



Your Future

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CALC, Institute of Technology

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235A East Center Drive, Alton, IL 62002
Phone (618) 474-0616, Fax: (618) 474-0615

141 Market Place, #180, Fairview Heights, IL 62208
Phone: (618) 398-2252, Fax (618) 398-5095

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Welcome to CALC, *Institute of Technology*

Investing in education is a serious decision. When you explore training options that may increase your salary level and employment potential, you are, in effect, investing in yourself. At CALC, *Institute of Technology* we encourage a student population of responsible adults because we know that they are the best learners.

At CALC, *Institute of Technology*, we concentrate on job specific training. Our well-established, long-term relationships with area employers keep us alerted to any new developments or trends in the work force. Our goal is pure and simple: to provide **quality training** in key skill areas in the most practical, justifiable time frame.

CALC, *Institute of Technology* offers a variety of training options in medical office/assistant, office administration and information technology applications. If you are someone who recognizes the need to keep one step ahead of your job market competition, then you are the type of person we want to participate in our training. The staff and faculty of the school and its placement affiliates derive tremendous satisfaction from helping students make their “dream jobs” a reality. We hope you will join us so that you, too, will experience career satisfaction and enjoy the economic and social rewards of a position ideally suited to your interests and abilities.

School Mission

CALC, *Institute of Technology* is an educational career institution. Our mission is to provide innovative training programs that develop skilled professionals, empowering them to achieve rewarding careers.

Vision

To be recognized in the community as a leader in providing professional career development.

Competency-Based Learning

CALC, *Institute of Technology* offers individualized instruction for office administration and information technology applications. All textbooks and support materials are self-guided so that students can progress at their own pace. Instructors are always available to assist students as they work through “hands-on” projects and ensure that students master each goal and objective sequentially throughout the training. This methodology ensures that students develop the required knowledge and skills necessary before progressing to higher levels in the course.

Medical office/assistant applications are delivered in an instructor-led format utilizing structured lesson plans for lecture and practical exercises. The instructor delivers lecture at each session and provides hands-on material for the student to gain knowledge of current work force job duties. The instructor is available at all times to assist students as they work through practical experience exercises. The practical experience sessions include working with industry medical coding reference books, office and claims processing forms and appropriate lab equipment.

Students are expected to maintain their attendance schedule of record and additional assistance is available from instructors by appointment.

Facilities and Equipment

CALC, *Institute of Technology* has two convenient locations.

1) 235A East Center Drive, Alton, Illinois 62002; 2½ blocks north of Highway 67 at Alton Square Mall Drive exit in Alton, Illinois.

2) 141 Market Place, Suite #180, Fairview Heights, Illinois 62208; located ½ mile south of I-64 and ½ mile west of State Highway 159, behind Weekends Only furniture store.

Classroom facilities are designed from the ground up to make learning a pleasure for every student. The facilities are accessible to disabled students.

Educational Objective

The educational objective of CALC, *Institute of Technology* is clearly focused on preparing students for new or better careers in the area of medical office/assistant, office administration and information technology. Training is designed to assist students in upgrading or improving existing skills in order to achieve upward or lateral mobility in current job positions or to develop initial entry-level skills. These skills will provide students with the basis upon which they can work and steadily advance into more professionally and financially rewarding careers.

Civil Rights Policy

CALC, *Institute of Technology* admits students of any sex, religion, race, color, nationality and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school. It does not discriminate on the basis of sex, religion, race, color, disability, nationality or ethnic origin in administration of its educational policies, admissions policies and other school-administered programs.

Americans with Disabilities Act

Students with documented physical, visual, hearing, learning, or psychiatric disabilities may schedule an appointment with the Director to request reasonable accommodations under the Americans with Disabilities Act (ADA). Students must provide appropriate and verifiable documentation of the disabilities for which accommodations are requested prior to beginning classes.

Family Education Rights and Privacy Act

CALC, *Institute of Technology* adheres to all rules and regulations set forth by the Family Educational Rights and Privacy Act of 1974 (FERPA), Federal Law 93-380.

The following items are exempt from the Act:

1. Parents' Confidential Statement, Financial Need Analysis Report, and Institutional Student Information Record
2. Letters of recommendations received after December 31, 1974, the Act permits students to waive their right to access if the letters are related to admissions, employment, or honors.
3. Records about students made by instructor or administrators, which are maintained by and accessible only to the instructors or administrators.
4. Security records.
5. Employment records for school employees who are not current students.
6. Records compiled or maintained by physicians, psychiatrists, psychologists, or other recognized professionals or paraprofessionals acting or assisting in such capacities for the treatment purposes and which are available only to persons providing the treatment.

Holidays

CALC, *Institute of Technology* is open year-round, with the exception of the following holidays:

- *New Year's Day*
- *Spring Break Day*
- *Independence Day*
- *Thanksgiving Day*
- *Marin Luther King, Jr. Day*
- *Memorial Day*
- *Labor Day*
- *Christmas Day*

Additional holidays may be added with adequate notice to students.

Certificate of Approval

Certificate of Approval to Operated Issued By the Illinois State Superintendent of Education, 100 North First Street, Springfield, Illinois 62777.

CALC, *Institute of Technology* is accredited by the Commission of the Council on Occupational Education, 41 Perimeter Center East, NE, Suite 640, Atlanta, GA 30346. 770-396-3898

All licenses and approvals are displayed in the administrative offices.

Ownership

The CALC, *Institute of Technology* is owned by Fred J. Albrecht. The owner certifies that this catalog is true and correct in content and policy.

Admission Procedures

The Admissions Office is open Monday through Friday from 9:00 a.m. to 5:00 p.m. Individuals interested in learning more about the school and its training programs should contact the school to schedule an appointment to meet with an Admissions Counselor.

All applicants are required to complete a Data Sheet and have a personal interview with an Admissions Counselor in order to mutually determine whether the course(s) meet the needs of the applicant. A verbal skills entrance exam is necessary for students enrolling in career programs. Individuals enrolling in the Medical Assistant program will need to provide a copy of their immunization records upon enrollment.

CALC is open to all applicants without discrimination on the basis of race, color, gender, religion, age, national origin, disability, sexual orientation, or marital status.

All applicants desiring to pursue programs of study leading to a certificate are admitted to the Institute as a program student if they satisfy the following requirements:

- Be a high school graduate or have a General Educational Development (GED) certificate. A statement signed by the applicant, who attests to graduation and includes the date of graduation, name, address and telephone number of the high school last attended may be accepted pending receipt, within 30 days of the beginning of the program. The Director may extend this policy.
- For applicants that do not possess a GED certificate they may pursue such programs at Lewis and Clark Community College, Godfrey, Illinois or Southwestern Illinois College located in Belleville, Illinois.

Hours of Operation Administration

CALC, *Institute of Technology* Administrative Offices are open from 9:00 a.m. to 5:00 p.m., Monday through Friday. If students are unable to meet with members of the administrative staff during these hours, other appointment times may be arranged by contacting the Administrative Office in advance.

Credit for Previous Training Transfers Between Programs

If a presently enrolled student desires to transfer into another program within the Institution, the student needs to schedule a meeting with Admissions to determine which course(s) and credit(s) will transfer into the new program. The Institution will only consider transfer of successfully completed course(s) with a 2.0 G.P.A. or higher.

Academic Transfer Credit

The Director or designee will review transcripts from previous institutions to determine what credit, if any, will be granted. Students petitioning for transfer credit must request an official transcript from the institution from which transfer credit originates. Transfer hours cannot be funded with federal Title IV financial aid. Credits will be considered for transfer credit toward graduation if the following criteria are met:

1. Official transcript received and reviewed by the Director
2. Course is determined to be comparable in content and hours
3. Transcripts are not older than three years
4. Transfer course grade of 2.0(C) or higher

Transfer credits accepted by the Institution will not be used in the computation of grade point average although they will be used in determining credits earned toward completion of graduation requirements.

Effect of Credit for Previous Education on Tuition and Fees

Students will not be charged tuition for credits granted for previous education credit as follows:

1. If the student is re-enrolling or transferring programs at any CALC campus, the student will not be charged tuition or fees for credits previously successfully completed at any CALC campus within the previous three years. Credits taken beyond the three-year limit will not be accepted and must be retaken at the student's regular tuition rate.
2. A student transferring credit from an outside institution will not be charged tuition for transfer credits accepted.
3. No less than 75 percent of all credits applied toward a certificate program may be earned at CALC. Likewise, a maximum of 25 percent of program credits may consist of transfer credits.

Transferability of Credits

The Institution does not guarantee transferability of credits to any other college, university, or institution. It should not be assumed that any courses or programs listed in this Catalog could be transferred to another institution.

Enrollment Status

Once a student has been accepted into the course of instruction, he/she will establish a schedule for the entire length of the course with an Admissions Counselor. This schedule is based on student needs and classroom seat availability. Students enrolled in 18 hours of instruction per week are considered full-time with 12 hours of instruction considered part-time.

Students must set up a definite schedule at the time of enrollment for the entire program. CALC, *Institute of Technology* does not recommend schedule changes after beginning a course or program. However, if a student must change his/her schedule, for example, due to a change in their work schedules, the institution will try to accommodate students' needs. Requests must be submitted in writing for approval.

Non-Regular Students

This status is for individuals desiring to take a single course of study at CALC, without seeking admission as a program certificate student.

Non-regular students are not eligible for any form of financial assistance. They must comply with all policies and procedures contained in the CALC catalog except those pertaining to attendance and satisfactory academic progress. Re-enrollment as a non-regular student may be denied, however, if the student's GPA falls below 2.0.

Payment Methods

The institution has established working partnerships with the following agencies to assist qualified individuals. (*Each agency requires certain criteria to participate, not all students are eligible.*)

- Federal Financial Aid (see page 11)
- Workforce Development (WIA & DESE)
- Department of Human Services
- Department of Veteran's Affairs

Individual Payment: students may pay with cash, money order or check. In some instances an Individual Promissory Note for up to 12 months may be granted, interest free.

Schedule

Office Administration and Information Technology courses are offered on a non-term open-enrollment basis. Medical Office/Assistant courses are offered on a non-term rolling-enrollment basis. Please contact admissions for the next available start date for Medical Office/Assistant courses.

Voter Registration

CALC, Institute of Technology encourages students to register to vote if you meet the following 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.

Two forms of identification will be required. If you register by mail, you must vote in person the first time you vote.

When you may register to vote

Registration is open year round except:

- During the 27-day period just prior to an election
- During the 2 days after such election

Places where you can register to vote

- County Clerk's office
- City and village offices
- Township offices
- Some public libraries (Hayner Public Library offers this service for Madison County residents)
- Military recruitment offices

When applying for services at the following:

- Driver's License Facilities
- Department of Public Aid offices
- Department of Public Health offices
- Department of Mental Health & Developmental Disabilities offices
- Department of Rehabilitation Services offices

More information regarding voter registration can be found on the Internet at:
www.elections.state.il.us/VotingInformation.

Copyright Infringement Policy

CALC, Institute of Technology prohibits copyright infringement. The school will take disciplinary action against any student who distributes unauthorized copyrighted materials including peer-to-peer file sharing and the prohibited use of the institution's information technology system for those activities. Any student involved in such an act will be reported to the proper authorities and charges will be pressed.

Institutional Policies

Maximum Time Frame

Students are allowed no more than 1.5 times the number of weeks in their enrollment period in which to meet all requirements for graduation. Periods of non-enrollment are not considered part of the maximum time frame.

Students are expected to complete one-half of the requirements for graduation by the time they have completed one-half of the maximum completion time. Students who wish to appeal dismissal should follow the student appeal process outlined in this catalog.

Satisfactory Academic Progress

Students are expected to maintain satisfactory academic progress toward graduation. The standards are applied consistently to all students. Final grades are assigned at the end of each course. At the time a student begins a program of study, that student is considered to be making satisfactory academic progress. Students who are enrolled at CALC are required to maintain a cumulative GPA of at least 2.0 and be able to complete their program within the maximum time frame. Each academic year's maximum time frame within the program will be divided into three equal increments. Students must have earned at least 34% of the credits at the end of the first increment, 67% at the end of the second increment and the remaining credits by end of the last increment for each academic year.

A student who does not meet the minimum standard of satisfactory progress is placed on Satisfactory Academic Progress Probation until the end of the current increment. The student is notified and the probation status is documented in the student's permanent record. During a probationary period students are expected to raise their cumulative grade average to 2.0 or above and to improve their rate of progress to the necessary credits required to ensure completion within the maximum timeframe. The probationary period could be shortened based on a student's achievement of satisfactory progress. Students will be eligible to receive financial aid while on probation.

At the end of a probationary period, a student's progress is re-evaluated. If the student has met the minimum standard for satisfactory progress, the student is removed from probation and resumes satisfactory progress status. Probation may be continued for a student who has attempted fewer than half the total credits required for his/her program and achieved a current GPA of 2.0 or higher or improved his/her rate of progress but are still below a 2.0 cumulative GPA, provided that he/she can still complete his/her program within the maximum time frame.

If a student fails to meet the requirements of the probationary period and has attempted half or more of the total credits required for his/her program, he/she will be dismissed from the Institution.

Students who wish to appeal dismissal should follow the student appeal process. If a student has mitigating circumstances that have affected their progress, the student may appeal to the Director, in writing, explaining the mitigating circumstances which brought about the unsatisfactory academic progress and which could justify reinstatement.

When an appeal is granted, the student will be placed in an extended probationary status upon which time they must re-establish satisfactory academic progress. A student may be permitted to enroll for classes for a defined period of time as a non-regular student (ineligible for Title IV student assistance) for the purpose of demonstrating ability to complete a course of study. Such options will be at the sole election of the official deciding the student's appeal.

If permitted to enroll in an extended enrollment period as a non-regular student, students must seek to correct academic deficiencies by retaking courses they have failed or practicing previously learned skills. If a student corrects such deficiencies and still has the possibility of completing their program of study within the maximum time frame may be reinstated in good standing.

All coursework taken at CALC will appear on student transcripts and will be calculated as part of Satisfactory Academic Progress.

Attendance

Regular attendance in classes is considered essential. Cultivation of desirable work habits is as important as the development of skills. Students should be present and on time for all classes. By developing this important habit while in school, the student is better prepared to meet employer expectations of regular and punctual attendance.

Since all students are expected to progress and complete according to their attendance schedule of record, they are encouraged to attend their training sessions as scheduled. Once a student misses greater than 20% of their scheduled time, the student may be placed on attendance probation.

The unexplained absence of a student from school for more than 14 calendar days shall constitute contractile notice of cancellation to the school. The cancellation date will be the last day of attendance.

In the final analysis, however, it is the students who must involve themselves in their education, be here when they are scheduled to be here, and make use of the many educational resources and facilities that are at their disposal.

Make-up Sessions

In regards to make-up sessions, all students are given the opportunity to make-up approved absences. Students are encouraged to make arrangements with their instructor to make-up missed coursework and assignments.

Leave of Absence

A Leave of Absence is considered a period of non-enrollment. A request for leave must be submitted to the School Director in writing and must include an effective date, anticipated return date and student signature. Failure to return as scheduled without approved written notification will result in immediate dismissal.

Students may take multiple leaves of absence not to exceed 180 days during a 12-month period. Leave of Absences will be granted on an individualized basis. Only mitigating circumstances will be considered for approval.

Failure to return from a Leave of Absence may affect the grace period of a student with student loans by depleting some or all of the allowed 6-month grace period, the reason being that the grace period would be retroactively applied back to the beginning of their leave of absence date. Refunds for students terminated for failure to return from a Leave of Absence will be made according to the guidelines in the Cancellation and Refund Policy.

Student Conduct

CALC, Institute of Technology expects students to conduct themselves at all times in a professional manner. CALC reserves the right to either place a student on probation or dismiss them from the School at the discretion of the Director for the following reasons:

- Cheating, including knowingly furnishing false information to the institution with intent to defraud.
- Disruptive behavior that interferes with the learning of others.
- Physical or verbal abuse of any person on school premises or at functions sponsored or supervised by CALC.
- Sexual harassment.
- Theft or damage of School property. Students will be charged for the repair or replacement of any equipment lost or damaged through negligence or willful mischief.
- Uncooperative or disrespectful with instructors of staff.
- Violating school policies including, but is not limited to, for any student or employee have possession, process, buy, or sell alcohol or any illegal substance on CALC property. This includes possession of guns or other dangerous weapons.

Drug and Alcohol Policy

The Drug-Free Schools and Communities Act Amendments of 1998, Public Law 101-226, require that, as a condition of receiving funds or any other form of financial assistance under any federal program, an institution of higher education must certify that it has adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees. It is unlawful for any student or employee to process, buy, or sell alcohol or any illegal substance on CALC property. Students requiring confidential assistance should contact the

school Director in these matters. Students are issued the Drug Abuse handbook upon enrollment.

Campus Security and Crime Awareness Policy

As required by Public Law 101-542, as amended by Public Law 102-325, Title II, Crime Awareness and Campus Security Act of 1990, Section 294, Policy and Statistical Disclosures, CALC, Institute of Technology, has implemented the following policies regarding campus security:

Students and employees are urged to report any criminal activities or other emergencies to the Director. This report can be verbal or written, depending on the severity of the situation.

The Director is responsible for investigating such reports and taking legal or other action deemed necessary by the situation. In extreme emergencies, the Director may immediately contact law enforcement officers or other agency personnel.

CALC encourages all students and employees to report criminal incidents or other emergencies that occur on the campus to the Director or an instructor.

Students are responsible for their own security and safety both on campus and off campus and must be considered of the security and safety of others. CALC has no responsibility or obligation for any personal belongings that are lost, stolen or damaged, whether on or office campus premises or during any school activities.

The public law referenced herein requires CALC to report to students and employees the occurrence of various criminal offenses on campus during the most recent three years for which data is available.

A copy of the annual report and detailed institutional security policies are available on the institution's web site at www.calc4it.com/security.

Registered Sex Offender Information

In accordance with the Jacob Wetterling Act, Megan's Law, and the Campus Sex Crimes Prevention Act of 2000, it is now mandatory that all registered sex offenders who attend, are employed, or volunteer at an institute of higher learning MUST report this information, as well as their residency information, to the local law enforcement agency having jurisdiction where the sex offender resides.

Information concerning registered sex offenders is available through the Illinois State Sex Offenders Registry online at www.isp.state.il.us/sor.

Directory Information

Directory information may be unconditionally released without the consent of the student unless the student has specifically requested that the information not be released. The school requires that such request be made in writing within 15 days after the first date of attendance.

Directory information includes student's name, address(es), telephone number(s), date and place of birth, course of study, certificates, awards received, last school attended, employer(s), job title(s), and dates of attendance.

Access Without Student Consent

CALC may release information without the student's written consent to the following:

1. Other schools with legitimate interest
2. Other schools to which the student has applied for admissions. In this case, the student must be advised that the records are being sent and that the student may receive a copy and has an opportunity to review and challenge the records.
3. Authorized representatives of the United State government.
4. State and local authorities where required.
5. Accrediting agencies.
6. Parents of students who are their dependents for purposes of the Internal Revenue Code, However, the school is not required to release such records.
7. Appropriate person or agencies in connection with student applications for or receipt of financial aid.
8. Courts in compliance with a court order or subpoena.
9. Appropriate persons or agencies in the event of a health or safety emergency, which such release without consent is necessary under the circumstances.
10. Potential employers.

In all other cases, except with regard to directory information, the school shall obtain the written consent of the student prior to releasing such information to any person or organization.

Measurement of Progress

All training programs are expressed in quarter credit hours. One quarter credit hour is equivalent to a minimum of one quarter credit for 10 clock hours of lecture, 20 clock hours of laboratory or 30 clock hours of work based activities.

Certificate of Completion

A Certificate of Completion will be awarded to all students who complete the testing requirement for each Individual Component and/or Program of the Course of Instruction.

Graduation

Students in programs must maintain a cumulative grade point average of 2.0 or higher within the maximum allowable time frame for graduation.

Grading Policy

Academic performance is measured through the assignment of grades and grade points. The school measures progress using a 4-point scale as follows:

A	100% - 90%	4.0
B	89% - 80%	3.0
C	79% - 70%	2.0
D	69% - 60%	1.0
F	Below 60%	0.0
I	Incomplete	
T	Transfer Credit	

Attendance is used in grade calculations. Students will have 10 % deducted from the grade per unexcused absence. Unexcused tardiness will have 3 % deducted per occurrence.

A grade of "C" is considered a passing grade. A grade of "incomplete" may be granted to the student in the event of extraordinary circumstances at the discretion of the Director. However, it is against the policy of the school to grant an incomplete under normal circumstances. An "incomplete" will be changed to an "F" grade if the course work is not satisfactorily completed within 30 days of assignment of the "incomplete" grade.

Transfer credits are not considered in the determination of grade average, but they are counted as credits earned. When a course is repeated, the most recent grade earned is used in the computation of the cumulative GPA. Courses with a grade of "I" (incomplete), are not used in the computation of the GPA, but are counted as credits attempted.

Withdrawal Procedures

Students who wish to officially withdraw from the Institution are asked to inform the Director. The student must pay tuition balances owed to the Institution after refund computations have been made.

Re-Instatement

Students who withdraw or are terminated from CALC must submit a formal written request for re-instatement to the Director. The Director will refer re-instatement request to the Instructor and Financial Aid representative for review. If readmit is granted the applicant, will be re-instated under the current tuition rate and must meet current program requirements. The applicant is responsible for any outstanding balances owed to the institution.

Administrative Termination

In addition to any other provisions made for student termination in this Catalog, CALC may dismiss students who fail to comply with any of the following:

- *Rules and regulations as stated in this Catalog*
- *Institutional drug policies*
- *Written requests from the Institution*
- *Financial obligations including processing or providing paperwork.*

A student who is terminated may appeal the decision in writing to the Director according to the student appeal process.

Student Appeal Process

Students placed on academic probation and terminated by CALC because they failed to maintain satisfactory academic progress or adhere to institutional policies may appeal their status. Students who wish to appeal may do so by completing a written statement or a student appeal form addressed to the Director. The written statement must explain the extenuation circumstance the student believes should be considered. At a minimum, the student shall establish to the satisfaction of the Director that she or he has the ability to progress satisfactorily in the program. In making such determinations, the Director shall conduct an academic evaluation of these factors and document the decision in student's file.

The student will be notified of the Institution's determination and effect on student status as soon as possible. In determining whether to change a student's status, the following types of mitigating circumstances will be considered:

- *Unusual circumstances such as extended illness.*
- *Prior class attendance, completion of assignments, desire to continue.*
- *Changes in educational objectives*

The Student Appeal process must be completed before initiating the Student Grievance Procedure.

Student Services

“OPEN DOOR” Policy

Members of the faculty and administrative staff are available for private counseling with students. CALC, *Institute of Technology* welcomes feedback from students regarding policy, instruction, and curriculum. The School Director’s door is always open regarding counseling, placement or other related issues.

Placement Assistance Services

Students who successfully complete a program within their originally scheduled time-frame are eligible for placement assistance. However, at any time, all students are welcome to meet with a placement coordinator. *CALC, Institute of Technology cannot guarantee employment to any student.*

Student Financial Assistance

In the event that students are unable to pay the entire cost of tuition and fees at the time of enrollment, CALC, *Institute of Technology* may be able to work with them to develop payment plans, which are reasonable for their individual budgets. Students should meet with a School Administrator to work out a plan prior to enrollment.

Student Records and Academic Transcript

Academic transcripts are prepared at the scheduled completion dates of each evaluation period when grades and academic progress are formally reviewed. In accordance with the Family Educational Rights and Privacy Act of 1974, student records at CALC, *Institute of Technology* are only open for inspection to students and parents of dependent students to review and challenge any and all parts of said records. This inspection is welcomed by appointment during regular business hours.

Procedures for Obtaining Student Transcripts

Should students desire an official copy of their academic transcript, a written request should be provided to the School Director for processing. There is a \$5.00 charge for this service. Transcript requests will be honored for those students who meet all financial obligations to the institution. Send requests to School Director, CALC Institute of Technology, 235A East Center Dr., Alton, IL 62002.

Student Grievance Procedure

Most problems or complaints that students may have with the school or its administration can be resolved through a personal meeting with the school staff. If, however, this action does not bring the situation to a close to the satisfaction of students, they may submit a written complaint to the Director. The written complaint should contain:

- (1) the nature of the problem(s),
- (2) approximate date(s) that the problem(s) occurred,
- (3) name(s) of the individual(s) involved in the problem(s) - staff and/or other students,
- (4) copies of important information regarding the problem(s),
- (5) evidence demonstrating that the institution’s complaint procedure was followed prior to this point in time, and
- (6) student signature.

Students may, of course, call the School Director to schedule an appointment at any time if they prefer not to follow the written complaint procedure.

If a student's questions or concerns are not resolved to the student's satisfaction, complaints may be registered with the Illinois State Board of Education at one of the following addresses:

Illinois State Board of Education,
Private Business & Vocational Schools Unit
100 North First Street
Springfield, Illinois 62777-0001
(217) 782-2948

Illinois State Board of Education
Private Business & Vocational Schools Unit
100 West Randolph Street, Suite 14-300
Chicago, Illinois 60601-3407
(312) 814-5818

And/Or the student may register a complaint with the Council on Occupational Education at the following address:

Executive Director
Council on Occupational Education
41 Perimeter Center East, NE, Suite 640
Atlanta, GA 30346
(770) 396-3989

Cancellation and Refund Policy

The date of determination is the date the Institution made a determination that a student had withdrawn. All refunds due to or on behalf of student will be refunded within 30 days of the date of determination. Refunds due are based on monies actually paid and calculated based on the last day of actual attendance per payment period.

1. The school shall, when student gives written notice of cancellation, provide a refund in the amount of at least the following:

a.) When notice of cancellation is given before midnight of the fifth business day after the date of enrollment but prior to the first day of class, the application-registration fees, tuition, and any other charges shall be refunded to the student.

b.) When notice of cancellation is given after midnight of the fifth business day following acceptance but prior to the close of business on the student's first day of class attendance. The school may retain no more than the application-registration fee of \$100.00, or 50% of the cost of tuition, whichever is less.

c.) When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 10% of the course of instruction. The school may retain the application-registration fee, an amount not to exceed 10% of the tuition and other instructional charges or \$300, whichever is less, subject to the limitations of paragraph 12 of this Section, the cost of any books or materials which have been provided by the school.

d.) When a student has completed in excess of 10% of the course of instruction, the school shall retain the applicable registration fee, and retain a portion of tuition computed prorata by days in class plus 10% of tuition and other instructional charges up to completion of 60% of the course of instruction. When the student has completed in excess of 60% of the course of instruction, the school may retain the application/registration fee and the entire tuition and other charges.

e.) For individuals participating in VA Benefits, the registration fee retained by the Center is ten dollars (\$10.00); the remaining registration fees is considered tuition and subject to a prorated tuition refund formula up to 100% of course of instruction.

2. A student who, on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before the 5th business day after the enrollment agreement is signed, is not subject to the refund provision of this section.

3. Applications not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar days after the determination of non-acceptance is made.

4. Application-registration fees shall be chargeable at initial enrollment and shall not exceed \$100.00, or 50% of the tuition, whichever is less.

5. Deposits or down payments shall become part of the tuition.

6. The school shall mail a written acknowledgment of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notifications. Such written acknowledgment is not necessary if a refund has been mailed to the student within the 15 calendar days.

7. If the school cancels or discontinues a course, the student shall have 100% of tuition, fees and other charges refunded.

8. All student refunds shall be made by the School within 30 calendar days from the date of receipt of student's cancellation.

9. A student may give notice of cancellation to the school in writing. The unexplained absence of a student from the school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.

10. A school may make refunds which exceed those prescribed in this Section. If the school has a refund policy that returns more money to a student than those policies prescribed in this Section, that refund policy must be filed with the Superintendent.

11. The school shall refund all monies paid to it in any of the following circumstances:

a) The school did not provide the prospective student with a copy of the student's valid enrollment agreement and a current catalog or bulletin.

b) The school cancels or discontinues the course of instruction in which the student has enrolled.

c) The school fails to conduct classes on the days or times scheduled, detrimentally affecting the student.

12. The school must refund any book and materials fees when: the book and materials are returned to the school unmarked; and the student has provided the school with a notice of cancellation.

NOTE: A "class day" is any day in which instruction is provided by the school and on which the student is scheduled to attend. Not included in this definition are holidays, scheduled vacation periods, other days on which instruction is not provided and periods for which a student is granted a Leave of Absence (LOA).

Financial Aid

CALC, Institute of Technology believes that students and their families have primary responsibility for a student's educational costs. However, many families are unable to fund immediately the entire cost of education. To that end, CALC participates in several federal Title IV financial assistance programs that are available to students who qualify. The following sections describe the policies and procedures that govern financial aid at CALC.

What is Financial Aid?

Financial aid encompasses all funding that students receive because of their enrollment in a postsecondary institution. Such financial aid includes but is not limited to loans, grants, employment, agency funds, Veterans Benefits and employer reimbursement.

Title IV Programs in Which CALC Participates

CALC, Institute of Technology participates in the Federal Pell Grant program, the Stafford Loan Program and the Federal PLUS Loan Program.

Pell Grant. The Pell Grant is an award that does not have to be repaid. Pell Grants are awarded only to undergraduates who have not earned a bachelor's or professional degree. Applying for the Federal Pell Grant is the first step of the financial aid process.

Prospective students must complete a Free Application for Federal Student Aid to determine eligibility for the Pell grant. Awards are based on student eligibility, cost and length of the program. The FAFSA may be filled out on-line at FAFSA on the Web at www.fafsa.ed.gov or may be returned to CALC for electronic filing.

Stafford Loan Program (Subsidized). This loan program provides a maximum of \$3,500 for programs one year in length. These loans are interest free while a student is in school and for six months after graduation or withdrawal. Eligibility for this loan program is determined by the same form used in applying for the Pell Grant awards.

Stafford Loan Program (Unsubsidized). This loan program provides a maximum of \$6,000 for programs one year in length. Interest accrues from the point the student receives the loan money but can be deferred for up to six months after graduation or withdrawal. Loan payments can also be deferred up to six months after graduation or withdrawal.

Federal PLUS Loan Program. This loan program is for parents who wish to take out a loan for their child's education. The amount a parent can borrow is determined on an individual basis utilizing the cost of attendance and the amount of other financial aid received. Interest accrues from the point the loan money is received. Payments must begin within 60 days of the second disbursement of the loan.

Applying for Financial Aid

Anyone wishing to Apply for federal Title IV financial assistance must complete a Free Application for Federal Student Aid (FAFSA). These applications are available in the Financial Aid Office. In order to insure that applicants have a complete aid package no later than the date classes begin, paperwork should be completed as soon as possible. The institute will set an appointment for the applicant with the Financial Aid Office. The Financial Aid Office will assist students with form completion, and answer any questions.

Eligibility for Federal Title IV Aid

In general, an applicant is eligible for Federal Title IV financial assistance if the requirements listed below are met. The applicant must:

- Be enrolled as a regular student in an eligible program
- Be a U.S. citizen or eligible non-citizen
- Not be in default on any Federally Guaranteed Student Loan
- Not owe a repayment on any federal grant
- Not be enrolled at another institution receiving Title IV funds at the same time

Financial Aid Transcript Requirement

It is a requirement of federal regulations that institutions determine all previous federal Title IV aid received by a student prior to disbursement of funds. CALC uses the National Student Loan Data System to obtain financial aid information from each school at which a student was previously enrolled. If this information is incomplete, CALC will request hard copies of financial aid transcripts from previous institutions. Financial aid disbursements are withheld until this verification of previous aid has been completed.

Citizenship Verification Requirements

If a student applies for federal Title IV financial assistance, a database match will be conducted to determine the student's eligibility status with the Social Security Administration (SSA) and the Department of Homeland Security (DHS). If the SSA or the DHS is unable to complete the match, the student will be asked to submit additional documentation. The Financial Aid Office will assist the student in completing and submitting the necessary federal forms for additional SSA or DHS matching. Financial aid disbursements will not be made until citizenship status has been verified.

Financial Verification Requirements

Federal regulations require that some student aid applications be subject to a process called verification. This process involves gathering proof of the information submitted on the student's FAFSA and verifying that the information is correct. The procedures covering verification are:

Time period within which requirement documentation must be provided

Unless extenuating circumstances intervene, the required documentation must be provided within 30 days of the date the applicant is notified that he/she must do so. All financial aid disbursements are withheld until this process has been completed.

Consequences of failure to provide the information within the 30-day period

Students will receive no disbursement of funds if they fail to provide the information required for verification. In addition, they will be expected to make cash payments to the Institution to cover their cost of education.

If the results of the verification satisfy the requirements, the funds for which the student is eligible will be released. If the verification results are inconsistent with previously provided information, the student will be called into the Financial Aid Office and the items that were not valid will be discussed.

If the Institution has reason to believe that any application has been intentionally submitted under false or fraudulent circumstance, such application will be referred to the Office of the Inspector General.

Required Documentation.

Copies of the student's and spouse's prior year federal income tax returns must be submitted. If the applicant is a dependent student, parents' tax returns must also be submitted. The applicant must complete a Verification Worksheet. The Financial Aid Office will give the worksheet to the applicant.

Each applicant has the following rights and responsibilities with regard to verification:

- The right to be informed that he/she has been selected for verification and what the responsibilities of such selection are.
- The consequences for not meeting those responsibilities, explained in detail orally and, when necessary, in writing.
- The applicant will be informed of his/her right to appeal aid decisions. Such appeals must be made in writing to the Director within 10 calendar days of the date of the decision. The school will inform the applicant of the results of the appeal within 30 calendar days of the receipt of the applicant's appeal.
- Information must be correct as of the date of verification or as of the date the first Institutional Student Information Record (ISIR) is received by the Institution.

Student Cost of Attendance

An average cost of attendance for a student attending CALC, Institute of Technology includes allowances for room and board, transportation, supplies and exam fees, miscellaneous expenses and tuition and registration fees for the period in which they are attending their program of study. A sample cost of attendance for a 9-month period of attendance is as follows:

Room and Board	\$900/mo x 9 mo	\$8,100.00
Transportation	\$100/mo x 9 mo	\$900.00
Miscellaneous	\$200/mo x 9 mo	\$1,800.00
Total Living Expenses		\$10,800.00

The program's direct educational costs (tuition, fees, supplies and exams) are added to this living expense amount to arrive at the student's cost of attendance. These components of the cost of attendance are estimates and will vary from student to student and program to program.

Electronic Application Processing

CALC participates in a program known as Electronic Data Exchange, which provides an Institutional Student Information Record (ISIR), that is used by the Financial Aid Office to establish eligibility for Title IV financial assistance programs.

Federal Aid Applications. The Free Application for Federal Student Aid (FAFSA) must be completed by the applicant and submitted to the Financial Aid Office. The Financial Aid Office will transmit the information electronically to the central processor and an ISIR will be received by CALC electronically. The applicant will receive a Student Aid Record (SAR) from the Department of Education.

Correction of Information. If, as the result of verification or another documentation process, it becomes necessary to correct any of the information on an ISIR, the Financial Aid Officer will note the corrections on the current ISIR and submit the corrections electronically. A new ISIR containing the correct information will then be generated.

If the corrections result in a change in eligibility, the applicant will be so informed by the Financial Aid office and the Financial Aid Administrator will complete an updated Education Financing Plan with the student.

How Satisfactory Academic Progress Affect Student Aid

If students are placed on academic probation, they remain eligible for financial aid disbursements. If a student fails to meet the conditions of his/her academic probation by the end of a probationary period, the student will be suspended from financial aid eligibility. Students who wish to appeal financial aid suspension should follow the student appeals process outlined elsewhere in this catalog. If students meet the conditions of their academic probation, they will retain eligibility for Title IV financial aid.

Disbursement Procedures

For programs that are measured in credits an academic year is defined as 36-quarter credits and a minimum of 30 weeks of instruction. Using this definition, Title IV aid is disbursed at the beginning of each payment period. Programs less than one academic year are divided into two equal payment periods.

First disbursements of loans are not made until the student has been in school for at least 30 calendar days and has completed a loan entrance interview with the Institution. Federal Pell Grants are posted directly to the student's account when received and processed. Each student will receive a receipt indicating that the grant has been posted to his/her account.

If a credit balance occurs in a student's account, the dispensation of the credit balance will be discussed with the student. Students may request that funds be held for budgeting purposes or against future charges, returned to the student for living expenses or refunded to the lender to reduce loan balances. Credit balances requested by the student will be disbursed within 14 working days of the date of the request.

Return of Title IV Funds Policy

Upon a student's withdrawal, a determination must be made as to the amount of Title IV funds the student has earned. This determination will decide if a student and/or the school must return unearned funds to the proper Title IV program. If a return of funds is due, the refund will be attributed in the following order:

1. Unsubsidized Federal Stafford Loans
2. Subsidized Federal Stafford Loans
3. Federal PLUS Loans
4. Federal Pell Grants
5. Other SFA Programs
6. Other federal, state, private, or institutional courses of aid
7. Student

Veterans' Addendum

Satisfactory Academic Progress

Veterans must demonstrate satisfactory academic progress in order to continue training at CALC, *Institute of Technology* (CALC). Veterans will be evaluated for attendance and grading at the end of each month. If a student does not have a cumulative attendance rate of 80%, or has less than a 2.0 cumulative grade point average, or does not have at least two grades posted by the midpoint of his/her program, he/she is placed on probation for the next month. Veterans on probation can continue to receive federal veterans' educational benefits.

Veterans on probation will have to the end of the following month to raise their cumulative attendance rate to 80% and their cumulative grade point average to 2.0 or they will be dismissed from CALC.

Scheduling

Students enrolled in 18 hours of instruction per week are considered full-time. Student enrolled in 15 to less than 18 hours per week are considered three-quarter time, with 12 to less than 15 hours per week considered part-time. Program students must schedule a minimum of 12 hours per week.

Reinstatement

Students dismissed for failing to meet the satisfactory academic progress policy can petition the school for reinstatement one year after being dismissed. Reinstatement decisions will be made on an individual basis by the School Director and will take into consideration whether the student has the desire and capability to successfully complete the program.

Veterans dismissed for conduct will not be considered for reinstatement.

Credit for Previous Training

Veterans will be granted appropriate credit for previous education and training and the length and cost of their program will be shortened proportionately to match this award of credit. Veterans will be required to present appropriate documentation to receive credit for prior education and training.

Credit for previous work experience may also be granted. Such a grant of credit is at the discretion of CALC. This credit will also shorten the length and cost of the program proportionately.

Veterans' Refund Policy

All tuition and instructional charges is subject to the following pro-rata refund policy:

Percentage of days in class completed by student at notice of cancellation	Percentage of tuition and instructional charges that school may retain
In excess of 5% to 10%	15%
In excess of 10% to 15%	20%
In excess of 15% to 20%	25%
In excess of 20% to 25%	30%
In excess of 25% to 30%	35%
In excess of 30% to 35%	40%
In excess of 35% to 40%	45%
In excess of 40% to 45%	50%
In excess of 45% to 50%	55%
In excess of 50% to 55%	60%
In excess of 55% to 60%	65%
In excess of 60% to 65%	70%
In excess of 65% to 70%	75%
In excess of 70% to 75%	80%
In excess of 75% to 80%	85%
In excess of 80% to 85%	90%
In excess of 85% to 90%	95%
In excess of 90%	100%

Medical Assistant (Title IV Eligible)

900 Contact hours / 58 Quarter Credit hours

Certificate

Medical Office Assistants are valued members of the medical team and are increasingly relied upon to perform routine administrative and clinical procedures. As a Medical Assistant student, you learn to perform clinical procedures, routine laboratory tests and to assist physicians during examination and treatment. Training includes the preparation of medical insurance bills, reports, correspondence, forms and the transcription of medical dictation. Additional skill areas include keyboarding, medical word processing, computer applications, communication skills and patient relations. The program concludes with an internship to help apply your learned skills in an actual work setting. Graduates are qualified to seek positions as medical office assistants in physicians' offices, clinics and other health-related facilities.

COURSE NAME	CLASSROOM / LECTURE		SHOP/LAB		WORK- BASED ACTIVITIES		TOTALS	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Core Office Administration Components								
Keyboarding			60	3			60	3
Word Processing			40	2			40	2
Oral & Written Communications			20	1			20	1
Career Development			40	2			40	2
Core Medical Office Components								
Medical Terminology	120	12					120	12
Clinical Procedures	80	8	40	2			120	10
Laboratory Procedures	40	4	80	4			120	8
Pharmacology Medical Math	10	1	10	.5			20	1.5
Medical Professional Billing	40	4	40	2			80	6
Medical Accounting	10	1	10	.5			20	1.5
Electronic Health Records			20	1			20	1
Medical Office Procedures	20	2	20	1			40	3
RMA Exam Review			20	1			20	1
Internship					180	6	180	6
TOTAL	320	32	400	20	180	6	900	58

Admissions Criteria

Student must be a High School graduate or possess a GED (or equivalent)

Graduation Requirements

Students in programs must maintain a cumulative grade point average of 2.0 or higher within the maximum allowable time frame for graduation.

Individual course descriptions begin on the following pages: Medical Office courses - page 20, Office Administration courses - page 22, and Information Technology courses - page 26.

Office Administration Programs

Administrative Specialist (Not Title IV eligible)

720 Contact hours / 44 Quarter Credit hours

Certificate

Program Objective: Instruction includes computer applications for word processing, database, spreadsheet and presentation graphics software. In addition to computer skill development, the student will learn skills to function in today's modern office environment with emphasis on business communications, principles of business, data entry, office machines, office procedures, public relations, filing systems, records management, and report preparation. This program is intended to help individuals prepare for various administrative occupations such as administrative assistant, secretary, receptionist, help desk or end user support.

COURSE NAME	CLASSROOM / LECTURE		SHOP/LAB		WORK- BASED ACTIVITIES		TOTALS	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Core Components								
Introduction to Windows			10	.5			10	.5
Managing Windows			10	.5			10	.5
Keyboarding			80	4			80	4
Customer Service Skills	40	4					40	4
Interpersonal Communication			20	1			20	1
Word Basic			20	1			20	1
Word Intermediate			20	1			20	1
Word Advanced			20	1			20	1
Administrative Assistant Skills	40	4					40	4
Excel Basic			20	1			20	1
Excel Intermediate			20	1			20	1
Excel Advanced			20	1			20	1
Power Point Basic			20	1			20	1
Power Point Advanced			20	1			20	1
Time Management	40	4					40	4
Outlook Basic			20	1			20	1
Outlook Intermediate			20	1			20	1
Outlook Advanced			20	1			20	1
Access Basic			20	1			20	1
Access Intermediate			20	1			20	1
Access Advanced			20	1			20	1
HIPAA Compliance	40	4					40	4
Career Development			20	1			20	1
Electives (Choose an additional 7 credit hours from the following)							140	7
Supporting Windows XP Applications			40	2				
Supporting Windows XP Users			60	3				
Fundamental Accounting Concepts			60	3				
Get Going with QuickBooks			20	1				
Keep Going with QuickBooks			20	1				
Fundamental of Business Law			40	2				
Transcription			40	2				
Basic Medical Terminology			40	2				
Computer Support and Maintenance			120	6				
TOTAL							720	44

Admissions Criteria

Student must be a High School graduate or possess a GED (or equivalent)

Graduation Requirements

Students in programs must maintain a cumulative grade point average of 2.0 or higher within the maximum allowable time frame for graduation.

Information Technology Programs

Network Specialist (Title IV eligible)

550 Contact hours / 27 Quarter Credit hours

Certificate

Program Objective: Offers skills to prepare a student to manage, administer, maintain and troubleshoot a Microsoft Windows network. Courses are designed to prepare students for employment opportunities that may involve network administration, user/client configuration, system and end user support. This program is intended to help individuals prepare for the MCSA (Microsoft Certified Systems Administrator) certification, comprising of A+, Network+, and three MCP (Microsoft Certified Professional) industry credentials. Core components are as follows:

COURSE NAME	CLASSROOM / LECTURE		SHOP/LAB		WORK- BASED ACTIVITIES		TOTALS	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Core Office Administration Components								
Introduction to Windows			10	.5			10	.5
Managing Windows			10	.5			10	.5
Word Basic			20	1			20	1
Access Basic			20	1			20	1
Career Development			20	1			20	1
Core Information Technology Components								
Computer Support and Maintenance			120	6			120	6
Network+			100	5			100	5
Windows XP Install & Configure			100	5			100	5
Windows Server Management			80	4			80	4
Windows Network Management			70	3.5			70	3.5
TOTAL							550	27

Admissions Criteria

Student must be a High School graduate or possess a GED (or equivalent)

Graduation Requirements

Students in programs must maintain a cumulative grade point average of 2.0 or higher within the maximum allowable time frame for graduation.

Individual course descriptions begin on the following pages: Medical Office courses - page 20, Office Administration courses - page 22, and Information Technology courses - page 26.

Network Engineer (Title IV eligible)

850 Contact / 42 Quarter Credit hours

Certificate

Program Objective: Offers skills to prepare a student to manage and analyze client/server administration with a Microsoft Windows network. Courses are designed to prepare students for jobs which may involve: network administrator, network technician, WAN technician and systems analyst. This program is intended to help individuals prepare for the MCSE (Microsoft Certified Systems Engineer) certification including A+ and Network+ industry credentials. Core and elective requirements are as follows:

COURSE NAME	CLASSROOM / LECTURE		SHOP/LAB		WORK- BASED ACTIVITIES		TOTALS	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Core Office Administration Components								
Introduction to Windows			10	.5			10	.5
Managing Windows			10	.5			10	.5
Word Basic			20	1			20	1
Access Basic			20	1			20	1
Career Development			40	2			40	2
Core Information Technology Components								
Computer Support and Maintenance			120	6			120	6
Network+			100	5			100	5
Windows XP Install & Configure			100	5			100	5
Windows Server Management			80	4			80	4
Windows Network Management			70	3.5			70	3.5
Windows Network Planning			80	4			80	4
Windows Active Directory Plan			70	3.5			70	3.5
Windows Designing Security			60	3			60	3
Windows Server Implementing Security			70	3.5			70	3.5
TOTAL							850	42

Admissions Criteria

Student must be a High School graduate or possess a GED (or equivalent)

Graduation Requirements

Students in programs must maintain a cumulative grade point average of 2.0 or higher within the maximum allowable time frame for graduation.

Individual course descriptions begin on the following pages: Medical Office courses - page 20, Office Administration courses - page 22, and Information Technology courses - page 26.

Medical Office Courses of Instruction

Medical Terminology

120 Contact / 12 Quarter Credit Hours:

This course will teach the student the building blocks of all medical terms enabling them to master medical terminology; the body systems, including structures and functions, diagnostic procedures, pathology, and treatment procedures for each body system; and diagnostic and imaging procedures for the body as a whole; medical terms that apply to all body systems as well as disease transmission, Universal Precautions, pharmacology, and mental disorders. This course is broken down into three - 40 contact hour/4 quarter credit hour modules in the Medical Assistant program and two - 60 contact hour/6 quarter credit hour modules in the Medical Office Specialist Program.

Medical Professional Billing

80 Contact / 6 Quarter Credit Hours

This course will introduce students to major nationwide medical insurance programs; provide students with a basic knowledge of national diagnosis and procedure coding systems; simplify the process of filing claim forms. This course may be broken down into two - 40 contact hour/3 quarter credit hour modules.

HIPAA Compliance

40 Contact / 4 Quarter Credit Hours Total:

The Health Insurance Portability and Accountability Act (HIPAA) is about information efficiency, privacy, and security in the U.S. healthcare industry. This course will provide an enhanced understanding of the act and how it affects you.

Medical Coding

80 Contact / 6 Quarter Credit Hours

This course will provide students with the knowledge and skills necessary to understand medical services performed (CPT codes), correlating the diagnosis, symptoms, complaint or condition (ICD-9 codes), thus establishing the medical necessity required for third-party reimbursement. This course may be broken down into two - 40 contact hour/3 quarter credit hour modules.

Medical Accounting

20 Contact / 1.5 Quarter Credit Hours

This course will familiarize the student with computerized account management and help develop the skill necessary to become a successful user of medical account management software. After completion of this course the student should be able to go into any medical office and perform computerized account management duties within a short period of time, even when the software is different from the version you will use in this course.

Medical Office Accounting

40 Contact / 3.5 Quarter Credit Hours

This course will familiarize the student with computerized account management and help develop the skill necessary to become a successful user of medical account management software. This course will teach the student how to input patient information, post patient charges using CPT and ICD-9 codes, generate patient billing, and posting patient payments.

Electronic Health Records

40 Contact / 3 Quarter Credit Hours

This course will help prepare the students for the transition from paper records to electronic records format. The students will be introduced to the features and functions of an outpatient electronic health records program and it will teach hands-on exercises working with the software including the privacy and security of the electronic health record systems in accordance with HIPAA legislation. *NOTE: 20 Contact / 1 Quarter Credit Hours for Medical Assistant*

CCA Prep

40 Contact / 3.5 Quarter Credit Hours

This course will help prepare students to sit for the Certified Coder's Associate exam. Students will polish testing skills by taking mock examinations. The course will provide study tips, coding review, and coding questions that cover a broad range of competencies. Students will practice interpreting documentation and applying clinical knowledge to assign accurate codes. There is an additional fee for the exam, please verify with Admissions

Medical Office Procedures

40 Contact / 3 Quarter Credit Hours

Course teaches the day-to-day operation of a medical office or medical department. Skills include customer service, telephone, insurance verification, receipt of patient payments, authorization of procedures, and information processing and addressing financial obligations of patients.

Clinical Procedures, Administrative and Clinical Competencies

120 Contact / 10 Quarter Credit Hours

This course introduces students to clinical skills. Consideration is given to the fundamentals and equipment used to measure vital signs, determine height/weight, patient preparation/positions, methods of examination, and assisting the physician with routine/specialized examination. Students are introduced to surgical instrumentation and tray set up.

Laboratory Procedures, Administrative and Clinical Competencies

120 Contact / 8 Quarter Credit Hours

This course is designed to teach the student laboratory skills, standard precautions and safety issues mandatory for the protection of the patient and the health practitioners. Consideration is given to the fundamentals of microbiology and urinalysis. Students learn techniques in the collection of bacterial specimens, collection and analysis of urine samples, and streptococci testing. Includes introduction to the proper technique of handling and processing blood, utilizing current OSHA and CLIA guidelines, with emphasis on universal precautions. Additional diagnostic tests include skin tests, cardiology examinations, and vital capacity tests.

Pharmacology Medical Math

20 Contact / 1.5 Quarter Credit Hours

This course provides students with the knowledge and skills required to prepare and dispense oral and parenteral drugs. The student is introduced to principles of pharmacology, including major drug classifications, action, side effects, immunology, and implications for care.

Medical Transcription

40 contact/ 2 Quarter Credit Hours

This course will provide students with the ability to transcribe medical dictation using the correct report format, capitalization, number, punctuation, abbreviation, symbol, and metric measurement rules, along with the content and purpose of the various types of medical reports used in different settings, along with a working knowledge of the correct English and medical terms and abbreviations, the correct spelling and the definition of each and the importance of current reference materials.

Registered Medical Assistant Exam Review

20 Contact / 1 Quarter Credit Hours

This course assists the student in preparing for the Registered Medical Assistant (RMA) certification exams. The course provides general information about studying, test taking and the organization and format of the certification exam. Includes practice tests, and study guides to assess the student acknowledge and skills.

Medical Assistant Internship

180 Contact / 6 Quarter Credit Hours

Prerequisite: Completion of modules one, two, three, and four of the Medical Assistant Program with a G.P.A. of 2.0 or greater

The internship is an opportunity for students in the Medical Assistant program to gain experience in administrative and clinical competencies in a selected physician's office or health care facility. Please note that institutional policies and procedures are in affect during the student's internship. Non-compliance will be factored, in determining overall performance.

Office Administration Courses of Instruction

Introduction to Windows

10 Contact / 1/2 Quarter Credit hours

Course is designed for the student who has no Windows experience. Topics include the Windows environment, the desktop, running both single and multiple programs, cutting, copying, pasting, managing documents and folders.

Managing Windows

10 Contact / 1/2 Quarter Credit hours

Prerequisite: Introduction to Windows or equivalent experience.

Students learn to customize their desktop, start menu and display as well as installing fonts and working with the printer.

Word Processing

Word for Windows - Basic

20 Contact / 1 Quarter Credit hours

Course is designed to teach the student the basic skills necessary to operate Word for Windows. Students learn how to create, edit, save and print a document, about character and paragraph formatting.

Word for Windows - Intermediate

20 Contact / 1 Quarter Credit hours

Prerequisite: Word for Windows Basic or equivalent experience

Students will gain additional knowledge of Word for Windows functions going beyond the basics. Topics include: what tables are and how to use them, graphs, AutoText, an introduction to how to manage documents and format text.

Word for Windows - Advanced

20 Contact / 1 Quarter Credit hours

Prerequisite: Word for Windows Intermediate or equivalent experience

This module covers advanced features of Word. Tasks include using Mail Merge, merging mailing labels and catalogs, sorting table data, and using formulas in tables. Students will also learn how to import Excel worksheets, work with lists and use macros and forms.

Database Management

Access for Windows - Basic

20 Contact / 1 Quarter Credit hours

This course introduces database features with an overview of Access objects. Topics include: creating and modifying a table, managing records in a table, using Queries, creating and using forms and reports.

Access for Windows - Intermediate

20 Contact / 1 Quarter Credit hours

Prerequisite: Access for Windows Basic or equivalent experience

This course covers designing select Queries, enhancing table design, enhancing form design, using Command buttons and using macros with forms, enhanced report design and creating mailing labels.

Access for Windows - Advanced

20 Contact / 1 Quarter Credit hours

Prerequisite: Access for Windows Intermediate or equivalent experience

Advanced course covers table relationships, advanced query techniques, an introduction to Functions, Macro Actions and Events, advanced form and report techniques, using macros in forms and examining SQL statements.

Spreadsheet Applications

Excel for Windows - Basic

20 Contact / 1 Quarter Credit hours

Students learn the basics of the Excel application. Topics include: overview, how to create a worksheet, working with ranges, functions, moving and copying data, formatting and printing.

Excel for Windows - Intermediate

20 Contact / 1 Quarter Credit hours

Prerequisite: Excel for Windows Basic or equivalent experience

Course goes beyond the basic functions. Learn how to create, modify and format charts, how to use graphic objects, AutoFormat and AutoFilter and how to sort data.

Excel for Windows - Advanced

20 Contact / 1 Quarter Credit hours

Prerequisite: Excel for Windows Intermediate or equivalent experience

This advanced functions course teaches how to customize their work area, the use of advanced formula constructions, troubleshooting, working with multiple file linking and how to create and use Pivot Tables.

Excel for Windows - Expert

40 Contact / 2 Quarter Credit hours

Prerequisite: Excel for Windows Advanced or equivalent experience

This course goes beyond the advanced level and is designed for students who want to create and use styles, templates, reports, create advanced charts, work with pivot tables, and macros.

Presentation Graphics

PowerPoint for Windows - Basic

20 Contact / 1 Quarter Credit hours

Course introduces students to presentation capabilities: the basics in slide creation, using the drawing tool and clip art files, organizing charts and graphs, using templates and the Slide master and how to operate a slide presentation.

PowerPoint for Windows - Advanced

20 Contact / 1 Quarter Credit hours

Prerequisite: PowerPoint for Windows Basic or equivalent experience

Course covers presentation guidelines, creating a custom template, working within other applications and linking objects to PowerPoint.

Information Management

Outlook for Windows - Basic

20 Contact / 1 Quarter Credit hours

This course teaches students to schedule with the calendar, use the Outlook Messaging, manage contacts and work with tasks.

Outlook for Windows - Intermediate

20 Contact / 1 Quarter Credit hours

Prerequisite: Outlook for Windows Basic or equivalent experience

This course teaches common utilities within Outlook and will enable the student to become proficient in using Outlook. The course covers the advanced skills of scheduling meetings, tasks, and working with Outlook journal and notes.

Outlook for Windows - Advanced

20 Contact / 1 Quarter Credit hours

Prerequisite: Outlook for Windows Basic or equivalent experience

Students taking this course learn the advanced skills. They will learn topics such as formatting messages and inserting message components, customize the information viewer and outlook bar.

Time Management

40 Clock / 4 Quarter Credit hours

This course helps students understand time management by helping them determine how they currently spend time, offering ways for them to spend time more efficiently. This course focuses on the Pareto principle and how it affects the use of time on a daily basis. This course focuses on planning, scheduling, and concentration skills. The program also covers handling interruptions, keeping meetings productive, and organizing paperwork, identifying and overcoming personal time wasters.

Communication Skills

Customer Service and Communication Skills

40 Contact / 4 Quarter Credit hours

This course is for people who are responsible for providing customer service. Communicate a message effectively by identifying the receiver, choosing a proper channel, responding to feedback, and overcome a variety of common forms of interference. Develop the skills to be a critical listener and how to respond appropriately to speakers. Project a positive image on the telephone, properly address callers, and establish good rapport. Identify the challenges of a call center and the guidelines to follow in order to provide excellent service. Learn to manage incoming and outgoing information. Identify and manage stress.

Interpersonal Communication

20 Contact / 1 Quarter Credit Hour

This course will help develop the skills needed to communicate a message effectively by identifying the receiver, choosing a proper channel, and responding to feedback. Students will also learn how to overcome a variety of common forms of interference as well as how to develop the skills needed to be a critical listener and respond appropriately to the speakers. Students will be provided with opportunities to incorporate positive personal attributes into telephone interactions, employ strategies to control a conversation, and effectively handle situations with difficult callers.

Career Development

40 Contact / 2 Quarter Credit hours

In this course the student will learn methods and procedures utilized in a successful job search. Learn how to interpret classified recruitment advertisements, complete an employment application, develop resume, cover letters, interviewing techniques, networking leads, and interview follow up.

NOTE: 20 contact / 1 Quarter Credits for Network Specialist & Administrative Specialist Program

Administrative Assistant Skills

40 Clock / 4 Quarter Credit hours

In this course, students will learn how to handle mail, telephone skills, file information, and use office equipment. How to communicate effectively, be a team player, and encourage cooperation when you do not have formal authority over others is also covered. Students will also learn how to make office politics a positive tool, build strong business relationships, and work effectively with their supervisor.

Oral and Written Communications

20 Contact / 1 Quarter Credit hours

This course will provide learners with the tools necessary to learn about the changing role of the administrative support professional, the professional practices common to business offices, time-management skills, etiquette in the workplace, telephone communication and business communication, manage records, learn strategic guidelines for managing your career. Computer Accounting Applications

Fundamental Accounting Concepts

60 Contact / 3 Quarter Credit hours

This component teaches the fundamental accounting principles and how they apply to the financial cycle of business. Students learn how to use universal accounting tools – such as the general ledger.

Get Going with QuickBooks for Windows

20 Contact / 1 Quarter Credit hours

This course is designed to provide students with an introduction to QuickBooks accounting features. Student will be able to set up a business as a QuickBooks company, create a chart of accounts, set up and manage inventory, pay bills and make deposits.

Keep Going with QuickBooks for Windows

20 Contact / 1 Quarter Credit hours

After completing Keep Going with QuickBooks, users are able to customize forms; use asset and liability accounts; create reports and graphs; track and pay sales tax; manage payroll; create estimates; track time, and cost jobs correspondence.

Keyboarding**Keyboarding - Parts I through XVIII**

10 Contact / ½ Quarter Credit hours each part

This sequence is structured to meet the needs of students who want to learn to type or improve their keyboarding skills. It is offered in nine individual 10-hour parts and is designed to develop efficient keyboarding techniques as well as speed and accuracy. (*Refer to program description for total hours required per program*)

Fundamental of Business Law

40 Contact / 2 Quarter Credit hours

This course will provide learners with the tools necessary to explore the fundamental concepts of business law, the relationship between business ethics and law, the basis and structure of the U.S. legal system and relevant areas of business regulation, the legal requirements for contracts and their different legal classifications, strategies for making an offer successfully negotiating, and designing contracts that protect the rights of the organization, customer, and other interested parties, the legal implications of breach of contract, explore the essentials of intellectual property and proprietary rights, current copyright, trademark, patent, and trade secret laws and methods for minimizing legal liabilities.

Basic Medical Terminology

40 Contact / 2 Quarter Credit hours

This course introduces the medical terminology, spelling and definitions that are needed to be successful in a health-related career. Exercises focus on learning prefixes, suffixes, root words, and combining forms. Students will learn medical abbreviations, acronyms, and medical symbols in order to achieve fluency with terminology used in a medical office environment.

Information Technology Courses of Instruction

Support Windows XP Applications

40 Clock / 2 Quarter Credit hours

This course provides the practical skills needed to support and troubleshoot applications running in a Windows XP environment, both Home and Professional. The course cover the skills measured in Microsoft certification exam 70-272, a core requirement for the Microsoft Certified Desktop Support Technician (MCDST) certification.

Support Windows XP Users

60 Clock / 3 Quarter Credit hours

This course provides learners the practical skills needed to support users and help them troubleshoot the Windows XP environment, both Home and Professional. This covers the skills measured in Microsoft certification exam 70-271, a core requirement for the Microsoft Certified Desktop Support Technician (MCDST) certification.

Computer Support and Maintenance

120 Contact / 6 Quarter Credit hours

Students learn how to install, configure, remove, troubleshoot personal computer components. Troubleshoot problems with laptops, peripherals and networks connection. Student will also learn to recognize the fundamental of operating system technologies and basic procedures in installing and upgrading operating systems. Including learning the safety and environmental guidelines. The course will explore such components as motherboards, power supplies, storage devices, central processing units, adapter cards and troubleshoot various computer components.

Module I Essentials: 70 Contact / 3.5 Quarter Credit hours

Module II Practical Application: 50 Contact / 2.5 Quarter Credit hours

Network+

100 Contact / 5 Quarter Credit hours

This course is intended to help candidates prepare for the Network+ Certification. The Network+ certification is a testing program sponsored by the Computing Technology Industry Association (CompTIA) that certifies the knowledge of network technicians with 18-24 months experience in the IT industry. The exam for Network+ covers a wide range of vendor and product-neutral networking

technologies. This course will introduce students to the concepts associated with computer networks.

Windows Server Implementing Security

70 Contact / 3.5 Quarter Credit hours

This course provides functional skills in planning and implementing infrastructure security in a MS Server environment. This course introduces the concepts related to implementing and managing IPSec, and Implementing wireless security. Students will learn to configure and manage SSL certificates and will also be introduced to the concept of the concepts of securing remote access. This course also introduces the various authentication strategies. This includes planning, configuring, and troubleshooting PKI.

Windows XP Professional Installation & Configuration

100 Contact / 5 Quarter Credit hours

This course will teach students how to provide support for Windows XP Professional desktops or provide support for the Windows.NET family of products. Students will learn how to implement and support the deployment of Microsoft Windows XP Professional in a variety of stand-alone and network operating system environments.

Windows Server - Server Management

80 Contact / 4 Quarter Credit hours

This course teaches students how to manage users, computers, and groups in a Windows Server 2003 networked environment and also how to manage access to files and folders. This course describes remote server administration and also how to manage a Web server. It also teaches how to manage physical and logical devices and data storage. Students will learn about maintaining software by using Software Update Services. Server Performance monitoring is introduced, including creating performance baselines and monitoring the four primary server subsystems. Finally, this course provides information about methods of disaster recovery.

Windows Server - Network Management

70 Contact / 3.5 Quarter Credit hours

This course provides in-depth coverage in the areas of routing configuration, DHCP overview and configuration, and the management and monitoring of DHCP. Students will learn about DNS name resolution, zone transfer, and management, and NetBIOS name resolution using WINS. Additionally, the course covers the areas of IPSec security and certificates, network access connections and their management, and the management of user access and IAS.

Windows Server - Network Planning

80 Contact / 4 Quarter Credit hours

This course covers three areas - TCP/IP configuration, Routing planning and troubleshooting, and DHCP management and troubleshooting. The student will learn about DNS - including servers, namespaces, zones, and DNS/WINS integration. Comprehensive coverage is given to the areas of optimizing and troubleshooting DNS and WINS. Additionally, IPSec, Network access - connection methods, policy, authentication, strategy, and troubleshooting -, and troubleshooting remote access are covered. The course allows students to participate in parts of the decision-making process of planning a network infrastructure. Students will learn about security implementation, security strategy, managing server availability, managing disaster recover, monitoring performance, and the general principles of planning network infrastructure.

Windows Server - Active Directory Planning

70 Contact / 3.5 Quarter Credit hours

This course introduces the Active Directory infrastructure, forest and domain structure, and the concepts and skills necessary to implement an organizational unit structure. This course also covers implementing user, group, and computer accounts. Implementing sites to manage replication is also taught. Additionally, this course teaches about the placement of domain controllers and managing operations masters in Active Directory.

Windows Server - Security Design

60 Contact / 3 Quarter Credit hours

The course covers designing a secure network infrastructure. Topics include assembling the design team, modeling threats, and analyzing security risks in order to meet business requirements for securing computers in a networked environment. The areas covered are the conceptual, logical, and physical designs for network infrastructure security, data access control strategies, and physical design for client infrastructure security.

SQL Server Database Design

70 Contact / 3.5 Quarter Credit hours

This course is designed for IT professionals responsible for implementing a database solution with SQL Server. This course will teach participants how to: Retrieve and modify data using advanced query techniques, generate summary value and summary data as well as generate control break using aggregate functions and to set up distributed environment.

SQL Server Administration

70 Contact / 3.5 Quarter Credit hours

This course will provide students with the knowledge to install and configure SQL Server. Students will learn to manage data storage, users and groups, data transfers, schedule tasks and process alerts. Replication, troubleshooting, monitoring and tuning SQL Server performance is also covered.

Admissions Notes

Certification Definitions

CompTIA Technical Certifications

CompTIA, the Computing Technology Industry Association, was founded in 1982. CompTIA verifies information technology professionals with its widely adopted and vendor-neutral certification programs. Certification provides credibility, recognition of achievement, and quality assurance. (Source www.comptia.org)

A+

A+ Certification provides an industry-wide standard of determining the competence of computer service technicians. This certification demonstrates proof of professional achievement for computer service technicians

Network+

Network+ certification provides an industry-wide standard of determining the competence of network professionals. This certification demonstrates proof of professional achievement for professionals supporting Local Area Networks and the Internet.

Microsoft Technical Certifications

Microsoft certification is an objective way for businesses to identify individuals who have the technical abilities to help them compete in their industry and move forward with the most advanced Microsoft technology. Certification provides professionals with a credential that acknowledges their skills with Microsoft products. (Source www.microsoft.com.)

MCP (Microsoft Certified Professional)

MCP candidates are required to pass one current Microsoft certification exam that provides a valid and reliable measure of technical proficiency and expertise (a current exam is any that has not been retired). MCP exams are developed with the input of professionals in the industry and reflect how Microsoft products are used in organizations throughout the world

MCSA (Microsoft Certified System Administration)

The Microsoft Certified Systems Administrator (MCSA) credential proves that you have the skills to successfully implement, manage, and troubleshoot the ongoing needs of Microsoft Windows® based operating environments. MCSA candidates are required to pass three core and one elective Microsoft certification exams. Additional exams may be required for MCSA specializations.

MCSE (Microsoft Certified Systems Engineer)

The Microsoft Certified Systems Engineer credential is the premier certification for professionals who analyze the business requirements and design and implement the infrastructure for business solutions based on the Windows® 2000 platform and Microsoft server software. Implementation responsibilities include installing, configuring, and troubleshooting network systems.

Medical Certifications

CCA (Certified Coding Associate) is an entry-level credential that exhibits a level of commitment, competency, and professional capability. This credential demonstrates commitment to the coding profession. The CCA will identify from non-credential coders and those holding credentials from other organizations less demanding of the higher level of expertise to earn AHIMA certification.

RMA (Registered Medical Assistant) through the AMT(American Medical Technologist) is a nationally and internationally recognized certification that is transportable throughout the US. The RMA establishes and maintains the highest standards, traditions and principles of the practices that constitute the profession of the Registry.

FACULTY and STAFF

Volume 1, Edition 46

March, 2010

Main Campus:

235A East Center Drive
Alton, IL 62002
618/474-0616

Classroom Extension:

141 Market Place, Suite #180
Fairview Heights, IL 62208
618/398-2252

Faculty and Staff:

The following list includes the administrative and faculty at the time of publication.

Executive and Administrative Staff:

Fred Albrecht	Director
Trish Gerlitz	Admissions
Brian Bagby	Financial Aid
Janis Pruitt	Financial Aid
Beth Schnaak	Student Services
Loretta Wagner	Career Services
Anne Bauman	Career Services
Heather Albrecht	Receptionist

Part-time Faculty:

Annette Baker, RN, AAS Nursing (LCCC)
Alan Carpenter, A+, Network+ (CompTIA), ADEPT
Pamela McAfee, RN, AAS Nursing (LCCC)
Jeannie Adams, Certificate Medical Office
Janis Pruitt, CNA (LCCC), EKG Technician, Phlebotomist
Beth Schnaak, A+, (CompTIA) AAS (Robert Morris College)
Tina Wilderman, CMRS (AMBA)

Full-time Faculty:

Ella Carter, CMA, AAS, Medical Assistant, (Blair Junior College)

Hours of Operation:

Administrative Offices:

Monday through Friday 9:00 a.m. to 5:00 p.m.

Alton Training Center:

Mon., Tues., Wed., Thurs. 8:30 a.m. to 9:30 p.m.

Fairview Heights Training Center:

Mon., Tues., Wed., Thurs. 8:30 a.m. to 9:30 p.m.

(Hours Subject to Change)

CALC, *Institute of Technology*

Tuition List

Volume 1, Edition 46

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REGISTRATION FEE

For graduates having paid a one-time Registration Fee of \$100.00, then Registration is not applicable to re-enrollment.

SPECIALIZED PROGRAMS

Administrative Specialist (720 Contact/44 Quarter Credit hours)

Tuition	\$9,180.00
Registration	\$ 100.00
Total	\$9,280.00

Network Specialist (550 Contact/27 Quarter Credit hours)

Tuition	\$8,525.00
Registration	\$ 100.00
Total	\$8,625.00

Network Engineer (850 Contact/42 Quarter Credit hours)

Tuition	\$11,900.00
Registration	\$ 100.00
Total	\$12,000.00

Medical Office Specialist (580 Contact/44 Quarter Credit hours)

Tuition	\$7,975.00
Registration	\$ 100.00
Total	\$8,075.00 *

Medical Assistant (900 Contact/58 Quarter Credit Hours)

Tuition	\$ 10,530.00
Registration	\$ 100.00
Total	\$10,630.00 *

INDIVIDUAL MEDICAL OFFICE COURSES*

\$185.00 per quarter credit

INDIVIDUAL OFFICE ADMINISTRATION COURSES

\$210.00 per quarter credit

INDIVIDUAL INFORMATION TECHNOLOGY COURSES

\$300.00 per quarter credit

CLOCK/QUARTER CREDIT HOUR CONVERSION

Lab Based Courses: 20 clock hours = 1 quarter credit hour

Lecture Based Courses: 10 clock hours = 1 quarter credit hour

Internship: 30 clock hours = 1 quarter credit hour

- Indicates tuition does not include books, lab supplies, materials, uniforms, and certification exam fees. Please refer to catalog addendum

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A New Way to Deliver What Employers Want
A Path To Career Success**

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Computer Networking
Help Desk
PC Support
Medical Assistant
Medical Billing/Coding**

CALC, *Institute of Technology* is an educational career institution. Our mission is to provide innovative training programs that develop skilled professionals, empowering them to achieve rewarding careers.

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Alton, IL 62002
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