ACADEMIC CATALOG
2015

As of 08-2015
CONTENTS ............................................................................................................................................... 2

A MESSAGE FROM THE CEO ............................................................................................................... 7

GENERAL INFORMATION ..................................................................................................................... 8
  History .................................................................................................................................................. 8
  CSI Mission ......................................................................................................................................... 8
  CSI Credentials .................................................................................................................................. 8
  Our Philosophy ................................................................................................................................. 8
  Legal Status ....................................................................................................................................... 9
  Accreditation and State Approval ..................................................................................................... 9
  Statement of Non-Discrimination ..................................................................................................... 10
  Corporate Administration ................................................................................................................ 11
  Campuses .......................................................................................................................................... 12
  Campus management teams ............................................................................................................. 13

FULL-TIME FACULTY ........................................................................................................................... 15
  Chicago Faculty ............................................................................................................................... 15
  Elgin Faculty ..................................................................................................................................... 16
  Gurnee Faculty .................................................................................................................................. 16
  Charlestown Faculty ......................................................................................................................... 16
  Skokie Faculty ................................................................................................................................... 16

2015 CALENDARS ............................................................................................................................... 17

ADMISSIONS INFORMATION ............................................................................................................... 20
  Admission Requirements for Career Programs ............................................................................. 20
  Admission Requirements for Skill Building Programs ................................................................. 21
  Admission Requirements for CS Foundation Program ................................................................... 22
  Admission Requirements for English as a Second Language Programs ..................................... 22
  Application Requirements for International Students ................................................................. 23
  English Proficiency Requirements for Non-Native Speakers of English ..................................... 25
  Evaluating the Validity of High School or GED Credentials ....................................................... 25
  Policies and Criteria for Accepting Transfer Credit for Academic Programs ............................ 27
Tuition Refunds or Credits for members of the Armed Forces ........................................41
Scholarships ..................................................................................................................41

STUDENT SERVICES INFORMATION ........................................................................47

Student Information/Student Services .................................................................47
Personal Student Advising ......................................................................................47
Anti-Harassment, Including Sexual Harassment .................................................47
Students with Disabilities .......................................................................................48
Voter Registration ....................................................................................................50
Constitution Day ......................................................................................................50
FERPA .........................................................................................................................50
New Student Orientation .........................................................................................54
Personal Property ......................................................................................................54
Lost and Found ..........................................................................................................54
Uniform Policy ...........................................................................................................54
Student ID ...................................................................................................................54
CSI Assigned Email Account as Primary Means of Communication ..................54
Electronic Devices ......................................................................................................54
Smoking/Eating ..........................................................................................................55
Guests/Children ..........................................................................................................55
Bus and Gas Cards .....................................................................................................55
U-Pass Program ...........................................................................................................55
Housing and Transportation .....................................................................................58
Vaccinations and Immunizations ............................................................................58
Academic Assistance ..................................................................................................58
Industry Certifications ...............................................................................................58
Violence at School .....................................................................................................59
Drug and Alcohol Policy ............................................................................................59
Standards of Conduct .................................................................................................61
Corrective Action .......................................................................................................61
Dismissal Policy ...........................................................................................................62
Re-entry Policy ............................................................................................................62
Restart Policy ...............................................................................................................62
Student Complaints and Grievances .......................................................................62
## INTERNATIONAL STUDENT POLICIES

- Maintaining Student Status ................................................................. 64
- Social Security Number Regulations .................................................. 64
- Driver’s License ................................................................................. 64
- F-1 Student Employment Opportunities ............................................. 64
- Reduction in Course Load .................................................................. 68
- Travel ............................................................................................... 68
- Transferring Out .............................................................................. 68

## ACADEMIC POLICIES............................................................................. 70

- Attendance Policy ................................................................................ 70
- Attendance Requirements for Career Programs .................................... 70
- Additional Attendance Requirements for ESL and Skill Building students ........................................................................ 70
- Additional Attendance Requirements for Veteran Students .................. 70
- Attendance Records ........................................................................... 70
- Leave of Absence (LOA) .................................................................... 70
- Schedule Changes .............................................................................. 72
- Campus Changes ................................................................................ 72
- Program Changes ............................................................................... 73
- Withdrawal from a Module/Course ...................................................... 73
- Withdrawal from School ..................................................................... 73
- Date of Determination (DOD) ............................................................... 74
- Advancement and Graduation .............................................................. 74
- Minimum Grade Point Average Required for Graduation .................... 74
- Time Limits for Completion of Programs ............................................. 75
- Commencement Schedules .................................................................. 75
- Auditing a Course (Graduates Only) ................................................... 75
- Honors ............................................................................................... 75
- Grading Scale .................................................................................... 75
- Other Grade Definitions ...................................................................... 75
- Grade Forgiveness Policy ..................................................................... 76
- Incomplete Grade Policy ..................................................................... 76
- Grade Change Policy .......................................................................... 77
- Grade Appeal ..................................................................................... 78
- Transcripts and Student Records ......................................................... 79
Satisfactory Academic Progress (SAP) .................................................................................................. 79
Graduation Requirements ......................................................................................................................... 88
CIP Codes .................................................................................................................................................. 88
Enrollment and Placement Disclosures ..................................................................................................... 89

CERTIFICATE PROGRAMS .................................................................................................................. 90
Administrative Assistant Professional (AAP) ............................................................................................. 92
Customer Service Specialist (CSS) ............................................................................................................ 92
Hospitality Industry Professional (HIP) ..................................................................................................... 93
Small Business Administrator (SBA) ......................................................................................................... 94
CS Foundation ........................................................................................................................................... 95
Business Career Program (BCP) ................................................................................................................ 96
Healthcare Career Program (HCP) ........................................................................................................... 97
Networking Career Program (NCP) ........................................................................................................... 99

ENGLISH AS A SECOND LANGUAGE PROGRAMS ........................................................................... 102
Beginner ESL ............................................................................................................................................... 102
Intermediate ESL ........................................................................................................................................ 102
Advanced ESL ........................................................................................................................................... 103
Literature .................................................................................................................................................. 103
General Writing ......................................................................................................................................... 104
Communication .......................................................................................................................................... 105
Cultural Immersion Course (CIC) ............................................................................................................ 105

COURSE DESCRIPTIONS ..................................................................................................................... 107

ENGLISH AS A SECOND LANGUAGE COURSE DESCRIPTIONS ..................................................... 119
Welcome to Computer Systems Institute!

From the start, the founders of the institute had the vision of a school that:

- Helps people become professionals committed to their professional and personal achievements
- Offers a variety of affordable and all-inclusive programs
- Provides effective career services

I’m happy to tell you that for the past 25 years CSI’s vision became a reality for thousands of students. We’re proud of our graduates’ achievements and hope that you find their successes inspiring. All of us at CSI will do our best to help you create your own unique success story.

We’ll make certain that you have the tools, skills, guidance and “real world” opportunities to develop and hone your skills. We believe that training and education should be available to all who seek it and we will continue to ensure that our programs are accessible and meet your needs.

Welcome to the CSI community!

Sincerely,

Julia Lowder

CEO
GENERAL INFORMATION

HISTORY
At Computer Systems Institute, you will earn career certifications that are right for you. Our certification programs are designed to meet the needs of today’s fastest-growing industries and to prepare you for a variety of careers. CSI is a post-secondary education provider committed to quality, career-focused training led by enthusiastic professionals who are inspired to transform an individual into a skilled professional.

Founded in 1989, CSI has become a premier career training school with over 10,000 graduates most of whom found successful employment within only a few months of graduation. CSI programs emphasize hands-on learning, industry current technologies, and preparation for professional certifications.

In 2005, recognizing the demand to study in the USA from a growing community of international students, CSI launched its affordable and effective English as a Second Language programs. Since then, CSI has had thousands of international students from all over the world. CSI offers several English as Second Language programs ranging from beginner to advanced academic levels.

Headquartered in Skokie, IL, Computer Systems Institute owns and operates five campuses in Illinois: Chicago Loop, Skokie, Lombard, Gurnee, and Elgin and two campuses in Massachusetts: Charlestown and Worcester. CSI offers its students morning, afternoon, evening and weekend schedules, Student Services and Career Development. Campuses include comfortable classrooms/labs, student lounges, administrative offices, and testing centers.

CSI MISSION
We are a dynamic institution providing career focused high quality programs designed to enhance job opportunities for our graduates and provide a skilled workforce for the community. We strive to achieve this by employing qualified and enthusiastic professionals who create a stimulating learning environment and deliver effective career development services.

CSI CREDENTIALS
- Computer Systems Institute is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education
- CSI Worcester and Charleston campus are licensed to operate by the Massachusetts Division of Professional Licensure of Private Occupational School Education
- CSI is approved by the Department of Education to provide Title IV funding to eligible students
- CSI is an approved training provider by the Workforce Investment Act (WIA) of Illinois
- CSI is approved by the Department of Veterans Affairs to accept GI Bill
- CSI is authorized under Federal Law to enroll non-immigrant alien students
- CSI is authorized with on-site Prometric, Certiport, Pearson VUE, and NHA testing centers
- CSI is a Microsoft IT Academy member

OUR PHILOSOPHY
CSI’s philosophy is based on the premise that our students come to school to change their lives. CSI has created affordable career training and language learning opportunities that are high quality, rich in services and support, and expertly designed to meet our students’ goals.
ORGANIZATION AND GOVERNANCE

LEGAL STATUS
Computer Systems Institute is a proprietary institution of higher education incorporated under the laws of the State of Illinois. The governing board includes Ella Zibitsker, Chairman of the Board; Julia Lowder, CEO; Dr. Boris Zibitsker, Board Member; and Paul Lowder, Director of Finance. The officers have the legal authority and responsibility for the institution’s operation and control.

ACCREDITATION AND STATE APPROVAL

Computer Systems Institute is accredited by the Accrediting Council for Independent Colleges and Schools (ACICS) to award certificates. ACICS is listed as a nationally recognized accrediting agency by the United States Department of Education and is recognized by the Council for Higher Education Accreditation.

The following campuses are accredited by the Accrediting Council for Independent Colleges and Schools (ACICS):

Illinois Campuses

Computer Systems Institute - Gurnee, IL (Main)
Computer Systems Institute - Skokie, IL (Branch Campus)
Computer Systems Institute – Chicago, IL (Branch Campus)
Computer Systems Institute – Elgin, IL (Branch Campus)
Computer Systems Institute - Lombard, IL (Learning Site of Skokie, IL)

Massachusetts Campuses

Computer Systems Institute - Charlestown, MA (Learning Site of Skokie, IL)
Computer Systems Institute - Worcester, MA (Learning Site of Skokie, IL)

For more information contact ACICS:

ACICS
750 First Street NE, Suite 980
Washington DC 20002
202-336-6780
www.acics.

Computer Systems Institute Illinois Campuses are approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education. CSI Worcester and Charleston campus are licensed to operate by the Massachusetts Division of Professional Licensure of Private Occupational School Education.
Complaints against schools in Illinois may be registered with the Illinois Board of Higher Education at:

Illinois Board of Higher Education  
Division of Private Business and Vocational Schools  
1 North Old State Capitol Plaza  
Suite 333  
Springfield, Illinois  62701-1394  
Phone: (217) 782-2551  
Fax: (217) 782-8548  
www.ibhe.org

Complaints against schools in Massachusetts may be registered with the Division of Professional Licensure (DPL) Office of Private Occupational School Education of Massachusetts at:  
Division of Professional Licensure, Office of Private Occupational School Education of Massachusetts  
617-727-6917

**STATEMENT OF NON-DISCRIMINATION**

Computer Systems Institute is committed to ensuring that all individuals have equal opportunity to programs and facilities. No person shall be discriminated against because of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry or national or ethnic origin in the administration of its educational policies, admission policies, employment policies, scholarship and loan programs, and other Institute-administered programs and activities.
## Corporate Administration

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julia Lowder</td>
<td>CEO</td>
<td>847.400.0063</td>
</tr>
<tr>
<td>Joe Painter</td>
<td>Senior Vice President of Enrollment Management</td>
<td>847.463.1730</td>
</tr>
<tr>
<td>Sonia Zavala</td>
<td>Senior Vice President of Financial Affairs</td>
<td>847.463.1740</td>
</tr>
<tr>
<td>Dawn Bravo</td>
<td>Vice President of Operations</td>
<td>847.463.1844</td>
</tr>
<tr>
<td>Tom Claxton</td>
<td>Vice President of Career Development</td>
<td>847.463.1408</td>
</tr>
<tr>
<td>Yvette Zavala</td>
<td>Vice President of Student Affairs</td>
<td>847.463.1736</td>
</tr>
<tr>
<td>Geisela Oberheim</td>
<td>Senior Vice President of Financial Affairs</td>
<td>847.463.1737</td>
</tr>
<tr>
<td>Dawn Bravo</td>
<td>CEO</td>
<td>847.463.1844</td>
</tr>
<tr>
<td>Imran Ali</td>
<td>Area Director of High School Admissions</td>
<td>847.967.5030</td>
</tr>
<tr>
<td>Silvia Hurtado</td>
<td>Quality Assurance Specialist</td>
<td>847.463.1644</td>
</tr>
<tr>
<td>Simon Borodyansky</td>
<td>Director, Facility Manager</td>
<td>847.463.1726</td>
</tr>
<tr>
<td>Olga Gusak</td>
<td>Director of Education</td>
<td>847.463.1747</td>
</tr>
<tr>
<td>Raisa Kantor</td>
<td>Director of SEVIS Compliance</td>
<td>847.463.1733</td>
</tr>
<tr>
<td>Paul Lowder</td>
<td>Director of Finance</td>
<td>847.463.1744</td>
</tr>
<tr>
<td>Sergey Kovzik</td>
<td>Vice President of Information Systems and Technology</td>
<td>847.463.1098</td>
</tr>
<tr>
<td>Izabela Shamanava</td>
<td>Director of Records and Registration</td>
<td>847.463.1739</td>
</tr>
<tr>
<td>Erald Minga</td>
<td>Corporate Recruiter</td>
<td>847.463.1751</td>
</tr>
<tr>
<td>Sandra Moklak</td>
<td>Director of ESL/Skill Building</td>
<td>847.745.1143</td>
</tr>
<tr>
<td>Jose Maisonet</td>
<td>Student Account Manager</td>
<td>312.470.1115</td>
</tr>
</tbody>
</table>
### CAMPUSES

<table>
<thead>
<tr>
<th>Chicago Campus</th>
<th>Skokie Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>29 East Madison Street</td>
<td>8930 Gross Point Road</td>
</tr>
<tr>
<td>Suite 300</td>
<td>Skokie, IL 60077</td>
</tr>
<tr>
<td>Chicago, IL 60602</td>
<td>Phone: 847.967.5030</td>
</tr>
<tr>
<td>Phone: 312.781.9292</td>
<td>Fax: 847.967.5066</td>
</tr>
<tr>
<td>Fax: 312.781.9299</td>
<td>Email: <a href="mailto:Skokie@csinow.com">Skokie@csinow.com</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:Chicago@csinow.com">Chicago@csinow.com</a></td>
<td>Programs Offered: Beginner ESL, Intermediate ESL, Advanced ESL, Communication, General Writing, Literature, CSS, HIP, AAP, SBA, CS Foundation</td>
</tr>
<tr>
<td><strong>Programs Offered:</strong> BCP*, NCP*, HCP*, Beginner ESL, Intermediate ESL, Advanced ESL, Communication, General Writing, Literature, CSS, HIP, AAP, SBA, CS Foundation</td>
<td><strong>Programs Offered:</strong> BCP*, NCP*, HCP*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elgin Campus</th>
<th>Gurnee Campus (Main Campus)</th>
</tr>
</thead>
<tbody>
<tr>
<td>400 Airport Road</td>
<td>5330 Grand Avenue</td>
</tr>
<tr>
<td>Elgin, IL 60123</td>
<td>Gurnee, IL 60031</td>
</tr>
<tr>
<td>Phone: 847.400.0065</td>
<td>Phone: 847.263.4258</td>
</tr>
<tr>
<td>Fax: 847.841.7529</td>
<td>Fax: 847.263.1835</td>
</tr>
<tr>
<td>Email: <a href="mailto:Elgin@csinow.com">Elgin@csinow.com</a></td>
<td>Email: <a href="mailto:Gurnee@csinow.com">Gurnee@csinow.com</a></td>
</tr>
<tr>
<td><strong>Programs Offered:</strong> BCP*, NCP*, HCP*</td>
<td>Programs Offered: BCP*, NCP*, HCP*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lombard Campus</th>
<th>Charlestown Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>477 East Butterfield Road</td>
<td>529 Main Street</td>
</tr>
<tr>
<td>Lombard, IL 60148</td>
<td>Charlestown, MA 02129</td>
</tr>
<tr>
<td>Phone: 847.400.0066</td>
<td>Phone: 781.313.8190</td>
</tr>
<tr>
<td>Fax: 630.968.0468</td>
<td>Fax: 617.337.5051</td>
</tr>
<tr>
<td>Email: <a href="mailto:Lombard@csinow.com">Lombard@csinow.com</a></td>
<td>Email: <a href="mailto:Charlestown@csinow.com">Charlestown@csinow.com</a></td>
</tr>
<tr>
<td><strong>Programs Offered:</strong> Intermediate ESL, Advanced ESL, Communication, CSS, HIP, AAP, SBA</td>
<td><strong>Programs Offered:</strong> Beginner ESL, Intermediate ESL, Advanced ESL, Communication, General Writing, CSS, HIP, AAP, SBA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Worcester Campus</th>
<th>CSI ADMINISTRATIVE OFFICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Mechanic Street</td>
<td>8930 Gross Point Road</td>
</tr>
<tr>
<td>Worcester, MA 01608</td>
<td>Skokie, IL 60077</td>
</tr>
<tr>
<td>Phone: 774.317.6900</td>
<td>Phone: 847.967.5030</td>
</tr>
<tr>
<td>Fax: 774.823.3434</td>
<td>Fax: 847.967.5066</td>
</tr>
<tr>
<td>Email: <a href="mailto:Worcester@csinow.com">Worcester@csinow.com</a></td>
<td><strong>Business Hours:</strong></td>
</tr>
<tr>
<td><strong>Programs Offered:</strong> Beginner ESL, Intermediate ESL, Advanced ESL, CSS, HIP</td>
<td><strong>Monday – Friday</strong></td>
</tr>
<tr>
<td></td>
<td>9 a.m. - 6 p.m.</td>
</tr>
</tbody>
</table>

*Programs approved for Federal Financial Aid*
**CAMPUS MANAGEMENT TEAMS**

**Elgin Campus Management Team**
- Director of Operations/Academic Dean: Zachary George
- Director of Admissions: Raymond Kohl
- Director of Financial Aid: Leonor Zavala
- Director of Student Services: Kelley Loobey
- Assistant Registrar: Michael Kaczorowski
- Educational Coordinator: Lori Skala
- Student Accounts Clerk: Zachary George (Interim)
- SEVIS Coordinator/DSO: Anna Horuk

**Chicago Campus Management Team**
- Campus President: Christopher Stanley
- Academic Dean: Toni Ford
- Associate Dean: Rachel Cardenas
- Director of Career Development: Rhonda Stephens
- Director of Admissions: Robert Hiller
- Director of International Admissions: Raj Patel
- Financial Affairs Director: Anahi Huerta
- Director of Student Services: Chelious Higgins
- Tech Support Manager: Vadim Ratner
- Assistant Registrar: Clarissa Chavez
- Assistant Registrar: Jessica Navarrete
- Student Accounts Advisor: Tina Thomas
- Educational Coordinator: Victoria Settles
- HCP Program Manager: Sandra Wilson
- NCP Program Manager: Marlene Finley
- BCP Program Manager: Marsha Bennett
- HCP Lead Instructor (Medical Assisting): Annette Jenkins
- HCP Lead Instructor (Medical Billing and Coding): Latesha Woods
- Academic Dean- ESL/Skill Building: Sandra Moklak (Interim)
- SEVIS Coordinator/DSO: Anna Horuk
- Student Services Coordinator: Britney Baker

**Gurnee Campus Management Team**
- Campus President: Megan McCracken
- Academic Dean: Courtney Spencer (Interim)
- Director of Admissions: Michael Thornber
- Director of Financial Aid: Elizabeth Hernandez
- Director of Student Services: Roxanne Peplow
- Director of Career Development: Suzana Simic
- Assistant Registrar: Michael Kaczorowski
- Tech Support Manager: Ariuntulga Ganbold
- Student Account Representative: Donna Green
- Educational Coordinator: Lori Skala
- SEVIS Coordinator/DSO: Anna Horuk

**Charlestown Campus Management Team**
- Campus President: Kenneth Jobity
- Academic Dean: William Butler
Assistant Registrar                Anne Shellito
Student Services Coordinator    Svetla Petkova
Student Accounts Representative Natasha Dubarry
DSO                             Isabel Cedrone

**Worcester Campus Management Team**

- Campus President: Kenneth Jobity
- Academic Dean: Robert Fahey
- DSO: Ampalika Wong
- Assistant Registrar: Anne Shellito
- Student Accounts Representative: Natasha Dubarry
- Student Services Coordinator: Cristina Hernandez

**Lombard Campus Management Team**

- Campus Manager: Dawn Bravo (Interim)
- Director of International Admissions: Raj Patel
- Academic Dean: Victoria Mistur
- Registrar: Mary Warr
- Student Services: Sadaf Syed
- Student Accounts Representative: Dawn Bravo (Interim)
- SEVIS Coordinator/DSO: Anna Horuk

**Skokie Campus Management Team**

- Campus Manager: Dawn Bravo (Interim)
- Director of International Admissions: Raj Patel
- Academic Dean: Sandra Moklak (Interim)
- Registrar: Mary Warr
- Student Services Coordinator: Jessica Justmann
- Student Accounts Representative: Jose Maisonet (Interim)
- SEVIS Coordinator/DSO: Ampalika Wong
FULL-TIME FACULTY

Program abbreviations—Business Career Program (BCP); Healthcare Career Program—Medical Assisting Electives (HCPC); Healthcare Career Program—Medical Billing and Coding Electives (HCPA); Networking Career Program (NCP); English as a Second Language Programs (ESL); Customer Service Specialist (CSS); Administrative Assistant Professional (AAP); Small Business Administrator (SBA); Hospitality Industry Professional (HIP); CS Foundation (CSFND)

CHICAGO FACULTY

<table>
<thead>
<tr>
<th>Name</th>
<th>Program</th>
<th>Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marsha Bennett</td>
<td>BCP</td>
<td>MS, MBA National-Lewis University, BA Chicago State University</td>
</tr>
<tr>
<td>Lasonya Collins</td>
<td>BCP</td>
<td>MBA Nation-Lewis University, BA Robert Morris; Certification: Microsoft Word</td>
</tr>
<tr>
<td>Brittany Kelley</td>
<td>BCP</td>
<td>BS Indiana State; Certifications: Social Media</td>
</tr>
<tr>
<td>Ramona Kelley</td>
<td>BCP</td>
<td>MBA Everest, BS Davenport University</td>
</tr>
<tr>
<td>Timothy Tate</td>
<td>BCP</td>
<td>MBA Indiana Wesleyan University, BA Purdue University; Certification: Microsoft Word</td>
</tr>
<tr>
<td>Charles Woods</td>
<td>BCP</td>
<td></td>
</tr>
<tr>
<td>Russell Wreath</td>
<td>BCP</td>
<td>MBA University of Phoenix, BA DeVry; Certification: Microsoft Excel</td>
</tr>
<tr>
<td>Thenese Polk</td>
<td>BCP</td>
<td>MBA Argosy University, MA Judson University</td>
</tr>
<tr>
<td>Laura Spencer</td>
<td>BCP</td>
<td>BA University of Illinois; Certification: Microsoft Word</td>
</tr>
<tr>
<td>Bridget Daniel</td>
<td>HCHA</td>
<td>MBA University of Phoenix, BA Robert Morris University; HER, CBCS</td>
</tr>
<tr>
<td>Elnora Levant</td>
<td>HCPA</td>
<td>BA North Park University; CBCS, CMAA</td>
</tr>
<tr>
<td>Rhunda Mitchell</td>
<td>HCPA</td>
<td>BS National Lewis, MBA Ashford University, AS Taylor Business Institute; Certifications: CBC, CEHR</td>
</tr>
<tr>
<td>Bettina Appleberry</td>
<td>HCPC</td>
<td>AA/BA American Intercontinental University; Certifications: CPR, CCMA</td>
</tr>
<tr>
<td>Erica Culverson-Fryer</td>
<td>HCPC</td>
<td>Certifications: EKG, CPT, CCMA, CPR</td>
</tr>
<tr>
<td>Jamon English</td>
<td>HCPC</td>
<td>Certifications: CPR, EMT, CCMA, EKG, CPT</td>
</tr>
<tr>
<td>Tina Graham</td>
<td>HCPC</td>
<td>Certifications: CPR, EKG, RMA</td>
</tr>
<tr>
<td>Jeanette Hall</td>
<td>HCPC</td>
<td>Certification: RMA</td>
</tr>
<tr>
<td>Janice Sims</td>
<td>HCPC</td>
<td>Certifications: LPN, CPR</td>
</tr>
<tr>
<td>Byron Watson</td>
<td>HCPC</td>
<td>AA Joliet Junior College, BA Northeastern Illinois; Certifications: CPT, EKG</td>
</tr>
<tr>
<td>Latesha Woods</td>
<td>HCPC</td>
<td>AS Chicago City College; Certifications: CEHR, CPT, RMA, CBC, CPR</td>
</tr>
<tr>
<td>Craig Anderson</td>
<td>NCP</td>
<td>Certifications: CompTIA , CompTIA A+, CompTIA Network +</td>
</tr>
<tr>
<td>Brady Franklin</td>
<td>NCP</td>
<td>BS DeVry University; Certifications: CompTIA A+, CompTIA Network +</td>
</tr>
<tr>
<td>Basil Muhammad</td>
<td>NCP</td>
<td>MBA, BS University of Phoenix; Certifications: CompTIA , CompTIA A+, CompTIA Network +</td>
</tr>
<tr>
<td>Michael Shaw</td>
<td>NCP</td>
<td>MA Concordia University, MA Saint Xavier, BA Lewis University; Certifications: CompTIA A+, CompTIA Network +, MCSA, MCP, CCENT, CCNA</td>
</tr>
<tr>
<td>Danny Shields</td>
<td>NCP</td>
<td>Ma, MS, BA DePaul University; Certifications: CompTIA , CompTIA A+, CompTIA Network +, CompTIA Security +, MCITP, MCTS, MOS2010 Word, MOS 2010 Excel, MOS2010PowerPoint, QBCU</td>
</tr>
<tr>
<td>Ilona Pradelski</td>
<td>ESL</td>
<td>BA University of Illinois at Chicago; Certification: Teaching of Social Studies at a Secondary Level</td>
</tr>
<tr>
<td>Shannon Leftwich</td>
<td>ESL</td>
<td>BA University of Puget Sound; Certifications: MOS Word 2010, MOS PPT 2010, Certiport</td>
</tr>
<tr>
<td>Melissa McCarter</td>
<td>ESL</td>
<td>MA Northern Illinois University; BA Northern Illinois University; Certifications: TEFL, International TEFL Teacher Training</td>
</tr>
</tbody>
</table>
### Elgin Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Program</th>
<th>Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shaun Harris</td>
<td>BCP</td>
<td>Professional Development/Customer Service, BA, Business Administration, Management, Morehouse College; Certifications: Customer Service</td>
</tr>
<tr>
<td>Fernando Medina</td>
<td>BCP</td>
<td>MBA, Northern Illinois University; MS, Computer Systems, Northwestern University</td>
</tr>
<tr>
<td>Christopher Bennett</td>
<td>BCP</td>
<td>BS, Columbia, Business Management; Certifications: CompTIA CDIA, CompTIA CTI, CompTIA Network +, CCP, MOS 2013 Word</td>
</tr>
<tr>
<td>James Howard</td>
<td>NCP</td>
<td>BA, National Louis University, AAS, DeVry University; Certifications: CompTIA Strata, A+; Microsoft MTA-Windows Operating System Fundamentals</td>
</tr>
<tr>
<td>Richard Tamme</td>
<td>NCP</td>
<td>MBA, Northern Illinois University; MS, Computer Systems, Northwestern University; Certifications: CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Strata, Digital Forensics II (CSSIA/MATC), CCNA (Cisco)</td>
</tr>
<tr>
<td>Carol McGregor</td>
<td>NCP</td>
<td>MA, Interdisciplinary Studies, Instructional Science; Certifications: CompTIA Net+, MCSA, MCSE, MCP, WebMaster - Designer and Site Manager</td>
</tr>
<tr>
<td>Diane Muchow</td>
<td>HCPA</td>
<td>BFA, Fine Arts, Judson University; Certifications: CPC (AAPC), CBCS (NHA)</td>
</tr>
<tr>
<td>John Suttner</td>
<td>HCPA</td>
<td>Diploma, Medical Insurance Billing &amp; Coding, Everest College; Certifications: CCA (AHIMA)</td>
</tr>
<tr>
<td>Cynthia Morales</td>
<td>HCPC</td>
<td>Diploma, Medical Assisting; Diploma, Certified Nurse Assistant; Certification BLS Instructor, CCMA (NHA), CPT (NHA), CEHRS (NHA)</td>
</tr>
<tr>
<td>Clint Campbell</td>
<td>HCPC</td>
<td>LPN, BLS Instructor, EMT, CPT (NHA), CCMA (NHA)</td>
</tr>
</tbody>
</table>

### Gurnee Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Program</th>
<th>Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marissa Huff</td>
<td>BCP</td>
<td>M. Ed, National Lewis University; Certifications: Excel 2013, Word 2013, QuickBooks</td>
</tr>
<tr>
<td>Joseph Rago</td>
<td>BCP</td>
<td>M.A. in Economics, Eastern Illinois; Certifications: QuickBooks</td>
</tr>
<tr>
<td>David Wenkel</td>
<td>NCP</td>
<td>BS in Management Info Systems, Columbia College; Certifications: MCITP; MCTS; MCSE; MCP, CCENT</td>
</tr>
<tr>
<td>Marcy Reif</td>
<td>HCPA</td>
<td>BS General Studies, Columbia College; Certifications: CMA, CBCS, RMA, CEHRS, CPT, CCA, AH, CCMA</td>
</tr>
<tr>
<td>Mae Azcueta</td>
<td>HCPA</td>
<td>M.D. Public Health, College of Public Health; Certifications: CBCS, CCA</td>
</tr>
<tr>
<td>George Fastenau</td>
<td>HCPC</td>
<td>MS in Health Sciences Trident University; M. Ed, Trident University; Certifications: RMA, CET</td>
</tr>
<tr>
<td>Eric Mikolajczyk</td>
<td>HCPC</td>
<td>Navy Hospital Corpsman - 20 Years; Emergency Medicine, Phlebotomy, Parenteral Med Administration, EKG, A&amp;P, Medical Terminology, Master Training Specialist; Certification: CCMA</td>
</tr>
</tbody>
</table>

### Charlestown Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Program</th>
<th>Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trevor Masse</td>
<td>ESL</td>
<td>BA, University of Wisconsin</td>
</tr>
<tr>
<td>Peter Carnevale</td>
<td>ESL</td>
<td>BA, University of Rhode Island</td>
</tr>
<tr>
<td>Roy Barrows</td>
<td>ESL</td>
<td>BS, Emerson College</td>
</tr>
<tr>
<td>Marina Nercissian</td>
<td>ESL</td>
<td>BA, Haigazian College</td>
</tr>
</tbody>
</table>

### Skokie Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Program</th>
<th>Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anna Goman</td>
<td>ESL</td>
<td>BA in Political Science, BA in English, Loyola University.</td>
</tr>
<tr>
<td>Ashley Gordon</td>
<td>SBA</td>
<td>BA in Technical Management, DeVry University</td>
</tr>
<tr>
<td>Grace Lisboa</td>
<td>ESL</td>
<td>BA in Art History, DePaul University; MA in Art History, University of London</td>
</tr>
<tr>
<td>Tamara Melnik</td>
<td>AAP</td>
<td>MS Engineering, Kiev State Technical University of Civil Engineering and Architecture; Software Tester Diploma, Computer Systems Institute; Certifications: Microsoft Office XP Master Instructor, Microsoft Certificate in Advanced Computer Information Systems, Harry S. Truman College</td>
</tr>
<tr>
<td>Deborah Thayer</td>
<td>ESL/CSS</td>
<td>B.A. in TESOL, Moody Bible Institute; Customer Service Certified – National Seminars, a division of Rockhurst University Continuing Education Center, Inc.</td>
</tr>
</tbody>
</table>
### Business, Healthcare, and Networking Career Programs 2 and 4 week modules

<table>
<thead>
<tr>
<th>Start and Registration Dates</th>
<th>2-Week Module Ending Dates</th>
<th>4-Week Module Ending Dates</th>
<th>In-service, Holidays, and Breaks and Orientation Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>January 1 New Year’s Day</td>
</tr>
<tr>
<td>1/12/2015</td>
<td>1/23/2015</td>
<td></td>
<td>Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>January 19 MLK Day</td>
</tr>
<tr>
<td>1/26/2015</td>
<td>2/6/2015</td>
<td>2/20/2015</td>
<td>Orientation</td>
</tr>
<tr>
<td>2/9/2015</td>
<td>2/20/2015</td>
<td></td>
<td>2/9/2015 Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>April 3 Professional In-service</td>
</tr>
<tr>
<td>4/20/2015</td>
<td>5/1/2015</td>
<td>5/15/2015</td>
<td>4/20/2015 Orientation</td>
</tr>
<tr>
<td>5/18/2015</td>
<td>5/29/2015</td>
<td>6/12/2015</td>
<td>Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>May 25 Memorial Day</td>
</tr>
<tr>
<td>6/1/2015</td>
<td>6/12/2015</td>
<td></td>
<td>6/1/2015 Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>July 3 Independence Day Observed</td>
</tr>
<tr>
<td>7/13/2015</td>
<td>7/24/2015</td>
<td>8/7/2015</td>
<td>7/13/2015 Orientation</td>
</tr>
<tr>
<td>7/27/2015</td>
<td>8/7/2015</td>
<td></td>
<td>7/27/2015 Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>July 31 Professional In-service</td>
</tr>
<tr>
<td>8/10/2015</td>
<td>8/20/2015</td>
<td>9/3/2015</td>
<td>8/10/2015 Orientation</td>
</tr>
<tr>
<td>8/24/2015</td>
<td>9/3/2015</td>
<td></td>
<td>8/24/2015 Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>September 7 Labor Day</td>
</tr>
<tr>
<td>9/21/2015</td>
<td>10/1/2015</td>
<td></td>
<td>9/21/2015 Orientation</td>
</tr>
<tr>
<td>10/19/2015</td>
<td>10/29/2015</td>
<td></td>
<td>10/19/2015 Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>November 6 Professional In-service</td>
</tr>
<tr>
<td>11/16/2015</td>
<td>11/25/2015</td>
<td></td>
<td>11/16/2015 Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>November 26-27 Thanksgiving</td>
</tr>
<tr>
<td>12/14/2015</td>
<td>12/23/2015</td>
<td></td>
<td>12/14/2015 Orientation</td>
</tr>
<tr>
<td>No Classes</td>
<td></td>
<td></td>
<td>December 24 – January 3 Winter Break</td>
</tr>
</tbody>
</table>
### Business, Healthcare, and Networking Career Programs

2.5 and 5 week modules (Elgin evening schedule only)

<table>
<thead>
<tr>
<th>Start and Registration Dates</th>
<th>2.5-Week Module Ending Dates</th>
<th>5-Week Module Ending Dates</th>
<th>In-service, Holidays, and Breaks and Orientation Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/10/2015</td>
<td>8/25/2015</td>
<td>9/10/2015</td>
<td>8/10/2015 Orientation</td>
</tr>
<tr>
<td>8/25/2015*</td>
<td>9/10/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>No Classes</strong></td>
<td></td>
<td></td>
<td>September 7 Labor Day</td>
</tr>
<tr>
<td>9/14/2015</td>
<td>9/29/2015</td>
<td>10/15/2015</td>
<td>9/14/2015 Orientation</td>
</tr>
<tr>
<td>9/29/2015*</td>
<td>10/15/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/19/2015</td>
<td>11/3/2015</td>
<td>11/19/2015</td>
<td>10/19/2015 Orientation</td>
</tr>
<tr>
<td>11/3/2015*</td>
<td>11/19/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>No Classes</strong></td>
<td></td>
<td></td>
<td>November 6 Professional In-service</td>
</tr>
<tr>
<td><strong>No Classes</strong></td>
<td></td>
<td></td>
<td>November 26-27 Thanksgiving</td>
</tr>
<tr>
<td>12/8/2015*</td>
<td>12/23/2015</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>No Classes</strong></td>
<td></td>
<td></td>
<td>December 24 – January 3 Winter Break</td>
</tr>
</tbody>
</table>

*module start for continuing students only

### Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, and Small Business Administrator

#### Winter Quarter 2015

<table>
<thead>
<tr>
<th>Registration and Payment Deadline</th>
<th>Late Fee will be assessed after this date</th>
<th>December 29</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Student Orientation</td>
<td>January 7, January 10</td>
<td></td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>January 9, March 6</td>
<td></td>
</tr>
<tr>
<td>First Day of Winter Quarter Classes</td>
<td>January 12</td>
<td></td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>January 18</td>
<td></td>
</tr>
<tr>
<td>MLK Day — No Classes</td>
<td>January 19</td>
<td></td>
</tr>
<tr>
<td>Last day to Start in Scheduled Class</td>
<td>January 26</td>
<td></td>
</tr>
<tr>
<td>Last Day of Winter Quarter Classes</td>
<td>March 22</td>
<td></td>
</tr>
</tbody>
</table>

#### Spring Quarter 2015

<table>
<thead>
<tr>
<th>Registration and Payment Deadline</th>
<th>Late Fee will be assessed after this date</th>
<th>April 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Student Orientation</td>
<td>April 9, April 23</td>
<td></td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>April 10, May 29</td>
<td></td>
</tr>
<tr>
<td>First Day of Spring Quarter Classes</td>
<td>April 13</td>
<td></td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>April 18</td>
<td></td>
</tr>
<tr>
<td>Last day to Start in Scheduled Class</td>
<td>April 25</td>
<td></td>
</tr>
<tr>
<td>Memorial Day — No Classes</td>
<td>May 25</td>
<td></td>
</tr>
<tr>
<td>Last Day of Spring Quarter Classes</td>
<td>June 22</td>
<td></td>
</tr>
</tbody>
</table>

#### Summer Quarter 2015

<table>
<thead>
<tr>
<th>Registration and Payment Deadline</th>
<th>Late Fee will be assessed after this date</th>
<th>July 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Student Orientation</td>
<td>July 2</td>
<td></td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>July 3, August 21</td>
<td></td>
</tr>
<tr>
<td>First Day of Summer Quarter Classes</td>
<td>July 6</td>
<td></td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>July 11</td>
<td></td>
</tr>
<tr>
<td>Last day to Start in Scheduled Class</td>
<td>July 18</td>
<td></td>
</tr>
<tr>
<td>Labor Day — No Classes</td>
<td>September 7</td>
<td></td>
</tr>
<tr>
<td>Last Day of Summer Quarter Classes</td>
<td>September 14</td>
<td></td>
</tr>
</tbody>
</table>

#### Fall Quarter 2015

<table>
<thead>
<tr>
<th>Registration and Payment Deadline</th>
<th>Late Fee will be assessed after this date</th>
<th>September 26</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Student Orientation</td>
<td>September 24, October 8</td>
<td></td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>September 25, November 13</td>
<td></td>
</tr>
<tr>
<td>First Day of Fall Quarter Classes</td>
<td>September 28</td>
<td></td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>October 3</td>
<td></td>
</tr>
<tr>
<td>Last day to Start in Scheduled Class</td>
<td>October 10</td>
<td></td>
</tr>
<tr>
<td>Fall Break — No Classes</td>
<td>November 23 – 29</td>
<td></td>
</tr>
<tr>
<td>Last Day of Fall Quarter Classes</td>
<td>December 13</td>
<td></td>
</tr>
</tbody>
</table>
## 2015-2016

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration and Payment Deadline 1</td>
<td>5/4/2015</td>
</tr>
<tr>
<td>New Student Orientation</td>
<td>4/30/2015</td>
</tr>
<tr>
<td>First Day of Class</td>
<td>May 4</td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>May 8</td>
</tr>
<tr>
<td>Memorial Day - No Classes</td>
<td>May 25</td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>May 29</td>
</tr>
<tr>
<td>Summer Break</td>
<td>June 29-July 26</td>
</tr>
<tr>
<td>Payment Deadline 2</td>
<td>August 8</td>
</tr>
<tr>
<td>Labor Day - No Classes</td>
<td>September 7</td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>September 25</td>
</tr>
<tr>
<td>Payment Deadline 3</td>
<td>October 10</td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>November 13</td>
</tr>
<tr>
<td>Winter Break</td>
<td>November 23-January 3, 2016</td>
</tr>
<tr>
<td>Payment Deadline 4</td>
<td>January 16, 2016</td>
</tr>
<tr>
<td>Program End Date</td>
<td>May 1, 2016</td>
</tr>
</tbody>
</table>

## English as Second Language Programs

### Winter Quarter 2015

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration and Payment Deadline</td>
<td>December 29</td>
</tr>
<tr>
<td>New Student Orientation</td>
<td>January 7, January 10</td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>January 9, March 6</td>
</tr>
<tr>
<td>First Day of Winter Quarter Classes</td>
<td>January 12</td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>January 18</td>
</tr>
<tr>
<td>MLK Day - No Classes</td>
<td>January 19</td>
</tr>
<tr>
<td>Last day to Start in Scheduled Class</td>
<td>January 26</td>
</tr>
<tr>
<td>Last Day of Winter Quarter Classes</td>
<td>March 22</td>
</tr>
</tbody>
</table>

### Spring Quarter 2015

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration and Payment Deadline</td>
<td>April 11</td>
</tr>
<tr>
<td>New Student Orientation</td>
<td>April 9, April 23</td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>April 10, May 29</td>
</tr>
<tr>
<td>First Day of Spring Quarter Classes</td>
<td>April 13</td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>April 18</td>
</tr>
<tr>
<td>Last day to Start in Scheduled Class</td>
<td>April 25</td>
</tr>
<tr>
<td>Memorial Day - No Classes</td>
<td>May 25</td>
</tr>
<tr>
<td>Last Day of Spring Quarter Classes</td>
<td>June 22</td>
</tr>
</tbody>
</table>

### Fall Quarter 2015

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration and Payment Deadline</td>
<td>August 2</td>
</tr>
<tr>
<td>New Student Orientation</td>
<td>September 24, October 8</td>
</tr>
<tr>
<td>Professional In-Service</td>
<td>September 25, November 13</td>
</tr>
<tr>
<td>First Day of Fall Quarter Classes</td>
<td>September 28</td>
</tr>
<tr>
<td>Add/Drop/Schedule Changes</td>
<td>October 3</td>
</tr>
<tr>
<td>Last day to Start in Scheduled Class</td>
<td>October 10</td>
</tr>
<tr>
<td>Fall Break - No Classes</td>
<td>November 23 – 29</td>
</tr>
<tr>
<td>Last Day of Fall Quarter Classes</td>
<td>December 13</td>
</tr>
</tbody>
</table>
ADMISSIONS INFORMATION

ADMISSION REQUIREMENTS FOR CAREER PROGRAMS

Admission Requirements
- Must be over compulsory school age to enroll
- Students are required to have a High School diploma or its equivalent (GED).
- Students who have demonstrated the ability to complete the program by passing the Ability-to-Benefit Test approved by the U.S. Department of Education.
- CSI may also accept students who are over compulsory school age, do not have a valid high school diploma or its equivalent, and have not taken the ability-to-benefit test if they have financial sponsorship through contractual training agreements with public or private organizations.
- Non-native speakers of English must meet the English proficiency requirements listed in the English Proficiency Requirements for Non-Native Speakers of English section.

Admission Procedures
To apply for admission, an applicant should contact a CSI Admissions Representative to schedule an appointment for an interview at the school. Applicants who decide they would like to attend CSI will fill out an enrollment agreement as well as a registration packet including the appropriate documents.

Admission Paperwork

<table>
<thead>
<tr>
<th>Required Documents</th>
<th>Business Career Program</th>
<th>Healthcare Career Program Medical Assisting Electives</th>
<th>Healthcare Career Program Medical Billing and Coding Electives</th>
<th>Networking Career Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Form</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Signed Enrollment Agreement</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Attestation of HS Graduation or Equivalency</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Proof of HS Graduation or Equivalent, or ATB scores</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Student Acknowledgements and Releases</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Felony Disclosure Form</td>
<td>x</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Copy of Picture ID</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Acknowledgement of Placement Statistics and Industry Salary Disclosure</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Healthcare Career Program Certification Acknowledgement (If a student does not have HS Diploma or equivalent)</td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Registered Medical Assistant Acknowledgement</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electives Acknowledgement</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>

© 2015 CSI
Additional paperwork for students admitted through contractual training agreements
Those entering Computer Systems Institute through contractual agreements must also have an Approval for Funding and Training letter from the organization funding the training, in addition to having all of the appropriate documents above.

Additional Information for Students Who Disclose a Felony(s)
A felony on your record will not disqualify you from consideration for admissions; however, a felony on your record can affect your ability to find employment upon graduation.

Additional Information for Students Admitted with Ability-To-Benefit Test
Computer Systems Institute will accept passing scores for Ability-to-Benefit Tests approved by the U.S. Department of Education, but cannot guarantee the test availability on campus or from test providers.

Students who have taken and passed an Ability-To-Benefit Test after July 1, 2012 are not eligible for Federal Financial Aid. Students who have taken and passed an Ability-To-Benefit Test prior to July 1, 2012 may be eligible for Federal Financial Aid if the student attended a Federal Financial Aid eligible program prior to July 1, 2012 (See Financial Aid Policy).

**ADMISSION REQUIREMENTS FOR SKILL BUILDING PROGRAMS**
Administrative Assistant Professional, Customer Service Specialist, Hospitality Industry Professional, Small Business Administrator

- Must be over compulsory school age to enroll
- Students are required to have a High School diploma or its equivalent (GED).
- Students who have demonstrated the ability to complete the program by passing the Ability-to-Benefit Test approved by the U.S. Department of Education.
- CSI may also accept students who are over compulsory school age, do not have a valid high school diploma or its equivalent, and have not taken the ability-to-benefit test if they have financial sponsorship through contractual training agreements with public or private organizations.
- Non-native speakers of English must meet the English proficiency requirements listed in the English Proficiency Requirements for Non-Native Speakers of English section.
- Must secure own externship placement
- Non-native speakers of English must meet the English proficiency requirements listed in the English Proficiency Requirements for Non-Native Speakers of English section.

<table>
<thead>
<tr>
<th>Required Documents</th>
<th>Administrative Assistant Professional</th>
<th>Customer Service Specialist</th>
<th>Hospitality Industry Professional</th>
<th>Small Business Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions Application</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Signed Enrollment Agreement</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Attestation of HS Graduation or Equivalency (Self Certification or ATB scores)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Student Acknowledgements and Releases</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Copy of Picture ID</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Externship Agreement</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
If F-1 Student
- Documentation of one full academic year of schooling in the United States
- Must be in active status in SEVIS when applying
- Students waiting for reinstatement; applicants wishing to transfer to CSI with a terminated or a completed status; or those with a newly approved status change are not eligible to apply for acceptance into the CSS, HIP, AAP, and SBA programs.

<table>
<thead>
<tr>
<th>Required Documents</th>
<th>CSS, HIP, AAP, and SBA Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptance Letter</td>
<td>x</td>
</tr>
<tr>
<td>Request for CPT Authorization</td>
<td>x</td>
</tr>
<tr>
<td>Job Offer Letter</td>
<td>x</td>
</tr>
</tbody>
</table>

**ADMISSION REQUIREMENTS FOR CS FOUNDATION PROGRAM**
- Must be over compulsory school age to enroll
- Students are required to have a High School diploma or its equivalent (GED).
- Students who have demonstrated the ability to complete the program by passing the Ability-to-Benefit Test approved by the U.S. Department of Education.
- CSI may also accept students who are over compulsory school age, do not have a valid high school diploma or its equivalent, and have not taken the ability-to-benefit test if they have financial sponsorship through contractual training agreements with public or private organizations.
- Non-native speakers of English must meet the English proficiency requirements listed in the English Proficiency Requirements for Non-Native Speakers of English section.
- Must pass English and Math COMPASS test with an average score of 50 or higher

<table>
<thead>
<tr>
<th>Required Documents</th>
<th>CS Foundation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions Application</td>
<td>x</td>
</tr>
<tr>
<td>Acceptance Letter</td>
<td>x</td>
</tr>
<tr>
<td>Enrollment Agreement</td>
<td>x</td>
</tr>
<tr>
<td>Attestation of HS Graduation or Equivalency (self-certification or ATB scores)</td>
<td>x</td>
</tr>
<tr>
<td>Student Acknowledgements and Releases</td>
<td>x</td>
</tr>
</tbody>
</table>

**ADMISSION REQUIREMENTS FOR ENGLISH AS A SECOND LANGUAGE PROGRAMS**
- Students are required to have a High School diploma, its equivalent (GED), or demonstrate the ability to benefit from the training offered at CSI by passing an Ability-to-Benefit Test approved by the U.S. Department of Education. CSI may also accept students who are over compulsory school age, do not have a valid high school diploma or its equivalent, and have not taken the ability-to-benefit test if they have financial sponsorship through contractual training agreements with public or private organizations.
- Must be at least 18 years of age to enroll
- Before enrolling in English as a Second Language program, students must take the ESL COMPASS Test, which is a standardized, computer-based placement test that evaluates students’ skills in grammar usage, listening and reading. Based on a student’s score, he/she will be placed into appropriate programs.
ENGLISH AS A SECOND LANGUAGE PROGRAM | ESL COMPASS TEST SCORE
--- | ---
Beginner ESL Program | 0 – 50
Intermediate ESL Program | 51 – 76
Advanced ESL Program | 77 – 90
General Writing Program | 77 – 90
Communication Program | 77 – 90
Literature Program | 77 – 90

Students who test within the five-point range of the minimum required scores in each program may request additional speaking and writing testing. Based on the composite scores of the additional testing, students can be placed in a more advanced program than their original COMPASS score indicated.

COMPASS Test Exceptions:

<table>
<thead>
<tr>
<th>ENGLISH AS A SECOND LANGUAGE PROGRAMS</th>
<th>COMPASS TEST SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intermediate ESL Program</td>
<td>Successful completion of the Beginner ESL program</td>
</tr>
<tr>
<td>Advanced ESL Program</td>
<td>Successful completion of the Intermediate ESL program</td>
</tr>
<tr>
<td>General Writing Program</td>
<td>Successful completion of the Advanced ESL Program or Communication Program or Literature Program or one of the BCP, NCP, HCP, CSS, HIP, AAP, or SBA Programs</td>
</tr>
<tr>
<td>Communication Program</td>
<td>Successful completion of the Advanced ESL Program or General Writing Program or Literature Program or one of the BCP, NCP, HCP, CSS, HIP, AAP, or SBA Programs</td>
</tr>
<tr>
<td>Literature Program</td>
<td>Successful completion of the Advanced ESL Program or Communication Program or General Writing Program or one of the BCP, NCP, HCP, CSS, HIP, AAP, or SBA Programs</td>
</tr>
</tbody>
</table>

APPLICATION REQUIREMENTS FOR INTERNATIONAL STUDENTS

International students applying to any CSI program must submit the following documents and fees.

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>APPLICATION TYPES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Transferring from Another Institution</td>
</tr>
<tr>
<td>Admissions Application</td>
<td>x</td>
</tr>
<tr>
<td>$250 Application fee</td>
<td></td>
</tr>
<tr>
<td>Form I-539</td>
<td></td>
</tr>
<tr>
<td>Item</td>
<td>Column 1</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Bank statement of sufficient funds or Affidavit of Support (I-134)</td>
<td>x</td>
</tr>
<tr>
<td>Copy of passport with applicant’s photo clearly displayed</td>
<td>x</td>
</tr>
<tr>
<td>Copy of visa and both sides of the I-94</td>
<td>x</td>
</tr>
<tr>
<td>Explanation letter to USCIS</td>
<td></td>
</tr>
<tr>
<td>Form DS-2019 on J-1 visa</td>
<td></td>
</tr>
<tr>
<td>$200 SEVIS fee (Paid to SEVIS)</td>
<td>x</td>
</tr>
<tr>
<td>$290 DHS fee (Paid to DHS)</td>
<td></td>
</tr>
<tr>
<td>Notice of Action I-797A</td>
<td></td>
</tr>
<tr>
<td>Copy of current and approved I-20(s)</td>
<td></td>
</tr>
<tr>
<td>$100 transfer fee</td>
<td></td>
</tr>
<tr>
<td>Marriage certificate (if applicable)</td>
<td>x</td>
</tr>
<tr>
<td>Birth certificate for child dependents (if applicable)</td>
<td>x</td>
</tr>
<tr>
<td>Proof of foreign residency (optional)</td>
<td></td>
</tr>
<tr>
<td>Proof of property ownership (if applicable)</td>
<td></td>
</tr>
<tr>
<td>Letter of recommendation from current employer/school (optional)</td>
<td></td>
</tr>
</tbody>
</table>
ENGLISH PROFICIENCY REQUIREMENTS FOR NON-NATIVE SPEAKERS OF ENGLISH

Computer Systems Institute is committed to offering its educational programs to students from a broad range of cultures and languages. In doing so, it recognizes its responsibility to ensure that students, whose first language is not English, have sufficient proficiency to undertake the career or skill building program of their choice.

Applicants from countries where English is not the primary spoken language and applicants whose native language is not English must demonstrate English-language proficiency by providing the school with one of the following:

- An COMPASS test score (English) of 51 or higher for Business Career Program, Networking Career Program, Healthcare Career Program, Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, and Small Business Administrator
- Successful completion of the CSI Intermediate ESL, Advanced ESL, General Writing, Literature, or Communication programs
- A Test of English as a Foreign Language (TOEFL) test score of 500 or higher (paper-based test), 173 or higher (computer based) or a 61 or higher (internet-based). Submitted scores must be less than three years old
- An International English Language Testing System (IELTS) score of 4.5 or better
- Proof of completion of an accredited college program in the United States
- A High School diploma or GED certificate issued in the United States
- A High School or college diploma from a country which uses English as the language for education, such as: Antigua, Australia, Bahamas, Barbados, Belize, Bermuda, Botswana, Canada, Ethiopia, Falkland Islands, Gambia, Ghana, Great Britain, Grenada, Guyana, India, Ireland, Jamaica, Kenya, Liberia, Micronesia, New Zealand, Nigeria, Sierra Leone, St. Kitts, St. Lucia, Solomon Islands, The Philippines, Trinidad, Uganda, United States, Zambia, and Zimbabwe

EVALUATING THE VALIDITY OF HIGH SCHOOL OR GED CREDENTIALS

Computer Systems Institute uses the following criteria to determine the validity of high school or GED credentials:

For all applicants:
- Is there any conflicting information from an applicant regarding his or her high school/GED credentials?
- Did the student graduate from a public high school in the United States or its territories?

For non-public school graduates:
- Is the applicant’s high school diploma recognized or approved in the state from which it was granted?
- Does the U.S. Department of Education recognize the high school’s accrediting body?
- Has CSI or other accredited higher education institutions previously questioned the applicant’s diploma as being granted from a diploma mill?

For students who have completed a GED:
- Was the high school equivalent (GED) issued by a state? Computer Systems Institute will only honor state-issued GEDs. GED or other equivalency certificates that were completed online will not be accepted.

For High School diplomas earned outside of the United States and its territories:
- All high school transcripts that are not from an American institution must be evaluated for equivalency. All evaluations must be completed by an approved NACES agency or by AACRAO Evaluation Services.
Transcripts in a language other than English must also include an official English translation. Any costs incurred because of this service will be the responsibility of the student and must be paid directly to the agency performing the service.

For students who were homeschooled:

• Has the student completed homeschooling at the secondary level as defined by state law? *In Illinois homeschooling can be considered private schooling if the teacher(s) were competent, the required subjects were taught, and the student received an education at least equivalent to public schooling.* (See Documentation Requirements for Home school Students for additional information.)

The final decision on determination of validity of HS diploma lies with CSI and cannot be appealed. High school transcripts, GED scores, and other credentials submitted for review will become the property of Computer Systems Institute and cannot be returned to the student. Applicants are urged to contact the Admissions or Registrar’s Office with any questions they may have regarding their high school or GED credentials.

**Documentation Requirements for Homeschooled Students**

Applicants who were homeschooled are required to provide the following documentation:

1. A letter from the primary instructor (can be from a parent if the parent was a primary instructor) stating:
   - The number of years of homeschooling
   - The names of the person(s) in charge of homeschooling
   - The source(s) of curriculum

2. For all the courses taken:
   - A list of course titles/course description
   - Grades, if any
   - Credits, if any
   - Dates of completion
   - Test scores, if any
   - Textbook list

3. If some of the coursework was completed in collaboration with school(s) or other third-party organization(s):
   - An official transcript from each school or third-party organization
   - Test scores, if any

Home-schooled students in Illinois must cover the following subjects:

- Language Arts
- Mathematics
- Biological and Physical Sciences
- Social Sciences
- Fine Arts
- Physical Development and Health

**Start Requirements for Business, Healthcare and Networking Career Programs**

To become an official start, students must meet the following start requirements by the 5th day of class:

1. All admissions paperwork must be completed
2. Must attend three of the first five days of class
3. Must be Financial Aid Complete or secure payment
4. Must make their first payment (when applicable)
5. Must provide proof of HS graduation, GED, or have passing ATB scores

Documents accepted as proof of high school graduation/GED

1. Valid copy of High School Diploma Certificate
2. Valid copy of GED Diploma Certificate
3. Valid high school transcript must indicate graduation date
4. High School Graduation or passing GED verification letter on school, state, or school board letterhead
5. DD214 form if “High School Graduate or Equivalent” box must be checked as “Yes”

“Valid Copy” for High School Diploma and GED Certificates means the original must be witnessed by an approved CSI staff member, and the copy must have a signature from the approved staff member that the original was witnessed. Approved staff members will consist of members of the Campus Management Team. “Valid” for High School Transcript means it is in a sealed envelope or faxed from a school or school board.

Customer Service Specialist, Hospitality Industry Professional and Administrative Assistant Professional, Small Business Administrator, and CS Foundation Programs

To become an official start, students must meet the following start requirements:
1. All admissions paperwork must be completed
2. Tuition and fees must be paid in full
3. All students must attend class within three weeks of the start date*
4. Registration and payment must be completed within 2 weeks of class start date
   *Please see calendar for specific dates

POLICIES AND CRITERIA FOR ACCEPTING TRANSFER CREDIT FOR ACADEMIC PROGRAMS

CSI will evaluate and consider awarding academic credit for credit earned at higher education institutions accredited by agencies recognized by the United States Department of Education or similarly accredited international institutions if the course is appropriate for inclusion in a CSI program. Requests for transfer credits should be submitted to the Registrar’s Office as a part of the admissions process prior to the first day of scheduled classes. In order to have transfer credits accepted at Computer Systems Institute, a student must have an official transcript from his or her previous school sent to the Registrar’s Office.

To be considered “official,” a transcript must be in a sealed envelope and signed by the granting institution. No photocopies will be accepted. All transcripts that are not from an American institution must be evaluated. Any student wishing to transfer credit must have a course-by-course evaluation completed. Transcripts in a language other than English must also include an official English translation. All evaluations must be completed by an approved NACES agency or by AACRAO Evaluation Services. Any costs incurred because of this service will be the responsibility of the student and must be paid directly to the agency performing the service.

In order to be accepted for transfer credit, courses must be similar in scope and credit to an appropriate CSI course. In order for the course to be considered for transfer, the students must have earned at least a grade of “C” and completed the respective course within the past three years. Computer Systems Institute limits the number of transfer credits accepted from other institutions at 49% for a chosen program of study.

Transfer credit is designated with a grade of TR on the student transcript and is not calculated in a student’s GPA or CGPA. Transfer credits are calculated as attempted and earned in the determination of the student’s
pace of completion.

CSI will not award transfer credit for the following types of courses:

- Remedial or retraining courses
- Personal development, human potential, or courses teaching skills
- Professional development, in-service education, continuing education courses, or other similar courses designed for individuals who want to upgrade their occupational or professional skills, acquire new skills, or prepare for a proficiency examination
- Courses in professional disciplines not supported by Computer Systems Institute

**Military Coursework**

CSI may award transfer credit for some of the military courses if the content is equivalent to a course taught at CSI. Students should be prepared to submit an official military transcript (e.g. SMART, AARTS, etc.) to the Registrar’s Office for evaluation before the first day of scheduled classes.

Computer Systems Institute reserves the right to limit the transferability of a course based on the source of credit, the method of instruction, or the duration of the term. Transcripts submitted to CSI for admission or credit transfer become the property of the school and cannot be returned to the student or forwarded to other institutions. Final determination on the transferability of coursework for credit is made by CSI Registrar’s Office.

**Transferability of Credit and Articulation Agreements**

Outside of existing articulation agreements, Computer Systems Institute does not guarantee that the credits obtained at CSI are transferable to another institution. Credits or coursework are not likely to transfer. Any decision on the comparability, appropriateness and applicability of credit, as well as whether credit should be accepted is the decision of the receiving institution. An articulation agreement is an agreement between institutions to accommodate the transfer of credits between institutions. Please use the following link for a list of articulation agreements CSI has with other educational institutions: [http://www.csinow.edu/images/pdf/ArticulationAgreements_0101.pdf](http://www.csinow.edu/images/pdf/ArticulationAgreements_0101.pdf)
FINANCIAL SERVICES

FINANCIAL ASSISTANCE

Computer Systems Institute firmly believes that access to education beyond high school is the right of every individual. Lack of financial resources alone should not be a barrier to continuing one's education. Therefore, CSI is an eligible institution participating in federal financial aid programs. Financial aid is available to those who qualify.

The purpose of financial aid is to assist those students who, without such aid, would be unable to attend CSI. The primary responsibility for meeting the costs of education rests with individual students and their families.

Financial aid funds are available to supplement whatever funds students and their families can reasonably provide. Early application is encouraged to ensure availability of funds. Students should complete the financial aid applications upon enrollment, and they will be notified of funding by a Financial Aid Representative.

Computer Systems Institute offers the following major federal programs:

- **Federal Pell Grant** - Eligible students at Computer Systems Institute who have not received a bachelor's degree may receive this grant based on financial need from their FAFSA application. Federal Pell is a grant that does not need to be repaid.

- **Federal SEOG Grant** - Pell-eligible students (see above) at Computer Systems Institute may also be eligible for an additional grant under this program. Awards are limited to those with the lowest Expected Family Contributions (EFC’s) from their FAFSA applications.

- **Federal Work-Study Program** - A limited number of part-time jobs are available on campus or near campus through the Federal Work-Study Program. Students must meet the basic eligibility requirements and have financial need.

- **Federal Direct Stafford Loan Program** – (Repayment required) All eligible students at Computer Systems Institute. The interest accrued on these loans may be subsidized and/or unsubsidized.

- **Federal Direct PLUS Loans for Parents Program** – (Repayment required) he parents of dependent students at Computer Systems Institute are generally able to borrow a parent PLUS loan from the Federal Direct PLUS Loan Program. Parents can borrow up to the full cost of education (minus any other aid received).

Title IV funding is not available for all programs offered at our Lombard, Skokie, Charleston, and Worcester campuses.

HOW TO APPLY

We understand the process can be intimidating. However, our experienced Financial Aid Representatives can assist you through the entire process whether it be completing the FAFSA Form, signing a Master Promissory Note, or answering questions about the verification process if you are chosen by the Department of Education. Our Representatives can identify the federal aid programs that will help you meet your needs and guide you through each process. Just contact our office - we’re here to help!

The beginning point for all federal aid starts with applying for a federal PIN number. Students and a parent (if the student is a dependent) can apply on-line through the Department of Education website at [www.pin.ed.gov](http://www.pin.ed.gov). PIN numbers are needed in order to complete the next step—completing and signing the Free Application for Federal Student Aid (FAFSA) Form. This process can be done quickly and easily on the Department of Education’s website located at [http://www.fafsa.ed.gov](http://www.fafsa.ed.gov). The information that you
provide will help the school determine if you are eligible for a Federal Pell Grant, Federal Work Study, and Federal Student Loans.

Approximately, one out of every three FAFSA applications will be chosen by the Department of Education for a review process known as verification. If your application is selected, you (and your parent if you are a dependent student) will be asked to provide copies of prior year tax returns, along with other income and asset information. We will let you know if you were selected for verification and give you a list of necessary documentation.

Upon completion of the application and verification (if required) processes, your Financial Aid Representative will prepare a financial aid package that consists of an estimated award letter for you based on your eligibility and financial need as determined by your FAFSA Form. Your representative can also discuss the timing of your financial aid payments, billing procedures, and alternative financing options.

If you would like more detailed information concerning the financial aid process, please do not hesitate to contact one of the financial aid offices listed below.

Chicago Campus – 312.781.9292
Elgin Campus – 847.400.0065
Gurnee Campus – 847.263.4258

**STUDENT ELIGIBILITY**

Participants in federal and state aid programs must:

1. Be a United States citizen or eligible non-citizen
2. Be enrolled as a regular student in a diploma or a certificate program
3. Maintain satisfactory academic progress

Non-citizens are required to verify eligibility with the Financial Aid Office. Students who are required to register with Selective Service must be registered in order to receive financial aid. Additional documentation may be required.

Satisfactory academic progress is necessary to maintain eligibility for Title IV and state-funded assistance programs. See the Academics Section for applicable satisfactory progress criteria.

**ABILITY-TO-BENEFIT EXAMS AND TITLE IV ELIGIBILITY**

Effective July 1, 2012

Public Law 112-74 amended HEA section 484 (d) to eliminate Federal student aid eligibility for students without a certificate of graduation from a school providing secondary education or the recognized equivalent of such a certificate. The law makes an exception for students who have completed a secondary school education in a home school setting that is treated as a home school or private school under State Law.

Therefore, students who do not have a high school diploma or a recognized equivalent (e.g. GED) or do not meet the home school requirements, and who first enroll in a program of study on or after July 1, 2012, will not be eligible to receive Title IV aid.

A student who attended an eligible program at a Title IV institution prior to July 1, 2012 may establish eligibility at the same Title IV institution or a different Title IV institution using all of the ATB alternatives. So long as the student previously attended an eligible program at an eligible Title IV institution, it does not matter whether
the student received Title IV, HEA student assistance prior to July 1, 2012.

The grandfathering in of previously enrolled students is interpreted as follows: Students may qualify for Title IV student aid under one of the ability-to-benefit (ATB) alternatives if the student was enrolled under one of the ATB options in a Title IV eligible program prior to July 1, 2012, even if it was several years ago.

To be eligible for the ATB options in the future, a student must be enrolled in a program of study. Furthermore, program of study means a Title IV eligible program. (Under the exception, the student would not need to be enrolled in the same program of study in which s/he was initially enrolled in order to be eligible for student aid).

Under the exception, the student should not need to have been eligible for Pell Grant or any other federal student aid previously; the only determinant should be if s/he was previously enrolled in a program of study that was eligible for federal student aid.

Under the exception, if a student without a high school diploma or equivalent was enrolled in a Title IV eligible program at any point prior to the July 1, 2012 cut-off date and returns after it, that student could still utilize both ATB options either by having passed an independently administered, approved ATB test or successfully completing 6 credit hours that are applicable to the program offered at CSI to gain eligibility for federal student aid. A student without a high school diploma or equivalent who enrolls for the first time after the cut-off date will not be able to utilize the ATB options.

Summary:
CSI can enroll someone that does not have a HS diploma or GED after July 1, 2012 if they took and passed the ATB test prior to July 1, 2012 AND they previously attended a program that was Title IV approved. Simply passing the ATB before July 1, 2012 does not qualify them. They would have to have been attending a Title IV program prior to July 1, 2012. This includes programs at CSI. Students that have both of these credentials are considered grandfathered in order to enroll them at CSI, CSI needs the following clearly documented in the academic file:

1. The official passing score on the independently administered, approved ATB test*. A student who has taken an approved, independently administered test must have the test publisher or the assessment center submit the official score to the school to demonstrate the student’s ability to benefit.

   *The campus must obtain documentation from the previous school that the test and its administration met federal requirements. Test scores are valid for ATB purposes indefinitely.

   AND

2. Documentation from the National Student Loan Data System (NSLDS) that a student previously received Title IV, HEA student assistance prior to July 1, 2012 in an eligible college program**.

OR

- A transcript from that school with the student’s name and program demonstrating their enrollment and attendance prior to July 1, 2012 along with an accompanying letter from a school official (in the capacity of Registrar, Director level or above Director level position) on the school official letterhead verifying that student was enrolled in an eligible Title IV approved program. The Department would continue to maintain approval for relevant ATB exams, but could not guarantee that the test makers will continue to make available all of the tests**.
**Start deadlines must be met at all times when collecting documentation

TUITION AND FEES

Tuition, book and fee rates at Computer Systems Institute are subject to occasional review and revision based on factors that may include increases in program expenses and changing market rates for similar programs.

Although tuition, book and supply fees may increase from time to time, CSI guarantees that students who are continuously enrolled in the same program will not be subject to changes in tuition and fees during their period of enrollment. A student is considered to be continuously enrolled in the same program as long as he or she has not been withdrawn from that program of study.

Student tuition at Computer Systems Institute covers access to the following benefits and services:

- Instructor-led education and training
- Web-based instruction
- Certification vouchers
- Open labs
- Student Services
- Career Development

Click link for Tuition, Book and Fee Rates:
http://www.csinow.edu/images/Copy_of_2015_Tuition_and_Fees_Table.pdf

SUPPLIES AND OTHER EXPENSES

The costs of courseware and/or textbooks are not included in the tuition fee. Networking, Business and Healthcare Career programs have a separate book and supply fee, which covers the cost of one set of books for the program as well as uniforms, license fees, a book bag, activity fee and one student ID. Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, Small Business Administrator, CS General Education and CS Foundation programs have a separate quarterly book and supply fee, which covers the cost of books, license fees, and certain activity fees for that quarter.

All necessary educational supplies such as notebooks, pens, pencils, folders and binders are the student’s responsibility and are available for sale in the bookstore. Students are not obligated to purchase textbooks directly from CSI and may choose to purchase textbooks from an independent bookstore. Please note that CSI does charge a book fee to all student accounts at the time of enrollment. CSI will make any book adjustments to students’ accounts as long as they provide documented proof that the book was purchased from an independent and reputable bookstore* for the courses they are required to take. We will not make any book adjustments to students accounts based on having received a book from another student/instructor. The Vice President of Financial Affairs is the only person who can approve book adjustments. Once a book has been picked up from the bookstore, it cannot be returned for credit. *CSI has the right to verify the information received by the student, prior to making any adjustments. All decisions are final.

DISBURSEMENT OF BOOKS AND SUPPLIES POLICY

Pell Grant Recipients

Pell Grant recipients who have Title IV funds disbursed in excess of their charges posted are eligible for a refund that will be issued no later than seven days after the start so that they may purchase books and supplies. CSI will provide this refund to students only if a credit balance exists at that time. The credit will be issued to a student by direct deposit to a stored value card that can be picked up at the bookstore.
Pell Grant eligible students and all other aid recipients are eligible to have their books and supplies charged to their student accounts against their anticipated financial aid as long as they have sufficient financial aid in place and applied for (loans certified, etc.) to cover all of their institutional charges (tuition and fees, including book and supply fee charges).

Financial Affairs staff reserves the right to authorize book charging due to extenuating circumstances or college error, if warranted. If students choose to OPT OUT of the way that CSI allows for book charging, then students must pay at the time they pick up books from the bookstore or must wait for an overage check to be released to them before they can purchase books on their own.

**PAYMENT POLICY**

Students in Business, Healthcare, and Networking Career Programs who do not qualify for full financial aid or who do not wish to apply for educational loans must be set up on a reoccurring payment plan while in school and make regular monthly tuition payments to finance educational costs.

Tuition payment plans must be set up prior to the first day of class, are available at all campuses and are not based on need. Students electing to use this method may pay by credit card, cash or money order. There is an additional $30 surcharge for checks returned for insufficient funds or credit card chargebacks. Please see a Financial Affairs Representative for assistance with setting up any payment plans.

There are no payment plans available for any Skill Building programs, ESL program and courses, CS Foundation program or Cultural immersion course. Students must make the tuition and fee payment for these programs by the deadline date established in the student calendar. If payment deadline date is not met, there is a $100 late fee charge.

**FINANCIAL OBLIGATION**

Students must satisfy all financial obligations to CSI. For students who fail to keep up with approved monthly payments, issue personal checks that are returned by banks or fail to make a good faith effort to keep up with their financial obligation to the school may be subject to dismissal. Diplomas, official transcripts, certification prep vouchers, bus and gas cards (if applicable), and tuition stipends, if eligible, will be withheld from the student until all financial obligations are satisfied.

**OTHER PAYMENT OPTIONS**

Students attending CSI, if eligible, may receive funds to meet educational costs from Veterans Administration Benefits, Social Security, the Workforce Investment Act, the Bureau of Indian Affairs, the Division of Vocational Rehabilitation, Worker’s Compensation, employee tuition waivers, and other organizations and agencies providing scholarships and grants. Please contact the Financial Aid Office if you are approved for any of these funding sources.

**EMPLOYER SPONSORED TUITION ASSISTANCE PROGRAMS**

Students with employers providing payment for tuition/fees must present written documentation on company letterhead to the Financial Aid Office by the 3rd day of the start. This documentation must contain the student’s name, the amount of payment, and terms of the agreement. The terms of the agreement must include payment made directly to the college, not directly to the student. If there are tuition/fees that are not covered by the agreement, the student must pay these charges either in full or by setting up a monthly payment plan with the college no later than the 3rd day of the start. Computer Systems Institute will honor agreements that delay payment, stipulate that student grades must be received before payment is made, or payment that is made directly to the student, however the student will have to secure educational costs before starting the
**STUDENT REFUND POLICY**

Students are entitled to a refund of excess financial aid. Financial aid refunds will be issued after the Financial Aid Office has confirmed the student’s aid eligibility, enrollment in class, and that the aid has been credited to the students account.

Credit balances created with Title IV funds will be refunded to the student no later than fourteen days after the balance occurred on the student account, unless a student has completed a Title IV authorization to hold the funds on account for the remainder of the academic year. If it is determined that the Parent Plus Loan funds created the credit balance, CSI will pay the credit balance directly to the parent borrower unless a Title IV Authorization Form has been signed by the parent authorizing reimbursement to the student.

All refunds are issued on a stored value card known as the Rapid pay card. If the student has a hold with the college for any reason, a check will be held at the Business Office and will be available for pick up once the student clears up the hold. If checks are not picked up within 30 days of the date the check was issued, the student will be called regarding the check.

Credit balances that are created by Title IV funds and are refunded via check must be cashed within 210 days. Un-cashed refund checks after the 180-day window will be voided and the resulting credit balance will be returned to the source of the credit.

If a student paid in excess of tuition and fees, student will receive a Student Refund after the student account department has reviewed the credit on the account.

**DELINQUENT ACCOUNTS**

Students who do not make their down payments and have an authorized deferred payment arrangement by the 5th day of the start may not be allowed to start in the program.

If students have a delinquent account balance, they will be notified by the Business Office. Upon receipt of this notification, their payment must be made immediately. Students will first have the opportunity to make payment directly to CSI. If they do not respond to CSI’s attempts to collect their balance, their account will be referred to an outside collection agency. Should this occur, credit bureaus may be notified and the student will be responsible for the outstanding balance plus all collection costs and legal fees.

Students will also have a **hold tag** placed on their account which will prevent future registration, receipt of an official transcript and/or diploma, bus and gas cards, and application for OPT, CPT and any certification exams. All grades, transcripts, and diplomas will be withheld until the student has satisfied their balance in full or satisfactory payment arrangements for all funds have been made.

Computer Systems Institute (CSI) reserves the right to change any of the above policies when, in the judgment of the administration, it becomes necessary to do so.

Late fees of $100 may apply.

**TAX INFORMATION**

**1098-T Tax Forms**

The Taxpayer Relief Act of 1997 requires that all educational institutions provide U.S. citizens or permanent residents with a tax form detailing qualifying tuition and related expenses for the calendar year. This form is
referred to as Form 1098-T. Educational institutions are not required to provide forms to non-resident aliens. As a result, you may not receive a form if you are a non-resident alien.

Form 1098-T will be mailed to the student using the address that CSI has in the student database system no later than January 31 of each year. It is imperative that the student keeps important information such as address and social security number up-to-date with the Registrar’s Office, as this information is submitted to the IRS and insures proper mailing of the form.

If Social Security numbers are not updated in our student database system, students will be required to submit a W-9 form along with a copy of their social security card to ensure that the proper social security number is reported to the IRS. The deadline for this is March 1 of every year for the prior year’s qualifying tuition. Incorrect names and or Social Security numbers or incorrect Taxpayer Identification Number (TIN) or a missing social security number or TIN must be resolved by the student before any 1098-T will be issued. Incorrect information reported to the IRS will result in a $100 penalty that will be charged to the student.

There will be times that students may request a payment history of their transactions at CSI. CSI will provide any student their account ledger cards for this purpose. Please consult with your tax preparer on filing appropriately, depending on your status. CSI is not responsible for student filing incorrectly with the IRS.

For additional information and instructions on Form 1098-T, please see IRS Publication 970 or www.IRS.gov.

**SCHOOL WITHDRAWAL PROCESS**

Withdrawing from CSI may have both academic and financial aid consequences. You are encouraged to understand the consequences before you decide to withdraw. Detailed information about the cancellation of enrollment and withdrawal from CSI is available below.

If you decide to withdraw, you must follow the established withdrawal procedures for CSI. Students intending to withdraw are asked to notify the Student Services Department by telephone, in person, or in writing to provide official notification. During the withdrawal process, students are asked to provide the official date of withdrawal and the reason for withdrawing in writing.

Once the process of withdrawal begins, the student or a staff member of the Student Services Department will complete all necessary form(s). Students that are absent for 14 consecutive calendar days will be withdrawn from school.

**REFUND/CANCELLATION/WITHDRAWAL POLICY**

All notices of cancellations must be made in writing to the campus the student is attending.

- Student has the right to cancel this contract without financial obligation until midnight of the fifth business day after the start date.
- When the notice of cancellation is given after midnight of the fifth business day after the start date, but prior to the first day of student’s attendance the school may retain no more than the application-registration fee (if applicable) which may not exceed $250.

The school may initiate the cancellation of this agreement up to midnight of the 5th business day after the start date in cases where the student has not met program start requirements listed in the catalog under which they matriculated.

**REFUNDS/CANCELLATIONS**

Applicants not accepted by the Institute will receive a refund of all tuition and all fees paid.
All refunds will be made within 30 calendar days from the date of receipt of a student’s cancellation. If a course is canceled or discontinued, the student will be refunded in full. CSI will refund all fees to a student who cancels under the following circumstances:

- The school did not provide the prospective student with a copy of the student’s valid enrollment agreement and the current catalog or bulletin; or
- The school cancels or discontinues the course of instruction in which the student is enrolled.

**STUDENTS’ RIGHT TO CANCEL**

The student has the right to cancel the initial enrollment agreement until midnight of the 5th business day after the student’s start date. If the right to cancel is not given to any prospective student at the time the agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund on all moneys paid to date within 10 days of cancellation. Cancellation should be submitted to the authorized official of the school in writing.

**ILLINOIS REFUND POLICY – FOR SKILL BUILDING, ESL PROGRAMS AND CULTURAL IMMERSION COURSE**

If you withdraw from Skill Building, ESL program and Cultural Immersion course, you may be eligible for a tuition adjustment that may generate a tuition refund on the student ledger in accordance with the following table below:

<table>
<thead>
<tr>
<th>If you withdraw...</th>
<th>% of Tuition Adjustment</th>
<th>Additional costs school may retain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before completing 5% of the quarter</td>
<td>90% of tuition for the quarter</td>
<td>Document processing fee, transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
<tr>
<td>After 5% - 25% of the quarter completed</td>
<td>75% of tuition for the quarter</td>
<td>Document processing fee, transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
<tr>
<td>Over 25% - 50% of the quarter completed</td>
<td>50% of tuition for the quarter</td>
<td>Document processing fee, transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
<tr>
<td>Over 50% of the quarter completed</td>
<td>No portion of tuition</td>
<td>Document processing fee, Transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
</tbody>
</table>

*Book adjustments will be made on those books not picked. (See policy on Textbooks and Equipment Return/Refund Policy)

**ILLINOIS REFUND POLICY FOR CS FOUNDATION**

If you withdraw from the CS Foundation program you may be eligible for a tuition adjustment that may generate a tuition refund on the student’s ledger.

Please note that the CS Foundation program is a non-term program and the cost of the program is $6000 (this does not include books and other fees associated with the program). Tuition adjustments/refunds are based on the full tuition cost of the program, not on what has been paid in the program.

The students last date of attendance will be used to calculate the % of the tuition adjustment/refund therefore students may be responsible for tuition not yet paid if they drop within the % of the program as shown in the
refund policy below.

<table>
<thead>
<tr>
<th>If you withdraw...</th>
<th>% of Tuition Adjustment</th>
<th>Additional costs school may retain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before completing 5% of the CS Foundation program</td>
<td>90% of tuition for the entire program</td>
<td>Document processing fee, transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
<tr>
<td>After completing 5% - 25% of the CS Foundation program</td>
<td>75% of tuition for the entire program</td>
<td>Document processing fee, transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
<tr>
<td>After completing 25% - 50% of the CS Foundation program</td>
<td>50% of tuition for the program</td>
<td>Document processing fee, transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
<tr>
<td>After completing 50% - 75% of the CS Foundation program</td>
<td>25% of tuition for the program</td>
<td>Document processing fee, Transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
<tr>
<td>After completing 75% of the CS Foundation program</td>
<td>No portion of tuition for the program will be adjusted/refunded</td>
<td>Document processing fee, Transfer fee, mailing fees, supply fee and book costs*</td>
</tr>
</tbody>
</table>

*Book adjustments will be made on those books not picked. (See policy on Textbooks and Equipment Return/Refund Policy)

**MASSACHUSETTS REFUND POLICY**

- You may terminate this agreement at any time.
- If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
- If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
- If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.
- The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.
INSTITUTIONAL PRO RATA REFUND CALCULATION AND POLICY

When a student withdraws, Computer Systems Institute (CSI) must determine how much of the tuition and fees it is eligible to retain. The Pro Rata Refund Calculation and Policy is an institutional policy and is different from the Federal Financial Aid Return Policy and Return calculation; therefore, after both calculations are applied, a student may owe a debit balance (i.e. the student incurred more charges than he/she earned Title IV funds) to CSI.

HOW WITHDRAWING AFFECTS FINANCIAL AID & STUDENT LOANS

There are a number of things students should consider before withdrawing from either a module or program, for such action could cause both academic as well as financial consequences.

Students considering withdrawal from the program should be aware that Returns of Title IV financial aid funds are calculated according to applicable federal laws.

Federal regulations state that financial aid is earned by attending class. You have not earned 100% of your financial aid until you have attended beyond 60% of the payment period. If you withdraw before this, a portion of your financial aid has not been earned and the unearned portion must be returned. This may result in a balance on a students’ account, with the balance being the student’s responsibility.

The unearned portion is equal to the percentage of the payment period remaining on the date of withdrawal. Your financial aid and loan eligibility will be recalculated based on your actual period of attendance; therefore, you may be required to repay a substantial portion of your financial aid. So, if you stop attending class, you will be treated as an unofficial withdrawal. This means that the last date of attendance will be used. This may result in you also owing funds back to the school.

FEDERAL REFUND POLICIES FOR RECIPIENTS OF TITLE IV FEDERAL FINANCIAL AID:

Mandatory class attendance is REQUIRED when receiving federal financial aid. If you withdraw or stop attending all of your classes before completing 60% of the payment period, you may be required to repay a portion or ALL of the federal aid that you have received, excluding Federal Work Study earnings. If you withdraw and never attend the class(es), you may be required to pay a portion or ALL of the federal aid that you have received, excluding Federal Work Study earnings.

The amount of federal aid that you must repay is determined by the Federal Formula for Return of Title IV funds (Section 484B of the Higher Education Act, the full text of which is available at http://www2.ed.gov/policy/highered/leg/hea98/sec485.html). This law also specifies the order in which funds are to be returned to the financial aid programs from which they were awarded, starting with loan programs.

You may be required to make a repayment when financial aid funds have been disbursed from financial aid funds, in excess of the amount of aid that you earned (based on the date of your total withdrawal). The amount of Title IV aid earned is determined by multiplying the total Title IV aid (other than FWS) for which you qualified by the percentage of time that you were enrolled.

- If less aid was disbursed than was earned, you may receive a late disbursement for the difference
- If more aid was disbursed than was earned, the amount of Title IV aid that you must return (i.e. not earned) is determined by subtracting the earned amount from the amount actually disbursed

The responsibility for returning unearned Title IV aid is shared between the institution and you. It is allocated according to the portion of disbursed aid that was used to cover institutional charges, and the portion that was
disbursed directly to you once those charges were covered. The institution will distribute the unearned aid back to the Title IV programs, as specified by law. You will be billed for the amount that you owe to the Title IV programs, as well as any amount due to the institution as a result of Title IV funds that were returned that would have been used to cover institutional charges.

**Student Responsibilities**

It is the student’s responsibility to notify the Financial Aid Office if he or she is a financial aid recipient and withdraws from all classes at any point program. It is to a student’s benefit to notify the Registrar and the Financial Aid Office immediately when he or she stops attending classes with the intent to withdraw.

If students or parents received funds under federal or school loan programs, it is their responsibility to notify the lender or holder of loans that they are no longer enrolled on at least a half-time basis. Student borrowers of federal or school loans must also satisfy exit loan counseling requirements.

**Cancellation of Charges**

In addition to the school refund policy; students who are recipients of Title IV federal financial aid are also covered by federal refund policies. The federal refund policy provides for a prorated cancellation of institution costs proportional to the duration of student enrollment only in cases where the student cancels from all classes.

**Title IV Federal Financial Aid**

Students are considered recipients of Title IV federal financial aid if they have used funds from one or more of the following programs to meet educational expenses for the semester in question: Federal Stafford Loan (Subsidized and Unsubsidized), Federal PLUS Loan, Federal Perkins Loan, Federal Pell Grant, Federal Supplemental Equal Opportunity Grant (FSEOG), and Federal Work Study.

**Institutional Costs**

Institutional costs include charges for tuition and mandatory fees as well as for room and/or board. Institutional costs do not include optional expenses that may be charged to a student account, such as supplies from the bookstore, bus and gas cards or other similar charges.

**Refunds and Repayment**

If the school cancels charges for tuition and fees and other institutional costs under either the school refund policy or one of the federal refund policies, and students used Title IV federal financial aid funds to help cover those costs, the financial aid office will calculate the amount of the refund to the financial aid programs.

The amount refunded to financial aid programs will be reduced by any unpaid institutional costs remaining on the student account for students who completely withdraw before or on the 60 percent point in time for the payment period. If students have a large billing balance at the time of withdrawal, it is possible that no refunds will be made to the financial aid programs and they may continue to owe the school for unpaid institutional and non-institutional costs. It is also possible that once the refund payments have been made, you will owe the school for unpaid non-institutional costs and/or other similar charges.

Students who receive Title IV federal financial aid and received a cash disbursement of financial aid funds (excluding Federal Stafford and PLUS loan proceeds) may be personally responsible for repayment of those financial aid funds if they withdraw completely on or before the 60 percent of their payment period. If students and/or their parents made payments to their account in addition to the financial aid funds, it is possible they and/or their parents will receive a refund after the financial aid programs have been duly refunded and if no
outstanding charges remain on the student account.

**REFUND AND DISTRIBUTION POLICY**

Computer Systems Institute adheres to the refund policy published in this catalog, which adheres to the guidelines prescribed by the State of Illinois and other states as noted in the enrollment agreement or addenda and by the federal government.

If a student withdraws from CSI and a refund is due, the following return of funds and refund distribution policy will be observed. Amounts of refunds will be allocated in the following manner:

**Financial aid in excess of the amount “earned” is reduced in the following priority:**
1. Federal Direct Unsubsidized Loan
2. Federal Direct Subsidized Loan
3. Federal Perkins Loan
4. Federal Direct Graduate PLUS Loan
5. Federal Direct Parent PLUS Loan
6. Federal Pell Grant
7. Federal National SMART Grant
8. Federal Academic Competitiveness Grant (ACG)
9. Federal Supplemental Educational Opportunity Grant (SEOG)
10. State of Illinois programs
11. Institutional and departmental funds
12. Private financial resources

Calculations are done on a case-by-case basis after the withdrawal date is established.

**FEDERAL CALCULATION INFORMATION**

Title IV funds are earned in proportion to the percentage of the payment period that is completed, with 100% of the funds awarded after 60% of the payment period is completed. For instance, if the payment period lasts 100 days, 100% of the Title IV funds are earned after 60 days is completed. If a student withdraws after 60% of the payment period is completed, Title IV funds are not required to be returned. When a student withdraws prior to completion of 60% of the payment period, CSI must determine if the Title IV funds the student has received exceed the amount earned. This calculation is based on the number of days completed in the payment period as of the student’s withdrawal date. If the amount received by the student exceeds the amount earned, CSI must return the excess funds to the Title IV programs in the sequence mandated by the U.S. Department of Education.

Normal refund calculations will be applied after the Title IV return calculation has been made. If you have any questions about this policy, please visit the Financial Aid Department for complete examples.

The requirements for Title IV program funds when you withdraw are separate from the institutional refund policy. Therefore, you may still owe funds to the school to cover unpaid institutional charges. We may also charge you for any Title IV program funds that we are required to return.

**FEDERAL WORK-STUDY**

Earnings under the Federal Work-Study Program are not subject to refund or repayment.

**TEXTBOOK AND EQUIPMENT RETURN/REFUND POLICY**

Book adjustments will be made on those books not picked from the bookstore within 30 days following the
date of the student’s cancellation, termination, or withdrawal. Uniforms that have been worn cannot be returned because of health and sanitary reasons. CSI may retain the cost of the items that has been paid by the student. The student may then retain the equipment without further financial obligation to CSI.

**TUITION REFUNDS OR CREDITS FOR MEMBERS OF THE ARMED FORCES**

Computer Systems Institute shall provide:

- A full refund* to students who are affected individuals for that portion of a module such student was attending but unable to complete because he or she was called up for active duty or active service;
- If an affected individual withdraws from a program of study as a result of such active duty or active service, Computer Systems Institute will make every effort to minimize deferral of enrollment or reapplication requirements and will provide the greatest flexibility possible with administrative deadlines related to those applications.
- If a balance exists on the affected individual after all federal and state calculations, Computer Systems Institute will make a tuition adjustment to ensure that there is no financial obligation to the school.
- If the affected individual is a Title IV recipient and goes on a leave of absence due to active duty or active service and the leave of absence extends beyond 180 days, federal and state calculations will be completed the day after the 180 day and the calculation will be treated as a withdrawal to ensure that Federal funds are sent back in accordance with Department of Education regulations.
- Department of Veteran Affairs will be notified of any status changes (including withdrawals from courses, programs and leave of absences) and benefits may be affected due to status changes. Please contact the Department of Veteran Affairs for benefits information.

*Definition of a full refund*

For purposes of this section, a full refund includes a refund of required tuition and fees, or a tuition adjustment credit to the student’s ledger card or a comparable amount against future tuition and fees.

**SCHOLARSHIPS**

In addition to aid from federal and state governments or private sources, CSI students may apply for institutional scholarships. All prospective and current students are eligible to apply for a CSI scholarship regardless of enrollment status. CSI institutional scholarships are based on merit.

CSI scholarships range from $500 to $5,000 and are awarded to students with demonstrated academic achievement.

All scholarships are nontransferable and must be used toward CSI Career Programs: Business Career Program, Healthcare Career Program, and Networking Career Program. Scholarships are not redeemable for cash, can only be applied toward tuition, and are payable upon graduation. Scholarships cannot be combined with any other institutional scholarships toward the same program. Welcome Back, Second Chance, and Study Credit Scholarships may be used one time.

**The Smart Scholarship**

Scholarship Award: $2,000 awarded in January and June 2015.

In order to be eligible for a SMART Scholarship, an applicant must:

1. Meet all CSI admission requirements
2. Be a new student
3. Be a high school senior
4. Hold a high school diploma prior to starting classes
After acceptance to CSI, those wishing to apply for a SMART Scholarship must submit the following items to the Financial Aid Department:

1. A completed and signed SMART Scholarship Application
2. A keyed 250-word essay, which contains the career and the professional goals of the applicant and why he or she should be awarded a SMART Scholarship
3. Two (2) letters of recommendation on school letterhead from former teachers and/or counselors
4. The deadline for submitting forms for the January award is the last day of the preceding December. For the June award, the deadline is May 30

Students awarded a SMART scholarship must:

1. Hold a high school diploma prior to starting classes
2. Start school in June, July, or August
3. Have no outstanding CSI debt

Essays will be judged on content, originality of thought, style and grammar, neatness, and the ability of the applicant to express his or her thoughts clearly and succinctly. Incomplete entries will not be considered, and required materials must be received six weeks prior to the start date for which the student is applying. All entries remain the property of Computer Systems Institute and will not be returned.

SMART scholarships are nontransferable and must be used in conjunction with a CSI career program. They are not redeemable for cash and can only be applied to tuition at midpoint and graduation. Graduation application to tuition is automatic as long as there is continuous enrollment and full-time status in the program of study is maintained.

The Academic Scholarship

Computer Systems Institute offers Academic Achievement Scholarships to applicants who have completed their GED and enrolled in a career program. This scholarship is directed to prospective students who successfully achieved a GED rather than graduating from high school. Each winner will be awarded $500 at graduation.

In order to be eligible for an Academic Achievement Scholarship, an applicant must:

1. Meet all entrance requirements and be granted admission to CSI
2. Hold a GED Certificate prior to starting classes
3. Submit all required documents by the fifth day of class

After acceptance to CSI, those wishing to apply for an Academic Achievement Scholarship must submit the following items to the Financial Aid Department:

1. A GED Certificate
2. A completed and signed Academic Achievement Scholarship Application
3. A keyed 200-word essay explaining what continuing his or her education means to the applicant and why the applicant will be successful at CSI

Students awarded an Academic Achievement Scholarship must:

1. Be a first-time CSI enrollee
2. Maintain a minimum 3.0 cumulative grade point average and continuous enrollment
3. Have no outstanding CSI debt

The essay will be judged on content, originality of thought, style and grammar, neatness, and the ability of the applicant to express his or her feelings and abilities clearly and succinctly. Incomplete entries will not be considered and required materials must be received by the fifth day of class. All entries remain the property of
Computer Systems Institute and will not be returned. Academic Achievement Scholarships are nontransferable and must be used in conjunction with a CSI career program. Academic Achievement Scholarships are not redeemable for cash and will only be applied toward tuition.

**CSI Alumni Scholarship**

Computer Systems Institute offers Alumni Scholarships to applicants who have already graduated from Business, Healthcare, and Networking Career Programs. This scholarship is directed toward CSI graduates who want to complete an additional program (Business, Healthcare, and Networking Career Program). Each winner is awarded $500 at graduation.

**In order to be eligible for an Alumni Scholarship, an applicant must:**
1. Have previously graduated from CSI with a minimum cumulative grade point average of 2.5
2. Hold a high school diploma or a GED Certificate prior to starting classes
3. Submit all required documents by the fifth day of class

**After acceptance to CSI, those wishing to apply for an Alumni Scholarship must submit the following items to the Financial Aid Department:**
1. A high school transcript or a GED Certificate
2. A completed and signed Alumni Scholarship Application

**Students awarded an Alumni Scholarship must:**
1. Maintain a minimum 2.5 cumulative grade point average and continuous enrollment.
2. Have no outstanding debt owed to CSI

Incomplete entries will not be considered, and required materials must be received by the fifth day of class. All entries remain the property of Computer Systems Institute and will not be returned. Alumni Scholarships are nontransferable and must be used in conjunction with a CSI career program. Alumni Scholarships are not redeemable for cash and can only be applied toward tuition.

**The Back-to-Community Scholarship**

Each calendar year Computer Systems Institute offers Back-to-Community Scholarships to new students enrolled in a career program who have a high school diploma or a GED and have performed voluntary community service. Each winner is awarded $800 at graduation.

**In order to be eligible for a Back-to-Community Scholarship, an applicant must:**
1. Meet all entrance requirements and be granted admission to CSI
2. Hold a high school diploma or a GED Certificate prior to starting classes
3. Submit all required documents by the fifth day of class

**After acceptance to CSI, those wishing to apply for a Back-to-Community Scholarship must submit the following items to the Financial Aid Department:**
1. A high school transcript or a GED Certificate
2. A completed and signed Back-to-Community Scholarship Application
3. A keyed 200-word essay explaining the nature of the applicant’s community service and why he/she is qualified for this scholarship
4. A letter from a community organization on letterhead that documents the applicant’s community service

**Students awarded a Back-to-Community Scholarship must:**
1. Be a first-time CSI enrollee
2. Maintain a minimum 2.5 cumulative grade point average and continuous enrollment
3. Have no outstanding CSI debt

The essay will be judged on content, originality of thought, style and grammar, neatness, and the ability of the applicant to clearly and succinctly describe his or her community service contribution. Incomplete entries will not be considered, and required materials must be received by the fifth day of class. All entries remain the property of Computer Systems Institute and will not be returned. Back-to-Community Scholarships are nontransferable and must be used in conjunction with a CSI career program. Back-to-Community Scholarships are not redeemable for cash and can only be applied to tuition.

**The Patriot Scholarship**

Computer Systems Institute offers Patriot Scholarships to active duty or veterans of the military and their dependents. This scholarship is directed to prospective students who have served in the military and their dependents. Veterans may receive $1,000 awarded at graduation. Students who are Dependents of Veterans may receive $500 awarded at graduation.

**In order to be eligible for a Patriot Scholarship, an applicant must:**
1. Meet all entrance requirements and be granted admission to CSI
2. Hold a high school diploma or a GED Certificate prior to starting classes
3. Be a veteran or a dependent of a veteran
4. Submit all required documents by the fifth day of class

**After acceptance to CSI, those wishing to apply for a Patriot Scholarship must submit the following items to the Financial Aid Department:**
1. A high school transcript or a GED Certificate
2. A completed and signed Patriot Scholarship Application
3. Form DD214—Certificate of Release or Discharge from Active Duty
4. Dependents must present proof of dependency of a veteran

Students awarded a Patriot Scholarship must:
1. Be a first-time CSI enrollee
2. Maintain a minimum 2.5 cumulative grade point average and continuous enrollment
3. Have no outstanding CSI debt

Incomplete entries will not be considered, and required materials must be received by the fifth day of class. All entries remain the property of Computer Systems Institute and will not be returned.

Patriot Scholarships are nontransferable and must be used in conjunction with a CSI career program. Patriot Scholarships are not redeemable for cash and can only be applied toward tuition.

**Honoring Our Heroes Scholarship**

Each year Computer Systems Institute offers Honoring Our Heroes Scholarships at each CSI campus location offering Career Programs per calendar year. Any Veterans of the Armed Forces whose VA benefits related to training have expired is eligible to apply for this scholarship.

Applicants are required to submit this application form, have a high school diploma or GED prior to starting program, have a DD214, must meet all entrance requirements and are granted admission to CSI, and have no outstanding debt to CSI.

Dishonorable Discharge applicants are ineligible. All entries remain the property of Computer Systems Institute.
Recipients must have a high school diploma or GED, have a DD214 and attend CSI to receive the Honoring Our Heroes scholarship that will be applied toward the tuition of a CSI Career Program.

All scholarships are nontransferable and must be used in conjunction with a CSI Career Program. Award Amount: $2,500 (awarded at graduation).

**Criteria**
- Honoring Our Heroes scholarship
- New students
- Directed to prospective students who are Veterans of the Armed Forces whose VA benefits related to training have expired
- Must enroll in a Career Program at CSI

**Award**
- The Honoring our Heroes Scholarships will be awarded by the Financial Aid Department upon verification of service time and type of discharge
- Award Amount: $2,500 (awarded at graduation)

**Requirements**
- Submit completed application
- Must have a high school diploma or GED prior to starting program
- Must have a DD214
- Must be a Veteran of the Armed Forces and not have a Dishonorable Discharge
- Must meet all entrance requirements and be granted admission to CSI
- Have no outstanding debt to CSI

**Conditions**
CSI scholarships are not redeemable for cash, are nontransferable and can only be applied toward CSI program tuition.

**How to Apply**
Submit your signed, completed application form to the Financial Aid office at your campus location with the following documents:
- DD214
- Proof of a high school diploma or GED

**Second Chance Scholarship**
Computer Systems Institute offers the Second Chance Scholarship to CSI students who have withdrawn and want to return after 180 days and beyond and re-enroll into a career program. Winners are awarded the dollar amount value of the gap balance not to exceed $3,000 (payable upon graduation and adjusted up or down based on the remaining gap balance).

In order to be eligible for a Second Chance Scholarship, an applicant must:
1. Be a restart student and want to return after 180 days and beyond
2. Meet all entrance requirements and be granted readmission to CSI

Those wishing to apply for a Second Chance Scholarship must submit the following items to the Financial Aid Department:
1. A completed and signed Second Chance Scholarship Application
2. A keyed 250-word essay explaining why the applicant wants to return to CSI and how the scholarship would help him or her

Students awarded a Second Chance Scholarship must:
1. Maintain a 2.0 or higher cumulative GPA at CSI
2. Have no outstanding CSI debt
3. Graduate from his or her program

The essay will be judged on content, originality of thought, style and grammar, neatness, and the ability of the applicant to express his or her thoughts pertaining to the reasons that prompted his or her return to CSI. Incomplete entries will not be considered, and required materials must be received by the fifth day of class. All entries remain the property of Computer Systems Institute and will not be returned.

All scholarships are nontransferable and must be used in conjunction with a CSI Career Program. Second Chance Scholarships are not redeemable for cash and can only be applied toward tuition. This scholarship is payable upon graduation and only toward tuition. Students may only apply for and use the Second Chance Scholarship one time. Because the scholarship is paid out at graduation, student may lose this scholarship if they do not graduate from the program.

Welcome Back Scholarship
Computer Systems Institute offers the Welcome Back Scholarship to CSI students who have withdrawn and want to return within 180 days of withdrawing and re-enroll into a career program. Winners are awarded the dollar amount value of the gap balance not to exceed $3,000 (payable upon graduation and adjusted up or down based on the remaining gap balance).

In order to be eligible for a Welcome Back Scholarship, an applicant must:
1. Be a re-entry student and return within 180 days of withdrawing
2. Meet all entrance requirements and be granted readmission to CSI

Those wishing to apply for a Welcome Back Scholarship must submit the following items to the Financial Aid Department:
1. A completed and signed Welcome Back Scholarship Application
2. A keyed 250-word essay explaining why the applicant wants to return to CSI and how the scholarship would help him or her

Students awarded a Welcome Back Scholarship must:
1. Maintain a 2.0 or higher cumulative GPA at CSI
2. Have no outstanding CSI debt
3. Graduate from his or her program

The essay will be judged on content, originality of thought, style and grammar, neatness, and the ability of the applicant to express his or her thoughts pertaining to the reasons that prompted his or her return to CSI. Incomplete entries will not be considered and required materials must be received by the fifth day of class. All entries remain the property of Computer Systems Institute and will not be returned.

All scholarships are nontransferable and must be used in conjunction with a CSI Career Program. Welcome Back Scholarships are not redeemable for cash and can only be applied toward tuition. This scholarship is payable upon graduation and only toward tuition. Students may only apply for and use the Welcome Back Scholarship one time. Because the scholarship is paid out at graduation, student may lose this scholarship if
they do not graduate from the program.

**Study Credit Scholarship**

Computer Systems Institute students who have taken the High School Diploma program, English as a Second Language or Skill Building courses/programs can receive the Study Credit Scholarship towards tuition in a Career Program (Business, Healthcare or Networking Career) at CSI. Students will receive the amount that they paid previously in any one of courses/programs listed below.

- High School Diploma program
- English as a Second Language
- Skill Building courses/programs

This Study Credit Scholarship can only be used one time. This scholarship is valued up to $4,950.00.

---

**STUDENT SERVICES INFORMATION**

**STUDENT INFORMATION/STUDENT SERVICES**

The Student Services Department is committed to facilitating a student-centric environment. CSI provides a variety of resources that enhance student success and support students with their academic achievement, educational goals, personal growth and professional growth.

**PERSONAL STUDENT ADVISING**

When facing a difficult personal issue, students are encouraged to contact the Student Services Department on their campus. The staff can offer information and referrals to professional counseling and human service agencies in the area in which students reside so that students can gain the help they need.

**ANTI-HARASSMENT, INCLUDING SEXUAL HARASSMENT**

All students and all employees have a right to work in an environment free of verbal or physical harassment that is based on race, religion, color, ancestry, age, sex, national origin, citizenship, pregnancy, marital status, sexual orientation or sexual preference, unfavorable military discharge, military status, arrest record, disability, or any other legally protected characteristic. In keeping with this commitment, CSI will not tolerate harassment of any student by anyone, including any employee, manager, co-worker, vendor, or student based on any of these legally protected characteristics. Activities of this nature are unlawful and serve no legitimate purpose; they have a disruptive effect on the ability to perform academically, and they undermine the integrity of the Institute. Any discriminatory or harassing conduct or interference with the investigation of an alleged incident of discrimination or harassment will result in disciplinary action, up to and including termination. Sexual harassment is not permitted at CSI. Sexual harassment includes but is not limited to the following wrongful conduct:

1. Unwelcome sexual advances, gestures, and requests for sexual acts or favors or other verbal or physical conduct of a sexual nature
2. Any statement or implication that an individual’s submission to or rejection of such sexual conduct could be used as a condition of employment/enrollment or as the basis for any employment/enrollment decision affecting such individual
3. Any conduct, whether physical or verbal, which has the purpose or the effect of substantially interfering with an individual's academic performance or creating an intimidating, hostile, or offensive learning environment. This includes, but is not limited to: slurs, jokes, or degrading comments of a sexual
nature; offensive sexual flirtation, sexual advances, gestures, or propositions; abuse of a sexual nature; graphic verbal comments about an individual’s body; sexual innuendo or suggestive comments; sexually oriented “kidding” or “teasing”; unwanted physical touching, including patting or pinching another’s body; the display of sexually suggestive printed or visual materials, clothing, objects, or pictures; and sexually suggestive, provocative, or lewd exposure or touching of one’s self while at the Institute.

Every student must avoid any conduct that reasonably could be interpreted as discrimination or harassment under this policy, even if such conduct was not intended to be offensive. Conversely, students are expected and encouraged to inform campus authorities whenever conduct is unwelcome, offensive, or in poor taste. Only through such open communication can we maintain the type of academic environment where everyone has an equal opportunity to flourish.

**STUDENTS WITH DISABILITIES**

Computer Systems Institute recognizes and supports the role that Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, and similar state laws have in achieving academic success. Computer Systems Institute is committed to making reasonable accommodations for students with qualified disabilities and to ensuring that its campuses and its facilities are made accessible as required by applicable law. The Institute cannot make accommodations that alter the nature of its programs, cause undue burdens on CSI, or create a direct threat to the health and the safety of students or others.

**Requests for Accommodations**

A reasonable accommodation in the student setting is a modification or adjustment to a class or program that will enable a qualified person with a disability to participate in the program or class or to enjoy the rights and privileges offered by the Institute. Modifications that impose an undue burden or pose a health or safety risk are not considered reasonable. The school is required to make modifications only to known and validated disabilities. CSI requires the student to give reasonable notice of the request for modifications. The school or department must take whatever steps are necessary to ensure that qualified individuals with disabilities are not excluded, treated differently or segregated because of the absence of auxiliary aids or services. The school or department must coordinate the provision of modifications with the Student Services Department.

Medical records supporting the need for an accommodation are submitted to the Student Services Department along with an Accommodations Application. This arrangement is consistent with the confidentiality requirements of the law and with Computer Systems Institute Policy.

**Application Submission Procedures:** All applications should be submitted prior to the start of the program or within 7 days of receipt of the application. The application can be requested through the Admissions, Student Services or Academics Department and should be submitted to Student Services with supporting documentation.

Accommodation for request form can be found at [http://www.csinow.edu/images/pdf/Accommodation%20Form.pdf](http://www.csinow.edu/images/pdf/Accommodation%20Form.pdf)

**Individual Analysis:** The modification offered must be appropriate to the needs of the individual, thus, in each instance, an individualized analysis must occur. The Student Services Department along with Academics can devise a modification plan for the student.

**Most Integrated Setting:** Programs and activities must be offered in the most integrated setting appropriate. In other words, there should not be a separate program for those with disabilities unless the disabled student
cannot be accommodated in any other way. If a separate program is offered, the disabled student may still choose to utilize the non-separate program.

**Events:** The law requires that organizations that receive significant assistance from CSI are also governed by the provisions of the ADA and Section 504. Events that are a part of CSI are covered by the provisions of the law and should be scheduled at accessible locations if possible.

**Course Load Modifications:** CSI is not required to eliminate academic requirements essential to the program of instruction or related to licensing requirements; however, reasonable modifications must be provided for qualified students with verified disabilities.

**Examinations:** Exam modifications may include the following:
- Changes in the length of time permitted for completion of an exam; or
- Adaptation of the manner in which the exam is given (for example, allowing a student to take the exam in a distraction-free testing room)

**Auxiliary Aids and Services:** This term refers to equipment or service providers that augment communication. Examples are sign language interpreters, note takers, readers, computer aided transcription devices, assistive listening devices, telecommunications devices for deaf persons (TDD's), and Braille materials. The school pays for the reasonable cost of the auxiliary aid or service. If provision of a particular auxiliary aid or service would result in a fundamental alteration of the program or in an undue burden, i.e., significant difficulty or expense, CSI will attempt to provide an alternative auxiliary aid or service. The school does not need to provide attendants, individually prescribed devices, readers for personal use or study, or other devices or services of a personal nature. The school will give careful consideration to the requests of the affected disabled individuals, but is not required to give the disabled person the auxiliary aid of his or her choice. If a question arises about what should be provided, contact the Student Services Department on the campus.

**Fundamental Program Alteration:** Computer Systems Institute is not required to provide any aid or service or make any modification that would result in a fundamental alteration in the nature of the program. For example, where a course requirement is essential to the program of instruction taken by the student, the school is not required to waive the requirement. In evaluating whether the requested program modifications would require substantial program alteration or would fundamentally alter academic standards or programs, the Dean should consider the underlying academic reasons for the program components, the academic standards institutionalized in the program, how the challenged components are consistent with the program standards, and how the requested accommodations would be inconsistent with the academic goals and standards of the program.

**Direct Threat to Health or Safety:** The school is not required to permit an individual to participate in or benefit from a CSI program or service when that individual poses a direct threat to health or safety. Direct threat means a significant risk to health or safety that cannot be eliminated by modification of policies, practices, or procedures, or by the provision of auxiliary aids or services. In determining whether an individual poses a direct threat to health or safety, CSI must make an individualized assessment, based on reasonable judgment relying on current medical knowledge or the best available objective evidence to ascertain:
- The nature, duration, and severity of the risk
- The probability that the potential injury will actually occur
- Whether reasonable modification of policies, practices or procedures will mitigate the risk

This standard should be applied to all individuals, not just disabled individuals.
Undue Burden: The school needs not make modifications or provide auxiliary aids or services if it constitutes an undue burden. In determining whether or not an undue burden exists, the factors considered are the nature and cost of the action needed in the context of the overall financial resources of the school.

Final Determination: CSI will notify the student of all final accommodations prior to the start of class.

Voter Registration
Voter Registration Forms are available in the Office of the Registrar in the Student Services Department at each campus.

Voter Registration Requirements:
- Must be a U.S. citizen
- Must be at least 18 years of age by Election Day
- Must have been a resident of the precinct at least 30 days prior to Election Day

When may I register to vote?
Registration is open year round except during the 27-day period just prior to an election and during the two-day period after each election.

Where can I register to vote?
- County Clerk’s Office
- Board of Election Commissioner's Office
- City and Village Offices
- Township Offices
- Precinct committeemen
- Schools
- Public libraries
- Military recruitment offices
- When applying for service at the following:
  - Driver’s license facilities
  - Department of Healthcare and Family Services
  - Department of Employment Security
- Some labor/civic groups may be also entitled to register people to vote

Two forms of identification, one showing a current residence address, are needed when registering to vote. If registering by mail, students voting for the first time must vote in person.

Re-registering to vote is not needed except when students:
- Move to a different address
- Change their names

Constitution Day
CSI celebrates Constitution Day on or near September 17 of each year as required. For information on Constitution Day, go to www.constitutionday.com.

FERPA
The Family Educational Rights and Privacy Act of 1974, commonly known as FERPA, is a federal law that protects the privacy of students’ education records. FERPA affords eligible students certain rights with respect to their education records. An “eligible student” under FERPA is a student who is 18 years of age or older or who
attends a postsecondary institution at any age, therefore Computer Systems institute considers an “eligible student” any student who is currently attending Computer Systems Institute or has been in attendance. FERPA does not apply to applicants who have been admitted but who have not actually been in attendance.

**Student Rights under FERPA:**
Eligible student(s) (further referred to as “Student(s)”) have specific, protected rights regarding the release of their education records. These rights include:

1. The right to inspect and review the student’s education records within 45 days of the day that Computer Systems Institute receives a written request for access.

To gain access, the student must submit a written request to the Registrar’s Office, identifying the specific record(s) the student wishes to inspect. This request will be granted within 45 days. The student may ask for an explanation and/or copy of his/her "Education Record". Examination will be permitted under conditions that will prevent alteration or mutilation of the record. The Registrar’s Office or designee will make arrangements for access and notify the student of the time and place where the requested records may be inspected. The student must present proper identification upon request. Documents submitted by or for the student in support of his/her application for admission or for transfer credit will not be returned to the student or sent elsewhere. Right of Access does not include financial records of parents or any information therein, "records" to which access has been waived by a student, and records not included in the FERPA definition of education records.

2. The right to request the amendment of the contents of an education record that the student believes is inaccurate, misleading, or otherwise in violation the student’s privacy rights under FERPA. FERPA does not address issues involving assigned grades for academic work.

If the student believes his/her education record’s content to be inaccurate, he/she may submit a written request to the record custodian for amendment of the record. The student should clearly identify the part of the record the student wants changed, and specify why it should be changed. Normally such matters will be satisfactorily settled in the course of informal discussion with the student within 45 days of the request. When this is not the case, Computer Systems Institute will notify the student in writing of the decision and the student’s right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to consent to disclosures of personally identifiable information (PII) contained in the student’s education records, except to the extent that FERPA authorizes disclosure without consent.

Computer Systems Institute discloses education records without a student’s prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is typically a person employed by Computer Systems Institute in an administrative, supervisory, academic or research, or support staff position (including students employed with Computer Systems Institute as a part of Federal Work Study Program); a person or company (vendor) with whom Computer Systems Institute has contracted as its agent to provide a service instead of using Computer Systems Institute’s employees or officials (attorney, auditor, collection agency, IT service provider, etc.); a person serving on the Board of Directors; an organization conducting studies for Computer Systems Institute for the purpose of assisting in accomplishing the Computer Systems Institute’s mission; a volunteer serving Computer Systems Institute in a position requiring access to student records who performs an institutional service or function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records (including but not limited to a student serving on an official committee or assisting another school official in performing his or her tasks).
A school official has a legitimate educational interest if the official needs access to an education record in order to fulfill his or her professional responsibilities.

Upon request, Computer Systems Institute may disclose education records without consent to:

1. officials of another school in which a student seeks or intends to enroll or is already enrolled, if the disclosure is for purposes related to the student's enrollment or transfer;
2. appropriate persons in connection with an emergency if knowledge is necessary to protect the health or safety of a student or other persons;
3. accrediting organizations to carry out their accrediting functions;
4. federal, state or local education authorities as defined in FERPA regulations (“Federal and State Authorities”) in connection with program evaluation, research, or data compilation of state or federally supported education programs. (See Possible Federal and State Data Collection and Use);
5. organizations conducting studies for, or on behalf of, the school; and
6. in compliance with judicial order or lawfully issued subpoena, after Computer Systems Institute has made a reasonable effort to notify the student if the notification is not prohibited by the subpoena;
7. in connection with a student's request for financial aid (to determine the student's eligibility and/or the amount/conditions of aid or to enforce terms or conditions of the aid);
8. if a state law adopted before FERPA (November 19, 1974) requires disclosure and supersedes FERPA.

Possible Federal and State Data Collection and Use
As of January 3, 2012, the U.S. Department of Education's FERPA regulations expand the circumstances under which your education records and personally identifiable information (PII) contained in such records — including your Social Security Number, grades, or other private information — may be accessed without your consent. First, the U.S. Comptroller General, the U.S. Attorney General, the U.S. Secretary of Education, or state and local education authorities ("Federal and State Authorities") may allow access to your records and PII without your consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that is "principally engaged in the provision of education," such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Second, Federal and State Authorities may allow access to your education records and PII without your consent to any third party designated by a Federal or State Authority to evaluate a federal- or state-supported education program. The evaluation may relate to any program that is "principally engaged in the provision of education," such as early childhood education and job training, as well as any program that is administered by an education agency or institution. Second, Federal and State Authorities may allow access to your education records and PII without your consent to researchers performing certain types of studies, in certain cases even when we object to or do not request such research. Federal and State Authorities must obtain certain use-restriction and data security promises from the entities that they authorize to receive your PII, but the Authorities need not maintain direct control over such entities. In addition, in connection with Statewide Longitudinal Data Systems, State Authorities may collect, compile, permanently retain, and share without your consent PII from your education records, and they may track your participation in education and other programs by linking such PII to other personal information about you that they obtain from other Federal or State data sources, including workforce development, unemployment insurance, child welfare, juvenile justice, military service, and migrant student records systems.

4. The right to file with the Department of Education a complaint concerning alleged failures by Computer Systems Institute to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

The Family Policy Compliance Office
U.S. Department of Education
Directory Information
Directory information is defined by the Family Educational Rights and Privacy Act of 1974 (FERPA) as information contained in a student’s education record "that would not generally be considered harmful or an invasion of privacy" if disclosed. Each institution has the right to define, within the limits of FERPA regulations, the data that it considers to be directory information.

Computer Systems Institute has designated the following information as directory information:

- Student Name
- Student Address
- Telephone Number
- Email Address
- Student ID number (in capacity of electronic identifier or displayed on a student ID card)
- Current Enrollment Status (number of enrolled hours, full-time or part-time status)
- Program of Study
- Student Photograph
- Honors, Awards and Distinctions Received
- Dates of Attendance

Directory information may be disclosed from a student's education record without prior consent per FERPA regulations. Therefore, Computer Systems Institute may disclose appropriately designated "directory information" without student’s written consent, unless the student requests in writing that it be kept confidential. However, Computer Systems Institute does not release lists of students or name-and-address labels to businesses or agencies that do not fall in the scope of definition of “school official with legitimate educational interests” listed above.

FERPA Block
Students who do not want their directory information to be released without their prior written consent must notify the Registrar’s Office in writing within 30 days of the program start date listed on their Enrollment Agreement. Computer Systems Institute refers to this action as “FERPA Block.”

For any student whose directory data is placed on “FERPA Block,” Computer Systems Institute will:

1. state, "We can provide no information on that person" to any request for information;
2. refuse to release any information about the student to any non-institutional person or organization, including but not limited to family and relatives, current or future employers, insurance companies, media outlets, honor societies etc.;
3. omit student’s name from Honor Roll listings and commencement program;
4. give no financial aid or personal information over the phone.

FERPA Block request should be carefully considered since it could have undesired results. Computer Systems Institute will honor the student’s request to withhold directory information but cannot assume responsibility to contact the student for subsequent permission to release this information. Regardless of the effect upon the student, Computer Systems Institute assumes no liability as a result of honoring the student’s written instructions that directory information be withheld. FERPA Block status remains in effect until the student notifies the Registrar’s Office in writing to remove it.
Deceased Students
FERPA's protection of personally identifiable information in a student's education records ends at the time of a student's death and is a matter of institutional policy. As a courtesy to the families of recently deceased students who were enrolled at the time of death, Computer Systems Institute generally will not release information from educational records of deceased students, unless required to do so by law or authorized to do so by the deceased student's spouse, parents, or children, or executor of the deceased's estate.

New Student Orientation
New student orientation welcomes all new students to Computer Systems Institute. Orientation enables students to familiarize themselves with the campus and its services. See the student academic calendar for orientation dates. All new students are required to attend the orientation program. Orientation is a very important part of a student’s experience. The orientation is designed to help students learn and understand important school policies along with the federal, state, or immigration regulations and the procedures. It also provides new students with advice and assistance in adjusting to the local community as well as an opportunity to meet staff and current students, register for classes and learn about available student services.

Personal Property
CSI assumes no liability or responsibility for loss of personal property or personal injury sustained on campus or at CSI-related, off-campus functions.

Lost and Found
Lost articles may be claimed upon proper identification through the campus front desk or Student Services Department. Students are advised not to leave purses or other valuables unattended at any time. CSI will not assume responsibility for any lost or stolen articles.

Uniform Policy
All students enrolled in Business, Healthcare and Networking Career Programs are required to wear a uniform. All students will receive the required uniform for their program during their first week of class. All students will receive two sets of uniforms. Students have the option of purchasing additional uniforms at any time for a fee. Failure to comply with the Uniform Policy will result in disciplinary action. Please see the Student Handbook for more details. Students in all other programs are not required to wear uniforms.

Student ID
All students are required to wear student IDs during the school day, while on campus, and at all CSI-sponsored events (on and off campus). Students will have their ID pictures taken during the first week of school and receive them from the Student Services Department. The replacement fee for lost and stolen ID is $5.

CSI Assigned Email Account as Primary Means of Communication
Computer Systems Institute provides students with an email account upon the student's official start at CSI. This account is free of charge and remains active for up to a year after student’s exit from the school. The CSI assigned student email account is CSI’s official and primary means of communication among students, faculty, staff and administration at Computer Systems Institute. Students are responsible for all information sent to them via their CSI assigned email account. If a student chooses to forward their student email account, he or she is responsible for all information, including attachments, sent to any other email account.

Electronic Devices
No student will be called out of class for a telephone call, except in an emergency. Students should inform family and friends of this rule. Use of cellular telephones, pagers, text-messaging devices, and personal-use
iPods, etc. is not permitted in class or labs. These devices should be turned off prior to entering into a classroom or a lab.

**SMOKING/EATING**

Students are welcome to pause, relax, and eat or smoke in designated areas before or after classes. However, absolutely no smoking is allowed inside the building. Smoking is allowed outside in the designated smoking areas. Eating or drinking is not permitted in classrooms or labs.

**GUESTS/CHILDREN**

Guests must register with the front-desk receptionist. Non-students are not permitted beyond the reception area unless accompanied by a CSI staff member. Children are not permitted on campus property unaccompanied and/or unsupervised nor are permitted in any classrooms, laboratories, or student lounges. Children are not permitted to handle or touch any campus equipment at any time while on campus property.

**BUS AND GAS CARDS**

Bus and Gas cards may be provided to all students who want to participate in the transportation program as long as the following conditions are met:

- Student is keeping up with attendance requirements
- Excess financial aid funds exist
- Monthly payments are being made timely
- No departmental holds exist on their account
- Student completes the requirement documentation to participate in the program
- Please note that students must have an ID to pick up bus/gas cards using financial aid funds at the bookstore
- Only available at the Gurnee and Elgin campuses

All students may contact the Business Office to find out how to participate in the transportation program. Students and staff can always purchase bus and gas cards at the Gurnee and Elgin campus Bookstore at cost without wanting to participate in the monthly transportation program. Please see the Student Handbook for more details.

**U-Pass Program**

The CTA U-Pass provides UNLIMITED rides on CTA bus/rail systems during your 32 week full-time enrollment at CSI. The U-Pass is not optional for any student enrolled in the Business, Networking or Healthcare Career programs and as long as you have 4 weeks or more remaining in your program, you will be automatically enrolled in the program. Students must have a valid Computer Systems Institute School ID to pick up the U-Pass at the campus Business Office/Bookstore.

**What does the U-Pass provide me with?** The U-Pass provides you unlimited rides on the CTA during your enrollment as a full-time student at Computer Systems Institute.

**Can I use my U-Pass to cover Pace rides?** If you ride Pace, you’ll need to load transit value or passes that are valid on their services before you ride. Your U-Pass riding privileges aren’t valid for fare on Pace.

**What do I need to pick-up my U-Pass?** Students are responsible for picking up their U-Passes in person. All students MUST present a valid Computer Systems Institute School ID in order to receive a U-Pass. The U-Pass cannot be mailed to a student. If you do not have a school ID, you must obtain an ID before you can pick up your U-Pass.
Where and when can I get my U-Pass? CTA U-Passes are distributed in the Business Office/Bookstore (located on the 4th floor). Prior to receiving a U-Pass, every student must have their Computer Systems Institute School ID and must be registered as a full-time student. For those students who recently registered and are not yet in the system, it can take up to 3-5 days to receive your U-Pass. New students may be able to pick up a temporary pass for the week as long as we have registration information on file to ensure you meet the enrollment requirements.

How is my U-Pass activated? Your U-Pass will be active at the time of pick up. Your U-Pass will be valid in increments of 16 weeks as long as you are enrolled full-time in the Career Programs mentioned above.

Where can I go with my U-Pass once activated? Anywhere the CTA’s buses and trains go! Your U-Pass is good for unlimited rides on CTA.

How do I use the U-Pass? The U-Pass works like a CTA Ventra fare card. Just tap lightly against the fare machine at the CTA train stations and on CTA buses. NOTE: On CTA buses. If you insert your U-Pass into the money slot, or the old fare machines, your U-Pass will be captured. This will be considered a lost/stolen card and there is a replacement fee of ($50) to get another one.

If my U-Pass is valid in increments of 16 weeks, do I need a new U-Pass for the next 16 weeks of my program? No. You do not need to pick up a new U-Pass every 16 weeks. Your U-Pass will be activated during increments of 16 weeks as long as you continue to be enrolled full-time in one of the Career programs mentioned above. If you extend your enrollment beyond the normal 32 weeks of the program, there will be an additional charge of $225 to cover the next 16 weeks. Hold onto your card – if you throw it away, you’ll need to pay a lost card replacement fee ($50) to get another one.

How will I be charged? The charge of the U-Pass is $450 which covers a total of 32 weeks. There will be an additional charge of $225 if students extend their program beyond a total of 32 weeks. Please note that an additional $225 fee will be assessed to any student who extends their graduation date beyond the normal 32 weeks of U-Pass use. Student who drop and Re-enter or Restart will be charged in the same manner.

Students are responsible for this fee regardless of benefit use or card pick-up. If the U-Pass is not picked up, the U-Pass fee will remain on the student’s account.

How do I pay for my U-Pass? Students are responsible for the cost of the U-Pass. They can use financial aid funds to assist in covering the cost of the fee. If there is still a balance owed once all financial aid has been posted, the student is responsible for setting up a monthly payment plan up front to cover any balance the student may owe.

What if I need the U-Pass beyond the normal 32 week enrollment period due to failing a course, withdrawing from a course or taking a leave of absence? If you extend your enrollment period beyond the normal 32 weeks of the program, there will be an additional charge of $225 per every 16 weeks that you extend. Student is responsible for any charges not covered by financial aid.

Can I use my U-Pass outside of my enrollment period? U-Pass privileges will not be active outside of your enrollment periods. You will be responsible for full fare passes and transit value when using your U-Pass outside of your enrollment period.

What if I drop from my program? Please note that there will not be any refunds or adjustments made to the U-Pass Fee if you drop from the program at any time. (This includes program changes).
What if I take a Leave of Absence from my program? A leave of absence (LOA) will extend the use of your U-Pass and you may be charged additional fees due to these extensions of enrollment in your program.

My U-Pass stopped working all of a sudden. What do I do? If you stopped attending school; please check to see if you are currently enrolled to ensure that you meet the eligibility requirements. If not, your U-Pass has been deactivated.

If you are still attending classes and you still meet the eligibility requirement, but your U-Pass has stopped working, please contact Ventra at 877.NOW.VENTRA.

Please handle your card carefully. There is a replacement fee if your card stops working as a result of abuse.

What are the eligibility requirements? In order for the U-Pass to be activated, you must remain an active, full-time student enrolled in the Business, Networking or Health Care Career program.

What if my U-Pass is lost or stolen? Please visit the Business Office/Bookstore to report your U-Pass lost or stolen to fill out a report and to request a new U-Pass. Please bring your valid Computer Systems Institute School ID with you. There is a nonrefundable $50 replacement fee to be paid at the time when the report is made. Please handle your card carefully. There is a replacement fee if your card stops working as a result of abuse. If U-Pass is put into the cash slot on a bus, this will be treated as lost/stolen and you’ll need to pay a $50 for a replacement.

What if my U-Pass is defective? Please visit the Business Office/Bookstore to request a replacement. If your card is defective, we can replace it. The first replacement on a defective card is free, though subsequent replacements will be billed back to you ($5). In order for a card to be determined defective, you will need to go to the Ventra Customer Service Center at 165 N. Jefferson St., Chicago, IL. They’ll give you a form stating that your card is defective and a 7-Day ticket. The defective card must be returned through the school. The school will order you a replacement card.

How often can I use my U-Pass per day? Students can use the U-Pass as often as they want (the U-Pass cannot be used at the same station or on the same bus line for 10-15 minutes). The U-Pass allows you unlimited rides on the CTA, anytime, anywhere, any reason.

Can I share my U-Pass? The U-Pass card is limited to exclusive use by the full-time student whose name and photo appear on the card. Your U-Pass is for your use only and cannot be transferred or sold. If this rule is violated, we reserve the right to confiscate the card and prohibit you from having a U-Pass for a full year, and/or press criminal charges. Any U-Pass card presented by a person other than the student whose name and photo appears on it will be confiscated, and the person may be subject to arrest.

Can I sell it or let a friend use it if I am not planning to use it? No, the CTA U-Pass card is nontransferable and carries your photo. The CTA reserves the right to require a student to show a valid school identification card upon request. If this condition is violated, the U-Pass will be confiscated, and you will be prohibited from participation in the CTA U-Pass program for a full-year. You will not be reimbursed, but may be subjected to arrest and prosecution, as well as campus disciplinary action.

I drive—does the U-Pass have any benefits for me? The U-Pass gives you an opportunity to get out of your car and:

- Save money - no parking, gas and car upkeep costs
- Help save the environment - lower fuel emissions
- Reduce frustration - avoid traffic congestion

Who should I contact with questions or concerns? If you have questions or comments concerning your U-Pass, you may visit the Business Office/Bookstore located on the 4th floor of the Chicago campus or send an
Where can I call for directions? The easiest way to get directions is to plan your trip online. Use the “Plan a Trip” widget on transitchicago.com. If you have a smartphone, you can get step-by-step directions from a variety of apps that use transit data from CTA, or by using Google Maps. If you like to get directions by phone, you can do so by calling the RTA Travel Center at (312) 836-7000 from any area code (TTY: 312-836-4949). Operators are available daily from 5:00 am - 1:00 am. They can also send you a CTA System Map, Downtown Sightseeing Guide or schedules. CTA Maps and Downtown Sightseeing Guides are also available at CTA train stations.

HOUSING AND TRANSPORTATION
CSI does not provide housing or transportation to its campuses.

VACCINATIONS AND IMMUNIZATIONS
CSI does not require proof of vaccinations and immunizations.

ACADEMIC ASSISTANCE
Students who find they are falling behind or need academic assistance should contact their Instructor, the Academic Dean, or the designee so that they can obtain appropriate academic guidance or tutoring through a referral to the Institute’s Academic Department. The Academic Department provides opportunities for academic development, assists students with basic course requirements and serves to motivate students toward successful completion of their postsecondary education. The goal of academic assistance through the Academic Department is to increase retention and graduation rates and facilitate the learning process. The Academic Dean or designee oversees tutors and other center operations.

The services of the Academic Department can include:
- Help in basic study skills
- Tutorial services
- Mentoring
- Special services for students with limited English proficiency
- Workshops

INDUSTRY CERTIFICATIONS
Students are strongly encouraged to obtain industry-specific professional certifications whenever possible, based on course segments completed at CSI. The Institute is an Authorized Parametric Testing Center (APTC), a Certiport Center, Pearson Vue and a National Health Career Association (NHA) test center. Campus test centers provide convenient access for students wishing to sit for a wide variety of certification tests. To receive a Certification Prep Voucher at CSI, a student must meet his/her financial obligations at CSI.

Students in the Networking Career Program may take certification tests from CompTIA and Microsoft. Students in the Business Career Program may take certification tests from Microsoft and Intuit QuickBooks Students in the Healthcare Career Program may take certification tests from the National Health Career Association (NHA), the American Health Information Management Association (AHIMA), and American Medical Technologists (AMT).

Upon successful completion of the program, all Career Program students are certified in International Customer Service Association (ICSA).

e-mail to upass@csinow.com. There may be times that CSI won’t be able to answer all of the questions regarding U-Pass, so you may be referred to contact the CTA customer service number at 1-877-669-8368.
Students in the CS Foundation program may take the ISTQB certification test from the International Software Testing Qualifications Board.

**VIOLENCE AT SCHOOL**

Computer Systems Institute strongly believes that all students and all employees should be treated with dignity and respect and will take appropriate action necessary to help ensure that CSI campuses are and remain violence free. This policy is intended to ensure the highest standard of health and safety for all Computer Systems Institute students, employees, and the general public. Under no circumstances are the following items permitted on CSI property (including parking lots), vendor properties, or at any CSI-sponsored event location:

- Any type of firearm or ammunition
- Dangerous chemicals
- Explosives
- Blasting caps or any ingredient of an explosive or incendiary nature
- Other weapons or any objects that could be used for injury or intimidation

Threatening, intimidating, coercing, harming, or interfering with the performance of employees, applicants, students, vendors, managers, or the general public is strictly prohibited. Based on reasonable supporting facts or witnesses, appropriate disciplinary action will be taken, up to and including termination, against anyone who violates this policy or is aware of a violation of this policy or who witnesses strange or unusual behavior by a student, an employee, or a visitor and fails to report it to school authorities.

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, codified at 20 USC 1092 (f) as a part of the Higher Education Act of 1965, is a federal law that requires colleges and universities to disclose certain timely and annual information about campus crime and security policies. All public and private institutions of postsecondary education participating in federal student aid programs are subject to the act. Violators can be "fined" up to $27,500 by the U.S. Department of Education, the agency charged with enforcement of the Act and where complaints of alleged violations should be made, or face other enforcement action.

The Clery Act, originally enacted by the U.S. Congress and signed into law by President George Bush in 1990 as the Crime Awareness and Campus Security Act of 1990, was championed by Howard & Connie Clery after their daughter Jeanne was murdered at Lehigh University in 1986. They also founded the non-profit Security On Campus, Inc. in 1987. Amendments to the Act in 1998 renamed it in memory of Jeanne Clery.


On May 17, 1996, the President of the United States signed Megan's Law into federal law. As a result, local law enforcement agencies in all 50 states must notify schools, day care centers, and parents about the presence of dangerous offenders in their area. Students and staff are advised that the best source of information on registered sex offenders in the community is the local Sheriff's Office or Police Department. The following link is a list of the most recent updated information regarding registered sex offenders by state and county: [http://www.fbi.gov/scams-safety/registry/registry](http://www.fbi.gov/scams-safety/registry/registry).

**DRUG AND ALCOHOL POLICY**

Consistent with its mission as an institution of higher education, Computer Systems Institute (CSI) is committed to educating students, faculty, and staff on the dangers of alcohol and drug abuse, and to
maintaining an environment in which such behavior is prohibited.

**Annual Distribution to Students and Employees**

Although the policy is included in the school website [http://www.csinow.edu/about-csi/consumer-information](http://www.csinow.edu/about-csi/consumer-information), (which is available to all new student applicants and potential employees); the Campus President or the Executive Vice President shall ensure that an email notification (Consumer Information Disclosure) is provided annually to all students and employees. The Disclosure will include the exact URL of the on-line Drug and Alcohol policy.

**Standards of Conduct**

While on campus or at any School-sponsored event; faculty, staff, and students may not possess, use, deliver, sell, or distribute any illegally controlled substance. Further, faculty, staff, and students may not possess or consume alcoholic beverages on school property or at school-sponsored events (except as noted below), nor be present on school property or at school-sponsored events while visibly under the influence of alcohol or illegal substances.

**Exception for Legal Alcohol Consumption at School-Sanctioned Events**

Limited amounts of alcoholic beverages may be made available and consumed by legal adults of at least 21 years of age at social functions that are scheduled with the permission of the Executive Vice President. After any such social functions, which occur on campus, all alcohol remaining is to be removed from the premises.

**Penalties/Disciplinary Actions**

Persons who violate this policy will be subject to disciplinary action by the school, with penalties up to and including the termination of enrollment/employment (dismissal). Individuals will also be subject to penalties and sanctions imposed by local, state, and federal laws. Students should be aware that substance abuse carries legal consequences, which may include imprisonment, fines, and/or loss of property. The drug abuse statutes for Illinois can be found at the following links:

- [Illinois Controlled Substances Laws](http://www.csinow.edu/about-csi/consumer-information)
- [Illinois Laws Regarding Possession of Alcohol by Person Under 21 Years of Age](http://www.csinow.edu/about-csi/consumer-information)

**Dangers of Addiction and Substance Abuse**

All students should be aware that substance abuse causes serious health risks, including altered moods, altered behavior, sleep disorders, distorted senses, and permanent damage to the liver, heart, and central nervous system. More information about addiction, the drugs and substances of “substance abuse”, and the health risks of substance abuse can found at the following links:

- [National Institutes of Health - Facts about Addiction](http://www.csinow.edu/about-csi/consumer-information)
- [National Institutes of Health - The Drugs of Addiction](http://www.csinow.edu/about-csi/consumer-information)
- [Illinois Department of Human Services Alcoholism and Addiction Services Page](http://www.csinow.edu/about-csi/consumer-information)

**Rehabilitation**

CSI will encourage and assist employees with chemical dependencies to seek self-help or professional treatment, and will provide students with information about local agencies and community resources to assist persons with dependency problems. There are local government and charitable agencies and resources available to assist individuals with dependency issues: Some of these resources can be found at the following link: Illinois Treatment Centers/Agencies.

**Enforcement**
All student disciplinary enforcement under this policy shall be at the discretion of the Campus President and shall be based upon the severity of the offense and the actions of the student with regard to the incident. Employee disciplinary enforcement under this policy shall be at the discretion of the Executive Vice President upon recommendation by the Campus President. CSI management shall be the sole judge of the sufficiency of evidence in such matters.

Disciplinary and administrative decisions regarding this policy shall be made in a manner consistent with applicable law. CSI reserves the right to make referrals to law enforcement authorities, and may permit law enforcement officials to conduct searches of CSI's facilities at any time.

**STANDARDS OF CONDUCT**

Students at CSI assume the obligation of conducting themselves in a manner appropriate to an educational institution. Misconduct that will expose students to disciplinary action includes, but is not limited to, the following behaviors:

- Dishonesty, cheating, falsification
- Obstruction or disruption of CSI activities
- Theft or damage to Institute property
- Being under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs
- Fighting or threatening violence
- Boisterous or disruptive activity
- Negligence or improper conduct leading to damage of Computer Systems Institute-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking on campus
- Sexual or other unlawful or unwelcome harassment
- Using Computer Systems Institute equipment for purposes other than education
- Downloading ANYTHING onto Computer Systems Institute’s computers
- Violation of policies

**CORRECTIVE ACTION**

Computer Systems Institute holds each of its students to certain rules and standards of conduct (See Standards of Conduct). When a student deviates from these rules and standards, CSI will begin to take corrective action against all parties involved. Corrective action at CSI is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected. The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of training. In deciding which initial corrective action would be appropriate, CSI management will consider the seriousness of the infraction, the circumstances surrounding the matter, and the student’s previous record.

Though committed to a progressive approach to corrective action, Computer Systems Institute considers certain rule infractions and violations of standards as grounds for immediate discharge from the school. These include but are not limited to theft in any form; insubordinate behavior; vandalism or destruction of school property; being on school property during non-business hours; the use of school equipment without prior authorization by CSI Management; and misrepresentations of CSI to a customer, a prospective customer, the general public, or an employee.
**DISMISSAL POLICY**

CSI reserves the right to dismiss any student whose attendance, conduct, and/or academic or financial standing does not meet the school’s standards as set forth in this catalog and the Student Handbook. Students who have been dismissed from the Institute due to conduct may appeal this decision by submitting a letter in writing to the Campus President or his or her designee within seven calendar days of the dismissal. Within seven days of receipt of the appeal letter, the Program Manager, the Associate Dean or the Academic Dean, the Director of Student Services, and the Campus President conduct a follow-up meeting. The Campus President is the only person with authority to dismiss a student from a program due to conduct.

**RE-ENTRY POLICY**

Students who have withdrawn from the Institute may apply for re-entry within 180 days from their last date of attendance. Re-entry candidates are required to meet with a Re-Entry Specialist or designee and complete re-entry paperwork. Students who re-enter the Institute are required to sign a new enrollment agreement and will be subject to the tuition, book fees and any new program requirements in effect at the time of re-entry. All re-entry students will need to meet with financial aid and complete any paperwork before becoming an official student. F-1 students must also meet with the DSO.

Students not eligible for re-entry:
- Students who have been dropped due to reaching the maximum time frame cannot re-enter CSI within 180 days
- Students who were dropped due to violating the code of conduct must follow the Appeal Process as outlined in the Student Handbook

**RESTART POLICY**

Any student withdrawn from the Institute for more than 180 days from his or her LDA must re-apply for admission through the Admissions Department. All restarts are required to follow the application procedures outlined in the Admissions Information Section of the school catalog.

A student cannot restart or re-enter CSI more than 3 times.

**STUDENT COMPLAINTS AND GRIEVANCES**

Students with a complaint or a grievance of a nonacademic nature relating to their experience at the school should first attempt to resolve the matter directly with the person or the office most directly responsible for the problem. If a student has an academic issue or a concern (e.g., make-up work, instruction, etc.), the first person to talk with is the instructor. If this does not result in a satisfactory resolution, the next step is to talk with the Academic Dean or designee.

If a student still cannot find a satisfactory resolution, he/she can take the next step and initiate the grievance process by presenting a written and a signed grievance letter to the Director of Student Services. In the event that a mutual and a satisfactory resolution have not been achieved at this level, the student may take his/her written and signed grievance to the Campus President. Please refer to the Student Handbook for more details.

Complaints against the schools in Illinois may be registered with:
- **For Illinois Students**
  - The Illinois Board of Higher Education
  - ACICS
  - Division of Professional Licensure’s Office of Private Occupational School Education- for MA students
Illinois Board of Higher Education
Division of Private Business and Vocational Schools
1 North Old State Capitol Plaza
Suite 333
Springfield, Illinois 62701-1394
Phone: (217) 782-2551
Fax: (217) 782-8548
www.ibhe.org

For Massachusetts Students
Division of Professional Licensure's Office of Private Occupational School Education
1000 Washington Street, Suite 710
Boston, MA 02118-6100
Email: Occupational.Schools@state.ma.us
Phone: 617-727-5811
www.mass.gov/dpl/schools.

ACICS
750 First Street NE, Suite 980
Washington DC 20002
202-336-6780
www.acics.
INTERNATIONAL STUDENT POLICIES

MAINTAINING STUDENT STATUS

To remain on F-1 status, a student is required to:

- Be a full-time student (minimum 18 hours per week).
- Maintain Satisfactory Academic Progress (SAP).
- Obtain proper employment authorization before beginning any work (if applicable).
- Report changes in address, legal name or program within 10 calendar days of the change to the DSO.
- Obtain valid CSI DSO signature and proper documentation before traveling outside the U.S.
- Report any intention to transfer to another school, leave the country or change status to the DSO.
- Obtain an updated I-20 when a funding source changes.
- Obtain permission from the DSO before requesting a leave of absence or withdrawal from CSI
- Keep a valid passport and Form I-94 at all times.
- File timely request for change of status, practical training and other changes or additions.

Students who fail to maintain their F-1 student status are considered to be “out of status” and are not eligible for any student visa benefits such as on- and off-campus employment; practical training; change of level; or registration for future courses. Out-of-status students must apply to the Department of Homeland Security (DHS) to reinstate their F-1 status. Eligibility for student visa benefits will be regained when the DHS approves the reinstatement. For questions regarding reinstatement, students should see the DSO immediately.

SOCIAL SECURITY NUMBER REGULATIONS

Federal regulations prohibit international students with an F-1 visa from receiving a valid social security number for employment purposes unless the student receives on-campus employment, curricular practical training (CPT), or optional practical training (OPT). To apply for a social security number, students must see an International Admissions Representative or DSO who will explain the process based on the student’s employment options.

DRIVER’S LICENSE

To apply for or renew a driver’s license, students should see Students Services Department on the campus.

F-1 STUDENT EMPLOYMENT OPPORTUNITIES

Several types of “employment” are discussed below:

- On-campus employment
- Off-campus employment based on economic necessity
- CPT – Curricular Practical Training
- OPT – Optional Practical Training

General Information

The US Department of Homeland Security (DHS) defines “employment” as “the rendering of services on either a part-time or full-time basis for compensation, financial or otherwise, including self-employment.”

It is important to remember that the employment of international students (F-1 visa holders) is restricted and controlled by U.S. Department of Homeland Security (DHS) rules. To work off-campus, students must have permission from the Department of Homeland Security (DHS).

On-Campus Employment

F-1 international students who are enrolled full-time, may work legally on campus after obtaining approval.
from a Designated School Official (DSO). In order to receive compensation, students must have a Social Security Number (SSN). The Student Services Department can help with the SSN application process. The process takes approximately twenty minutes and requires students to complete several government forms. Students should bring their passports, I-94 and I-20 forms. Students may interview for positions before completing the forms in the packet, but should complete the forms and turn them in before beginning employment.

According to DHS regulations, international students may work on campus up to 20 hours per week while school is in session and up to 40 hours per week during vacation periods (winter, spring, and summer breaks). New students may work on campus up to 30 days before classes begin in the fall, winter, spring, and summer quarters. However, on-campus employment is not permitted after graduation.

On-campus positions are limited, but nearly all international students who want to work find jobs. Interested students should let their friends, instructors, and advisors know that they are looking for work. They should also be polite, persistent, and early.

**Off-Campus Employment Based on Economic Necessity**

International students on F-1 visas may not work off campus unless they receive permission from the U.S. Department of Homeland Security (DHS). When circumstances warrant, DHS will grant that permission based on severe and unforeseen economic hardship. To qualify for work permission due to economic necessity, students must have been in the U.S. on an F-1 visa for one academic year, be enrolled full time, and be in good academic standing. In addition, students must prove to DHS that their financial circumstances have changed unexpectedly and that they no longer have sufficient funds to remain in school. They must also prove that work will not interfere with their studies.

In the past, DHS has approved off-campus work permission for students who had a parent die, lost a scholarship or funding source, or had a sponsor become seriously ill and unable to work. In such cases the students were able to provide proof of the unforeseen change.

- **Curricular Practical Training**
  
  International students cannot engage in internships/externships without approval from the U.S. Department of Homeland Security (DHS) and CSI. Many international students do not realize this fact and they take internship or “volunteer” positions at companies or agencies. They mistakenly believe that because they are working without pay, they can participate in internships/externships. This is not the case. Still, international students can usually obtain permission to engage in internships, or what DHS refers to as Curricular Practical Training (CPT).

  Remember, that before working in any “volunteer” position or in any internship, international students must consult with the Student Services Department.

  F-1 students may engage in curricular practical training (what many students refer to as “internships” or “externships”), under certain conditions and with the approval of DSO. To qualify:

  - Student must have completed one academic year in F-1 status. (ESL students are not eligible)
  - Student must be enrolled in a Skill Building or CS Foundation program

  Curricular practical training does not affect time limits for practical training before or after graduation (as long as the time does not exceed one calendar year). International students must report time spent in curricular practical training to the Department of Homeland Security.

**CPT Eligibility**

In order to be **CPT eligible**, a student must:
- Be lawfully enrolled on a full-time basis for one academic year in the U.S. prior to CPT authorization
- Maintain the F-1 student status in the U.S.
- Be enrolled full-time while participating in CPT
- **For Skill Building programs only:** work a minimum of 9 hours per week during the Fall, Winter and Spring quarters and a minimum of 30 hours per week during the Summer quarter
- For all other CSI eligible programs: work hours are not limited.

**CPT Requirements**
- CPT is an integral part of the established academic curriculum
- CPT is not available after the completion of all required coursework
- CPT authorization will be voided if a student drops the program
- Students must report any termination of CPT employment to their Student Services Coordinator or Academic Dean. The student has up to 60 days to find a new job. The student must schedule an additional 8 lab hours per week with the Academic Dean.
- If a student is failing to meet academic requirements during the quarter, he/she must meet with the Academic Dean to discuss options
- Students authorized to take a medical leave or an academic leave are not eligible for CPT during the time of the leave
- An LOA or a CPT may not unduly delay the program completion date for any student
- Student might engage in part time CPT up to 20 hours or full time CPT up to 40 hours per week

Any student who fails to register in his or her new program by the end of the registration period is considered to be officially withdrawn from the program.

**Application and Authorization Procedures**

Students who meet all eligibility requirements for CPT employment for the Career, Skill Building and CS Foundation must attend a scheduled information session.

Students in Skill Building programs must secure employment (externship) prior to starting a program. Students in Career and CS FOUNDATION programs (except CSGEN) may secure employment (internship) during the course of study.

Students must submit the following paperwork for any new employment:
- Application Form
- Program Acceptance Letter (if applicable)
- A CPT Authorization Form
- A CPT Co-op Agreement signed by the employer and the Student Services or DSO
- An employment letter printed on the employer's letterhead. The letter must include the title and responsibilities of the position, name of the employer, address number of hours of work per week, and start and end date of work. Missing information in this letter will result in delayed processing of the CPT request
- The most current financial documents (if applicable)

When all of the above documentation is completed, the student will receive either a new I-20 Form or existing I-20 with CPT authorization. The third page of the I-20 Form will specify permission to engage in part-time or full-time CPT. Students must limit their employment of the place, the dates, and the hours that have been authorized on the third page of the I-20 Form. It may take up to two weeks to process CPT authorization.
Students must apply for a social security card in order to begin employment. A social security card is not available without proof of legal work authorization and proof of an employment offer.

Applying for a Social Security Card
Students applying for a social security card must submit the following documents:
- A completed Form SS-5
- An I-20 Form with page 3 completed and signed by DSO
- An I-94 Form
- A valid passport
- Evidence of employment (letter from the employer with employment start and end dates)

IMPORTANT: Students may engage in CPT employment only after they have received the I-20 Form with CPT authorization from the Designated School Official (DSO). Work authorization is valid only for the specific employer, the location, the time period, and part-time or full-time basis as approved and recorded by the DSO as evidenced on the I-20 Form. Students can neither begin working until the CPT has been approved, nor continue employment beyond the date authorized on their I-20 Form. Working improperly or without authorization constitutes a serious violation of visa status.

Additional Employment Information
Once employment begins, students and their employers must complete the form entitled Employment Eligibility Verification (I-9 Form). The employer will retain this form. The I-9 Form must be updated each time a student receives a renewal of work permission. In general, F-1 students who have been in the U.S. less than five years are exempt from Social Security (FICA) taxes. Student earnings are subject to applicable federal, state, and local taxes. Students must file a tax return on or before April 15th each year, which will determine if any of the withheld taxes can be refunded.

Further Information
Students are encouraged to meet with the Student Services Coordinator and Academic Dean if they have any questions. The CPT packet provides general guidelines on CPT eligibility and application procedures. Each case will be reviewed on its own merits.

• Optional Practical Training after Graduation

Only students in Career Programs: Business Career Program, Healthcare Career Program, Networking Career Program may apply for OPT.

Optional practical training after graduation is designed to permit international students to gain practical experience in their major field of study. The Department of Homeland Security (DHS) permits international students to gain this experience during the year following their graduation.

Students who obtain permission to engage in practical training after graduation remain in F-1 student status, but may work legally and earn a salary.

The DHS requires international students to work in a position that is directly related to their major and commensurate with their educational level.

A job offer is not required to apply for practical training after graduation. The DHS permits students to search for jobs during the one year of practical training, but you may only be unemployed 90 days out of your one year of OPT (see below). DHS also permits students to work as volunteers or unpaid interns, as long as their work meets OPT requirements and does not violate any local labor laws. Students are
allowed to apply for post-completion OPT up to 60 days after their completion of studies.

To qualify for optional practical training after graduation, F-1 students must apply within the following time period: no more than 90 days prior to graduation and no more than 60 days after graduation. Applications are completed through the Student Services Department on the campus, which forwards applications to the Department of Homeland Security offices for adjudication. Approval often takes two to three months, so students are encouraged to apply early.

**Reduction in Course Load**

Students considering dropping below full-time enrollment for any reason must consult with the DSO before doing so. Dropping below full-time enrollment without authorization will jeopardize the student’s legal ability to remain in the United States.

Situations that may allow students to attend school part time:

- **Academic Issues**
  If a student is facing difficulties with the English language or reading requirements; is unfamiliar with the U.S. teaching pedagogy; or has been improperly placed in a course level, he or she should meet with the DSO who may authorize a reduction in course load. A reduced course load may not be available in some programs.

  The Code of Federal Regulations (CFR) states that a student must resume a full course of study at the next available term, session, or semester in order to maintain student status. According to the CFR, except as otherwise noted, a reduced course load must consist of at least nine clock hours a week.

- **Medical Conditions**
  To authorize a reduction in course load due to a medical condition, students must provide medical documentation. The DSO has the authority to approve a request.

**Travel**

Students wishing to leave the U.S. for a short time and then return to CSI must have their I-20 signed by the DSO before leaving. This includes trips to Mexico or Canada. If a student fails to do this, he or she may be denied re-entry into the United States. To gain DSO approval, submit the following documents to the Student Services Department at least two weeks before the intended departure date:

- Current I-20
- Your Passport, must be valid at least six months from the departure date
- Your I-94 card

Passports should always be valid while a student is in the United States. Should a passport expire within six months of travel, it can be renewed in the United States through the embassy of the student’s home country.

**Transferring Out**

Students wishing to transfer to another school in the U.S. must meet the eligibility requirements to gain approval. To transfer out with active F-1 status, students must:

- Maintain Satisfactory Academic Progress
- Provide the following documents to Student Services:
  - A transfer form from the new school
  - A letter of acceptance from the new school
  - The new school’s address, phone number, and fax number
• The student’s current address, phone number, and email address

Transfer out requests may take 5 – 10 business days to process.

To avoid losing F-1 visa status, students must check the status of their transfer upon arrival to the new school.
ACADEMIC POLICIES

ATTENDANCE POLICY
Attending classes is critical to a student’s academic success. A student’s attendance rate is calculated based on the amount of time the student is marked present divided by the amount of time the student is scheduled to be present in the classroom. Any questions or concerns regarding attendance policies can be addressed to the Course Instructor, Academic Dean or Registrar’s Office.

ATTENDANCE REQUIREMENTS FOR CAREER PROGRAMS
Students are required to attend at least 70% in a module. Students who fall below the 70% attendance will receive a failing grade for that module.

ADDITIONAL ATTENDANCE REQUIREMENTS FOR ESL AND SKILL BUILDING STUDENTS
Continuing students enrolled in ESL and Skill Building programs must attend their scheduled classes within 2 weeks of the quarter start date. Failure to meet this requirement will result in withdrawal from the program.

ADDITIONAL ATTENDANCE REQUIREMENTS FOR VETERAN STUDENTS
The Veterans Administration (VA) requires that students receiving funds based on their enrollment in school complete their course of study in the standard length of the program. In order to meet this requirement, students must attend class on a regular basis. To receive full-time VA benefits, a student must attend 18 hours a week. The VA requires that it be notified when a veteran student falls below his or her approved attendance requirement or receives any type of probation or warning related to failure to attend classes. Such notification may result in the termination of veteran benefits. The certifying official for the Institute will report all attendance warnings or dismissals of students funded through the VA to the VA.

ATTENDANCE RECORDS
CSI maintains attendance records electronically for all programs. The computer attendance database is the official record of attendance. An appeal may be filed within five (5) calendar days following the end of a course/quarter to challenge a student’s official record.

LEAVE OF ABSENCE (LOA)
Students granted an approved Leave of Absence can temporary stop attendance in their program of study without affecting their satisfactory academic progress or being withdrawn from the school during the timeframe of an approved LOA. Multiple leaves of absence may be granted during any 12-month period as long as the total days on LOA does not exceed 180 days.

Reasons for granting an approved leave of absence may include, but are not limited to:
- Illness or medical condition
- Jury duty
- Maternity/Paternity leave
- Death of a family member
- Military duty

Circumstances leading to an LOA request must be temporary in nature. Students must indicate intent to return to school after the end of an approved LOA period.
Leave of Absence Request Procedures and Required Documentation
In order to be considered for an approved Leave of Absence, a student must submit the following documentation to the Student Services Department or Registrar’s Office:

- A signed and dated LOA Request Letter indicating the reason for an LOA, the length of the requested LOA period and the student’s intent to return to school after the end of the LOA period.
- Supporting documentation

If a Leave of Absence request is approved, a Student Action Report (SAR) indicating the LOA’s start and end dates must be signed by the student and a representative of Student Services or the Registrar’s Office.

Leave of Absence requests will not be approved if circumstances leading to the request are not likely to be resolved by the end of the requested LOA period, if supporting documentation is not provided, or if there is no indication that the student intends to return to school after the end of the LOA period.

Financial Aid/Tuition Payment Plan during LOA period
Students receiving Title IV financial aid will not receive federal financial aid disbursements during their leave of absence period. Students on a tuition payment plan are required to keep up with their monthly payments unless prior arrangements have been made with the Business Office.

Re-Admission Following a Leave of Absence
A student must return on the first day of the course/module immediately following the end of the approved LOA period and meet with Student Services or Registrar’s Office representative to sign return from LOA SAR. Students receiving financial aid must also meet with the Financial Aid Department in order to reinstate Title IV funds.

Failure to Return from a Leave of Absence
A student who fails to return from a LOA on or before the first day of the course/module immediately following the end of the approved LOA period will be withdrawn from Computer Systems Institute.

A student’s scheduled return date will be used as the date of determination (DOD). A student’s last date of attendance prior to the approved LOA will be used in order to determine the amount of funds the Institution earned and make any refunds that may be required under federal, state, and institutional policies (see School Tuition Refund Policy). Payment arrangements must be made for any outstanding balances.

Students who have received federal student loans must be made aware that failure to return from an approved LOA, depending on the length of the LOA, may have an adverse effect on their loan repayment schedules. Federal loan programs provide students with a “grace period” that delays the students’ obligation to begin repaying their loan debt for six months (180 days) from the last date of attendance. If a student takes a lengthy LOA and fails to return to school after the end of LOA period, some or all of the grace period may be exhausted, forcing the borrower to begin making repayments immediately.

Additional Information for F-1 Students:
DSO approval is required for all Leave of Absence requests.

The DSO may authorize an extended LOA period for an aggregate of 12 months due to a student’s medical condition. The student must provide current medical documentation from a licensed medical doctor, doctor of osteopathy, or licensed clinical psychologist to the DSO to substantiate the illness or medical condition and the DSO must reauthorize extended Leave of Absence each new module or quarter.
Annual Vacation
An F-1 student is considered to be in status during the annual (or summer) vacation if the student is eligible and intends to register for the next term/quarter. A student attending a school on a quarter calendar who takes only one vacation a year during any one of the quarters instead of during the summer is considered to be in status during that vacation, if the student has completed the equivalent of an academic year prior to taking the vacation. Students must confirm vacation eligibility with the DSO and receive approval prior to taking a vacation.

F-1 Visa Student Vacation Approval
F-1 visa students in the Career Programs may be eligible to take up to three months of vacation if their F-1 status allows it. Prior to taking a vacation, students must confirm vacation eligibility with the DSO and receive approval.

Schedule Changes
Schedule changes can be requested through the Student Services Department and or Registrar’s Office on campus. Requirements by program are listed below:

Business, Healthcare and Networking Career Programs:
All schedule changes must be requested in writing prior to the start of a module or course. Students may not attend a new schedule until the Registrar or designee has approved their schedule change. Under normal circumstances, the student will be able to start attending classes on the first day of the next available module or course. The Registrar can postpone or deny the requested schedule changes due to limited course availability or classroom space. All holds on student records (Records Hold, Student Services and Business Office hold) must be resolved before schedule change requests can be approved.

Skill Building, CS Foundation and English as a Second Language Programs:
Students in these programs can request a schedule change by the add/drop/schedule change dates published in the calendar. All schedule change requests are subject to seat availability and are not guaranteed. All schedule change requests are subject to $25.00 fee if the request is approved. The fee is not refundable if a student cancels the request after the schedule change was processed. Approved and processed schedule changes are not guaranteed after the first week of the quarter if student’s quarter tuition and fees have not been paid in full. If the approved early schedule change request is cancelled due to unpaid quarter tuition and fees, the $25.00 schedule change fee will not be refunded. All holds on student records (Records Hold, Student Services and Business Office hold) must be resolved before schedule change requests can be approved.

Campus Changes
Campus changes can be requested through the Student Services Department and or Registrar’s Office on campus. Requirements by program are listed below:

Business, Healthcare and Networking Career Programs:
All campus changes must be requested in writing prior to the start of a module. Students may not attend classes at a different campus location until the Academic Dean and the Registrar or designee on campus approves the change. Under normal circumstances, once a campus change is approved, the student is able to begin attending classes on the first day of the next available module. The Academic Dean and/or the Registrar can postpone or deny the requested campus change due to limited course availability and classroom space limitations. Students receiving Title IV Financial Aid are required to meet with a Financial Aid Representative to discuss FA eligibility at each campus.
Skill Building, CS Foundation and English as a Second Language Programs:
Students in these programs can request a campus change by the add/drop/schedule change dates published in the calendar. All campus change requests are subject to seat availability and are not guaranteed. All campus change requests are subject to $25.00 fee if the request is approved. The fee is not refundable if a student cancels the request after the campus change was processed. Approved and processed campus changes are not guaranteed after the first week of the quarter if student’s quarter tuition and fees have not been paid in full. If the approved early campus change request is cancelled due to unpaid quarter tuition and fees, the $25.00 campus change fee will not be refunded. All holds on student records (Records Hold, Student Services and Business Office hold) must be resolved before campus change requests can be approved.

PROGRAM CHANGES

Program changes can be requested through the Student Services Department and or Registrar’s Office on campus.

All program changes must be requested in writing prior to the start of a module, course or quarter. Students may not attend a new program without approval. Students receiving Title IV Financial Aid need to receive approval from Academics, Registrar and Financial Aid Departments. Students on an F-1 student visa need to receive approval from Academics, Registrar, Business Office and DSO Departments. Under normal circumstances, the student will be able to start attending classes on the first day of the next available module/course/quarter. The Academic Dean or Registrar can postpone or deny the requested program change due to limited course availability or classroom space.

All applicable courses will be transferred to the new program. Students who change programs may incur additional charges that reflect the new program tuition and fees.

The following limits apply to program changes:

<table>
<thead>
<tr>
<th>Type of Programs</th>
<th>Students in Good Academic Standing</th>
<th>Students Not Meeting SAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Programs</td>
<td>1 time during continuous enrollment</td>
<td>1 time during continuous enrollment</td>
</tr>
<tr>
<td>Skill Building</td>
<td>3 times during continuous enrollment</td>
<td>1 time during continuous enrollment</td>
</tr>
<tr>
<td>ESL</td>
<td>3 times during continuous enrollment</td>
<td>1 time during continuous enrollment</td>
</tr>
<tr>
<td>CS Foundation</td>
<td>1 time during continuous enrollment</td>
<td>1 time during continuous enrollment</td>
</tr>
</tbody>
</table>

WITHDRAWAL FROM A MODULE/COURSE

Business, Healthcare, and Networking Career Programs:
- Students may only withdraw from a module/course in which they have current attendance
- Students who have withdrawn from a previous module/course are not eligible to withdraw from the next consecutive module/course
- Withdrawals will not be granted during the last two days of the module/course
- All students needing to withdraw must meet with the Registrar and their Academic Dean or designee
- If a student misses the deadline for withdrawal, he/she will receive an appropriate grade for that module/course

WITHDRAWAL FROM SCHOOL

An official withdrawal from Computer Systems Institute will be documented in writing through the Student Services Department. Students intending to withdraw are asked to notify the Student Services Department by telephone, in person, or in writing to provide official notification. During the withdrawal process, students are asked to provide the official date of withdrawal and the reason for withdrawing in writing. Once the process of withdrawal begins, the student or a staff member of the Student Services Department will complete all
necessary form(s). Students receiving financial aid will receive a final withdrawal letter from the Financial Aid office within 30 days from their exit date, listing any balance owed to the Institute and/or a loan summary sheet listing the amount of Federal Loans that need to be repaid.

**DATE OF DETERMINATION (DOD)**

The date of determination (DOD) is the date CSI determines that a student will not return to class. This date is used to determine the timeliness of the refund and the return of Title IV calculations.

For Career Programs and CS Foundation, the DOD is the earliest of the following three (3) dates:

- The date the student notifies CSI (verbally or in writing) that he or she is not returning to class
- The date the student is dismissed from the Institute
- The date that is no later than the fourteenth calendar day after the last date of attendance (LDA)

Scheduled breaks of 5 days or more are excluded when calculating the DOD. For students who fail to return after an official Leave of Absence (LOA), the DOD is the date the student was scheduled to return to class.

For Skill Building and English as Second Language programs, the DOD is the earliest of the following three (3) dates:

- The date the student notifies CSI (verbally or in writing) that he or she is not returning to class
- The date the student is dismissed from the Institute
- The date that is no later than the twenty first calendar day after the last date of attendance (LDA).

Scheduled breaks of 5 days or more are excluded when calculating the DOD.

For students who fail to return after an official Leave of Absence (LOA), the DOD is the date the student was scheduled to return to class.

**ADVANCEMENT AND GRADUATION**

The following general policies apply to advancement and graduation:

- All students are bound by the course catalog under which they matriculate
- All students must meet their entire fiduciary obligations to the Institute before being allowed to receive their diploma or take future certifications
- Payment arrangements must be made on any outstanding balances at the time of completion of the program

**MINIMUM GRADE POINT AVERAGE REQUIRED FOR GRADUATION**

The minimum grade point average required for graduation is a cumulative grade point average (CGPA) of 2.00. Students not meeting 2.00 CGPA at the end of their program of study will be considered not meeting graduation requirements and will be processed as completers.

**Completer**

A completer is a student who is no longer enrolled on the campus and who has attempted and earned the maximum allowable number of credits for the program of study but did not meet a graduation requirement of a 2.00 CGPA in the program. Students who completed their program but did not meet graduation requirements will not be issued a CSI Diploma but are eligible to receive an official transcript and applicable certification vouchers.
**TIME LIMITS FOR COMPLETION OF PROGRAMS**

CSI requires that all students complete their course requirements within a maximum of 150% of their program’s prescribed length.

**COMMENCEMENT SCHEDULES**

Check with corresponding campuses for commencement schedules.

**AUDITING A COURSE (GRADUATES ONLY)**

Graduates of CSI's Business, Healthcare and Networking Career Programs wishing to audit a course they have previously completed at CSI may do so by completing a Request for Audit Form located in the Office of the Registrar. The cost to audit a course is the cost of textbooks. Payment is required prior to starting the course. Once an audited course has been completed, a grade of AU (AUDIT) will be entered on the transcript.

The Academic Dean or Registrar can postpone or deny the request to audit a course due to limited course availability or classroom space. Course auditing is not available for Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, Small Business Administrator, and CS Foundation program courses. Financial Aid does not cover audited classes.

**HONORS**

To be considered for outstanding academic achievement, a student must complete at least two courses with a GPA of 3.5 or higher.

Requirements for Outstanding Achievement are listed below:

- Honor Roll: CGPA 3.50 – 3.74
- Dean's List: CGPA 3.75 – 3.98
- President’s List: CGPA 3.99 – 4.00

**GRADING SCALE**

<table>
<thead>
<tr>
<th>GRADE</th>
<th>QUALITY POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A=100-90</td>
<td>4.00</td>
</tr>
<tr>
<td>B=89-80</td>
<td>3.00</td>
</tr>
<tr>
<td>C=79-70</td>
<td>2.00</td>
</tr>
<tr>
<td>F=69 and below</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**OTHER GRADE DEFINITIONS**

<table>
<thead>
<tr>
<th>GRADE</th>
<th>DEFINITION OF GRADE</th>
<th>DESCRIPTION OF GRADE</th>
<th>GPA CALCULATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AU</td>
<td>Audit</td>
<td>The student has audited the course.</td>
<td>Not calculated in the GPA</td>
</tr>
<tr>
<td>FAIL*</td>
<td>Fail</td>
<td>The student has taken the course on a pass/fail basis and failed to earn credit.</td>
<td>Not calculated in the GPA</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>Some coursework outstanding</td>
<td>Not calculated in the GPA</td>
</tr>
<tr>
<td>IP</td>
<td>In Progress</td>
<td>A grade was not available at the time the transcript was printed.</td>
<td>Not calculated in the GPA</td>
</tr>
<tr>
<td>PASS</td>
<td>Pass</td>
<td>The student has taken the course on a pass/fail basis and earned credit.</td>
<td>Not calculated in the GPA</td>
</tr>
</tbody>
</table>
GRADED CREDIT

<table>
<thead>
<tr>
<th>TR</th>
<th>Transfer Credit</th>
<th>Credits accepted for transfer</th>
<th>Not calculated in the GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>W</td>
<td>Withdrawal</td>
<td>The student has withdrawn from the module.</td>
<td>Not calculated in the GPA</td>
</tr>
<tr>
<td>WD*</td>
<td>Withdrawn Dropped</td>
<td>Student withdrew from school</td>
<td>Not calculated in the GPA</td>
</tr>
</tbody>
</table>

*Effective 12/01/12

GRADE FORGIVENESS POLICY

(Policy applies to students with enrollment date on or after 8/11/2014)
Students who pass all the courses prescribed by their program of study and meet minimum graduation requirements of 66.67% pace of completion and 2.00 CGPA, are eligible to have their “F” grade(s) excluded from final GPA and CGPA calculation upon graduation.

Grades of "W", “WD”, “PASS”, I", "TR", or "AU" may not replace previous “F” grades. Only a regular letter grade of “A”, “B” or “C” can be used to replace the forgiven grade(s).

All grades will appear on the transcript, but only the final passing grade will be used in computing GPA and CGPA. On the transcript, grades excluded from GPA and CGPA calculation will appear to the right of the number in the Attempted Hours column.

In-program honors (Honor Roll, Dean’s or President’s honor lists), Academic Standing (warning, probation, suspension), or previous grade point totals will not change retroactively as a result of applying this policy. This policy does not supersede established policies for Satisfactory Academic Progress or other GPA/CGPA requirements set by Federal or state laws or regulations.

Repeat Grade Policy

(Policy applies to students with enrollment date prior to 8/11/2014)
Once a student passes a previously failed class, the previous grade(s) of “F” are no longer calculated towards GPA and CGPA.

The repeated course (or the renumbered substitute for that course) must be passed at Computer Systems Institute.

Grades of "W", “WD”, “PASS", I", "TR", or "AU" may not replace previous “F” grades. Only a regular letter grade of “A”, “B” or “C” can be used to replace the forgiven grade(s).

All the grades will appear on the transcript, but only the final passing grade will be used in computing GPA and CGPA. On the transcript, grades excluded from GPA and CGPA calculation will appear to the right of the number in the Attempted Hours column.

In-program honors (Honor Roll, Dean’s or President’s honor lists), Academic Standing (warning, probation, suspension), or previous grade point totals will not change retroactively as a result of applying this policy. This policy does not supersede established policies for Satisfactory Academic Progress or other GPA/CGPA requirements set by Federal or state laws or regulations.

INCOMPLETE GRADE POLICY

An I (Incomplete) is a temporary grade, which may be given at the instructor’s discretion if the following criteria are met:

- The student’s work to date is passing
• At least 70 percent of the required course work is completed
• Attendance in the module is 70 percent or higher (for BCP, HCP, and NCP)
• Required work may be reasonably completed within 30 days of the final grade due date
• The Incomplete grade is not given as a substitute for a failing grade
• The Incomplete grade is not based solely on a student’s failure to complete work or as a means of raising his or her grade by doing additional work after the grade report time
• The student initiates the request for an Incomplete grade prior to the end of a module and the instructor and the student complete an Incomplete Grade Contract Form prior to the end of the module
• Career Program and CS FOUNDATION students who missed the final exam/quiz, but otherwise have a passing grade in all other grade book categories have 3 business days after grade submission deadline to complete the final exam if approved by the instructor
• Skill Building and English as a Second Language program students have 15 business days after the last day of the quarter to complete the final exam.
• Skill Building students, who intend to enroll in a new program, must complete all required work prior to the registration deadline of the next program.

Appropriate grades must be assigned in all other circumstances. A student who receives a grade of Incomplete must progress to the next course while simultaneously completing the outstanding work for the course with the grade of Incomplete. A grade of Incomplete cannot be awarded in place of a failing grade when a student is required to repeat a course. An Incomplete grade is not calculated toward a student’s GPA/CGPA. Additionally, an Incomplete grade may not be considered a passing grade for purposes of determining academic standing, federal financial aid eligibility, or other purposes.

Procedure for Requesting an Incomplete Grade
1. The student contacts the course instructor and explains the need for an Incomplete
2. If the instructor grants the request, he or she completes an Incomplete Grade Contract Form, which is obtained from the Department Lead, the Academic Dean, or the designee
3. The instructor and the student sign the Incomplete Grade Contract Form

The purpose of the Incomplete Grade Contract Form is to list what course work must be completed by the student in order for the Incomplete to be removed and replaced with a grade. Both the instructor and the student are required to sign the form and retain a copy.

Once the course work is completed and the instructor assigns the appropriate grade on a Change of Grade Form, it is submitted to the Registrar’s Office for processing. The new grade will be included in the calculation of the GPA/CGPA.

The grade change will appear only on the student’s transcript. The final grade roster and the grade book will continue to show the original grade submitted for the course.

Reported final grade(s) may not be changed based on reexamination, completion of additional work, or re-evaluation of existing work.

GRADE CHANGE POLICY
Grades reported by faculty members are generally considered permanent and final; however, there are circumstances in which a grade change may be requested. Typical reasons include:
• A correction to a clerical or a procedural error
• The replacement of an incomplete grade with the appropriate final grade
Deadlines for grade changes can be found in the table below:

<table>
<thead>
<tr>
<th>TYPE OF GRADE CHANGE</th>
<th>TIMELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A passing grade to a failing grade</td>
<td>Within 5 days of the next course</td>
</tr>
<tr>
<td>A failing grade to a passing grade</td>
<td>Within 5 days of the next course</td>
</tr>
<tr>
<td>A grade of Incomplete to a passing grade</td>
<td>Within 30 days of the final grade due date</td>
</tr>
<tr>
<td>A passing grade to a passing grade</td>
<td>Within 30 days of the final grade due date</td>
</tr>
</tbody>
</table>

The grade change(s) will appear only on the student’s transcript. The final grade roster and the grade book will continue to show the original grade submitted for the course.

No correctly reported final grade may be changed based on reexamination, completion of additional work, or reevaluation of existing work.

**Procedure for Implementing a Grade Change**

1. The student contacts the course instructor or designee and explains the need for a grade change
2. If the instructor or designee grants the request, he/she completes a Grade Change Form, which is obtained from the Department Lead, the Academic Dean, or the designee
3. The completed Grade Change Form is forwarded to the Registrar’s Office
4. The Registrar’s Office processes all approved grade changes within two business days
5. All processed grade changes are viewable through the My Progress Portal the next business day

**GRADE APPEAL**

The purpose of a grade appeal is to allow students to dispute an alleged academic injustice relating to a final grade. This action is appropriate only when there is alleged arbitrary and capricious behavior on the part of the instructor.

Arbitrary behavior refers to a grading decision for which there is no sound academic reason or when a decision is based solely on preference or whim.

Capricious behavior refers to a grading decision not based on a reasonable and an announced grading policy and procedure.

**Grade Appeal Procedure**

1. Students wishing to appeal a course grade should obtain a Grade Appeal Form from the Academic Dean’s Office or the Registrar’s Office
2. Once the student completes the Grade Appeal Form, he/she must submit it to the Academic Dean or designee
3. The Grade Appeal Committee consisting of the Academic Dean or designee and the Registrar or designee reviews the Grade Appeal Form within three business days of receipt. The decision of the Grade Appeal Committee is final and cannot be appealed
4. If a grade change is granted, the Grade Change Form is forwarded to the Registrar’s Office by the Academic Dean or designee
5. The Registrar’s Office will process all approved grade changes within two business days and the updated grade will be viewable through the My Progress Portal the next business day
6. If the grade appeal is denied, the Grade Appeal Form with an attached explanation will be submitted to Registrar’s Office by the Academic Dean or designee
7. The Academic Dean or designee will notify students of the outcome of their grade appeal.

**TRANSCRIPTS AND STUDENT RECORDS**

CSI maintains student records in accordance with the requirements of Illinois Board of Higher Education. Upon successful completion of their program, students will receive an official transcript and a diploma, provided they do not have any administrative, financial or academic holds with CSI.

CSI issues two types of transcripts:

1. Official transcripts, the content of which is signed by the Registrar with the official seal of CSI
2. Unofficial transcripts stamped "Unofficial Transcript," or “Unofficial Issued to Student"

Students may request their academic transcript at any time.

- Official and unofficial transcripts may be picked up in person by a student or mailed
- Official Transcripts will not be issued to current or former students with an outstanding balance
- Additional copies of student records may be obtained after graduation in person or by mailing a request signed by the student including the student’s name, the address where the transcript is to be sent, and the student’s phone number
- Official transcripts and reissued diplomas cost **$5 per copy**
- Design, wording, and signatures on the replacement diploma will be those currently in use by the Institute and may be different from the ones printed on the original diploma. Official transcript requests should be sent to:
  
  Computer Systems Institute  
  Registrar’s Office  
  8930 Gross Point Road  
  Skokie, IL 60077

**SATISFACTORY ACADEMIC PROGRESS (SAP)**

The Satisfactory Academic Progress policy applies to all students enrolled in all programs offered at Computer Systems Institute. All periods of a student’s enrollment at CSI, including those in which financial aid was not received, are used in determining Satisfactory Academic Progress.

**Evaluation Points**

For the purpose of determining overall satisfactory academic progress, CSI programs are divided into evaluation periods. Evaluation period is the period between two evaluation points.

For Business, Healthcare, Networking Career Programs, and CS Foundation Program satisfactory academic progress is evaluated at 25% of the normal program length and then at the end of each payment period.

- Normal Program Length – 36 quarter credits
- 25% of the normal program length – at least 9 quarter credits attempted
- Payment Period – minimum payment period is at least 18 quarter credits earned/16 weeks

For Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, and Small Business Administrator Programs, satisfactory academic progress is evaluated at the end of each quarter.

- Normal Program Length – 48 quarter credits

For Beginner ESL, Intermediate ESL, Advanced ESL, General Writing, Literature, and Communication Programs, satisfactory academic progress is evaluated at the end of each quarter.
• Normal Program Length – 36 quarter credits

Satisfactory Academic Progress is measured by:

1) A student’s cumulative grade point average (CGPA) – a qualitative component
2) A student’s pace of completion (progress toward the completion of their program, completion rate) – a quantitative component

To be considered as making satisfactory academic progress, a student must achieve minimum requirements for both CGPA and pace of completion at each evaluation point according to the charts below:

<table>
<thead>
<tr>
<th>BCP, HCP, NCP, and CS Foundation Programs</th>
<th>25% of the normal program length</th>
<th>End of the 1st payment period/midpoint</th>
<th>End of the 2nd payment period</th>
</tr>
</thead>
<tbody>
<tr>
<td>CGPA</td>
<td>1.5</td>
<td>2.00</td>
<td>2.00</td>
</tr>
<tr>
<td>Pace of completion</td>
<td>50%</td>
<td>66.67%</td>
<td>66.67%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CSS, HIP, AAP, SBA Programs</th>
<th>End of 1st quarter</th>
<th>End of 2nd quarter</th>
<th>End of the 3rd and all consecutive quarters within 150% of the Program Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>CGPA</td>
<td>2.0</td>
<td>2.00</td>
<td>2.00</td>
</tr>
<tr>
<td>Pace of completion</td>
<td>100%</td>
<td>50%</td>
<td>66.67%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Beginner ESL, Intermediate ESL, Advanced ESL, and General Writing, Literature, Communication Programs</th>
<th>End of 1st quarter</th>
<th>End of 2nd quarter</th>
<th>End of the 3rd and all consecutive quarters within 150% of the Program Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>CGPA</td>
<td>2.0</td>
<td>2.00</td>
<td>2.00</td>
</tr>
<tr>
<td>Pace of completion</td>
<td>100%</td>
<td>50%</td>
<td>66.67%</td>
</tr>
</tbody>
</table>

SAP Evaluation Procedures
The following actions will occur at each SAP evaluation point:

1. Each student’s CGPA is reviewed to determine if the student is meeting the minimum SAP standard
2. Each student’s pace of completion is reviewed to determine if the student is meeting the minimum SAP standard

SAP Warning
Students who are not meeting SAP for the first time will be placed on SAP Warning status until the end of the evaluation period. Students on SAP Warning who are receiving financial aid may continue to receive financial aid until the end of the payment period. A student may not be granted consecutive SAP warning statuses.

SAP Warning status is assigned without an appeal or other action needed by the student. Students will be notified within five business days of being placed on SAP Warning status. Students on SAP Warning are
encouraged to participate in academic advising.

Students placed on SAP Warning and still failing to meet SAP standards at the next evaluation point will be academically suspended and must appeal in order to remain in school. Students receiving financial aid will also be subject to Financial Aid Suspension.

**Appeal Due to Mitigating Circumstances**

A student may appeal academic suspension and, if receiving Financial Aid, the loss of financial aid eligibility if extenuating circumstances interfered with student’s ability to meet Satisfactory Academic Progress standards.

An appeal letter addressed to SAP Committee must include an explanation of the circumstances that caused the student’s unsatisfactory progress, as well as what has changed in the student’s situation that would result in the improvement of progress. The student must be able to provide documentation to support mitigating circumstances.

Circumstances must meet one of the following criteria:
- Prolonged illness, medical condition, or injury to student or an immediate family member
- Death of an immediate family member
- Other extenuating circumstances beyond the student's control

Documentation may include but is not limited to:
- Physician's letters and hospital records
- Death certificate or obituary
- Court or police documents
- Letters from third-party professionals on their letterhead

The appeal may not be based upon the lack of knowledge of SAP standards, the need for financial aid assistance or the lack of knowledge that the financial aid assistance or student’s F-1 status was in jeopardy.

**Appeal Process**

All Academic Suspension Appeals must be submitted within 5 business days following the suspension notice:

To appeal the student must:
1) Submit an appeal letter addressed to SAP Committee
2) Attach official documentation of the mitigating circumstances that affected the student’s academic performance
3) Continue to attend regularly scheduled classes while the appeal is under review

If an appeal is not submitted within 5 business days following the suspension notice, the student will be academically dismissed and must request readmission through standard admission procedures in addition to submitting an appeal.

All appeals will be reviewed within five business days of the appeal submission. The Registrar’s Office will provide notice to the student concerning the result of the student’s appeal within three business days following the decision. The notice will be sent to student’s csinow.edu email account.

If the appeal is approved, the student will be placed on SAP Probation for one evaluation period. Students receiving financial aid will regain their financial aid eligibility for one payment period.
If the appeal is denied, the student will be academically dismissed and will be no longer eligible for financial aid. (See procedures for Reestablishing Satisfactory Academic Progress)

**SAP Probation**
SAP Probation is a Status assigned to a student who fails to make satisfactory academic progress and who has successfully appealed and has had his or her enrollment reinstated for one evaluation period. Students receiving financial aid will regain their financial aid eligibility for one payment period. Students on SAP Probation must participate in academic advising as deemed necessary by the school as a condition of their probation. Students placed on SAP Probation who are not meeting SAP at the next evaluation point may be eligible to have their Probation status extended for one consecutive evaluation period at a time if they are meeting the conditions of their Academic Recovery Plan.

**Academic Advising**
Students on SAP Probation must participate in academic advising as deemed necessary by the school as a condition of their status.

**Academic advising includes but is not limited to the following:**
1. Students must meet with their Instructor and/or Program Manager and/or Academic Dean to complete an Academic Recovery Plan
2. Students may have to participate in tutoring if deemed necessary by the Instructor and/or Program Manager and/or Academic Dean

**Procedures for Reestablishing Satisfactory Academic Progress**
If a student is not meeting SAP requirements after one probationary period, he or she will be academically dismissed. Students receiving financial aid will have their financial aid suspended. However, students whose CGPA was meeting SAP standards at the moment of dismissal but whose pace of completion was below SAP standards may reestablish their Satisfactory Academic progress. Students receiving financial aid may also reestablish their financial aid eligibility if they earn credit hours at another institution. Credits earned at another institution must be transferrable to students’ program of study in Computer Systems Institute and, when applied to Computer Systems Institute’s Program of study, must result in a course completion rate that meets SAP standards (66.67% or higher). A student who pursues this option and whose pace of completion meets standards after the transfer credits are applied to the program of study will be eligible for readmission and can reapply for financial aid. Students who choose to pursue this option are advised to meet with Registrar’s Office in advance of enrolling in another institution to ensure that credits can be accepted and the courses planned will apply to CSI’s program of study.

**Maximum Time Frame**
Students who fail to complete the program within 150 percent of the program length will be academically dismissed from Computer Systems Institute due to exceeding Maximum Time Frame (MTF). Students dismissed due to exceeding MTF may return to Computer Systems Institute and reapply for admission after 180 days from their last day of attendance in the program from which they were dismissed. Students will need to go through all the steps of admissions process.

**Graduation Requirements and SAP**
Students who are not meeting 2.00 CGPA requirements at the end of their program of study will be considered completers. A completer is a student who has attempted and earned the maximum allowable number of credits for the program of study but did not meet a graduation requirement of a 2.00 CGPA in the program.
Calendar System, Academic Year

Computer Systems Institute’s Calendar System and Academic Year differ by program. Students should use the chart below to determine calendar system and academic year length of their program of study.

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Calendar System</th>
<th>Academic Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Career Program</td>
<td>Nontraditional/Non-term</td>
<td>36 credits</td>
</tr>
<tr>
<td>Healthcare Career Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Networking Career Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CS Foundation Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beginner ESL Program</td>
<td>Quarter</td>
<td>3 Quarters</td>
</tr>
<tr>
<td>Intermediate ESL Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advanced ESL Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Writing Program</td>
<td>Quarter</td>
<td>3 Quarters + Summer Quarter</td>
</tr>
<tr>
<td>Literature Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Assistant Professional Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Service Specialist Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospitality Industry Professional Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small Business Administrator Program</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Quarter Definition

Computer Systems Institute defines Quarter as an Academic Calendar unit at least 10 instructional weeks long.

Credit Hour Definition

All credit hours are calculated based on quarter credit hours. One-quarter credit hour equals, at a minimum, 10 classroom hours of lecture, 20 hours of laboratory, and 30 hours of practicum. The formula for calculating the number of quarter credit hours for each course is: (hours of lecture/10) + (hours of lab/20) + (hours of practicum/30).

Contact Hour Definition

CSI provides 55 minutes of supervised or directed instruction and 5 minute breaks for every hour of instruction.

Published Program Length

Published program length is the amount of quarter credit hours or clock hours required to complete the program of study as defined in the CSI Academic Catalog for each program.

Maximum Time Frame

Maximum Time Frame (MTF) is a period that is no longer than 150% of the published length of the education program.

For example, students enrolled in a program that is 36-quarter credits long have to successfully complete all program requirements and earn 36 credits within a maximum of 54 credits attempted. Therefore, to meet maximum time frame, students enrolled in a 36 credit hour program cannot fail and/or withdraw from more than 18 credits.

The tables below shows the minimum number of earned credits required at different points of program completion to successfully meet the SAP requirement of a minimum 66.67% completion rate.
## Business, Healthcare, and Networking Career Programs:

### CS Foundation Program:

<table>
<thead>
<tr>
<th>Attempted Credits</th>
<th>Earned Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>12</td>
<td>9</td>
</tr>
<tr>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>18</td>
<td>15</td>
</tr>
<tr>
<td>19</td>
<td>18</td>
</tr>
<tr>
<td>21</td>
<td>20</td>
</tr>
<tr>
<td>24</td>
<td>23</td>
</tr>
<tr>
<td>27</td>
<td>24</td>
</tr>
<tr>
<td>30</td>
<td>27</td>
</tr>
<tr>
<td>33</td>
<td>30</td>
</tr>
<tr>
<td>36</td>
<td>33</td>
</tr>
<tr>
<td>39</td>
<td>36</td>
</tr>
<tr>
<td>42</td>
<td>39</td>
</tr>
<tr>
<td>45</td>
<td>42</td>
</tr>
<tr>
<td>48</td>
<td>45</td>
</tr>
<tr>
<td>51</td>
<td>48</td>
</tr>
<tr>
<td>54</td>
<td>51</td>
</tr>
<tr>
<td>MTF</td>
<td>54</td>
</tr>
</tbody>
</table>

### Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, and Small Business Administrator Programs:
Quality Points
Quality Points are points that are assigned to every course for which a student receives an A, B, C or F letter grade (A = 4, B = 3, C = 2, F = 0)

Grade Point Factor/ Grade Points
Each course’s Grade Point Factor (or Grade Points) can be calculated by multiplying quality points assigned to the course by the number of credits the course is worth. For example, a 4.5 credit course for which a student receives a grade of C is worth 9 Grade Points (2 X 4.5)

CGPA Calculation
1. Convert each letter grade to its applicable number of quality points (A = 4, B = 3, C = 2, F = 0)
2. Calculate Grade Points for each of the attempted courses by multiplying quality points by course credits
3. Calculate total Grade Points by adding up Grade Points for each of the attempted courses
4. Calculate total Attempted Credits by adding up course credits for each of the attempted courses
5. Calculate CGPA by dividing Total number of Grade Points by Total number of Attempted Credits

For example, a student who took 4 courses worth 4.5 credits each and received two A’s, an F and a C will have the following CGPA calculation:

1. Convert each letter grade to its applicable number of quality points: A = 4, A = 4, F = 0, C =2
2. Calculate Grade Points for each of the attempted courses by multiplying quality points by course credits:
   
   - Course 1 Grade Points for A grade: 4 x 4.5 = 18
   - Course 2 Grade Points for A grade: 4 x 4.5 = 18
   - Course 3 Grade Points for F grade: 0 X 4.5 = 0
   - Course 4 Grade Points for C grade: 2 X 4.5 = 9

3. Calculate total number of Grade Points by adding up Grade Points for each of the attempted courses:
18 + 18 + 0 + 9 = 45

4. Calculate total Attempted Credits by adding up course credits for each of the attempted courses:
   \[4.5 \times 4 + 4.5 + 4.5 = 18\]

5. Calculate CGPA by dividing total number of Grade Points by total number of Attempted Credits:
   \[45 / 18 = 2.5\] CGPA

Definitions and Formulas for Pace of Completion Calculation

Attempted/Scheduled Credits
Any credit for which a grade of A, B, C, F, I (Incomplete), W, WD or TR was awarded.

Earned/Completed Credits
Any credit for which a grade of A, B, C, or TR was awarded.

Pace of Completion Calculation

1. Calculate total number of Earned Credits
2. Calculate total number of Attempted Credits
3. Calculate Pace of Completion percentage by dividing total number of Earned Credits by total number of Attempted Credits and multiplying the result by 100

For example, a student who took 4 courses worth 4.5 credits each and received two A's, an F and a C will have the following pace of completion calculation:

1. Calculate total number of Earned Credits:
   - Course 1 earned credits for A grade = 4.5
   - Course 2 earned credits for A grade = 4.5
   - Course 3 earned credits for F grade = 0
   - Course 4 earned credits for C grade = 4.5
   \[4.5 + 4.5 + 4.5 = 13.5\] credits earned

2. Calculate total number of Attempted Credits:
   - Course 1 attempted credits for A grade = 4.5
   - Course 2 attempted credits for A grade = 4.5
   - Course 3 attempted credits for F grade = 4.5
   - Course 4 attempted credits for C grade = 4.5
   \[4.5 + 4.5 + 4.5 + 4.5 = 18\] credits attempted

3. Calculate Pace of Completion percentage by dividing total number of Earned Credits by total number of Attempted Credits and multiplying the result by 100:
   \[13.5 / 18 \times 100 = 75\%\]

Grading Scale and CGPA/Pace of Completion Calculation

<table>
<thead>
<tr>
<th>Grades</th>
<th>CGPA Calculation</th>
<th>Pace of Completion Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Calculated</td>
<td>Calculated as attempted and earned</td>
</tr>
<tr>
<td>B</td>
<td>Calculated</td>
<td>Calculated as attempted and earned</td>
</tr>
<tr>
<td>C</td>
<td>Calculated</td>
<td>Calculated as attempted and earned</td>
</tr>
<tr>
<td>F</td>
<td>Calculated</td>
<td>Calculated as attempted, not earned</td>
</tr>
</tbody>
</table>
All grades are considered when assessing both qualitative and quantitative components of a student’s Satisfactory Academic Progress. The Satisfactory Academic Progress Policy supersedes Repeat Grade and grade forgiveness policies.

Program Changes
In the event of a program change, Computer Systems Institute will transfer all relevant courses successfully completed in the old program toward the new program of study. A grade of TR will be assigned to all transferred courses. Courses not accepted for transfer will not count toward CGPA or pace of completion in the new program. Students not meeting SAP at the time of the program change are allowed to change the programs and consequently “reset” SAP only one time during their continuous enrollment at Computer Systems Institute.

Additional Programs
If a student graduates from one program and desires to earn an additional diploma in another program, Computer Systems Institute will transfer all relevant courses successfully completed in the previous program of study toward the new program. A grade of TR will be assigned to all transferred courses. Courses not accepted for transfer will not count toward CGPA or pace of completion in the new program.

Incomplete
Classes with a grade of Incomplete are not calculated toward CGPA. They are calculated towards the pace of completion as attempted but not earned credits.

Transfer Credits
Transfer Credit Hours (indicated by TR grade on student’s record) are treated as both attempted and completed hours in the determination of the student’s pace of completion. Transfer credits are not included in CGPA calculation.

Withdrawal from a Course
Students who withdraw from a course will receive a grade of “W” or “WD” on their record. Withdrawals are treated as attempted but not completed hours in the determination of the student’s pace of completion. Withdrawals are not included in CGPA calculation.

Remedial Courses, Non-credit Courses, or Pass/Fail Courses
Remedial courses, non-credit courses, or pass/fail courses are not included in the calculation of a student’s CGPA and completion rate.

Experiential Learning, Advanced Academic Standing, Credit by Examination
No credit is given for experiential learning. CSI does not allow for testing for an advanced academic standing nor does it award credit by examination.
Academic Dismissal
Academic dismissal is dismissal from the school due to not meeting SAP requirements as defined in the CSI Academic Catalog.

Financial Aid Suspension
Students on Financial Aid Suspension will NOT be eligible to receive further financial aid assistance.

Graduation Requirements
Students must successfully complete all of the courses required for their programs with a minimum of a 2.0 CGPA and 66.67% completion rate. All financial obligations must be complete. A diploma and official transcript will be granted upon graduation.

CIP Codes

<table>
<thead>
<tr>
<th>Program</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant Professional (AAP)</td>
<td>52.0401</td>
</tr>
<tr>
<td>CS Foundation</td>
<td>11.0701</td>
</tr>
<tr>
<td>Business Career Program (BCP)</td>
<td>52.0406</td>
</tr>
<tr>
<td>Customer Service Specialist Program (CSS)</td>
<td>52.0207</td>
</tr>
<tr>
<td>Healthcare Career Program (HCP)</td>
<td>51.0801</td>
</tr>
<tr>
<td>Hospitality Industry Professional (HIP)</td>
<td>52.0901</td>
</tr>
<tr>
<td>Networking Career Program (NCP)</td>
<td>11.1006</td>
</tr>
<tr>
<td>Small Business Administrator (SBA)</td>
<td>52.0799</td>
</tr>
<tr>
<td>ESL Beginner, ESL Intermediate, ESL Advanced,</td>
<td>32.0109</td>
</tr>
<tr>
<td>General Writing, Literature, Communication</td>
<td></td>
</tr>
</tbody>
</table>
### Enrollment and Placement Disclosures

**Consumer Information: 7/1/2013-6/30/2014**

<table>
<thead>
<tr>
<th>Program</th>
<th># Students Admitted in the Course of Instruction Prior to 7/1/14 of the Academic Year</th>
<th>New Starts</th>
<th>Reenrollments</th>
<th>Transfers from Other Courses of Instruction</th>
<th>Total Number of Course of Instruction</th>
<th>Completed or Graduated from Course of Instruction</th>
<th>Withdrawn from the School</th>
<th>Are Still Enrolled</th>
<th>Placed in the Field</th>
<th>Placed in the Field, Career Development Student Developed Placement</th>
<th>Placed in the Field, Student Developed Placement</th>
<th>Placed Out of the Field</th>
<th>Not Available for Placement due to Personal Reasons</th>
<th>Not Employed</th>
<th>Took Professional Certification</th>
<th>Passed Professional Certification</th>
<th>Average Starting Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant</td>
<td>0</td>
<td>195</td>
<td>0</td>
<td>0</td>
<td>100</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Advanced ESL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Advanced Reading Strategies</td>
<td>0</td>
<td>220</td>
<td>0</td>
<td>0</td>
<td>220</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Advanced Vocabulary and Grammar</td>
<td>0</td>
<td>198</td>
<td>0</td>
<td>0</td>
<td>198</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>America Through Academic Readings</td>
<td>0</td>
<td>58</td>
<td>0</td>
<td>0</td>
<td>58</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Beginner ESL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Beginner Reading Strategies</td>
<td>0</td>
<td>103</td>
<td>0</td>
<td>0</td>
<td>103</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Beginner Vocabulary and Grammar</td>
<td>0</td>
<td>78</td>
<td>0</td>
<td>0</td>
<td>78</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Beginner Writing and Grammar</td>
<td>0</td>
<td>105</td>
<td>0</td>
<td>0</td>
<td>105</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Business Career Program</td>
<td>94</td>
<td>307</td>
<td>17</td>
<td>10</td>
<td>428</td>
<td>3</td>
<td>129</td>
<td>112</td>
<td>184</td>
<td>72</td>
<td>23</td>
<td>49</td>
<td>31</td>
<td>16</td>
<td>163</td>
<td>95</td>
<td>$18,744.84</td>
</tr>
<tr>
<td>Communication</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CS Essential</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CS Expert</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CS Foundation</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>CS General Education</td>
<td>0</td>
<td>17</td>
<td>0</td>
<td>1</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Cultural Immersion Course</td>
<td>0</td>
<td>73</td>
<td>0</td>
<td>0</td>
<td>73</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>39</td>
<td>34</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Customer Service Specialist</td>
<td>164</td>
<td>231</td>
<td>2</td>
<td>0</td>
<td>397</td>
<td>3</td>
<td>150</td>
<td>70</td>
<td>174</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>148</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Different Writing Styles</td>
<td>0</td>
<td>43</td>
<td>0</td>
<td>0</td>
<td>43</td>
<td>0</td>
<td>42</td>
<td>1</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Discovering Fiction</td>
<td>0</td>
<td>56</td>
<td>0</td>
<td>0</td>
<td>56</td>
<td>0</td>
<td>0</td>
<td>53</td>
<td>3</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Discovering Short Stories</td>
<td>0</td>
<td>52</td>
<td>0</td>
<td>0</td>
<td>52</td>
<td>0</td>
<td>0</td>
<td>49</td>
<td>3</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>General Writing</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Healthcare Career Program</td>
<td>631</td>
<td>1211</td>
<td>83</td>
<td>4</td>
<td>1929</td>
<td>5</td>
<td>816</td>
<td>444</td>
<td>664</td>
<td>259</td>
<td>186</td>
<td>73</td>
<td>258</td>
<td>0</td>
<td>99</td>
<td>200</td>
<td>$18,998.69</td>
</tr>
<tr>
<td>Hospitality Industry Professional</td>
<td>149</td>
<td>141</td>
<td>1</td>
<td>3</td>
<td>294</td>
<td>2</td>
<td>132</td>
<td>44</td>
<td>116</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>130</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Intermediate ESL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Intermediate Reading Strategies</td>
<td>0</td>
<td>318</td>
<td>0</td>
<td>0</td>
<td>318</td>
<td>0</td>
<td>312</td>
<td>6</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Intermediate Vocabulary and Conversation</td>
<td>0</td>
<td>267</td>
<td>0</td>
<td>0</td>
<td>267</td>
<td>0</td>
<td>262</td>
<td>5</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Writing Student</td>
<td>0</td>
<td>281</td>
<td>0</td>
<td>0</td>
<td>281</td>
<td>0</td>
<td>273</td>
<td>8</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>----------------</td>
<td>---</td>
<td>-----</td>
<td>---</td>
<td>---</td>
<td>-----</td>
<td>---</td>
<td>-----</td>
<td>---</td>
<td>---</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Interpersonal Communication</td>
<td>0</td>
<td>40</td>
<td>0</td>
<td>0</td>
<td>40</td>
<td>0</td>
<td>38</td>
<td>2</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Literature</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Networking Career Program</td>
<td>214</td>
<td>414</td>
<td>21</td>
<td>2</td>
<td>651</td>
<td>8</td>
<td>264</td>
<td>176</td>
<td>203</td>
<td>147</td>
<td>69</td>
<td>78</td>
<td>32</td>
<td>0</td>
<td>29</td>
<td>56</td>
<td>479</td>
</tr>
<tr>
<td>Small Business Administrator</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Small Group Discussion</td>
<td>0</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>35</td>
<td>0</td>
<td>33</td>
<td>2</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>The Art of Storytelling</td>
<td>0</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>35</td>
<td>0</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Writing for Work</td>
<td>0</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>32</td>
<td>0</td>
<td>31</td>
<td>1</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Writing Student Newspaper</td>
<td>0</td>
<td>51</td>
<td>0</td>
<td>0</td>
<td>51</td>
<td>0</td>
<td>49</td>
<td>2</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

The average starting salary for Computer Systems Institute’s Business Career Program Graduates/Completers is calculated from the data collected on 85 graduates/completers out of the 129 graduates/completers that were employed in full-time or part-time jobs for the cohort reporting period of 7/1/2013-6/30/2014 and were employed between 7/1/2013-10/31/2014.

The average starting salary for Computer Systems Institute’s Healthcare Career Program Graduates/Completers is calculated from the data collected on 444 graduates/completers out of the 816 graduates/completers that were employed in full-time or part-time jobs for the cohort reporting period of 7/1/2013-6/30/2014 and were employed between 7/1/2013-10/31/2014.

The average starting salary for Computer Systems Institute’s Networking Career Program Graduates/Completers is calculated from the data collected on 134 graduates/completers out of the 264 graduates/completers that were employed in full-time or part-time jobs for the cohort reporting period of 7/1/2013-6/30/2014 and were employed between 7/1/2013-10/31/2014.

Due to insufficient data the average starting salary for Computer Systems Institute’s Hospitality Industry Professional Graduates/Completers is unavailable for the graduates/completers that were employed in full-time or part-time jobs for the cohort reporting period of 7/1/2013-6/30/2014 and were employed between 7/1/2013-10/31/2014.

Due to insufficient data the average starting salary for Computer Systems Institute’s Customer Service Specialist Graduates/Completers is unavailable for the graduates/completers that were employed in full-time or part-time jobs for the cohort reporting period of 7/1/2013-6/30/2014 and were employed between 7/1/2013-10/31/2014.

N/A is not applicable in the Field/Placement/Placed in the Field, Career Development Assisted Placement/Placed in the Field, Student Developed Placement/Placed in the Related Field/Placed out of the Field/Not Available for Placement due to Personal Reasons/Not Employed/ Average Starting Salary reporting categories means that the program is not eligible for placement.

Took Professional Certification number is calculated based on the number of professional certification exams that were taken between 7/1/2013 and 6/30/2014, whether the student who took the certification exam(s) was enrolled during the same period or not. A single type of professional certification exam for a single student is only reported once.

Passed Professional Certification number is calculated based on the number of professional certification exams that were passed between 7/1/2013 and 6/30/2014, whether the student who passed the certification exam(s) was enrolled during the same period or not. A single type of professional certification exam for a single student is only reported once.

N/A for Took Professional Certification, Passed Professional Certification reporting categories means that the program does not prepare for any professional certifications.

Programs with zeros listed in Total Number Admitted column were not offered in 13-14 reporting period.

**CERTIFICATE PROGRAMS**

Computer Systems Institute helps students achieve professional success through personalized career training support and hands-on, job-specific education. Offering career training in many industries, our students receive a well-rounded education experience set within enhanced learning environments under the guidance of knowledgeable instructors who care about our students’ success. CSI training programs are designed to provide students with marketable skills and equip them with knowledge that will allow them to grow and realize their maximum career potential in the future.

From choosing a convenient morning, afternoon, evening, or weekend class schedule, to our network of dedicated Financial Aid, Student Services, Career Development, and Admissions representatives, CSI’s network of campuses is always planning toward your future and for the day you graduate. Whether you are a high school student, new to this country, or looking for a new career, Computer Systems Institute can help you meet your educational goals.

Programs offered at CSI are:
1. Administrative Assistant Professional (AAP)
2. Customer Service Specialist (CSS)
3. Hospitality Industry Professional (HIP)
4. Small Business Administrator (SBA)
5. CS Foundation
6. Business Career Program (BCP)
7. Healthcare Career Program (Billing and Coding or Medical Assisting)
8. Networking Career Program (NCP)
9. Beginner ESL
10. Intermediate ESL
11. Advanced ESL
12. General Writing
13. Literature
14. Communication
15. Cultural Immersion Course
**Administrative Assistant Professional (AAP)**

The Administrative Assistant Professional program offers fundamental training and development in four of the most commonly used Microsoft Office applications: Word, Excel, Access, and PowerPoint. Upon successful completion of this program, students will have demonstrated basic computer literacy with the ability to: manage electronic files, create/edit word processing documents, create/edit fundamental worksheets, create/edit basic slideshow presentations, and create/edit a basic database. Students will also learn critical listening, speaking, collaborating, and reasoning skills needed to grow in an office work environment. Students will supplement their classroom learning by working in various administrative assistant professional positions. Upon graduation, students receive a certificate.

For more information about AAP Program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use the following link: [http://www.csinow.edu/about-csi/consumer-information](http://www.csinow.edu/about-csi/consumer-information)

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Externship (C)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAP110</td>
<td>Microsoft Word</td>
<td>55</td>
<td>135</td>
<td>0</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>AAP120</td>
<td>Microsoft Excel</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>AAP130</td>
<td>Microsoft Access</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>AAP140</td>
<td>Microsoft PowerPoint</td>
<td>20</td>
<td>0</td>
<td>300</td>
<td>320</td>
<td>12</td>
</tr>
<tr>
<td><strong>PROGRAM TOTALS</strong></td>
<td></td>
<td><strong>235</strong></td>
<td><strong>175</strong></td>
<td><strong>480</strong></td>
<td><strong>890</strong></td>
<td><strong>48</strong></td>
</tr>
</tbody>
</table>

**Additional Information**

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab and Externship Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in quarters/weeks</td>
<td>4 Quarters or 40 instructional weeks excluding scheduled breaks, 52 weeks including scheduled breaks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>890 (410 In-Class Clock Hours; 480 Externship Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>48</td>
</tr>
</tbody>
</table>

**Campuses Offering the AAP Program**

This program is offered at Skokie, Chicago, Charlestown, Lombard, and Worcester campuses.

**Customer Service Specialist (CSS)**

This program offers advanced development and training in professional communication and business skills. These skills are developed through a wide range of tasks, which closely reflect the business world. Students study the core competencies of customer relationship management through techniques that teach them to assess, assist, and meet the needs of customers. Students will supplement their classroom learning by working in various customer service positions. Upon graduation, students receive a certificate.

For more information about CSS Program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use the following link: [http://www.csinow.edu/about-csi/consumer-information](http://www.csinow.edu/about-csi/consumer-information).
<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Practicum (C)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSS110</td>
<td>Customer Relationship Management</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>CSS120</td>
<td>Professional Communication/Call Center</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>CSS130</td>
<td>Personal and Home Care Aide</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>CSS140</td>
<td>Customer Service as a Career</td>
<td>20</td>
<td>0</td>
<td>300</td>
<td>320</td>
<td>12</td>
</tr>
<tr>
<td><strong>PROGRAM TOTALS</strong></td>
<td></td>
<td><strong>260</strong></td>
<td><strong>60</strong></td>
<td><strong>570</strong></td>
<td><strong>890</strong></td>
<td><strong>48</strong></td>
</tr>
</tbody>
</table>

**Additional Information**

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab and Externship Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in quarters/weeks</td>
<td>4 Quarters or 40 instructional weeks excluding scheduled breaks, 52 weeks including scheduled breaks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>890 (320 In-Class Clock Hours and 570 Externship Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>48</td>
</tr>
</tbody>
</table>

**Campuses Offering the CSS Program**

This program is offered at Skokie, Chicago, Charlestown, Lombard, and Worcester campuses.

**Externship**

Practicum or field experience is an integral part of the education process for this program and is required. Students must be employed in the field of study before they can enroll into this program. The curriculum for this program incorporates both classroom learning and practical experience students get on the job. Each student’s employer/manager/supervisor is required to submit the student’s performance reviews and skills assessment form quarterly. The student’s academic progress is measured by the classroom learning and employer evaluation.

The required practicum hours are defined by the program’s curriculum. Students may substitute temporary loss of employment with in-school assignments. The temporary loss of employment cannot exceed 60 cumulative days during the program. If the student is unable to continue required employment after 60 days, they will be dropped from the program.

**Hospitality Industry Professional (HIP)**

The Hospitality Industry Professional program offers advanced development and training in various positions within the hospitality industry, from receptionists to food servers. Emphasis is placed on the core competencies of hospitality service including quality service and business etiquette. Students are exposed to case studies that require defining issues within the hospitality industry and analyzing and implementing various solutions to the case studies. Students will supplement their classroom learning by working in various hospitality-industry positions. Upon graduation, students receive a certificate.

For more information about HIP Program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use the following link:

[http://www.csinow.edu/about-csi/consumer-information](http://www.csinow.edu/about-csi/consumer-information)
### Course Schedule

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Practicum (C)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIP110</td>
<td>Quality Service and Reception</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>HIP120</td>
<td>Food Service</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>HIP130</td>
<td>Case Studies in Hospitality Industry</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>HIP140</td>
<td>Business Etiquette</td>
<td>20</td>
<td>0</td>
<td>300</td>
<td>320</td>
<td>12</td>
</tr>
</tbody>
</table>

**PROGRAM TOTALS**

- Lecture: 260
- Lab: 60
- Practicum: 570
- Total Contact Hours: 890
- Quarter Credit Hours: 48

### Additional Information

#### Training Methods
Lectures, Lab and Externship Activities

#### Program Length in quarters/weeks
4 Quarters or 40 instructional weeks excluding scheduled breaks, 52 weeks including scheduled breaks

#### Contact Hours
890 (320 In-Class Clock Hours and 570 Practicum Hours)

#### Program Length in Quarter Credit Hours
48

### Campuses Offering the HIP Program
This program is offered at Skokie, Chicago, Charlestown, Lombard, and Worcester campuses.

### Externship
Practicum or field experience is an integral part of the education process for this program and is required. Students must be employed in the field of study before they can enroll into this program. The curriculum for this program incorporates both classroom learning and practical experience students get on the job. Each student’s employer/manager/supervisor is required to submit the student’s performance reviews and skills assessment form quarterly. The student’s academic progress is measured by the classroom learning and employer evaluation.

The required practicum hours are defined by the program’s curriculum. Students may substitute temporary loss of employment with in-school assignments. The temporary loss of employment cannot exceed 60 cumulative days during the program. If the student is unable to continue required employment after 60 days, they will be dropped from the program.

### Small Business Administrator (SBA)
The Small Business Administrator (SBA) program is focused on teaching students the essential concepts and skills necessary to grow and manage a business successfully. The goal of the program is to equip students with practical knowledge and skills to become successful entrepreneurs. This program enables students to administer tasks and projects according to business standards. The Small Business Administrator program includes four core courses: Introduction to Small Business Administrator, Marketing Strategies for Small Businesses, Bookkeeping, and Business Ethics. The Small Business Administrator program is a one-year program.

For more information about this program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use the following link:
http://www.csinow.edu/about-csi/consumer-information
<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Externship (C)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BM136</td>
<td>Introduction to Small Business Administration</td>
<td>55</td>
<td>135</td>
<td>0</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>BM145</td>
<td>Marketing Strategies for Small Businesses</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>BM125</td>
<td>Bookkeeping</td>
<td>80</td>
<td>20</td>
<td>90</td>
<td>190</td>
<td>12</td>
</tr>
<tr>
<td>BM170</td>
<td>Business Ethics</td>
<td>20</td>
<td>0</td>
<td>300</td>
<td>320</td>
<td>12</td>
</tr>
<tr>
<td><strong>PROGRAM TOTALS</strong></td>
<td></td>
<td><strong>235</strong></td>
<td><strong>175</strong></td>
<td><strong>480</strong></td>
<td><strong>890</strong></td>
<td><strong>48</strong></td>
</tr>
</tbody>
</table>

### Additional Information

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab and Externship Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in quarters/weeks</td>
<td>4 Quarters or 40 instructional weeks excluding scheduled breaks, 52 weeks including scheduled breaks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>890 (410 In-Class Clock Hours; 480 Externship Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>48</td>
</tr>
</tbody>
</table>

### Campuses Offering the SBA Program

This program is offered at Skokie, Chicago, Lombard, Charlestown campuses.

### CS FOUNDATION

This program introduces students to concepts in computer science. Students will study specialized subjects such as IT quality assurance and certifications, components of computer systems, mathematical foundations of computing, manual testing and test automation, etc. Students will form a foundation in computer science that they can utilize in pursuit of further study in a variety of fields including business, IT and healthcare.

For more information about this program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use the following link: [http://www.csinow.edu/about-csi/consumer-information](http://www.csinow.edu/about-csi/consumer-information)
Additional Information

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in weeks</td>
<td>42 instructional weeks excluding scheduled breaks, 52 weeks including scheduled breaks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>704 (420 In-Class Clock Hours and 284 of Practicum)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>36</td>
</tr>
</tbody>
</table>

**Campuses Offering the CS Foundation Program**
This program is offered at Skokie and Chicago campuses.

**BUSINESS CAREER PROGRAM (BCP)**
This program provides students with the skills and knowledge necessary to work in a business office including training in business management concepts, computerized accounting applications, and Microsoft applications. Students completing this program are prepared to take the professional certifications exams Microsoft Office Specialist Word 2010 (MOS) Certification, Microsoft Office Specialist Excel 2010 (MOS) Certification, and Social Media Strategist. Upon graduation, students will be provided with career development guidance that includes advice on writing resumes and cover letters, managing the interview process, and networking for success.

Effective 8/10/2015, the Business Career Program will be offered in a hybrid modality which includes face to face lectures, labs and web-based learning.

For more information about BCP Program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use the following link: [http://www.csinow.edu/about-csi/consumer-information](http://www.csinow.edu/about-csi/consumer-information)

---

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Web-Based Learning (C)</th>
<th>Out of Class Hours (D)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Total Hours (A+B+C+D)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BM112</td>
<td>Customer Service</td>
<td>2.25</td>
<td>27.5</td>
<td>15</td>
<td>11.25</td>
<td>45</td>
<td>56.25</td>
<td>2.25</td>
</tr>
<tr>
<td>BM121</td>
<td>Computerized Accounting</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM133</td>
<td>Introduction to Small Business Management</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM141</td>
<td>Principles of Sales and Marketing</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM151</td>
<td>Financial Services</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM161</td>
<td>Applied Business Concepts</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>CA113</td>
<td>Computer Applications I</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>CA123</td>
<td>Computer Applications II</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>SS102</td>
<td>Professional Development</td>
<td>2.25</td>
<td>27.5</td>
<td>15</td>
<td>11.25</td>
<td>45</td>
<td>56.25</td>
<td>2.25</td>
</tr>
</tbody>
</table>

**PROGRAM TOTALS**

| 40 | 440 | 240 | 180 | 720 | 900 | 36 |
Additional Information

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities, Out-of-School Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in weeks</td>
<td>32 weeks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>900 (480 In-Class Contact Hours, 240 Web-Based Contact Hours and 180 Out-of-Class Clock Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>36 Quarter credits</td>
</tr>
<tr>
<td>Business Career Program Prepares for</td>
<td>Microsoft Office Specialist Word 2010, Microsoft Office Specialist Excel 2010 and Social Media Specialist: Facebook, Twitter, Linked In, Business Blogging</td>
</tr>
</tbody>
</table>

Campuses Offering the BCP Program
This program is offered at Gurnee, Chicago, and Elgin campuses.

HEALTHCARE CAREER PROGRAM (HCP)
Students who enroll in the Healthcare Career Program have the option of choosing one of two Elective tracks: (1) Billing and Coding or (2) Medical Assisting.

Billing and Coding Elective Track
The administrative track of the Healthcare Career Program focuses on the information needs of the healthcare industry. Students are prepared with the knowledge and the skills necessary to provide medical coding and billing, manage healthcare data used to support patient care, and contribute to the development of computer-based patient records.

Graduates of the program are eligible to sit for the national accreditation examination for the NHA Certified Billing and Coding Specialist (CBCS), the NHA Certified Electronic Health Records Specialist (CEHRS), and the AHIMA Certified Coder Associate (CCA). They possess the skills necessary for entry-level employment. Presently, opportunities for employment are found in numerous areas including pharmaceutical companies, mental health facilities, home-health companies, long-term care facilities, veterinary medicine businesses, insurance companies, law firms, private industry, and colleges and universities.

Medical Assisting Elective Track
The clinical track of the Healthcare Career Program focuses on the skills necessary to assist physicians and patients in various healthcare settings. These skills include communicating with patients, taking vital signs, using appropriate examination room procedure, and interpreting test results. The program also teaches the administrative skills essential for running a medical office. Students are trained to interact directly with patients and caregivers, while learning the skills necessary to provide them with administrative skills, the ability to conduct laboratory work, and administer clinical care.

Graduates of this program track are eligible to sit for Phlebotomy Technician Certification, EKG Technician Certification; students may take either the Certified Clinical Medical Assistant Exam for CCMA Certification or the Registered Medical Assistant Exam for RMA* Certification. *Clinical students must complete a 160-hour post-graduate externship within 90 days of graduation to be eligible to apply for the RMA certification exam. They possess the skills necessary for entry-level employment. Presently, opportunities for employment are found in numerous areas including hospitals, clinics, physicians’ offices, and long-term care facilities.

Career Development for graduates includes advice on writing resumes and cover letters, managing the
interview process, and networking for success.

Students in this program are required to enroll in the core courses listed in the table below; and, in addition, must choose between billing and coding elective track courses or medical assisting elective track courses.

Effective 8/10/2015, the Healthcare Career Program will be offered in a hybrid modality which includes face to face lectures, labs and web-based learning.

For more information about HCP Program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use this link:
http://www.csinow.edu/about-csi/consumer-information

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Web-Based Learning (C)</th>
<th>Out of Class Hours (D)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Total Hours (A+B+C+D)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BM112</td>
<td>Customer Service</td>
<td>2.25</td>
<td>27.5</td>
<td>15</td>
<td>11.25</td>
<td>45</td>
<td>56.25</td>
<td>2.25</td>
</tr>
<tr>
<td>HC121</td>
<td>Medical Administrative Procedures</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>HT111</td>
<td>Medical Terminology, Anatomy, and Physiology</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>SS102</td>
<td>Professional Development</td>
<td>2.25</td>
<td>27.5</td>
<td>15</td>
<td>11.25</td>
<td>45</td>
<td>56.25</td>
<td>2.25</td>
</tr>
<tr>
<td>BM113</td>
<td>Foundations of ICD-10</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM143</td>
<td>Advanced ICD-10</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM151</td>
<td>Foundations of CPT</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM162</td>
<td>Advanced CPT</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>BM171</td>
<td>Medical Insurance Methodology</td>
<td>5</td>
<td>55</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>4.5</td>
</tr>
</tbody>
</table>

**Program Totals**

<table>
<thead>
<tr>
<th>Lectures</th>
<th>Lab</th>
<th>Web-Based Learning</th>
<th>Out of Class Hours</th>
<th>Total Contact Hours</th>
<th>Total Hours</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>440</td>
<td>240</td>
<td>180</td>
<td>720</td>
<td>900</td>
<td>36</td>
</tr>
</tbody>
</table>

Additional Information

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities, Out-of-School Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in weeks</td>
<td>32 weeks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>900 (480 In-Class Contact Hours, 240 Web-Based Contact Hours and 180 Out-of-Class Clock Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter credits</td>
<td>36 Quarter credits</td>
</tr>
</tbody>
</table>
Quarter Credit Hours

<table>
<thead>
<tr>
<th>Healthcare Career Program Prepares for</th>
<th>Billing and Coding Electives: NHA Billing and Coding Specialist Exam for CBCS Certification, NHA Electronic Health Records Specialist Exam for CEHRS Certification and AHIMA’s Certified Coding Associate Exam for CCA Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical Assisting Electives: Phlebotomy Technician Certification, EKG Technician Certification; students may take either the Certified Clinical Medical Assistant Exam for CCMA Certification or the Registered Medical Assistant Exam for RMA* Certification</td>
</tr>
</tbody>
</table>

* Students who choose Medical Assisting Electives must complete a 160-hour post-graduate externship within 90 days of graduation to be eligible to apply for the RMA certification exam.

**Campuses Offering the HCP Program**

This program is offered at Gurnee, Chicago and Elgin campuses.

**NETWORKING CAREER PROGRAM (NCP)**

Networking Career Program (NCP)

The Networking Career Program at Computer Systems Institute prepares students for a variety of entry-level careers in computer networking and information technology occupations. The theory and practical experience students gain allows them to earn the skills necessary to remain competitive in today's market.

Students who enroll in the Networking Career Program will have the option of choosing one of three Elective tracks:

1. CompTIA/MCSA or 2) the CompTIA/CISCO or 3) MCSA/CISCO

**CompTIA/MCSA Elective Track:**

The CompTIA/MCSA Track prepares students to sit for the CompTIA A+ 801/802 exam and the MCSA, 70-680 and 70-685. The program exposes students to the maintenance of PCs, mobile devices, laptops, operating systems, and printers. Students will have exposure to hardware and software components necessary to maintain and troubleshoot a PC. Students will also gain the knowledge and skills to configure and administer Windows 7 as a standalone installation or in a corporate environment as a part of a Windows Active Directory domain. Students are provided with the ability to create and deploy images, configure hardware and software, configure networking and backup and restore system information. Students will also build upon the knowledge and experiences gained from working with Windows XP and Windows Vista in a corporate environment.

Instructors provide helpful exam tips, practice questions, and hands-on experience so students become expert hardware and software technicians. In addition to the classroom learning activities, students will have hands-on experience in A+ Lab, Microsoft Academy and VMware in advanced courses. Career Development for graduates include advice on writing resumes and cover letters, managing the interview process, and networking for success.

**CompTIA/CISCO Elective Track:**

The CompTIA/CISCO track prepares students to sit for the CompTIA A+ 801/802 exam and the CISCO CCENT and CCNA exam. The program exposes students to the maintenance of PCs, mobile devices, laptops, operating systems, and printers. Students will have exposure to hardware and software components necessary to maintain and troubleshoot a PC. Students will also gain knowledge and skills necessary to install, operate, and troubleshoot a small enterprise branch network, including basic network security. The curriculum covers networking fundamentals, WAN technologies, basic security and wireless concepts, routing and switching.
fundamentals, and configuring simple networks. In addition, students will also be exposed to routing and switching which allows students the opportunity to install, configure, operate, and troubleshoot medium-size routed and switched networks.

Instructors provide helpful exam tips, practice questions, and hands-on experience so students become expert hardware and software technicians. In addition to the classroom learning activities, students will have hands-on experience in A+ Lab and ICND-1 in advanced courses. Career Development for graduates include advice on writing resumes and cover letters, managing the interview process, and networking for success.

MCSA/CISCO Elective Track:

The MCSA/CISCO track prepares students to sit for the MCSA 70-680 and 70-685 and the CISCO CCENT and CCNA exams. This program provides students with the knowledge and skills necessary to configure and administer Windows 7 as a standalone installation or in a corporate environment as a part of a Windows Active Directory domain. Students, provided with the ability to create and deploy images, configure hardware and software, configure networking and backup and restore system information. Students will also build upon the knowledge and experiences gained from working with Windows XP and Windows Vista in a corporate environment. Students will also gain knowledge and skills necessary to install, operate, and troubleshoot a small enterprise branch network, including basic network security. The curriculum covers networking fundamentals, WAN technologies, basic security and wireless concepts, routing and switching fundamentals, and configuring simple networks. In addition, students will also be exposed to routing and switching which gives students the opportunity to install, configure, operate, and troubleshoot medium-size routed and switched networks.

Instructors provide helpful exam tips, practice questions, and hands-on experience so students become expert hardware and software technicians. In addition to the classroom learning activities, students will have hands-on experience in VM Ware, Microsoft Academy and ICND-1 in advanced courses. Career Development for graduates include advice on writing resumes and cover letters, managing the interview process, and networking for success.

Effective 8/10/2015, the Networking Career Program will be offered in a hybrid modality which includes face to face lectures, labs and web-based learning.

For more information about this program enrollment statistics, completion and placement rates, the median debt of students who completed the program, and other information, please use the following link:
http://www.csinow.edu/about-csi/consumer-information

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Web-Based Learning Hours (C)</th>
<th>Out of Class Hours (D)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Total Hours (A+B+C+D)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BM112</td>
<td>Customer Service</td>
<td>2.25</td>
<td>27.5</td>
<td>15</td>
<td>11.25</td>
<td>45</td>
<td>56.25</td>
<td>2.25</td>
</tr>
<tr>
<td>SS102</td>
<td>Professional Development</td>
<td>2.25</td>
<td>27.5</td>
<td>15</td>
<td>11.25</td>
<td>45</td>
<td>56.25</td>
<td>2.25</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture (A)</th>
<th>Lab (B)</th>
<th>Web-Based Learning Hours (C)</th>
<th>Out of Class Hours (D)</th>
<th>Total Contact Hours (A+B+C)</th>
<th>Total Hours (A+B+C+D)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA145</td>
<td>Foundations of Networking</td>
<td>30</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>NA112</td>
<td>CompTIA A+ I</td>
<td>30</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>112.50</td>
<td>4.5</td>
</tr>
<tr>
<td>NA122</td>
<td>CompTIA A+ II</td>
<td>30</td>
<td>30</td>
<td>22.5</td>
<td>90</td>
<td>112.50</td>
<td>112.50</td>
<td>4.5</td>
</tr>
</tbody>
</table>
Additional Information

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities, Out-of-School Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in weeks</td>
<td>32 weeks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>900 (480 In-Class Contact Hours, 240 Web-Based Contact Hours and 180 Out-of-Class Clock Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>36 Quarter credits</td>
</tr>
<tr>
<td>Networking Career Program Prepares for:</td>
<td>CompTIA/MCSA Electives: CompTIA 801/802 A+ and Microsoft Certified Solutions Associate, MCSA exam; CompTIA/ CISCO Electives: CompTIA 801/802 A+, Cisco Certified Entry Networking Technician (CCENT) and Cisco Certified Network Associate (CCNA) exams; MCSA/CISCO Electives: Microsoft Certified Solutions Associate, MCSA exam, Cisco Certified Entry Networking Technician (CCENT) and Cisco Certified Network Associate (CCNA) exams</td>
</tr>
</tbody>
</table>
Campuses Offering the NCP Program
This program is offered at Gurnee, Chicago, and Elgin campuses.

ENGLISH AS A SECOND LANGUAGE PROGRAMS

BEGINNER ESL
The Beginner ESL program consists of three courses: Beginner Vocabulary and Conversation, Beginner Writing and Grammar, and Beginner Reading Strategies. Students will master beginner vocabulary, basics of writing, and learn important reading strategies. Upon successful completion of the program, students will gain confidence in speaking English, be able to structure a grammatically correct paragraph, and master some of the reading strategies: previewing, predicting, using word clues, and using visual clues. Through language lab classes, workshops, and lecture classes, students will become comfortable speaking about relatively simple topics with classmates, teachers, and native English speakers.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL101</td>
<td>Beginner Vocabulary and Conversation</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL102</td>
<td>Beginner Writing and Grammar</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL103</td>
<td>Beginner Reading Strategies</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td><strong>Program Totals</strong></td>
<td><strong>180</strong></td>
<td><strong>360</strong></td>
<td><strong>540</strong></td>
<td><strong>36</strong></td>
</tr>
</tbody>
</table>

Additional Information
Training Methods: Lectures, Lab, Web-Based Learning Activities
Program Length in quarters/weeks: 3 Quarters or 30 instructional weeks excluding breaks
Contact Hours: 540 (180 Lecture Clock Hours and 360 Lab Clock Hours)
Program Length in Quarter Credit Hours: 36

Campuses Offering the Beginner ESL Program
This program is offered at the Skokie, Chicago, Charlestown, and Worcester campuses.

INTERMEDIATE ESL
The Intermediate ESL program consists of three courses: Intermediate Vocabulary and Conversation, Intermediate Writing and Grammar, and Intermediate Reading Strategies. English learners at the intermediate level will build on their existing language skills and focus on preparing themselves for further academic progress. Courses will focus on exploring new vocabulary, academic writing, and reading. Upon successful completion of the program, students will be able to use their newly acquired vocabulary in interactions, write expository paragraphs, and understand grammar concepts including, but not limited to modal and passive verbs, verb structure and conditional sentences.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
</table>

© 2015 CSI           Academic Catalog 2015          Page | 102
<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL201</td>
<td>Intermediate Vocabulary and Conversation</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL202</td>
<td>Intermediate Writing and Grammar</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL203</td>
<td>Intermediate Reading Strategies</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>Program Totals</td>
<td></td>
<td>180</td>
<td>360</td>
<td>540</td>
<td>36</td>
</tr>
</tbody>
</table>

Additional Information

- **Training Methods**: Lectures, Lab, Web-Based Learning Activities
- **Program Length in quarters/weeks**: 3 Quarters or 30 instructional weeks excluding breaks
- **Contact Hours**: 540 (180 Lecture Contact Hours and 360 Lab Contact Hours)
- **Program Length in Quarter Credit Hours**: 36

**Campuses Offering the Intermediate ESL Program**

This program is offered at Skokie, Chicago, Charlestown, Lombard, and Worcester campuses.

**ADVANCED ESL**

The Advanced ESL program consists of three courses: Advanced Vocabulary and Conversation, Advanced Writing and Grammar, and Advanced Reading Strategies. Students within the advanced level program will learn advanced vocabulary to be able to discuss complex topics. The program focuses on formal and informal American English speech, idiomatic expressions and deriving meaning from detail. Graduates of the Advanced ESL program will be able to effectively outline and write a traditional five-paragraph essay, utilize basic research methods and speak deeply on a wide range of subjects.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL301</td>
<td>Advanced Vocabulary and Conversation</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL302</td>
<td>Advanced Writing and Grammar</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL303</td>
<td>Advanced Reading Strategies</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>Program Totals</td>
<td></td>
<td>180</td>
<td>360</td>
<td>540</td>
<td>36</td>
</tr>
</tbody>
</table>

Additional Information

- **Training Methods**: Lectures, Lab, Web-Based Learning Activities
- **Program Length in quarters/weeks**: 3 Quarters or 30 instructional weeks excluding breaks
- **Contact Hours**: 540 (180 Lecture Clock Hours and 360 Lab Clock Hours)
- **Program Length in Quarter Credit Hours**: 36

**Campuses Offering the Advanced ESL Program**

This program is offered at Skokie, Chicago, Charlestown, Lombard, and Worcester campuses.

**LITERATURE**

The Literature program consists of three courses: Discovering Fiction, Discovering Short Stories, and America through Academic Readings. Courses teach students reading comprehension techniques, introduce them to
different types of reading material, and give them the reading practice they need to prepare for college level reading. The program focuses on developing vocabulary and grammar skills through the discovery of literature, as well as importing oral and written communication and critical thinking skills.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL412</td>
<td>Discovering Short Stories</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL413</td>
<td>America Through Academic Reading</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL414</td>
<td>Discovering Fiction</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td><strong>Program Totals</strong></td>
<td><strong>180</strong></td>
<td><strong>360</strong></td>
<td><strong>540</strong></td>
<td><strong>36</strong></td>
</tr>
</tbody>
</table>

**Additional Information**

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in quarters/weeks</td>
<td>3 Quarters or 30 instructional weeks excluding scheduled breaks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>540 (180 Lecture Clock Hours and 360 Lab Clock Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>36</td>
</tr>
</tbody>
</table>

**Campuses Offering the Literature Program**

This program is offered at Skokie and Chicago campuses.

**GENERAL WRITING**

The General Writing program includes three courses: Different Writing Styles, Writing for Work, and Writing a Student Newspaper. The program will help students develop the critical thinking skills and writing strategies needed to make clean writing and persuasive arguments. Classes will focus on rhetoric and sentence structure. Upon successful completion of the program, students will gain a variety of appropriate editing skills for a diverse range of professions.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL417</td>
<td>Different Writing Styles</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL418</td>
<td>Writing for Work</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL419</td>
<td>Writing Student Newspaper</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td><strong>Program Totals</strong></td>
<td><strong>180</strong></td>
<td><strong>360</strong></td>
<td><strong>540</strong></td>
<td><strong>36</strong></td>
</tr>
</tbody>
</table>

**Additional Information**

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in quarters/weeks</td>
<td>3 Quarters or 30 instructional weeks excluding scheduled breaks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>540 (180 Lecture Clock Hours and 360 Lab Clock Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>36</td>
</tr>
</tbody>
</table>

**Campuses Offering the General Writing Program**
This program is offered at Skokie, Chicago, Charlestown, and Lombard campuses.

**COMMUNICATION**

The Communication Program consists of three courses: The Art of Storytelling, Small Group Communication, and Interpersonal Communication. The program emphasizes student participation, interviews and oral presentations, which supplement the learning of organizational problem solving, decision-making, leadership and the establishment of healthy interpersonal relationships. Upon successful completion of the program, students learn how to speak easily in front of the class, in a small group, and one-on-one with other students.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL420</td>
<td>The Art of Storytelling</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL421</td>
<td>Small Group Discussion</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td>ESL422</td>
<td>Interpersonal Communication</td>
<td>60</td>
<td>120</td>
<td>180</td>
<td>12</td>
</tr>
<tr>
<td><strong>Program Totals</strong></td>
<td></td>
<td><strong>180</strong></td>
<td><strong>360</strong></td>
<td><strong>540</strong></td>
<td><strong>36</strong></td>
</tr>
</tbody>
</table>

Additional Information

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in quarters/weeks</td>
<td>3 Quarters or 30 instructional weeks excluding scheduled breaks</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>540 (180 Lecture Clock Hours and 360 Lab Clock Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>36</td>
</tr>
</tbody>
</table>

**CULTURAL IMMERSION COURSE (CIC)**

The Cultural Immersion Course is based on the concept of total immersion and integration of the student into an American educational system environment for the entirety of the student’s stay. This program is intended for students at various levels of English proficiency. The assumption is that the students taking this program are at least literate and have an English vocabulary of about 300 words. The goal of this program is to help students gain confidence in English, introduce scholarly tools and resources available at Computer Systems Institute, and ease their transition to studying in the U.S. During field trips to the bank, library, cafes, museums, etc., CIC students will be able to revisit the English language concepts practiced over the course of the program and be able to summarize and present their experiences both orally and in written form. The proposed program develops abilities in speaking, listening, reading, academic writing, pronunciation and grammar, as well as a social and academic orientation to life and study in the United States.

<table>
<thead>
<tr>
<th>Course ID</th>
<th>Course Title</th>
<th>Lecture Hours (A)</th>
<th>Lab (B)</th>
<th>Total Contact Hours (A+B)</th>
<th>Quarter Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL010</td>
<td>Cultural Immersion Course</td>
<td>50</td>
<td>40</td>
<td>90</td>
<td>0</td>
</tr>
<tr>
<td><strong>Course Totals</strong></td>
<td></td>
<td><strong>50</strong></td>
<td><strong>40</strong></td>
<td><strong>90</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>

Additional Information

<table>
<thead>
<tr>
<th>Training Methods</th>
<th>Lectures, Lab, Web-Based Learning Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Length in quarters/weeks</td>
<td>5 instructional weeks excluding breaks</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Contact Hours</td>
<td>90 (50 Instructor-Led Clock Hours and 40 Lab Clock Hours)</td>
</tr>
<tr>
<td>Program Length in Quarter Credit Hours</td>
<td>0</td>
</tr>
</tbody>
</table>

**Campuses Offering the Cultural Immersion Course**
This course is offered at the Chicago and Charlestown campuses.
AAP110 – Microsoft Word
Lecture Hours: 55; Lab Hours: 135
Total Clock Hours: 190; Quarter Credit Hours: 12
Prerequisites: None
The Microsoft Word course provides a thorough introduction of the most important Microsoft Word 2010 skills. Students will learn how to edit text, create, and save documents and use various formatting options. Additionally, students will learn how to create tables, insert a header and a footer, print documents, insert graphics, and use the Help System. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

AAP120 – Microsoft Excel
Lecture Hours: 80; Lab Hours: 20; Externship: 90
Total Clock Hours: 190; Quarter Credit Hours: 12
Prerequisites: AAP110-Microsoft Word
The Microsoft Excel course provides a thorough introduction of the most important Microsoft Excel 2010 skills. Students will learn how to edit text, values, formulas, and pictures. They will also learn how to move and copy data, how to work with ranges, rows, and columns and will be introduced to absolute and relative references. This course also covers simple functions, basic formatting techniques, creating and modifying charts, and managing large workbooks. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

AAP130 – Microsoft Access
Lecture Hours: 80; Lab Hours: 20; Externship: 90
Total Clock Hours: 190; Quarter Credit Hours: 12
Prerequisites: AAP110-Microsoft Word
The Microsoft Access course provides a thorough introduction of the most important Microsoft Access 2010 skills. Students will learn how to design and create databases. They will learn how to create table relationships to efficiently retrieve data from multiple tables as well as how to sort and modify table data. Other topics include creating queries to find and locate data by using query criteria and designing forms. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

AAP140 – Microsoft PowerPoint
Lecture Hours: 20; Externship: 300
Total Clock Hours: 320; Quarter Credit Hours: 12
Prerequisites: AAP110-Microsoft Word
The Microsoft PowerPoint course provides a thorough introduction of the most important Microsoft PowerPoint 2010 skills. Students will learn how to create presentations using built-in templates, themes, designs, and background styles. They will learn how to apply different slide layouts to add titles, charts, tables, pictures, and animation. The focus of the course will be on how to use text, graphics, and sound creatively. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

BM112 – Customer Service
Lecture Hours 2.5; Lab Hours: 27.5, Total Contact Hours: 56.25
Out of School Work Hours: 11.25; Total Web-Based Time: 15 Quarter Credit Hours: 2.25
Prerequisites: None
This course focuses on the essentials of customer service and strategies for handling customers in everyday situations. Emphasis is placed on the business value and the personal value of excellent customer service in any profession. Students explore customer service career paths, methods of evaluating and measuring customer
service delivery and the integral role of customer service to any business.

**BM121 – Computerized Accounting**  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** None  
This course focuses on the basic principles of the accounting cycle by using QuickBooks software. Emphasis is placed on the analysis and the recording of business transactions, purchase orders, accounting systems, and banking and payroll activities. This course focuses on using Intuit® QuickBooks to assist students in grasping managerial accounting concepts while honing skills in the most prevalent bookkeeping application in small businesses today.

**BM125 – Bookkeeping**  
Lecture Hours: 80; Labs: 20; Externship Hours: 90  
Total Clock Hours: 190; Quarter Credit Hours: 12  
**Prerequisites:** BM136-Introduction to Small Business Administration  
This course will provide students with the knowledge of how accounting information is created and used by reinforcing fundamental accounting principles. Students will learn how to use QuickBooks Pro to analyze, interpret, and investigate accounting information for effective business decisions. The course will offer hands-on practice applying the concepts and seeing how they fit together. Specific topics will include how to maintain proper financial records to make budgetary decisions related to cash and financing needs, pricing of products or services, payment of taxes and loans, and determining profitability to help become more successful entrepreneur. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

**BM133 – Introduction to Small Business Management**  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** None  
This is an introductory course that will provide students with the opportunity to develop concepts, attitudes and ideas about the basics of business and the environment in which it operates. Topics include making ethical decisions, social responsibility, forms of business ownership, entrepreneurship, human resources, competing in a global marketplace, operations, distributing and promoting products and services. Student will also examine how business laws and government regulations affect business structure and behavior.

**BM136 – Introduction to Small Business Administration**  
Lecture Hours: 55; Lab Hours: 135  
Total Clock Hours: 190; Quarter Credit Hours: 12  
**Prerequisites:** None  
This course is designed to provide an introduction to the process of turning an idea into a successful start-up business. A primary focus is to equip students with the knowledge and skills to become successful entrepreneurs. The course introduces students to the processes of creating a business plan. Students will use the entrepreneurial discovery processes, assess opportunities for venture creation, and develop presentation skills to convince others of the potential success to implement the business entity. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

**BM141 – Principles of Sales and Marketing**  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** None
The objective of the course is to give you a practical, hands-on understanding of the selling process so that you can add value to your future company’s sales activities, regardless of your job title. The course consists of two parts—Sales Skills and Sales Strategy. In the first part of the course, students will be exposed to specific sales skills used by top sales professionals. In the second half of the course, students will focus on sales strategy and answer essential questions, including different ways to sell, essential tasks of selling, understanding the customer’s buying cycle and how to develop an effective sales strategy. Other topics include SEO and how to make your marketing strategy visible online.

**BM145—Marketing Strategies for Small Business**  
Lecture Hours: 80; Labs: 20; Externship Hours: 90  
Total Clock Hours: 190; Quarter Credit Hours: 12  
**Prerequisites:** BM136—Introduction to Small Business Administration  
This course is designed to explore marketing strategies used for small businesses. Students will be introduced to the concepts of customer-oriented marketing strategies, the marketing environment, social media, understanding buyers and markets, market segmentation, targeting, positioning, and product and distribution decisions. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

**BM151 – Financial Services**  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** CA113 and CA123  
This course focuses on the various strategies and techniques for financial planning, including meeting and maintaining financial goals, money management, savings, credit and taxes. Emphasis is placed on how to apply for loans, grant writing, P/L budgeting and how to find funding for start-up businesses.

**BM161 - Applied Business Concepts**  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** CA113, CA123, BM121, BM133, BM141, BM151  
This course focuses on using the practical implementation of computerized accounting, financial analysis using Excel and the business management concepts taught in previous modules to complete a comprehensive capstone-style project. Students are required to involve the complete business cycle in their project.

**BM170 – Business Ethics**  
Lecture Hours: 20; Externship: 300  
Total Clock Hours: 320; Quarter Credit Hours: 12  
**Prerequisites:** BM136—Introduction to Small Business Administration  
This course has four goals: to expose students to the important moral issues that arise in various business contexts; to provide students with an understanding of the moral, social, and economic environments within which those problems occur; to introduce students to ethical and other concepts that are relevant to resolving those problems; and to assist students in developing the necessary reasoning and analytical skills for doing so. Upon completion, students should be able to demonstrate an understanding of their moral responsibilities and obligations as members of the workforce and society. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

**CA113 – Computer Applications I**  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: None
This course is designed to increase proficiency in the use of Microsoft Word and Microsoft PowerPoint. Topics include formatting, page setup, illustrations, headers/footers, references, and other tools, as well as the production of business communications, documents, plans, reports and presentations. Upon successful completion of this course, students will be able to use Microsoft Word and PowerPoint to perform the most common functions in a business setting.

CA123 – Computer Applications II
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: None
This course is designed to teach the essentials of Microsoft Excel to prepare for the MS Excel certification. Course topics include how to use formulas and basic functions within Excel. Students will explore printing options for worksheets and managing a spreadsheet. Topics will include how to lock and hide rows and columns, printing of large worksheets, formulas and linking workbooks together. Students will learn how to use functions to format text, work with styles and themes, add and delete watermarks, outline and consolidate data, create subtotals, sort and filter data. Table and chart creation will also be covered.

CSC201 – Components of Computer Systems
Lecture Clock Hours: 10; Lab Hours: 20
Total Clock Hours: 30; Quarter Credit Hours: 2
Prerequisites: None
This course examines the hardware components of a computer system by addressing the following topics: memory, the central processing unit, input and output devices, auxiliary storage devices, and communications devices. In addition, the following software topics are investigated: application software, system software, database management systems and other types of systems, programming languages, and program development. This course also examines how systems are analyzed and designed, as well as security, ethics, and privacy issues.

CSC209 – Mathematical Foundations of Computing
Lecture Clock Hours: 10; Lab Hours: 20
Total Clock Hours: 30; Quarter Credit Hours: 2
Prerequisites: None
This course gives a description of the fundamental mathematical concepts used by computer scientists, while also emphasizing the need for careful justification. It provides proofs of all the major results, and all the algorithms presented are developed carefully and their performance analyzed. The goal is to provide a well-balanced treatment of both the discrete and continuous mathematics that should be studied by serious students of computer science. The course should therefore be most suited to those undergraduate programs that put the emphasis on such areas as programming language semantics, program correctness, and algorithm analysis and design.

CSC211 – Program Design
Lecture Clock Hours: 10; Lab Hours: 40
Total Clock Hours: 50; Quarter Credit Hours: 3
Prerequisites: None
Program Design is a course for students who want to develop good programming skills for solving common business problems. The course emphasizes structured programming and modular design. Pseudo code is used as the major program design technique.
CSC212 – User Interface Design and Programming
Lecture Clock Hours: 30; Lab Hours: 40
Total Clock Hours: 70; Quarter Credit Hours: 5
Prerequisites: CSC211
The aim of this course is to provide students with knowledge of the theoretical foundations of human computer interaction and appreciation for human factors in software systems. Students will practice designing user-centered interfaces. The focus is on hardware and software capabilities; user's perspective; effective design methodology; design, screens, and Web pages that encourage efficient comprehension and execution; how to create screen icons and graphics that make displays easier and more comfortable to use.

CSC213 – Programming Practicum
Practicum Hours: 284
Total Clock Hours: 284; Quarter Credit Hours: 9
Prerequisites: CS211, CS214, CS215
This course provides students with the opportunity to improve their programming skills by working on programming assignments that utilize advanced features of a selected programming language. The course covers terminology, data types, control structures, data structure, programming design, implementation, testing, functions, and error handling.

CSC214 – Introduction to Java Programming
Lecture Clock Hours: 30; Lab Hours: 64
Total Clock Hours: 94; Quarter Credit Hours: 6
Prerequisites: CSC211
This course is an introduction to software engineering using the Java programming language. Students will learn the fundamentals of Java. The focus is on understanding the fundamental concepts of the Object-Oriented paradigm and their implementation in the Java Programming language; knowing the Java language and its run-time and development environments; knowing how to use the Application Programming Interface – the Java API; Writing and maintaining Java applications; create, run, and debug Java programs; control program flow with conditions and loops. The focus is on developing high quality, working software that solves real problems.

CSC215 – Manual Testing
Lecture Clock Hours: 10; Lab Hours: 40
Total Clock Hours: 50; Quarter Credit Hours: 3
Prerequisites: None
The Manual Testing course details each level of software testing and the associated specific testing methodologies that apply. There are specific techniques for each level of testing (unit, integration, system, performance, Internet) as well as a description of possible tool environments. The manual testing course concludes with how to handle the fixes for the issues found during software testing.

CSC216 – Test Automation
Lecture Clock Hours: 10; Lab Hours: 20
Total Clock Hours: 30; Quarter Credit Hours: 2
Prerequisites: CSC214, CSC215
This course aims to provide a detailed idea about test automation (TA) and technical issues that appear during test automation adoption in real-life projects. This course demonstrates the above technical issues accompanied with exercises that help course attendees start implementing test automation and associated development activities in their real projects.
CSC217 – IT Quality Assurance and Certifications
Lecture Clock Hours: 10; Lab Hours: 26
Total Clock Hours: 36; Quarter Credit Hours: 2
Prerequisites: CSC216
This course discusses Frameworks, Solutions details, and the IT standards conceptual model through insightful case studies that illustrate the factors affecting the performance of business processes. By teaching how to enhance process performance through IT standardization, this course demonstrates the effectiveness of IT standards, and the applicable techniques for implementation and management of such practices. This course also provides information on relevant IT certifications and their impact on professional growth and development.

CSS110 – Customer Relationship Management
Lecture Hours: 80; Labs: 20; Externship Hours: 90
Total Clock Hours: 190; Quarter Credit Hours: 12
Prerequisites: None
This course is an introduction to the customer service field and focuses on the customer service skills needed to succeed in today’s business world. Emphasis is placed on defining good customer service and various types of customer service jobs. Additional topics include the effects of customer complaints in an organization; the methods used to determine customer needs and wants; and the factors that affect buying decisions. Course activities include lecture assignments, projects, exercises, quizzes, a required externship, a midterm exam, and a final exam.

CSS120 – Professional Communication/Call Center
Lecture Hours: 80; Labs: 20; Externship Hours: 90
Total Clock Hours: 190; Quarter Credit Hours: 12
Prerequisites: None
This course focuses on communicating effectively with customers so that they feel comfortable. Emphasis is placed on the rules of business telephone etiquette, corresponding professionally via email and developing professional communication skills for successful interactions with customers in the United States. Course activities include lecture assignments, projects, exercises, quizzes, a required externship, a midterm exam, and a final exam.

CSS130 – Personal and Home Care Aide
Lecture Hours: 80; Labs: 20; Externship Hours: 90
Total Clock Hours: 190; Quarter Credit Hours: 12
Prerequisites: None
The first part of this course focuses on the skills required of personal and home-care aides. Aides, often called homemakers, caregivers, companions, personal attendants and childcare givers, provide housekeeping and routine personal care such as planning meals, creating special diets, shopping for food, cooking and childcare. Aides may help clients move from bed, bathe, dress, groom and may accompany clients outside of the home serving as a guide and a companion. Emphasis is placed on the health and the social problems that create a need for home-care services and how to provide excellent home care.
The second part of the course will focus on professionalism. Topics will include presenting yourself professionally, developing a professional work ethic, developing interpersonal skills, understanding career politics, and managing your career. In addition to learning about professionalism, student will be able to produce a professional resume as part of the course and prepare for and partake in mock job interviews. Course activities will include lecture assignments, projects, quizzes, a required internship, a midterm exam, and a final exam.
CSS140 – Customer Service as a Career  
Lecture Hours: 20; Externship Hours: 300  
Total Clock Hours: 320; Quarter Credit Hours: 12  
**Prerequisites:** None  
This course introduces students to the opportunities available in retail, security, help desk, hospitality, call center and general office businesses while preparing for employment in that environment. Emphasis is placed on the personal traits and the technical skills required to develop a relationship with customers and build rapport. Additional topics include strategies for calming dissatisfied customers, solving customer problems and recovering customer loyalty. Course activities include lecture assignments, projects, exercises, quizzes, a required externship, a midterm exam, and a final exam.

ENG201 - Electric and Electronic Circuits  
Lecture Clock Hours: 10; Lab Hours: 20  
Total Clock Hours: 30; Quarter Credit Hours: 2  
**Prerequisites:** None  
This course offers a comprehensive yet practical exploration of basic electrical and electronic concepts, hands-on applications and troubleshooting. Presented in a clear and accessible way, it focuses on fundamental principles and their applications to solving real circuit analysis problems and examining electronic devices.

HC121 – Medical Administrative Procedures  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** None  
This course will emphasize office administration, financial management and resource management including accounting concepts, medical recordkeeping, maintaining inventory, scheduling appointments and written and verbal communication with staff and patients. Students will have the opportunity to simulate the daily routine of a medical facility and use electronic management software.

HC131 – Foundations of Clinical Procedures  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** HT111  
This course provides students with an overview of basic clinical medical training as well as the knowledge and skills necessary to assist medical office personnel with specialty medical examinations. This course also introduces the concepts of asepsis and OSHA guidelines used in the healthcare setting. Course will cover procedures involving sterilization techniques and assisting with highly specialized examinations. Basic principles of radiology and emergency response preparation skills are also covered.

HC141 – Lab Procedures and Phlebotomy  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** HT111 and HC131  
This course provides an overview of the knowledge and skills necessary to assist in performing phlebotomy procedures. This course also introduces the proper technique of handling and processing blood and fluid specimens, utilizing current OSHA and CLIA guidelines, with an emphasis on universal precautions, sanitation and sterilization methods related to the medical office environment and procedures. Topics include the syringe method, butterfly method, evacuated tube method, different needle types, hematology, basic blood testing, laboratory equipment, and specimen collecting and testing, including waived laboratory procedures.
HC151 – Advanced Clinical Procedures
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111 and HC131
This course builds on materials covered in HC131. It is designed to provide students with the knowledge and training necessary to assist medical office personnel with minor surgical procedures. Classes focus on laboratory procedures, specimen collection and analysis skills for urinalysis, blood cells and components, venipuncture techniques for effective blood draw, blood hemocult testing, HcG testing, and blood glucose and cholesterol screening.

The principles of pharmacology are a major emphasis, including commonly prescribed drugs, drug classifications and uses, side effects and contraindications, and basic drug computations. Topics also include surgical asepsis, sterilization and sanitation, disinfection, surgical instrument identification and use, and surgical instrument care and handling.

HC161 – Medical Law, Ethics, and Patient Relations
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111 and HC131
This course focuses on concepts of law in medicine and healthcare related areas as applied to the medical record. Topics include current state and federal laws relative to the release of medical information, medical malpractice, contract law, and professional ethical cannons. Using this framework, this course provides the knowledge and skills necessary to interact and communicate professionally and effectively with patients. Topics include respect and care for all patients, proper patient communication and education, proper documentation of patient communications and encounters, reception and scheduling, and records and chart management.

HC171 – Medical Billing and Coding
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111, HC131, HC141, HC151, HC161
This course focuses on payment systems used by hospitals, showing the importance of proper coding to the billing process. Official coding guidelines are reviewed in detail, including guidelines used in facility coding for inpatients, ambulatory surgery and outpatient diagnostic patients. This course also provides students with a review of the topics of the Registered Medical Assistant examination.

HIP110 – Quality Service and Reception
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** None
This course focuses on academic studies and practical examples from hospitality industry companies such as Walt Disney; the Marriott International Hotel; the Ritz-Carlton Hotel; Darden Restaurants; Southwest Airlines; and many others. Students are required to engage in hospitality activities and are encouraged to visit local organizations to talk with guests, employees, and managers to obtain a variety of perspectives on a guest’s experience. Additionally, students conduct online research on specific hospitality organizations and analyze and discuss ethical issues associated with hospitality topics. Course activities include lecture assignments, projects, exercises, quizzes, a required externship, a midterm exam, and a final exam.

HIP120 – Food Service
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: None
This course provides a real-life look at food service. It focuses on menu design and engineering, sanitation, customer service, restaurant operations and analysis, and much more. Emphasis is placed on the essential ingredients for success in the hospitality niche. Course activities include lecture assignments, projects, exercises, quizzes, a required externship, a midterm exam, and a final exam.

HIP130 – Case Studies in the Hospitality Industry
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: None
Emphasis is placed on examining case studies of real and hypothetical hotels, restaurants, and other businesses found in the hospitality industry to give students the opportunity to discuss hospitality concepts and principles. Particular emphasis is placed on sharpening the critical thinking ability of students. Course activities include lecture assignments, projects, exercises, quizzes, a required externship, a midterm exam, and a final exam.

HIP140 – Business Etiquette
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: None
This course focuses on appearance, uniforms, body language, customer relations, and business etiquette in the hospitality industry. Students receive advice from industry professionals. Course activities include lecture assignments, projects, exercises, quizzes, a required externship, and a final exam.

HT111 – Medical Terminology, Anatomy, and Physiology
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: None
This course focuses on the terms related to medical science, hospital services, and medical specialties including pathology and radiology, and abbreviations used in medicine. Topics include spelling and pronunciation, coding skills, the ability to understand the body parts (anatomy) and functions (physiology) of human body systems to include the muscular, the nervous, the endocrine, the circulatory, the lymphatic, the respiratory, the digestive, the urinary, and the reproductive systems.

HT131 – Foundations of ICD-9
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: HT111
This class is learning the fundamental coding rules for the CPT, ICD-9-CM, and Level II (HCPCS) coding systems and then applying the rules to code patient services. The following medical topics will be reviewed: Medicare fraud, HMOs, and QIOs.

HT133 – Foundations of ICD-10
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
Prerequisites: HT111
This class is learning the fundamental coding rules for the CPT, ICD-10-CM, and Level II (HCPCS) coding systems and then applying the rules to code patient services. The following medical topics will be reviewed: Medicare fraud, HMOs, and QIOs.
HT141 – Advanced ICD-9
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111 and HT131
This course continues to build on the International Classification of Diseases-9-Clinical Modification (ICD-9-CM) coding system. Emphasis is placed on the application of coding principles to accurately assign ICD-9-CM codes to health records. The role of ICD-9-CM codes in billing and reimbursement is examined.

HT143 – Advanced ICD-10
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111, HT133 (or HT131)
This course continues to build on the International Classification of Diseases-10-Clinical Modification (ICD-10-CM) coding system. Emphasis is placed on the application of coding principles to accurately assign ICD-10-CM codes to health records. The role of ICD-10-CM codes in billing and reimbursement is examined.

HT151 – Foundations of CPT
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111
This course focuses on the theory, the structure, and the organization of the Current Procedural Terminology (CPT) coding system. Emphasis is placed on the application of coding principles to accurately assign CPT codes to health records. The role of CPT codes in billing and reimbursement is emphasized.

HT161 – Advanced CPT
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111, HT131, HT151
This course continues to build on the theory, the structure, and the organization of the Current Procedural Terminology (CPT) coding system. Emphasis is placed on the advanced application of coding principles to accurately assign CPT codes to health records.

HT162 – Advanced CPT (Effective 8/10/15)
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111, HT133 (or HT131), HT151
This course continues to build on the theory, the structure, and the organization of the Current Procedural Terminology (CPT) coding system. Emphasis is placed on the advanced application of coding principles to accurately assign CPT codes to health records. ICD-10 Diagnostics included in this course.

HT171 – Medical Insurance Methodology
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5
**Prerequisites:** HT111, HT133 (or HT131) and HT151
This course focuses on the history, the rationale, and the methodology of the systems used by third-party payers to determine the reimbursement that health care providers will receive. Emphasis is placed on fee-for-service, managed care, capitation systems, Diagnosis-Related Groups (DRGs), Resource Based Relative Value Scale (RBRVS), Ambulatory Payment Classifications (APCs), and related concepts. The use of the charge description master (charge master) in reimbursement and the importance of compliance with regulations and the related issues of fraud and abuse are also addressed.
NA112 – CompTIA A+ I  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** None  
This course focuses on the fundamentals of computer systems hardware and software. Emphasis is placed on the fundamentals of computer technology, networking and security, installing and configuring hardware, and software and system drivers. Additional topics include the differences between computer system components and software and being able to perform preventative maintenance on internal computer components.

NA122 – CompTIA A+ II  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** NA112  
This course focuses on the CompTIA A+ Troubleshooting model and how it pertains to computer system repair. Emphasis is placed on the differences between computer hardware and software malfunctions. Students are exposed to client operating systems such as Windows XP and Windows 7.

NA132 – CompTIA A+ III  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** NA112 and NA122  
This course is a continuation of NA122 and focuses on practice to increase proficiency in communication methods developed between computer systems. Emphasis is placed on exposing students to installing and configuring small office and home office networks. Additionally, students cover software preventative maintenance, including virus removal and system recovery options.

NA145 – Foundations of Networking  
Lecture Hours: 10; Lab Hours: 80; Total Clock Hours: 112.50  
Out of School Work Hours: 22.5; Quarter Credit Hours: 4.5  
**Prerequisites:** None  
This course provides an overview of the functionality, the compatibility, and the related technology topics of PC components along with an explanation of technology and computer hardware basics, common errors, software installation, security risks and prevention.

NA165 – Client Operating Systems  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** NA145  
This course focuses on the installation, the deployment, and the upgrading to Windows 7 including ensuring hardware and software compatibility. Emphasis is placed on configuring pre-installation and post-installation system settings, Windows security features, and network connectivity applications included with Windows 7 and mobile computing. Additional topics include system maintenance, monitoring, and resolving performance and reliability issues.

NA181 – Windows Desktop Support I  
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50  
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5  
**Prerequisites:** NA145 and NA165  
This course is designed to introduce the key terms used in a Desktop Support Environment to support end users
who run Microsoft Windows 7. Emphasis is placed on applications that are included with the operating system, such as Microsoft Office applications and productivity applications used in a corporate environment. Additional topics include solving operating system issues by telephone, email, connecting to an end user's system remotely, and gaining a working knowledge of operating in an active directory domain environment.

**NA191 – Windows Desktop Support II**
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5

**Prerequisites:** NA145, NA165, and NA181
This in-depth course is a continuation of NA181 and focuses on supporting end users who run Microsoft Windows 7 in a corporate setting. It is designed to prepare the student for the Microsoft Certified Solution Associate (MCSA Exam 70-685).

**NA210-Interconnecting Networking Devices Part I**
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5

**Prerequisites:** NA112, NA122, and NA132
Students develop an understanding on the operation of modern TCP/IP networks built with CISCO hardware. As you learn the commands and techniques used to troubleshoot host connections and configure CISCO switches and routers, students will also build experience backing up and restoring configuration files and managing network equipment. The course prepares our CSI students for the CISCO 100-101 ICND1 Exam. This course is designed to prepare student for the CCENT certification.

**NA220-Interconnecting Networking Devices Part II**
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5

**Prerequisites:** NA112, NA122, NA132, NA210
This course introduces students to the first part of a three part series leading to the completion of the CISCO 200-101 ICND2 exam. Students will work on developing and understanding of how to configure and troubleshoot a switch and router in a SOHO network environment. This will move to the expansion of the switched SOHO network from a small to medium network environment. Other areas will include: Issues with redundant, switching, Spanning Tree Protocol (STP), concepts of VLAN’s and trunking, and routing between VLANs.

**NA230-Interconnecting Networking Devices Part III**
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5

**Prerequisites:** NA112, NA122, NA132, NA210, NA220
This is part two of a three part series leading a student to completion of the CISCO 200-101 ICND2 exam. Students develop an understating of implementing VLSM otherwise known as subnetting. Additionally, students will configure, verify, and troubleshoot OSPF and EIGRP on network routers. Concluding with when to use access control lists (ACLs) and how to configure, verify, and troubleshoot, and configure NAT and PAT routing roles.

**NA240-Interconnecting Networking Devices Part IV**
Lecture Hours: 5; Lab Hours: 55; Total Contact Hours: 112.50
Out of School Work Hours: 22.5; Total Web-Based Time: 30 Quarter Credit Hours: 4.5

**Prerequisites:** NA112, NA122, NA132, NA210, NA220, NA230
This is the final course leading a student to the completion of the CCNA (CISCO 200-101 ICND2) exam. Upon completion of the CCNA (ICND2) exam with the completion of the CCENT (ICND1) exam student will earn the
CCNA certification. Students will develop an understanding of the configuration of IPv6 addressing and routing information protocol new generation (RIPng), VPN solutions, configuration of PPP, CHAP, and PAP authentication methods, and frame relay operation and troubleshooting.

**SS102 – Professional Development**
Lecture Hours 2.5; Lab Hours: 27.5, Total Contact Hours: 56.25
Out of School Work Hours: 11.25; Total Web-Based Time: 15 Quarter Credit Hours: 2.25

**Prerequisites:** None

This course focuses on the various strategies and techniques for student success including time management, note-taking and test-taking skills, professional writing, self-assessment, memorization, organization, culture and diversity, and managing and maintaining physical and mental health. Other topics covered include decision-making and critical thinking, technology and computer skills, relationship building, managing finances and public speaking. This course is designed to provide each student with the necessary tools to be successful in today’s college environment.

**ENGLISH AS A SECOND LANGUAGE COURSE DESCRIPTIONS**

All courses are numbered using a three-letter rubric followed by a three-digit course number. The courses in the Beginner ESL Program are numbered in the 100’s, the Intermediate ESL Program in the 200’s, and the Advanced ESL Program in the 300’s to reflect beginning. The courses numbered in the 400’s are the most advanced ESL courses; prerequisites for each course are listed above the detailed course description. Admissions requirements are listed under the admissions section.

**ESL010 – Cultural Immersion**
Lecture Hours: 50; Lab Hours: 40
Total Contact Hours: 90; Quarter Credit Hours: non-credit

**Prerequisites:** None

This course is based on the concept of total immersion and integration of the student into an American educational system environment for the entirety of the student’s stay. This program is intended for students at various levels of English proficiency. The assumption is that the students taking this program are at least literate and have an English vocabulary of about 300 words. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, and a final exam.

**ESL101 – Beginner Vocabulary and Conversation**
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12

**Prerequisites:** None

This course is an introduction to the English as a Second Language with a focus on 200 words from the General Service List (GSL)—words selected to represent the most frequently used English words. Emphasis is placed on gaining the confidence needed for speaking English and using new words. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

**ESL102 – Beginner Writing and Grammar**
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12

**Prerequisites:** None

This course provides ESL students with the essential tools needed to master basic academic writing. Emphasis is placed on paragraph organization, sentence structure, grammar, and the writing process. The grammar aspect of this course concentrates on the knowledge of tenses, parts of speech, pronouns, and subject and object question form. Course activities include lecture assignments, projects, exercises, quizzes, a midterm
exam, and a final exam.

ESL103 – Beginner Reading Strategies  
Lecture Hours: 60; Lab Hours: 120  
Total Clock Hours: 180; Quarter Credit Hours: 12  
**Prerequisites: None**  
This course is an introduction to various reading strategies. Focus is placed on previewing, scanning, skimming, finding visual and word clues, predicting, summarizing, and paraphrasing. Additional topics include paragraph organization, sentence structure, grammar, and the writing process. The grammar aspect of this course concentrates on tenses, parts of speech, pronouns, and subject and object question form. Course activities include lecture assignments, projects, exercises, quizzes, a midterm exam, and a final exam.

ESL201 – Intermediate Vocabulary and Conversation  
Lecture Hours: 60; Lab Hours: 120  
Total Clock Hours: 180; Quarter Credit Hours: 12  
**Prerequisites: None**  
This course continues to help students build their English vocabulary word bank and speak with confidence. Students are introduced to 200 new words from the Academic Word List (AWL) as well as controversial topics that require them to use their newly acquired vocabulary to debate and interact with their peers. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL202 – Intermediate Writing and Grammar  
Lecture Hours: 60; Lab Hours: 120  
Total Clock Hours: 180; Quarter Credit Hours: 12  
**Prerequisites: None**  
This course continues to help students develop their academic writing skills while emphasizing expository paragraph and essay writing. The grammar aspect of this course concentrates on modal verbs, passive verbs, verb structure and patterns, and conditional sentences. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL203 – Intermediate Reading Strategies  
Lecture Hours: 60; Lab Hours: 120  
Total Clock Hours: 180; Quarter Credit Hours: 12  
**Prerequisites: None**  
This course continues to explore scanning, skimming, finding visual and word clues, predicting, summarizing, and paraphrasing. Emphasis is placed on a variety of academic and workplace reading topics in order to further develop awareness and the ability to use reading processes accurately. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL301 – Advanced Vocabulary and Conversation  
Lecture Hours: 60; Lab Hours: 120  
Total Clock Hours: 180; Quarter Credit Hours: 12  
**Prerequisites: None**  
This course focuses on advanced level vocabulary and conversation. Emphasis is placed on the vocabulary of formal and informal American English speech. Additional topics include high frequency, idiomatic expressions that tend to be the most difficult for non-native English speakers. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.
ESL302 – Advanced Writing and Grammar
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course focuses on academic writing style. Upon completion of this course, students will be able to: (1) effectively outline and write traditional five-paragraph essays; (2) develop thesis statements; (3) present supporting evidence; (4) use logic; and (5) write conclusions. Special emphasis is placed on the basic research methods used in composing short college-style research papers. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL303 – Advanced Reading Strategies
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course focuses students on their own reading and thinking processes, which allows them to start understanding college-level textbooks. Emphasis is placed on deriving meaning from detail. Students participate in group discussions where they are required to formulate, analyze and debate ideas from assigned readings. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL412 – Discovering Short Stories
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course is an interactive, literature-based course for advanced ESL students. Students develop their vocabulary and grammar and improve their reading, writing skills, and oral communication through reading and analyzing short stories by American writers. Activities are designed to help students find the ideas and meaning behind a story so that they have a sense of empowerment and control over their learning. In order to give students many opportunities to learn through interaction, they are required to work with a partner, small group, and engage in class discussions. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL413 – America through Academic Readings
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course immerses advanced ESL students into various readings about American life while emphasis is placed on increasing students’ vocabulary base to gain readiness for academic assignments. Through rich texts, students explore their values and develop their critical thinking skills by reading, comparing, and discussing stories related to diversity, family, education, government, politics, religion, business, and recreation. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL414 – Discovering Fiction
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course focuses on a review of literature, vocabulary, and grammar and is geared to meet the needs of the advanced-level ESL student. Through activities focused on authentic readings by American writers, students continue to develop their knowledge of vocabulary and grammar while improving their reading, oral communication, and writing skills. This course offers a cross section of readings to enhance student appreciation of the breadth of American literature. Grammar exercises are presented to advanced-level ESL students to help them overcome common trouble areas such as prepositions, articles, and irregular verbs. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL417 - Different Writing Styles
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course focuses on rhetoric and sentence structure exploration for ESL students. It uses a step-by-step approach starting from paragraph writing and finishing with essay writing techniques. ESL students are introduced to writing styles while emphasis is placed on sentence structure starting with simple sentences and progressing through compound and complex sentences. The writing process and punctuation usage is also covered. The course has an advanced grammar component. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL418 – Writing for Work
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course is an advanced-level writing course for ESL students; it focuses on workplace and technical communication. Emphasis is placed on appropriate writing and editing skills for a diverse range of professions that the ESL students might be interested in entering after completing their ESL education. Additionally, ESL students are required to study various types of discourse found in professional writing situations in order to develop in-depth vocabulary and grammar knowledge. Examples of writing from workplace professionals are analyzed to improve their understanding of different writing processes and to demonstrate the transition from academic to professional writing. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL419 – Writing Student Newspaper
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This course is designed to teach advanced ESL students a variety of writing styles, research processes, and interviewing practices. ESL students will create a college newspaper with their classmates and be responsible for interviewing, writing, and editing all content from start to finish. Emphasis is placed on writing techniques, grammar and the language skills necessary to produce a newspaper article. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

ESL420 - The Art of Storytelling
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
Prerequisites: None
This introductory course focuses on the reading, writing and grammar techniques used when writing folk tales, fables, and myths. ESL students will be able to focus on fine-tuning their rhetoric skills, but also participate in
culturally-immersive activities, as they discover the world of folk-tales. The ESL students are required to discuss a variety of storytelling styles and approaches and to learn stories by listening and interviewing class storytellers via video and audio recordings. Emphasis is placed on reading, writing and grammar techniques used in folk tales, fables and myths. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

**ESL421 – Small Group Discussion**
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
**Prerequisites: None**
This course introduces advanced-level ESL students to the theory and the practice of small group communication. ESL students will discuss social and cultural issues during their group work. ESL students will practice speaking English in an informal and friendly group setting with other ESL students and new English speakers to practice the skills of effective communication in groups. Emphasis is placed on students participating in groups to work on improving their conversational skills, as well as reading and writing. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.

**ESL422 – Interpersonal Communication**
Lecture Hours: 60; Lab Hours: 120
Total Clock Hours: 180; Quarter Credit Hours: 12
**Prerequisites: None**
This course focuses on more advanced American communication skills valuable for interpersonal and academic success, such as interpersonal, intercultural and group discussion skills, classroom interactions, presentations, job interviewing, etc. ESL students will practice core skills needed to enhance skills needed to establish and maintain healthy interpersonal relationships. Other topics that are covered include pronunciation/accent reduction, syllable and word stress, pace, sentence intonation, common grammatical errors, and the rhythm of American English. Course activities include lecture assignments, projects, exercises, multiple-choice quizzes, a midterm exam, and a final exam.