyboarding and mouse operations, navigate around the Internet, safety and security practices, selecting appropriate Internet browsers, creating and using email accounts, and basics of Microsoft Word application. Coursework includes a hands-on approach where students can explore the issues related to computers and technology.

BMAT 101 Basic Math Refresher | (15 Lec/30 Lab=45 Hours)

This course examines the fundamental skills in addition, subtraction, multiplication and division with respect to whole numbers, fractions, ratio and proportion, and decimals. Included are problem-solving techniques with practical application. Students also examine underlying issues that contribute to math anxiety; discuss various learning styles and assess their own learning style. Students will use hands on practice to understand how to apply learned math concepts in the workplace and how to use technology to solve problems.

CRTK 101 Introduction to Critical Thinking | (20 Lec/25 Lab=45 Hours)

This course introduces the use of critical thinking skills in the workplace. Emphasis is placed on evaluating information, conflict resolution, decision making and approaching cross-cultural perspectives. Students will analyze steps to ethical-reasoning skills, explore creative and logical approaches to decision making, and problem solving. Students will examine how our thinking skills affect our personal identities, our relationships with others, and our understanding of culture. The course also examines formulation of ideas, multiple outlooks on issues, and different analytical approaches. Students will develop higher order thinking skills and intellectual values important for academic success and successful outcomes in the workplace.

ACCT 101 Introduction to Bookkeeping | (25 Lec/20 Lab=45 Hours)

This course covers the fundamentals of accounting with the newcomer in mind. This course assumes students have no prior knowledge about accounting or finance and delivers lessons and examples to build accounting skills. Specifically, this class addresses accounting terminology, revenue, expenses, net income, the accounting equation, debits, credits, and balancing the accounting formula, the accounting structure, the accounting cycle, journals, ledgers, the trial balance and more. It also guides students to learn how to read financial statements properly, and how to grab meaningful information from the balance sheet, income statements and cash flow statements.

BMGT 101 Introduction to Entrepreneurship | (45 Lec/0 Lab=45 Hours)

This course provides students with an introduction to the potential and pitfalls of Entrepreneurship. Students will learn about the various methods for starting up, managing and financing a new venture. Students will get a chance to evaluate real world business plans and videos of entrepreneurs.

WPDV 101 Workplace Diversity | (20 Lec/25 Lab=45 Hours)

This course introduces learners to the challenges and opportunities presented by workplace diversity. Focus is placed on workplace issues related to employee diversity in terms of gender identity, race or ethnicity, socioeconomic class, religion, sexual orientation, age and other distinct differences between people. Students will learn the concepts of acceptance and respect, accommodation of beliefs, ethnic and cultural differences, gender equality, physical and mental disabilities, language and communication and generation gaps.

HCA 101 Introduction to Health Care | (45 Lec/0 Lab=45 Hours)

This course will provide a broad overview of the U.S. health care system. The historical evolution of the business of health care is examined. The student will also explore concepts and work force opportunities in the health care industry.

This course is designed to introduce the student to medical terminology used in health care today. This course will focus on terminology, word formations, and acronyms. After completing the course, the student should be able to read and evaluate clinical information in order to operate effectively to perform medical billing, coding, information management, and administrative functions in a medical office or facility setting.

This course will provide an overview of the structure and functions of the human body. The student will be introduced to different systems of the human body and how they function to keep the body operating at normal capacity. This course will also introduce some common disorders seen regularly to help acclimate students' various conditions and disorders that impact the body.

MBC 101 Introduction to ICD-10 Coding Principles and Applications | (40 Lec/20 Lab=60 Hours)

This course is designed to introduce the ICD-10 system for assigning ICD-10 codes to provide official coding guidelines will be presented to help students learn to assign ICD-10 codes.

This course is designed to introduce CPT coding for medical office and hospital applications. Students will learn to correctly assign CPT and HCPCS codes to patient services in a medical office, facility, and other health settings. There will also be a focus on code linkage and coding compliance to ensure ethical coding is learned and practiced.

MBC 201 Introduction to Professional and Institutional Billing | (20 Lec/25 Lab=45Hours)

Modifiers play an important role in the overall coding, billing, and reimbursement process. They help to provide additional information about the services provided. This course will focus on introducing CPT and HCPCS modifiers and their use. The course will cover how to use modifiers and will also introduce resources available through the Centers for Medicare and Medicaid Services that are used on a regular basis to make modifier selections.

This course was designed to introduce professional and institutional billing. The course will outline all components required for billing on the CMS-1500 claim form, and the UB-04 claim form. In this course we will learn billing processes and guidelines for multiple types of providers, and payers. The course will focus on billing to Medicare, Medicaid, Veterans Administration, and commercial insurance payers. The goal is to learn the processes and compliance guidelines necessary to submit a clean professional and institutional claim.

Coding and billing compliance guidelines will be introduced in this course. The class will focus

on the importance of a good compliance program to prevent fraud and abuse in health care. To meet this end goal, we will examine billing and compliance regulations, and we will look at specific cases of fraud and abuse to allow students to what billing and coding fraud and abuse looks like. The significance of accuracy, ethics, and continuing education will be emphasized throughout the course.

MBC 202 Health Care Finance Managing Accounts Receivables | (20 Lec/10 Lab=30Hours)

This course will provide a comprehensive overview of health care financial management. The course will emphasize the development of practical financial analysis that will provide a good foundation for understanding financial stability. We will cover processes that impact health care finance from initial billing through receivable management.

HCA 102 Medical Law and Ethics and Health Records | (40 Lec/20 Lab=60 Hours)

This Medical Law and Ethics course will introduce you to legal and ethical issues related to the health care setting. This course provides an overview of the laws and professional requirements that regulate the delivery of health care, including HIPAA, the Patient's Bill of Rights, and standard of care. You will also learn about some of the ethical and moral issues that health care professionals may encounter.

This health records course will introduce the structure and functions of health records. This course will help prepare you to collect, maintain, and analyze health information including history, symptoms, examinations, results, diagnosis suggestions, and treatment suggestions. The focus will be on record accuracy, quality, and accessibility of health information.

MBC 203 Introduction to Electronic Claims Filing | (20 Lec/25 Lab=45 Hours)

It is essential for students to be able to read and interpret clearinghouse rejection and acceptance reports. Managing claim rejections and denials is very important for maintaining financial stability. In this course students will learn how to read clearinghouse reports, and how to look for and identify problems on claims so that they can be corrected for resubmission. This course will also focus on identifying the reason for claim denials, and how to get a denial overturned. Students will also learn the different types and levels of appeals.

This course will introduce the claim adjudication process for electronic and paper claims. Students will learn the components needed for claim adjudication for Medicare, Medicaid, Veterans Administration, and commercial payers. We will also cover the lifecycle of a claim when starting from the point it is billed through payment receipt. This course will help students develop an understanding of what components are needed to bill a clean claim to different payers.

This course will examine ERA's/EOP's to help students develop an understanding of how to read and interpret payment information received from insurance payers. This course will also cover the dynamics between fee schedules, and contractual arrangements with a focus on understanding the rate of payment for charges. Students will learn how to post a payment, complete contractual adjustments, and bill residual balances when needed to the patient.

MBC 204 Physician-Based Chart Auditing | (10 Lec/5 Lab=15 Hours)

Chart audits play a very vital role in ensuring compliance and accuracy. In this course basic

chart audit techniques will be introduced allowing the students to develop a basic understanding of how to complete a chart audit. The course will also focus on finding missed payment potential, and compliance error prevention by continuous chart audits.

JOBS 100 Job Seeking Skills | (15 Lec/15 Lab=30 Hours)

This course is designed to teach students the employability skills needed to succeed in the workplace. The focus of this course is to teach students transferable skills necessary to succeed in the ever-changing workplace through teamwork, problem-solving, communication, self-management, and career readiness. Students will enhance basic soft skills, workplace skills, interpersonal skills, communication skills, and leadership skills while becoming career-ready.

Medical Office Administrative Assistant
600 Hours | 36 Weeks

Description: This course is designed to teach the students fundamental skills to be able to work in the dynamic environment of health care. It assures a broad knowledge of all components to work successfully in a wide variety of health care settings covering intake and scheduling procedures, managing medical records, coding principles, billing procedures, and claim follow up; and managing correspondences and supplies. Students will gain a vast knowledge of medical terminology and the anatomy of the human body. Students will also learn computer skills necessary for a health care environment, communication, and patience activity.



Class Size: 10 – 15 students per class

Requirements for graduation: Meet all attendance requirements and successfully earn 80% or higher in all training courses prior to taking certification exams.

Program Objective: Upon completion of the Medical Office Administrative Assistant program the student will have the knowledge and skills required for work performing administrative tasks in a medical office, facility, or other medical settings. Students learn how to schedule appointments, maintain patient records, perform billing and coding duties, and preparation of general patient and office correspondence. Graduates of this program will be prepared to take the Certified Medical Administrative Assistant (CMAA) exam offered by the National Health Career Association (NHA), with the potential to earn the Certified Medical Administrative Assistant (CMAA) credential.

SEMESTER 1

Term A

		Lec	Lab	Clock Hours
COLL 101	College Success Skills	10	5	15
CLIT 001	Introduction to Computer Literacy	15	15	30
BMAT 101	Basic Math Refresher	15	30	45
CRTK 101	Introduction to Critical Thinking	20	25	45
Totals				135

Term B

		Lec	Lab	Clock Hours
ACCT 101	Introduction to Bookkeeping	25	20	45
BMGT 101	Introduction to Entrepreneurship	45	0	45
WPDV 101	Workplace Diversity	20	25	45
HCA 101	Introduction to Health Care	45	0	45
Totals				180

SEMESTER 2**Term A**

		Lec	Lab	Clock Hours
MBC 101	Introduction to ICD-10 Coding Principles and Applications	40	20	60
MOA 101	Medical Office Administration	10	5	15
MOA 201	Medical Office Applications	25	20	45
Totals				120

Term B

		Lec	Lab	Clock Hours
HCA 102	Medical Law and Ethics and Health Records	40	20	60
MOA 202	Medical Office Finance Managing Accounts Receivables	20	10	30
MOA 203	Medical Office Correspondence and Technology	20	25	45
JOBS 100	Job Seeking Skills	15	15	30
Totals				165

Total Technical Diploma 600

Course Descriptions:

COLL 101 College Success Skills | (10 Lec/5 Lab=15 Hours)

This course assists students with acclimating to the college environment and provides students with academic tools for successful outcomes. Students will learn time-management, self-management and self-responsibility skills critical to student success. During this course students will learn approaches for making responsible choices about their academic, personal, and career goals. Students will also be introduced to academic reading, writing, note-taking and communication skills, campus resources, metacognition and self-awareness.

CLIT 001 Introduction to Computer Literacy | (15 Lec/15 Lab=30 Hours)

Introduction to Computer Literacy is designed to have students become familiar with computers and its usage with technology. Students will learn the fundamentals of the desktop environment, keyboarding and mouse operations, navigate around the Internet, safety and security practices, selecting appropriate Internet browsers, creating and using email accounts, and basics of Microsoft Word application. Coursework includes a hands-on approach where students can explore the issues related to computers and technology.

BMAT 101 Basic Math Refresher | (15 Lec/30 Lab=45 Hours)

This course examines the fundamental skills in addition, subtraction, multiplication and division with respect to whole numbers, fractions, ratio and proportion, and decimals. Included are problem-solving techniques with practical application. Students also examine underlying issues that contribute to math anxiety; discuss various learning styles and assess their own learning style. Students will use hands on practice to understand how to apply learned math concepts in the workplace and how to use technology to solve problems.

CRTK 101 Introduction to Critical Thinking | (20 Lec/25 Lab=45 Hours)

This course introduces the use of critical thinking skills in the workplace. Emphasis is placed on evaluating information, conflict resolution, decision making and approaching cross-cultural perspectives. Students will analyze steps to ethical-reasoning skills, explore creative and logical approaches to decision making, and problem solving. Students will examine how our thinking skills affect our personal identities, our relationships with others, and our understanding of culture. The course also examines formulation of ideas, multiple outlooks on issues, and different analytical approaches. Students will develop higher order thinking skills and intellectual values important for academic success and successful outcomes in the workplace.

ACCT 101 Introduction to Bookkeeping | (25 Lec/20 Lab=45 Hours)

This course covers the fundamentals of accounting with the newcomer in mind. This course assumes students have no prior knowledge about accounting or finance and delivers lessons and examples to build accounting skills. Specifically, this class addresses accounting terminology, revenue, expenses, net income, the accounting equation, debits, credits, and balancing the accounting formula, the accounting structure, the accounting cycle, journals, ledgers, the trial balance and more. It also guides students to learn how to read financial statements properly, and how to grab meaningful information from the balance sheet, income statements and cash flow statements.

BMGT 101 Introduction to Entrepreneurship | (45 Lec/0 Lab=45 Hours)

This course provides students with an introduction to the potential and pitfalls of Entrepreneurship. Students will learn about the various methods for starting up, managing and

financing a new venture. Students will get a chance to evaluate real world business plans and videos of entrepreneurs.

WPDV 101 Workplace Diversity | (20 Lec/25 Lab=45 Hours)

This course introduces learners to the challenges and opportunities presented by workplace diversity. Focus is placed on workplace issues related to employee diversity in terms of gender identity, race or ethnicity, socioeconomic class, religion, sexual orientation, age and other distinct differences between people. Students will learn the concepts of acceptance and respect, accommodation of beliefs, ethnic and cultural differences, gender equality, physical and mental disabilities, language and communication and generation gaps.

HCA 101 Introduction to Health Care | (45 Lec/0 Lab=45 Hours)

This course will provide a broad overview of the U.S. health care system. The historical evolution of the business of health care is examined. The student will also explore concepts and work force opportunities in the health care industry.

This course is designed to introduce the student to medical terminology used in health care today. This course will focus on terminology, word formations, and acronyms. After completing the course, the student should be able to read and evaluate clinical information in order to operate effectively to perform medical billing, coding, information management, and administrative functions in a medical office or facility setting.

This course will provide an overview of the structure and functions of the human body. The student will be introduced to different systems of the human body and how they function to keep the body operating at normal capacity. This course will also introduce some common disorders seen regularly to help acclimate students' various conditions and disorders that impact the body.

MBC 101 Introduction to ICD-10 Coding Principles and Applications | (40 Lec/20 Lab=60 Hours)

This course is designed to introduce the ICD-10 system for assigning ICD-10 codes to provide official coding guidelines will be presented to help students learn to assign ICD-10 codes.

This course is designed to introduce CPT coding for medical office and hospital applications. Students will learn to correctly assign CPT and HCPCS codes to patient services in a medical office, facility, and other health settings. There will also be a focus on code linkage and coding compliance to ensure ethical coding is learned and practiced.

MOA 101 Medical Office Administration | (10 Lec/5 Lab=15 Hours)

This course will provide a broad overview of tasks related to office administration. Students will learn administrative and support functions to develop skills applicable in a medical environment. The course will cover general office management procedures, basic document creation and word processing, and basic open and close financial processes.

MOA 201 Medical Office Applications | (25 Lec/20 Lab=45 Hours)

This course is designed to be an interactive approach to learning how to use computers in a medical office, hospital, or other health care setting. The student will develop medical office computer skills through theory and hand on use of software applications for electronic health records, and billing. The course will include introducing the use of computer to enter patient

data, scheduling appointments, scheduling patient procedures, electronic medical records, insurance, billing and records management, importing information into patient charts and presenting/sending patient data.

General patient reception and processing is a large part of the daily work activities for a medical administrative assistant. This course will demonstrate basic patient reception and processing procedures based on best practices. Students will learn about medical office scheduling, surgical scheduling, patient intake document requirements, and dynamics of blocking schedules in specialty practices. The course will also cover professional behavior necessary for the industry. The health care industry relies heavily on effective communication so that patient care can be efficient and accurate. This course will help the student build their communication, and customer service skills. Some of the topics that will be covered will include verbal and non-verbal communication, active listening, ethics, written communication, customer service techniques, and conflict resolution. The student will be able to effectively communicate and navigate orally and in writing after completion of this course.

HCA 102 Medical Law and Ethics and Health Records | (40 Lec/20 Lab= 60 Hours)

This Medical Law and Ethics course will introduce you to legal and ethical issues related to the health care setting. This course provides an overview of the laws and professional requirements that regulate the delivery of health care, including HIPAA, the Patient's Bill of Rights, and standard of care. You will also learn about some of the ethical and moral issues that health care professionals may encounter.

This health records course will introduce the structure and functions of health records. This course will help prepare you to collect, maintain, and analyze health information including history, symptoms, examinations, results, diagnosis suggestions, and treatment suggestions. The focus will be on record accuracy, quality, and accessibility of health information.

MOA 202 Medical Office Finance Managing Accounts Receivables | (20 Lec/10 Lab=30 Hours)

This course was designed to provide the student with knowledge about the health care revenue cycle. The course will cover payer and reimbursement methodologies, basic billing and collections procedures, patient estimation, and basis revenue cycle management and reporting procedures.

MOA 203 Medical Office Correspondence and Technology | (20 Lec/25 Lab=45 Hours)

Correspondence is an essential component in medical offices, and other health care settings. This course will introduce the student to common types of correspondence used in healthcare, and formatting guidelines used on a regular basis. An emphasis will be placed on accurate formatting, correct grammar, and developing effective written communication.

JOBS 100 Job Seeking Skills | (15 Lec/15 Lab=30 Hours)

This course is designed to teach students the employability skills needed to succeed in the workplace. The focus of this course is to teach students transferable skills necessary to succeed in the ever-changing workplace through teamwork, problem-solving, communication, self-

management, and career readiness. Students will enhance basic soft skills, workplace skills, interpersonal skills, communication skills, and leadership skills while becoming career-ready.

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START (HOSPITALITY, CUSTOMER SERVICES and SALES)
615 Hours | 36 Weeks

Description: This course is divided into two sections: The Skills, Tasks and Result Training (START) program is designed to teach students the skills in the Hospitality industry. It introduces them to the rooms division and food and beverage industry, as well as provides opportunities to demonstrate business etiquette and professionalism. The START Program, developed by the American Hotel and Lodging Educational Institute (AHLEI), is a curriculum that gives students and people re-entering the work force the real-world knowledge and skills needed for a long-term career in the lodging industry. Minimum entry requirements: Score 6th grade or above on TABE entry exam.



Customer Service/Sales Fundamentals and Hospitality. The Customer Service and Sales Fundamentals section is designed to teach students the concepts of delivering professional customer service skills and provide basic sales tasks. Students are presented with simple scenarios where they are to use good judgement to determine the best course of action.



Program Objective: Participants will learn an introduction to the world of hospitality and tourism along with twelve entry-level positions in the world of hospitality which include: Reservationist, Bell Services Attendant, Maintenance Worker, Public Space Cleaner, Front Desk Representative, PBX Operator, Guestroom Attendant, Laundry Attendant, Restaurant Server, Banquet Set-Up Employee, Banquet Server, and Bus Person. The textbook information, skills, and hands-on activities will provide START Students to gain real-world skills that are transferable and portable. (Class size – Maximum 20)

Upon completion of this training, students are eligible to take the national certification exam administered through The American Hotel and Lodging Educational Institute. In addition, students will receive a certificate of completion from Goodwill Technical College.

Requirements for graduation: Meet all attendance requirements and achieve a 70% / C or higher on all combined graded work.

SEMESTER 1

Term A

		Lec	Lab	Clock Hours
COLL 101	College Success Skills	10	5	15
BMAT 101	Basic Math Refresher	15	30	45
CRTK 101	Introduction to Critical Thinking	20	25	45
CLIT 001	Introduction Computer Literacy	15	15	30
CSSF 101	Customer Service and Sales Fundamentals	20	10	30
Totals				165

<u>Term B</u>		Lec	Lab	Clock Hours
ACCT 101	Introduction to Bookkeeping	25	20	45
BMGT 101	Introduction Entrepreneurship	45	0	45
HOSP 101	Introduction to Hospitality	45	0	45
WPDV 101	Workplace Diversity	20	25	45

Totals				180
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SEMESTER 2

<u>Term A</u>		Lec	Lab	Clock Hours
HOSP 102	Rooms Division	40	20	60
BMGT 105	Business Communications	20	25	45
KEYB 101	Keyboarding and Mouse Skills	10	20	30

Totals				135
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<u>Term B</u>		Lec	Lab	Clock Hours
HOSP 103	Food and Beverage Division	40	20	60
MOWC 101	Microsoft Office Word	15	30	45
JOBS 100	Job Seeking Skills	15	15	30

Totals				135
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Total Technical Diploma				615
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Course Descriptions

COLL 101 College Success Skills | (10 Lec/5 Lab=15 Hours)

This course assists students with acclimating to the college environment and provides students with academic tools for successful outcomes. Students will learn time-management, self-management and self-responsibility skills critical to student success. During this course students will learn approaches for making responsible choices about their academic, personal, and career goals. Students will also be introduced to academic reading, writing, note-taking and communication skills, campus resources, metacognition and self-awareness.

BMAT 101 Basic Math Refresher | (15 Lec/30 Lab=45 Hours)

This course examines the fundamental skills in addition, subtraction, multiplication and division with respect to whole numbers, fractions, ratio and proportion, and decimals. Included are problem-solving techniques with practical application. Students also examine underlying issues that contribute to math anxiety; discuss various learning styles and assess their own learning style. Students will use hands on practice to understand how to apply learned math concepts in the workplace and how to use technology to solve problems.

CRTK 101 Introduction to Critical Thinking | (20 Lec/25 Lab=45 Hours)

This course introduces the use of critical thinking skills in the workplace. Emphasis is placed on evaluating information, conflict resolution, decision making and approaching cross-cultural perspectives. Students will analyze steps to ethical-reasoning skills, explore creative and logical approaches to decision making, and problem solving. Students will examine how our thinking skills affect our personal identities, our relationships with others, and our understanding of culture. The course also examines formulation of ideas, multiple outlooks on issues, and different analytical approaches. Students will develop higher order thinking skills and intellectual values important for academic success and successful outcomes in the workplace.

CLIT 001 Introduction to Computer Literacy | (15 Lec/15 Lab=30 Hours)

Introduction to Computer Literacy is designed to have students become familiar with computers and its usage with technology. Students will learn the fundamentals of the desktop environment, keyboarding and mouse operations, navigate around the Internet, safety and security practices, selecting appropriate Internet browsers, creating and using email accounts, and basics of Microsoft Word application. Coursework includes a hands-on approach where students can explore the issues related to computers and technology.

CSSF 101 Customer Service and Sales Fundamentals | (20 Lec/10 Lab=30Hours)

This course introduces entry-level services and sales associate as a tool to increase awareness of, and improve skills related to frontline work in customer service, sales, and a retail environment. The student will learn basic customer service and sales, and retail skills. This course is aligned with the hospitality industry of occupations where customer service and sales skills are required. The Customer Service and Sales Fundamentals course is also designed to prepare students for the certification exam issued by the National Retail Federation.

Prerequisite: Student must complete CLIT-001. Failure to comply will result in the student being dropped from the class.

ACCT 101 Introduction to Bookkeeping | (25 Lec/20 Lab=45 Hours)

This course covers the fundamentals of accounting with the newcomer in mind. This course assumes students have no prior knowledge about accounting or finance and delivers lessons and

examples to build accounting skills. Specifically, this class addresses accounting terminology, revenue, expenses, net income, the accounting equation, debits, credits, and balancing the accounting formula, the accounting structure, the accounting cycle, journals, ledgers, the trial balance and more. It also guides students to learn how to read financial statements properly, and how to grab meaningful information from the balance sheet, income statements and cash flow statements.

BMGT 101 Introduction to Entrepreneurship | (45 Lec/0 Lab=45 Hours)

This course provides students with an introduction to the potential and pitfalls of Entrepreneurship. Students will learn about the various methods for starting up, managing and financing a new venture. Students will get a chance to evaluate real world business plans and videos of entrepreneurs.

HOSP 101 Introduction to Hospitality | (45 Lec/0 Lab=45 Hours)

This introductory course acquaints the student with the scope and complexity of the hospitality industry by exploring the lodging and food service business industry. The course examines careers, professionalism, guest service, and safety and security.

WPDV 101 Workplace Diversity | (20 Lec/25 Lab=45 Hours)

This course introduces learners to the challenges and opportunities presented by workplace diversity. Focus is placed on workplace issues related to employee diversity in terms of gender identity, race or ethnicity, socioeconomic class, religion, sexual orientation, age and other distinct differences between people. Students will learn the concepts of acceptance and respect, accommodation of beliefs, ethnic and cultural differences, gender equality, physical and mental disabilities, language and communication and generation gaps.

HOSP 102 Rooms Division | (40 Lec/20 Lab=60 Hours)

This course introduces the student to the most revenue generated division of the lodging industry. The student will learn that the rooms division sell the room to the guests, checks them in, cares for the room, and provides them with round the clock services throughout their stay.

Prerequisite: Student must complete HOSP-101 or be concurrently enrolled. Failure to comply will result in the student being dropped from the class.

BMGT 105 Business Communications | (20 Lec/25 Lab=45 Hours)

Introduces the student to a variety of technical and business writing theories and practices designed to be applicable to the production of business communication in the real world. It teaches the fundamentals of good business writing, including protocols for business letters, memoranda, electronic mail, good and bad messages, persuasive messages and formal reports and proposals. In addition, there will be instruction in oral presentation and in-depth practice on both an individual and a collaborative basis. Students will learn how to enhance their business communication with technically based media.

KEYB 101 Keyboarding and Mouse Skills | (10 Lec/20 Lab=30 Hours)

This course is designed to teach Keyboarding and Mouse skills. The student will become familiar with the five types of keys on a keyboard (typing, function, cursor, numeric and program computer keys). This course will discuss and teach the student the five mouse operations (point, single click, double click, click and drag, and right click) and how to properly handle the mouse.

While learning mouse operation, the student will learn to navigate Windows Desktop.

HOSP 103 Food and Beverage Division | (40 Lec/20 Lab=60 Hours)

This course develops the knowledge of basic principles and the importance of the food and beverage operation. Students will also learn how to establish the quality of the hotel in the eyes of the guest with emphasis on operation of a professional food and beverage facility.

Prerequisite: Student must complete HOSP-101 and HOSP-102 or be concurrently enrolled. Failure to comply will result in the student being dropped from the class.

MOWC 101 Microsoft Office Word | (15 Lec/30 Lab=45 Hours)

Microsoft Office Word is designed to teach students Word skills used in daily administrative office duties. The student will also learn how to prepare for Microsoft Word Certification exam 77-881.

JOBS 100 Job Seeking Skills | (15 Lec/15 Lab=30 Hours)

This course is designed to teach students the employability skills needed to succeed in the workplace. The focus of this course is to teach students transferable skills necessary to succeed in the ever-changing workplace through teamwork, problem-solving, communication, self-management, and career readiness. Students will enhance basic soft skills, workplace skills, interpersonal skills, communication skills, and leadership skills while becoming career-ready.

FACILITY, EQUIPMENT AND CLASSROOM ENVIRONMENT

Lot 5A and 33 of Square 607 of the First Municipal District, which square is bounded by Canal Street, South Broad Street, South White Street and Cleveland Street. Lot 5A commences 105.99 feet from the corner of S. White and measures 71.4' front on Canal Street by a depth of the sideline nearest South White of 146' by a first depth on the opposite sideline of 116.33, thence narrowing 1.93 by second depth of 29.69', by a width in the rear of 70.39'. As configured, Lot 5A contains a gross area 10,356.9 square feet. Lot 33 commences 166' from the corner of Canal Street and measures 30.74' front of South White Street by a depth of 120' between equal and parallel lines. As configured, Lot 33 contains a surface area of 3,698.8 square feet and is used for ancillary parking. The subject sites consist of two non-contiguous parcels in the same square of ground fronting on Canal Street in the square with South Broad. The larger of the two sites fronting Canal Street is presently improved with the three-story, brick façade over concrete block structure in use as a commercial college. This site contains a gross area of 10,356.9 square feet, is rectangular in shape and filled to a grade slightly above the elevation of adjacent roadways. No encumbrances, except for typical utility easements, that would restrict development options were noted. Access to the site is provided by a 20' alley off South White Street which runs parallel to Canal Street. This alley adjoins the larger subject lot to the rear and provides access to the first level parking area. The size of the particle site would be considered typical for Canal Street oriented sites in the neighborhood. The smaller of the two subject sites is on a side street perpendicular to Canal Street. It is not uncommon in the Mid-City area for Canal Street developments to rely on ancillary or satellite locations for additional off-street parking. This is the function of the smaller 3,688.8 square foot South Scott Street site. Both of the subject site straddle FEMA Flood Zone A and B. According to the most recent FIRM information (9-30-2016), the subject is in a flood zone that has a .2 percent annual chance flood hazard with a ground elevation of -2.4. Both sites are zoned Historic Urban Neighborhood Mixed Use District (HU-MU). This is one of the more flexible district regulating historic neighborhoods and provides for a wide variety of potential commercial used. The subject improvements include a three-story, raided brick over concrete block structure containing a gross building area, according to our archives, of 17,742 square feet. The first level of the elevated structure is used for parking and can accommodate 17 vehicles. The building was built in 1966 and is presently 51 years old, approaching the limits of its physical useful life. At the time of its original construction, the elevator pit and foundation were engineered to add two additional floors to the building. The foundation is a pile supported, grade level concrete slab. Interior finishes are typical for a building of this vintage, with a combination of vinyl and carpet over structure, sheetrock walls and suspended 2' x 2' acoustic tile ceilings with recessed fixtures. Restrooms are provided on each floor. The building is served by a single hydraulic passenger elevator and central air and heat. The roof is a flat, composite, built-up system. The building is served by a wet sprinkler system and fire alarm. The second floor is built out largely as administrative offices but does include three classroom areas that could be re-partitioned to serve in a more general-purpose office function. By contrast, the third-floor layout is more academically oriented with its nine classrooms. Should the current use be discontinued, the third floor would likely need to be reconfigured. While the design and finishes of the building are utilitarian, the structure appears to have been well maintained. This was no apparent evidence of deferred maintenance or abnormal wear and tear beyond what would be considered typical given the age of the building. Mechanical and roof systems were not inspected for soundness and are assumed to be in working order. The building is also assumed to be in compliance with current life safety, building and ADA codes. A layout of the site and the second and third floors follow this discussion.

BROADBAND TECHNOLOGY TECHNICIAN

Equipment	Qty.
The ACT (Advanced Cable Trainer)	5
Interactive Telecommunications Board	1
Telecommunications Activity Board	1
Fiber Optic Termination Workstation	5
Fiber Optic Microscope	5
Visual Fault Finders	20
Power Meters and Light Source	20
Consumables Kits for each course	1/per student
RG59 Coaxial Cable	15
RG6 Quad-Shield Coaxial Cable	15
2 and 4 Pair Twisted Cables 15	15
Tools	Qty.
Coaxial and Twisted Pair Cable Crimping Tools	20
Three-Bladed Stripper	20
Cable Cutters	20
Coaxial Jacket Stripper	20
Punch Down Tool	20
Books	Qty.
Introduction to Telecommunications	20
Introduction to Network Cabling Copper-Based System	20
Introduction to Network Cabling Fiber Optic – Based System	20
Classroom Environment	Qty.
Lecture Stand	1
Projector	1
Pull down Projector Screen	1
Workstation Tables	11
Chairs	29

COMPUTER TRAINING PROGRAMS

Microsoft Office Technology

Equipment	Qty.
Desktop Computers	20
Printer(s)	1
External Storage Devices	3
Mouse Pads	20
Head Sets	20
Class Speakers	20
Videos (Online and Offline)	Qty.
Instructional and Demonstrative	10
Software and Licenses	Qty.
Microsoft Office (Software and Licenses) 1/station	20
Manuals/E-Course (Intro, Interim, Adv.)	Qty.
Microsoft Office Suite (Access, Excel, Word, PowerPoint)	20
Keyboarding Online Course	Unlimited
Office Skills	20
Certification Exams	Qty.
Access	20
Excel	20
PowerPoint	20
Word	20
Classroom Environment	Qty.
Instructor's Desk/Computer Station	1
Computer Stations	20
Chairs	21
Ceiling Projector	1
Pull down Projector Screen	1

MEDICAL TRAINING PROGRAMS

Medical Billing and Coding

Equipment	Qty.
Desktop Computers	20
Printer(s)	1
External Storage Devices	3
Mouse Pads	20
Head Sets	20
Class Speakers	20
Videos (Online)	Qty.
Professional Medical Health Care Administration	0
Software and Licenses	Qty.
Medisoft	15
Manuals	Qty.
Medical Insurance: An Integrated Claim Process Approach Textbook and Workbook ISBN-10: 0073513717, ISBN-10: 0077520513	15
Essentials of Anatomy and Physiology Textbook and Workbook ISBN-10: 0803639570, ISBN-10: 0803639589	15
Medical Terminology Simplified Programmed Learning Approach by Body System, 5 th Edition ISBN-10: 0803639716	15
Electronic Health Records, 3 rd Edition ISBN-10: 0073402141	15
The United States Health Care System Combining Business, Health, and Delivery, 2 nd Edition ISBN: 0131391569	15
Computers in the Medical Office ISBN-10: 0077836383	15

Medical Office Administration Worktext, 3rd Edition 15
ISBN-10: 1437727395

Physician Value Book Bundle- ICD-10, CPT, and HCPCS 15
(Medical Coding Books.com) Item# BP20174
2017 Edition

Certification Exams

NHA (CMAA), (CBCS)

Classroom Environment

Qty.

Instructor's Desk/Computer Station	1
Lecture Stand	1
Mobile Projector	1
Computer Stations	1
Tables	1
Chairs	
Ceiling Projector	
Pull down Projector Screen	

Medical Office Administrative Assistant

Equipment	Qty.
Desktop Computers	20
Printer(s)	1
External Storage Devices	3
Mouse Pads	20
Head Sets	20
Class Speakers	20
Videos (Online)	Qty.
Professional Medical Health Care Administration	0
Software and Licenses	Qty.
Medisoft	15
Manuals	Qty.
Essentials of Anatomy and Physiology Textbook ISBN10: 0077755413 ISBN13: 9780077755416	15
Electronic Health Records, 3 rd Edition ISBN10: 1260048276 ISBN13: 9781260048278	15
Computers in the Medical Office ISBN-10: 0077836383	15
Medical Office Procedures, 9 th Edition ISBN10: 1260158969 ISBN13: 9781260158960	15
Physician Value Book Bundle- ICD-10, CPT, and HCPCS (Medical Coding Books.com) Item# BP20174 2017 Edition	15
Certification Exams	
NHA (CMAA),	

START (Hospitality, Customer Service and Sales)

Equipment/Supplies*	Qty.
Desktop Computers	4

Videos (Online and Offline)	Qty.
There's A Place For You Here (05010)	1
Guest Service Delivering Quality Guest Service (512AVH)	1
Best Face Forward (05600)	1
Breaking Down Barriers: Achieving Great Service for Guests with Disabilities (05595)	1
Safety and Security Spotlight on Security (05920)	1
Sunrise Keycard Control: Security for Electronic Locking Systems (06215)	1
Front Office: Guest Relations: Aiming to Please (05221)	1
Courtesy Rules! Better Telephone Skills Now (05130)	1
Front Office: Full Service Operations: At Your Service (522C)	1
Sunrise Building Profits Through Reservations Sales (06217)	1
Providing Professional Bell Service (05340)	1
Professional Courtesy Van Service (05180)	1
World Trainer: Guestroom and Bathroom Cleaning Guestroom Attendant (05141)	1
Housekeeping: Quality Guestroom Cleaning (05371)	1
Stay Safe: Awareness Training for Housekeepers (538V)	1
Quality Guestroom Maintenance (535VH)	1
Housekeeping: Laundry Operations (05373)	1
World Trainer: House person (05143)	1
Food and Beverage: Quality Service Skills (551VH)	1

Sunrise Food Safety and Sanitation (06206)	1
Sunrise Food and Beverage Enhanced Selling (06213)	1
Smart Service for Great Banquets (05030)	1
Bus person (08036)	1

Text Books	Qty.
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Teacher's Manual	2
Teacher Guide - Customer Service and Sales Fundamentals	1
Assessment Manual/CD	1
Student Guide – Customer Service and Sales Fundamentals	20
Skills, Tasks, and Results Training, Second Edition	20
Student Workbook (includes activities that develop core skills such as reading, writing, vocabulary, technology, and math)	20
Internet Basics	20

Classroom Environment	Qty.
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Instructor's Desk/Computer Station	1
Lecture Stand	1
Mobile Projector	1
Computer Stations	4
Tables	10
Chairs	39
Ceiling Projector	1
Pull down Projector Screen	1

***EQUIPMENT/SUPPLIES**

Students are required to purchase their own supplies for daily classroom activities. All workbooks and hands-on classroom materials will be furnished through Goodwill Technical

College.

Students who are funded by Third Party contractors will receive vouchers from those vendors to purchase any needed supplies for classroom activities.

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2019 – 2020 ACADEMIC CALENDAR

SEMESTER ONE

Term A

Classes Begin	May 27, 2019
Last Day of Class	August 3, 2019
Grades Due	August 9, 2019

Term B

Classes Begin	August 12, 2019
Last Day of Class	October 19, 2019
Grades Due	October 25, 2019

SEMESTER TWO**Term A**

Classes Begin	October 28, 2019
Last Day of Class	January 4, 2020
Grades Due	January 10, 2020

Term B

Classes Begin	January 13, 2020
Last Day of Class	March 21, 2020
Grades Due	March 27, 2020

SEMESTER THREE**Term A**

Classes Begin	March 30, 2020
Last Day of Class	June 6, 2020
Grades Due	June 12, 2020

2020 ACADEMIC CALENDAR

Term B

Classes Begin	June 15, 2020
Last Day of Class	August 22, 2020
Grades Due	August 28, 2020

SEMESTER FOUR

Term A

Classes Begin	August 31, 2020
Last Day of Class	November 7, 2020
Grades Due	November 13, 2020

Term B

Classes Begin	November 16, 2020
Last Day of Class	January 22, 2021
Grades Due	January 29, 2021

SCHOOL HOLIDAY CALENDAR

HOLIDAYS 2019

Memorial Day	Monday, May 27, 2019
Independence Day	Thursday, July 4, 2019
Labor Day	Monday, September 2, 2019
Thanksgiving Day	Thursday, November 28, 2019
Thanksgiving Day (Off)	Friday, November 29, 2019
Christmas Day	Wednesday, December 25, 2019
New Year's Eve	Tuesday, December 31, 2019

HOLIDAYS 2020

New Year's	Wednesday, January 1, 2020
Martin Luther King's Birthday	Monday, January 20, 2020
Lundi Gras	Monday, February 24, 2020

Mardi Gras	Tuesday, February 25, 2020
Ash Wednesday	Wednesday, February 26, 2020
Good Friday	Friday, April 10, 2020
Memorial Day	Monday, May 25, 2020
Independence Day (observed)	Friday, July 3 2020
Labor Day	Monday, September 7, 2020
Thanksgiving Day	Thursday, November 26, 2020
Thanksgiving Day (Off)	Friday, November 27, 2020
Christmas Day	Friday, December 25, 2020
New Year's Eve	Thursday, December 31, 2020

PUBLISHED FEE SCHEDULE

Program	Clock Hours	Registration Fees	Program Fees	Tuition	Total Cost
Broadband Technology Technician	450	\$50.00	\$375.00	\$750.00	\$1,175.00
Medical Billing and Coding	495	\$50.00	\$930.00	\$1,570.00	\$2,550.00
Microsoft Office Technology	450	\$50.00	\$212.00	\$1,175.00	\$1,437.00
Medical Office Administrative Assistant	495	\$50.00	\$1,525.00	\$1,475.00	\$3,050.00
START (Hospitality, Customer Service and Sales)	510	\$50.00	\$235.00	\$925.00	\$1,210.00

FINANCIAL ASSISTANCE

Every attempt will be made to assist participants to find financial support for their training.

To receive these funds, participants must meet criteria of funding source. Fees paid by agencies can be paid on a monthly basis after service is rendered or in advance of services.

Individuals who do not qualify for financial assistance through participating partnering agencies must pay 50% in advance and the balance in monthly installments. All balances must be paid in full prior to program completion.

OTHER SPECIAL ASSISTANCE

Special Assistance and services are provided to individuals who are disabled and/or have other disabilities with barriers to employment:

- Over fifty years of experience working successfully with targeted populations.
- Staff experienced and knowledgeable about various disability groups, including rudimentary sign language.

- Network with other agencies that assist the disabled and disadvantaged populations.
- Access to information on adaptive devices and adaptations to work places for those with physical challenges.
- Pre-requisite classes intended to address issues faced by targeted populations. Goodwill programs initially determine needs, wants and develop an individual vocational plan to attain realistic vocational goals at each phase of the program. Programs will address modifying basic work habits, behaviors and attitudes; emphasize skills training placement, and follow-up. Other concerns addressed include problem-solving skills, communication skills, self-esteem, listening skills, self-confidence, self-discovery and self-image.
- Adult Basic Education is offered to participants who may benefit from improving math, reading, writing, and spelling in order to be successful employed.
- Job placement and job retention assistance through post-employment case management.
- Substance abuse prevention and social service referrals are available to certain populations.

WORK EXPERIENCE-BASED EMPLOYMENT TRAINING

Work experience is intensive services under Workforce Innovation and Opportunity Act (WIOA). Work experience is a planned, structured learning experience that takes place in a workplace setting for a limited period of time. Work experience functions as a workplace-values activity for the acquiring of behavioral competencies and specific occupation or job skills.

It is a strategy for participants who have little or no work experience in situations where an employer can offer a meaningful experience.

Although an employer may also receive some benefit from work experience in the form of work being done or recruiting a potential new employee, the primary goal is to benefit the participant. The use of work experience is based on an assessment and service strategy identified in an Individual Employment Plan (IEP).

Work experience may be combined with classroom instruction relating to the work experience position, occupation, industry or basic skills and abilities to successfully compete in the local labor market. Work experience is an intermediate employment step toward the long-term goal of moving along a career path and may be conducted in the private for-profit, private non-profit and public sectors. A likely candidate for work experience is a participant who is appropriate for long term employment in a particular industry or occupation, but does not have all of the skills or the experience to qualify for entry-level employment in the field.

JOB PLACEMENT SERVICES

Goodwill Technical College employs three (3) job placement specialists who will be available to

assist clients with resume preparation, job interviewing skills.

Approximately 2 months prior to completion, clients will work with employment specialist to actively seek and interview for jobs related to their field of study. However, although job placement assistance is offered, we cannot guarantee employment.

SCHOOL REGULATIONS

Participants must adhere to the school's guidelines for personal behavior. These are based on common practice in the business community and should be viewed as part of the participants' preparation for the workforce.

Administration and Faculty

Administrative Staff

William Jessee, President – A proven leader with forty-one years successful experience providing fiscal management, operations leadership, strategic planning and customer relations. Brought back the organization (Goodwill Industries of Southeastern Louisiana, Inc.) from Hurricane Katrina. A proven track record of expanding the annual operating budget for the organization and the other non-profit organizations he led. Expanded annual operating budget for the total organization from \$9.5 million to over \$30 million. Annually manage \$4 million dollars in federal contracts related to services for people with disabilities and other disadvantaging conditions and another \$2 million in service contracts with federal and state agencies. Obtained 20 commercial contracts and started new warehousing business line. Overseas management of 23 stores with an annual income of approximately \$20 million dollars. Additional areas of expertise include: strategy, vision & mission planning, profitability & cost analysis, contract negotiations, finance, budgeting & cost management, public relations, policy & procedure development and team building & performance improvement.

Jodee E. Daroca, CPA, Vice President/Chief Financial Officer – Senior executive with proven expertise working for a non-profit. Key leader for change during the rebuilding of the New Orleans Goodwill following Hurricane Katrina (\$12.9M to \$31M revenue) Strong proponent of mission integration and community impact. Extensive experience collaborating with members of the Board of Directors to drive strategy and ensure proper governance. Adept at managing relationships with outside professionals in the areas of Accounting/Audit, Law, Insurance, and Banking. Proven track record of working with department heads to create operational changes. Strong communication skills utilized to build strong community relationships and internal consensus. Proven leader that can bring external partners and internal teams together to achieve strategic goals. Previously employed in manufacturing and banking, including experience in highly regulated industries during periods of intense change. Servant leader with ability to analyze each situation and devise creative workable solutions that energize her colleagues.

Kim Evans Rugon, PhD, Vice President of Workforce Development and Institutional Advancement – has over 35 years of experience in vocational and technical education and workforce development. She was a secondary business teacher, an accounting and business instructor at the community and technical college and is an adjunct college professor. She has over 15 years of school leadership serving as an Assistant Dean, a Campus Dean, Dean of Curriculum and Instruction, Vice Chancellor of Technical Education, Executive Dean and Vice President. She is responsible for workforce development programs at Goodwill Industries of Southeastern Louisiana and is credited for the creation of the Goodwill Training Center. In addition, she has secured over \$10 million dollars in grant funding for disadvantage and special populations. Dr. Rugon oversees all of Workforce Development in 3 parishes and is the chief academic officer of the Goodwill Training Center.

Jerilyn Collins, Director of College Academics – is a native of New Orleans and has over 25 years of leadership and management experience. She has served in many industries including

retail, telecommunications and post-secondary education. Her roles included Regional Trainer, Store Manager, Business Instructor, Student and Faculty Liaison, General Education Department Chair, and Business Department chair. She graduated from the University of Phoenix with a Bachelor of Science degree in Business Management and master's degree of Business Administration. She also holds a Master's of Science Management with a Concentration in Organizational Leadership from Colorado Technical University. She is currently pursuing a Doctor of Management in Organizational Leadership from the University of Phoenix. She has been successful in helping organizations enhance customer service awareness, implementing coaching and development for faculty and staff continuous improvement and building and/retaining student relationships through strategic retention programs.

Joe Benson, Director of Finance and Administration – is a Certified Public Accountant with over 30 years of financial and management experience. He began his career as an auditor with an international accounting firm and has spent the last 26 years in progressively senior positions with International-Matex Tank Terminals, a New Orleans-based transportation/logistics company. He has diverse experience in many areas of accounting and finance (financial reporting, budgeting, financial modeling, auditing, et al). Joe earned a bachelor's degree with a Psychology major from Tulane University and attended business school at the University of New Orleans.

Reneé Gill Pratt, Retention Specialist – Has over twenty plus years in education within the New Orleans area. She earned her undergraduate degree from Dillard University in Elementary Education and a Master's degree in Special Education from the University of New Orleans. She was a Compliance Facilitator with Orleans Parish Schools. She also was an Assistant Professor, Director of Admissions, Recruitment and Retention at Southern University of New Orleans. She is very active in her community where she has served in many leadership positions and is actively involved with many civic and community organizations.

Eva Morgan, School Administrative Assistant – has over thirty-five years of Administrative/Office Support experience. Eva completed the STRIVE program in July 2018 and was hired by Goodwill Industries of SELA shortly thereafter. Her background is in accounting and Finance. Her Customer Service skills and her passion for supporting people have awarded her the opportunity to assist in navigating those individuals who are seeking training and new job skills. She handles the collection of registration and tuition fees, along with various administrative tasks. She is responsible for students' admission documents and attendance reports. Eva oversees all the official student files and student recruiting. She is always available to help any way possible.

Faculty

Nathaniel Hogan, Digital Literacy and Microsoft Office Technology Instructor – A native New Yorker with deep Louisiana roots is an IT Professional. He is a desktop support expert,

hardware/software specialist, and teaches end users Windows OS, Microsoft Applications and other related software. Nathaniel is a Citrix Certified Administrator, certified IC3 expert, and certified Communications Technology Technician. In addition, he is also a brass musician and music instructor. He volunteers his time to coaching and teaching youth sports.

Shaleska Julian, Hospitality START-Hospitality/Customer Services and Sales Instructor – A native of New Orleans. She graduated from the University of Louisiana at Lafayette with a Bachelor's of Science Degree in Child and Family Studies. During college Shaleska worked as an Assistant manager in the Northgate Mall. She was recognized several times for her low numbers from the loss prevention department. After graduating, Shaleska worked as an elementary private school teacher for many years. She later decided to find a career in which she could help more children. She then worked as a learning advocate for the Children's Defense Fund. During this time, she helped dozens of families with resources that aided them with medical insurance, mental illness, housing, parenting/life skills much more. She was later brought into the hospitality industry part-time with her mother. Shaleska became S.T.A.R.T. certified and now is a Guest Service Professional. Currently, Shaleska still works part-time for special events.

Pamela Kerby, Medical Billing and Coding Instructor – A native of Lakeland, Florida attended Tulane University, University of New Orleans, and received her Undergraduate Degree from the University of New Orleans in Political Science. She earned her MBA from the University of Phoenix with a concentration in Health Care Management. She also earned a DRMS from Grenoble Ecole De Management in Grenoble, France. Pamela worked in health care for the past twenty-three years. Her years of teaching experience is in Medical Health Care Administration, finance, medical billing and coding, health record management, insurance and reimbursement, anatomy and physiology, and health care management.

Lois Spaulding, Microsoft Office Technology Instructor – A native of New Orleans has over twenty years of education, administrative and technology experience. She is a graduate of Southern University at New Orleans with a Bachelor's of Science in Computer Information Systems and Associate in Computer Science. She earned several technology certifications as a Microsoft Certified Professional, System Administration, System Engineer, Microsoft Office Specialist, and Internet, Computing, and Core Certification (IC3). Lois is currently pursuing her Master's in Business Administration. As Director of Educational programs, she developed certified training programs and managed day to day operations of school. As Program Manager of the Computer Technology Center for Broadband Technology Opportunity Program (BTOP), she oversaw twenty-two training labs and provided training for over three thousand students within two years. Lois is genuinely passionate about helping people.

Vanessa Sumler, Medical Billing and Coding Instructor – Is a Certified Medical Billing and Coding Specialist (CBCS) from Cameron College, Certified Coding Associate (CCA) from American Health Information Management Association (AHIMA), Certification in Integrative Mental Health, Medicaid Certification and Associate Degree Penn Foster College in Healthcare Management. She is a member of American Academy of Professional Coders (AAPC), and AHIMA. She is also a licensed NHA proctor. Vanessa work for a Non-Profit Mental Health

Organization for ten years as the Claims Manager. She expanded the Claims Department by hiring and teaching over fifty Claims Specialist medical billing and coding, processing claims, health records, insurance, reimbursement, appeals and denials HIPAA laws and regulations. She is dedicated and motivated in helping others succeed in the Healthcare field.

Joy Alexander, Adjunct Instructor – Joy Alexander comes to us with over 35 years’ experience preparing students to enter the workforce. With a bachelor’s degree in Business Administration and a master’s in Business Education plus contact with business managers, her area of expertise consists of all areas of the business arena from office clerk to entrepreneurship. In all areas she places an emphasis on operating efficiently through the use of technology.

James L. Conrad, Jr., Adjunct Business Instructor – A native of New Orleans, LA, he has close to thirty years of experience working for non-profit institutions and nearly twenty years of experience working in education. He is a graduate of Loyola University New Orleans with a Bachelor of Business Administration Degree in Marketing and Management. He attained his Master of Education Degree with a concentration in Curriculum and Instruction from the University of Holy Cross in New Orleans, LA. He has worked as a charter and private school teacher at the elementary and middle school levels and he tutored secondary students for College Track New Orleans. Mr. Conrad has higher education experience as an instructor at Delgado Community College, Northshore Technical Community College and Southern University at New Orleans. He has served as the Job Readiness Instructor/Coach at Goodwill Industries of Southeastern Louisiana, Inc. since October 2016.

Lisa Frazier, Adjunct Business Instructor – Lisa has been an Adjunct Instructor at Herzing University since April 2015, teaching various business courses, including Marketing, Introduction to Management and Project Management, Micro and Macro Economics. Lisa has over 28 years of experience in Asset Management and Training. She is currently the Collections Manager for the largest Credit Union in the River Parishes located in Laplace, LA. Lisa holds a Bachelor of Arts degree in Business Administration and a Master of Arts in Organizational Management degree from the University of Phoenix. Lisa enjoys meeting, mentoring and empowering students journeying through their academic paths in an effort to realize their full potential.

Tanika Coston-Andrews, Adjunct Medical Coding and Billing – is an entrepreneur and a New Orleans native. She has been billing and coding for 15 years working for different companies around the New Orleans area. Her experience ranges from a billing department manager, classroom instructor and specific projects where she was the only coder on-site. She currently owns a billing company that does billing and coding for multiple businesses. Her specialties are Optometry and Mental Health.

Kervin Doyle, Adjunct Instructor – has been a practicing attorney for many years in Louisiana. He serves as the Chief Executive Officer of Kervin W. Doyle and Associates. He has served an instructor at Remington College, Southern University and Herzing University. He brings the practical experience of a diverse legal practice to the classroom. He knows from teaching that hands-on experience and repetition are important keys to the successful student. His facilitation of the classroom is very engaging and functional in helping Goodwill Technical College Page 55 students develop their critical thinking skills.

Donielle Clayton, Adjunct Medical Coding and Billing – is a revenue integrity consultant with experience maintaining a multi-facility health system Chargemaster, conducting pricing analyses, medical coding, and hospital and clinic billing and follow-up. She earned a Bachelor of Science degree in Biology from Xavier University of Louisiana and Master of Public Health degree with a concentration in Environmental and Occupational Sciences from Louisiana State University Health Sciences Center School of Public Health. She is a certified professional coder with 3 years of experience teaching medical billing and coding courses.

STUDENT CHECKLIST

Welcome to Goodwill Technical College Programs. Make your registration process easy. Use the following checklist as your guide to submit the **required** documents during registration.

- Admission Application
- Registration Application
- Enrollment Contract (Read and sign document)
- Financial Documents (Receipts and proof of payment)
- Immunization Signed Policy/Records (Must show proof of updated records.)
- Picture ID
- Social Security Card
- Class Schedule (Signed)
- Take TABE Test
- Other _____



MAP/LOCATION

