The Stride Center

2017 Course Catalog

2017

THE
STRIDE
CENTER
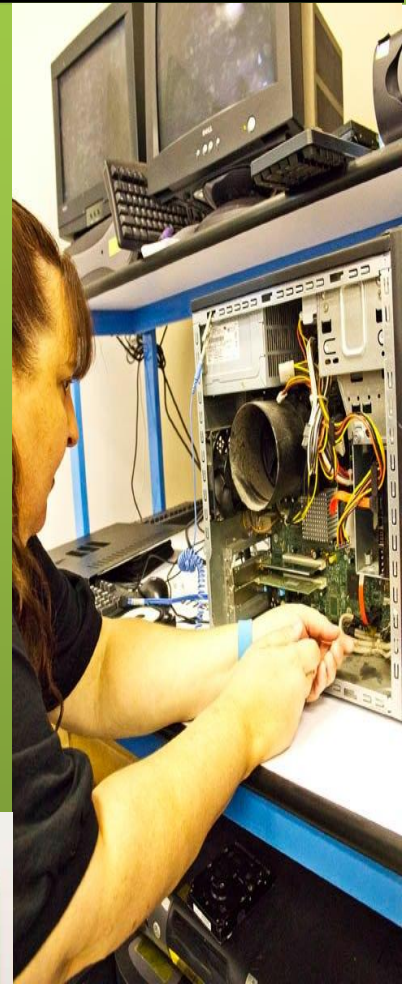
HARNESSING TECHNOLOGY & CHANGING LIVES

1212 Broadway Suite 400 Oakland California. 94612
EFFECTIVE DATE: JANUARY 1, 2017 to December 31, 2017

1212 Broadway Street, Suite 400
Oakland, CA 94612
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www.stridecenter.org

Information Communication Technology (ICT) Career Workforce Training and Job Placement Assistance

RESERVATIONS OF RIGHTS The catalog of the Stride Center is published for the purpose of providing students, applicants and the general public with information about the educational programs, policies and procedures of the Stride Center. The Stride Center reserves the right to make changes in the regulations, rules and policies set forth in this catalog; the catalog is not to be regarded as a contract. When any or such changes are made, The Stride Center will make every effort to communicate those changes with reasonable notice to interested parties. Please note that students are responsible for understanding and complying with all policies and procedures contained in this catalog, and in other publications that the school may distribute from time to time.

Contents

Thank you for considering The Stride Center for your technical and career training needs.

The Stride Center's vision is that all men and women in our community, regardless of barriers to success will achieve economic self-sufficiency through prosperous, vibrant, meaningful careers. As an innovative social enterprise our mission is to empower men and women facing barriers to employment to achieve economic self-sufficiency. We provide a comprehensive career development program that includes job skills training, credentials, career coaching, work experience and job placement assistance.

The Stride Center's vision and mission highlights our focus on creating social and economic self-sufficiency through a sustainable career. We are organized to provide the life skills and professional training along with education in the technology field that is critical to social progress and individual success.

The Stride Center provides training in the growing and important field of Information and Communication Technology. As a student you have options when it comes to where you will receive your training. If you are looking for the quickest way to get certified in the most sought after areas of technology with the least amount of money coming out of your pocket, then The Stride Center program is for you. As a Stride Center student you will receive your training in a supportive environment with a strong success rate as well as the professional job/life skills employers seek.

Employers list professional and life skills right alongside technical skills as requirements when they are hiring. The Stride Center knows this and prepares you accordingly. You will receive top notch technical training, but you will also be fully trained in the softer professional skills that are needed to land your first job, achieve financial rewards in the workplace and build a successful career that will last a lifetime.

The Stride Center students are part of The Stride Center Family, a family that includes graduates, staff, instructors and financial donors who support, encourage and mentor one another on a daily basis celebrating together during times of success and helping one another during times of need.

Our support of your job ambitions doesn't end the day you graduate or even after we've helped you secure your first job. We are confident about the ability and integrity of our students and we know each one personally. That's why we offer graduates lifetime job placement assistance using our extensive network of employer contacts to work on your behalf. The Stride Center is like a big happy family, each helping the other to succeed; except this is a family you choose to join and want to remain connected to.

The Stride Center

The Stride Center is a nonprofit social venture working to empower economic self-sufficiency for individuals and communities in the San Francisco Bay Area. We are harnessing the power of technology and the digital economy to help men, women and families on the road to self-sufficiency and independence.

Vision

All men and women in our community, regardless of barriers to success will achieve economic self-sufficiency through prosperous, vibrant, meaningful careers.

Mission

As an innovative social enterprise, The Stride Center's mission is to empower men and women facing barriers to employment to achieve economic self-sufficiency. We provide a comprehensive career development program that includes job skills training, credentials, career coaching, work experience, and job placement assistance.

Theory of Change

The Stride Center surrounds students with a comprehensive array of curriculum and resources, ensuring that graduates can compete in the job market and are successful and thriving in their new career.

Social Impact - Addressing Poverty

"There is no social program in this country that is as important as a good job that pays well, that gives someone an opportunity to go to work, have some security, have benefits, and take care of their family and have a good life. "

Senator Byron Dorgan.

Social Impact

At the Stride Center we know that to achieve our mission, our social impact must be a lasting one. We empower our students with credentials, skills, behaviors, perspectives, professional networks and confidence which will have a lasting impact not only on them but their families, their friends and their communities.

Welcome from the Stride Center's Executive Director
Barrie Hathaway

The ripple effect of a single person moving from a menial job to earning industry-recognized certifications in IT, and successfully building a professional career based on that training, is almost incalculable.

Nearly 60 percent of graduates of The Stride Center's core A+ program find jobs upon graduation. 74% of A+ graduates who go on to earn one or more advanced certifications find jobs and for those graduates who also gain work experience through our social venture internship position, they are 87% likely to find work. Our graduates start out earning an average of $16 per hour in entry-level positions and advance to earning $20-40 per hour, changing their lives and leading by example.

Families are seeing their sons and daughters, mothers and fathers achieving something they never thought possible. Children are learning what it means to have a career, and the importance of education in making that happen. The entire trajectory of families and communities are changed. Students also begin giving back to their communities even as they study; volunteering 20 hours of community time for every class they take.

An investment in The Stride Center also has a return benefit for the larger community: employable IT professionals, competitive talent pool, financial dividends, active community participants, scalable social venture model, and highly specialized training product with direct results.

"When a student comes to The Stride Center and does well, it's like planting a sapling tree in a blighted place. Our program provides water and sunshine, and they get jobs and they take root. Around that tree grows flowers and more trees, and pretty soon you have an oasis in a former wasteland. If you can get a few oases going, eventually, these communities are going to lift up."

Campus Locations

BROADWAY CAMPUS
MAIN BRANCH
1212 Broadway Street, Suite 400
Oakland, CA 94612
Tel: 510-234-1300
Fax: 510-234-1330

SAN PABLO CAMPUS
SATELLITE LOCATION
2300 El Portal Drive Suite C
San Pablo, CA 94806
Tel: 510 234-1300
Fax: 510-234-1330

SAN JOSE CAMPUS
SATELLITE LOCATION
1080 N. 7th Street
San Jose, Ca 95112
Tel: 510 234-1300
Fax: 510-234-1330

SAN JOSE CAMPUS
SATELLITE LOCATION
3000 Mission College Blvd
Santa Clara, CA 95054
Tel: 510-234-1300
Fax: 510-234-1330

Website

www.stridecenter.org

Required Bureau for Private Postsecondary Education Disclosures

Catalog Update (5 CCR 71810(a)) this institution, pursuant to section 94909 of the Ed Code, annually updates this catalog. Annual updates may be made by the use of supplements or inserts accompanying this catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying this catalog.

The institution's main office is located at 1212 Broadway suite 400. Oakland, California. 94612

Tel: (510) 234-1300; Toll Free: (866) 714-9692;   www.stridecenter.org

The Stride Center is incorporated in the state of California as a private proprietary corporation under the laws and regulations of the State of California 69608096

This is a private non-profit 501 (c)(3) institution approved to operate by the Bureau for Private Postsecondary Education.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capital Oaks, Suite 400 Sacramento, CA 95833, www.bppe.ca.gov, toll free telephone number (888) 370-7589 or by fax (916) 263-1897.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web www.bppe.ca.gov

Student's Right To Cancel

(Ed. Code §94909(a)(8)(B))

1. A Student has the right to cancel their agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the fourteenth calendar day after enrollment, whichever is later. After the end of the cancellation period, a Student also has the right to stop school at any time; and has the right to receive a pro-rated refund if the student has completed 60 percent or less of the scheduled days in the current payment period in their program through the last day of attendance.

2. Cancellation may occur the first 2 calendar weeks when the Student provides a **mandatory** written notice of cancellation at the following address: **The Stride Center, 1212 Broadway Suite #400, Oakland, CA 94612**. This can be done by mail or by hand delivery.

3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.

4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the Student no longer wishes to be bound by the Enrollment Agreement.

Refund Policy

If the Enrollment Agreement is cancelled the school will refund the Student any money he/she paid, less a registration/administration fee not to exceed $100.00, and less any deduction for equipment or books not returned in good condition, within 10 days after the notice of cancellation is received.

In the event of a withdrawal, termination or leave of absence, tuition refunds for the current session are according to the following table:

Any applicant may cancel enrollment prior to starting class by giving written notice to the school. If cancellation occurs prior to the beginning of the class start date, the entire tuition amount will be refunded.

CompTIA A+ Certification Coding 99		CompTIA Network Plus Certification CompTIA Security Plus Certification		CCNA Exploration	
Hours of Instruction	Refund Amount	Hours of Instruction	Refund Amount	Hours of Instruction	Refund Amount
30	$3595.00	18	$2695.00	14	$7195.00
60	$2996.00	36	$2246.00	28	$5996.00
90	$2397.00	54	$1797.00	42	$4797.00
120	$1598.00	72	$1198.00	56	$3198.00
150	$1198.00	90	$898.00	70	$2398.00
198	$0.00	99	0.00	96	$0.00
231	$0.00				
264	$0.00				
297	$0.00				
330	$0.00				

Withdrawal from the Program

A Student may withdraw from the school at any time after the cancellation period (described above) and receive a pro-rata refund if the Student has completed 60 percent or less of the scheduled days in their "Enrollment Period". **Enrollment Period** *is defined as the time period encompassed by "Program Start Date" through the "Program End Date" as they appear on the first page of the Student's Enrollment Agreement.* Any refund will be less a registration/administration fee not to exceed $100.00, less any deduction for equipment or books not returned in good condition, and less present Non-Program tuition for all classes started or completed. Any Refund will be paid to the Student (or third party payer) within 45 days of withdrawal. If the Student has completed more than 60% of their Enrollment Period all tuitions considered earned and the Student will receive no refund.

For the purpose of determining a refund under this section, a Student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The Student notifies the institution of the Student's withdrawal or as of the date of the Student's withdrawal, whichever is later.

- The institution terminates the Student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences and/or tardiness in excess of maximum set forth by the institution.

- The Student has failed to attend class after 3 days of unexcused absences. Students are expected to attend classes punctually unless extenuating circumstances exist (e.g. Verified cases of accidents, illness, or other circumstances beyond the control of the student).

- The Student fails to return from a leave of absence by the next planned course session.

If The Stride Center has received tuition funding via a 3rd party Funder, the Funder is entitled to a refund of moneys of up to 60% of the total tuition cost. If the student withdraws in the first two weeks of the course all tuition is refundable less a $100.00 administrative fee.

BPPE Bureau for Private Postsecondary Education

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http://www.bppe.ca.gov/forms_pubs/complaint.pdf

BPPE Bureau for Private Postsecondary Education:

http://www.bppe.ca.gov

The Stride center is ETPL approved and supported by CDBG.

ETPL State of California's Eligible Training Provider List:

http://etpl.edd.ca.gov/WiaEtplInd.htm

CDBG Community Development Block Grant Program:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs/stateadmin

Program Introduction

The Stride Center's entire focus is on preparing students for careers in information technology. There are four critical components to the comprehensive workforce development program at The Stride Center:

1. Education & Credentials: At the core of The Stride Center's workforce development program, is our training component. Students will acquire high quality technical skills; industry recognized certifications, and a host of professional, life and career development skills essential for job seekers in today's competitive workforce environment. At present, The Stride Center offers certification training in:

- CompTIA A+ Certification 901-902
- CompTIA Network + (CompTIA Network Certification) N10-006
- CompTIA Security+ Certification-SY0-401
- CCNA Exploration ICND1, ICND2
- Coding 99

 2. Experience: The second component of our workforce development program involves creating opportunities for work experience. We have found that the highest quality training is made exponentially more effective when combined with the opportunity to actually perform the work.

4. Course **Delivery Method:** All Stride Center courses are technologically enhanced, providing 24/7 online access to educational resources through Moodle (Modular Object-Oriented Dynamic Learning Environment).

5. Placement: All our students receive one on one job placement assistance. In keeping with our self-sufficiency model, The Stride Center teaches our students to manage their own careers and find their own jobs on the open job market. Our employment services department works with each student to develop clear career goals and job attainment strategies. In addition to working with our students to search for jobs matching their skills, The Stride Center has employment relationships with numerous Bay Area companies, which we leverage to secure excellent jobs for our graduates. We currently have formal "hiring partner" relationships with six local and national corporations in including Wells Fargo Bank, Sybase Corp and CBX Technologies.

"Graduates of the Stride Center ICT job training program receive the following placements services: Resume writing instruction, interviewing skills and practice clinics, social media marketing training (which includes how to use LinkedIn, Facebook, Twitter, and other online sources/communities to conduct job search, build a career, and join the ICT community), job search tools, professional clothing, focused career building workshops post-graduation, mock interview events, monthly coaching sessions on professional development components, and lifetime job placement support.

Staff and Faculty Qualifications

The Stride Center's instructors and staff are uniquely qualified to provide the robust and comprehensive training and supportive services we promise. Our faculty members are certified in the courses they teach and are dedicated to helping our students meet their personal and professional goals in the information technology field.

Barrie Hathaway – Executive Director
Barrie is a former supply chain management executive in the high technology sector working at fortune 500 companies including Sun Microsystems, Bay Networks and Marconi Communications. In 2010, he was recognized as National Social Enterprise Leader of the Year, by the Social Enterprise Alliance and in 2012 received the Jefferson Award for nonprofit leadership. He is the president of the board of directors for Care Through Touch Institute and an appointed member of the Richmond Workforce Development Board. Barrie is a past fellow of the LeaderSpring Executive Fellows program and an alumnus of the University of San Francisco where he completed a B.S. in Organizational Development and a Master of Nonprofit Administration.

Steve Hunt-Deputy Executive Director

Ruth Baron-Operations Administrator\Development Associate

Bruce Weaver – Chief Academic Officer
Bruce began his career as an intern during high school and has 20 years I.T. experience in the field. He progressed from PC Service Center Technician to Service Manager in Sacramento before expanding his horizons. He was recruited to assist in designing and managing the manufacturing processes for a Michigan-based PC manufacturer. He stayed on to supervise the training of new technicians. After the plant closure his professional network enabled him to be recruited to teach computer courses for the United Auto Workers Union. Bruce holds ICT industry certifications with CompTIA A+, CompTIA Network + and CompTIA Security Plus and recently has obtained his Cisco CCNA certification.

Deana Lawrence – A+ Certification Course, Coding 99 Web Development
Deana earned a BA in Information Technology from the University of South Florida. She worked as a tutor for more than 17 years. She has worked many different areas of computing including Web-design and computer repair. She has owned and operated a computer repair business for over a decade that specialized in rebuilds, updates and migration services. Deana holds the following certifications: Comp TIA A+, CIW v5 Professional & Associate, CIW v5 Site Designer and Comp TIA Project+ Management Certified Professional, Windows 7 MCP 70-680 certification and is currently pursuing a degree in IT management.

Dennis Edwards - A+ Certification Course
Dennis Edwards has been an instructor with The Stride Center since 2017.
Dennis is a Navy Veteran, during his service he has worked with various IT projects and maintenance. He has more than 3 years teaching experience in the IT field and has his CompTIA A+ Certification.

Thomas Lam – A+ Instructor

Thomas Lam started with The Stride Center in 2017. Before, that Thomas has earned a B.A. in English. Thomas has obtained over 3 years experience working in the I.T. Field at Northwestern Polytechnic University, ARC Document Solutions and Google, Thomas carries the following certifications: CompTIA A+ Certification, Microsoft Certified Solutions Associate (MCSA), Microsoft Certified Profession, (MCP), VMware Certified Associate.

Rachelle Forbes – Training Department Administrator

Rachelle Forbes has been employed with The Stride Center since 2005. Rachelle had worked in the travel industry for over ten years which created the transition the transition to obtain skills towards an Office Administrator position. She enrolled as a student in March 2004, and has taken many classes that The Stride Center has to offer, as well as received several industry standard certifications: Microsoft Office Specialist Word 2003 and Excel 2003, A+ and MCDST. In 2005 Rachelle joined The Stride Center as the Office Manager. Rachelle earned her Bachelor of Arts Degree in Speech and Communications from San Francisco State University.

Marcela Trujano –Enrollment Manager

Jannette Estrada-Enrollment Associate

Patricia Ahazie-Director of Finance

Willie Lockett-Contact Center Manager

Willie brings to The Stride Center over 20 years of Information Technology Service Delivery in the corporate arena, as well as significant experience in the community service sector. In addition to working as a project manager for Kaiser Permanente, Willie managed the Project Management team for the Federal Reserve Bank's Call Center, where he managed project activity that covered a five-state region. His help desk management and network administration experience provide insight to students seeking careers in IT. Willie has always enjoyed community involvement, and has served on the Board of Directors for several community-based IT organizations. His experience includes serving as the professional development chairman for Black Data Processing Associates, project manager for the Martin Luther King Elementary School campus-wiring and technology roll-out, as well as instructor for IT summer camps. Willie earned his B.S. in Information Technology Management at the University of San Francisco. Willie currently directs the Stride Center's newly launched Contact Center.
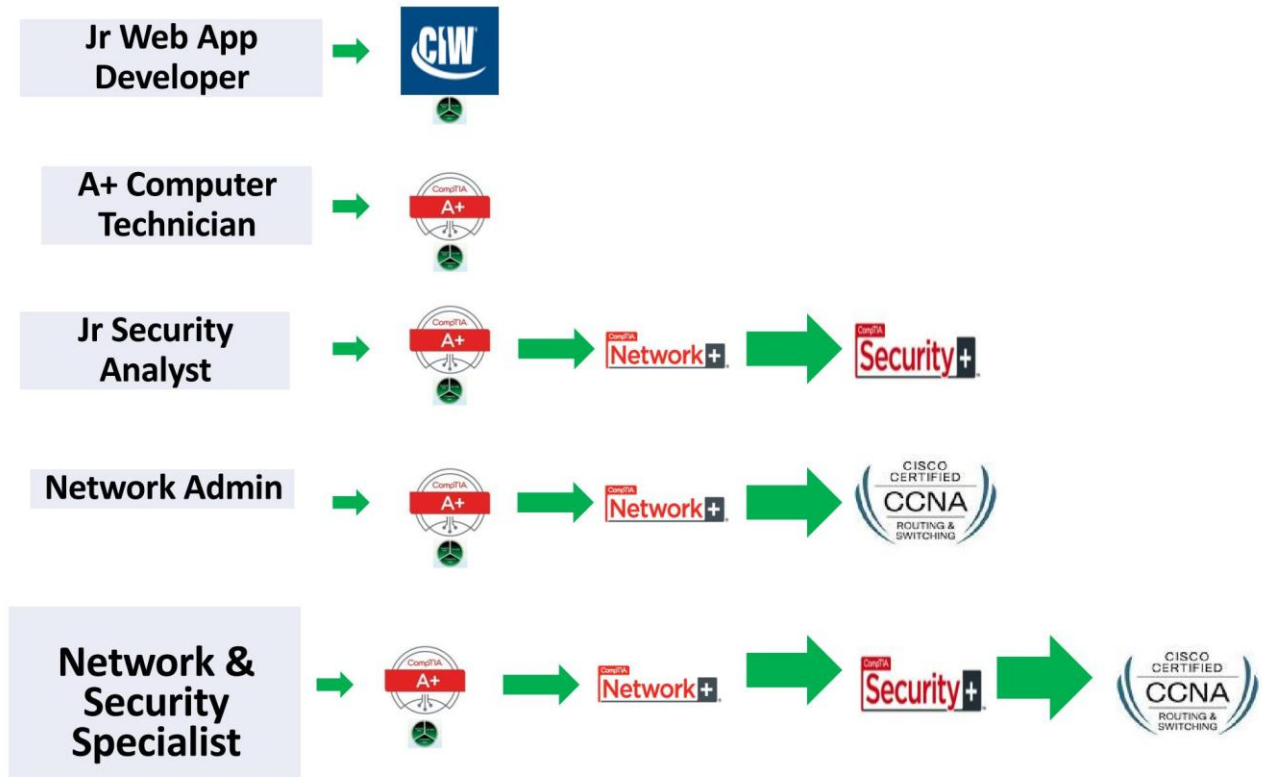
Karen Lincoln-Employment Services Manager

LaSonja Hill – Employment Services Representative

LaToya Keller – Employment Services Representative

Career Tracks 2016

The Stride Center Program Schedule 2017

Spring 2017						
Course Name	**Start Date**	**End Date**	**Days**	**Times**	**Weeks**	**Campus**
CompTIA A+ Certification	01-23-2017	06-23-2017	M-F	9:00AM – 12:00PM	22	Oakland
CompTIA A+ Certification	01-23-2017	06-23-2017	M-F	6:00PM – 9:00PM	22	Oakland
CompTIA A+ Certification	01-23-2017	06-23-2017	M-F	6:00PM – 9:00PM	22	San Pablo
CompTIA A+ Certification	01-30-2017	04-21-2017	M-F	9:00AM – 3:00PM	12	Santa Clara
Coding 99	01-23-2017	06-23-2017	M-F	1:00PM – 4:00PM	22	Oakland
CompTIA Network +	01-23-2017	04-07-2017	M-W	6:00PM – 9:00PM	11	Oakland
CompTIA Network +	04-17-2017	06-30-2017	M-W	6:00PM – 9:00PM	11	San Jose
CompTIA Security +	04-17-2017	06-30-2017	M-W	6:00PM – 9:00PM	11	Oakland

Fall 2017						
Course Name	**Start Date**	**End Date**	**Days**	**Times**	**Weeks**	**Campus**
CompTIA A+ Certification	07-10-2017	12-08-2017	M-F	9:00AM – 12:00PM	22	Oakland
CompTIA A+ Certification	07-10-2017	12-08-2017	M-F	6:00PM – 9:00PM	22	Oakland
CompTIA A+ Certification	07-10-2017	12-08-2017	M-F	6:00PM – 9:00PM	22	San Pablo
CompTIA A+ Certification	07-10-2017	12-08-2017	M-F	6:00PM – 9:00PM	22	San Jose
Coding 99	07-10-2017	12-08-2017	M-F	1:00PM – 4:00PM	22	Oakland
CompTIA Network +	07-10-2017	09-22-2017	M-W	6:00PM – 9:00PM	11	Oakland
CompTIA Security +	10-02-2017	12-15-2017	M-W	6:00PM – 9:00PM	11	Oakland
CCNA Exploration	07-15-2017	01-20-2018	Saturday	10:00AM – 5:00PM	28	Oakland

CompTIA A+ PC Technician Certification Course Overview

The A+ course is designed for individuals who are seeking an IT career in technical support. It is recommended that before beginning the A+ training that applicants have some foundational knowledge of computer technologies and the aptitude to learn a large volume of information in a relatively short period of time. The learning objectives include:

- **Understanding and troubleshooting Computer Hardware**
- **Understanding and Troubleshooting Computer Software**
- **Understanding Network theory**
- **Understanding of Network security Theory**

- **Understanding and troubleshooting of laptop computers**
- **Understanding and troubleshooting of printers**
- **Life skills**
- **Professional skills**

The course duration of 330 total hours is divided between:

- **Lecture**   **23%**
- **Labs**   **23%**
- **Life Skills Training** **18%**

- **Professional Skills**   **18%**
- **Test Preparation**   **18%**

Those who complete the course and pass CompTIA's A+ certification exams receive a credential recognized worldwide as the only vendor neutral standard for computer service technicians. The skills and knowledge measured by the A+ exams were derived from an industry-wide job task analysis. CompTIA is a global trade association that for more than 22 years has provided research, networking and partnering opportunities to its 20,000 members in 102 countries.

Certification:	A+
Organization/Company:	CompTIA
Required Exams:	2
Exam 1:	CompTIA A+ Essentials (220-901)
Exam 2:	CompTIA A+ Practical Application (220-902)
Exam Format:	Linear, Performance Based
Expiration:	3 years (post expiration recertification available on-line)
Campus Locations:	Oakland; San Pablo; San Jose, Santa Clara

CompTIA Network Plus Course Overview

The Stride Center Networking course is designed for IT Professionals with at least one year of combined technical experience or training. The course supplements the foundational teachings of the CompTIA© A+® Certification course and builds on the networking fundamentals established with both A+® and Microsoft's MCP® class. The ideal candidate for this class is a student who desires to know advanced networking topics.

This class also serves as a very good foundation for a Cisco CCNA® networking certification. Students will learn a variety of topics including the 7 layer OSI networking Model, which is a must for anyone pursuing any Cisco learning track.

The class is an 11 week 99 hour class and the vendor exam associated with it covers 4 major learning domains:

Media and Topologies	**20%**
Protocols and Standards	**20%**
Network Implementation	**25%**
Network Support	**35%**
Total	**100%**

During the term students will learn to identify a wide variety of network topologies, cables and connectors. They will also learn to use and configure networking devices such as routers and hubs. They will configure networking protocols such as TCP/IP, SMTP and HTTP. There are components that include platform integration as well as network support. Troubleshooting tools such as ping, trace, and ipconfig are covered in detail.

Upon completion of the course each student will receive a certificate of completion from The Stride Center and take a CompTIA Network+® vendor exam.

Certification:	Network+
Organization/Company:	CompTIA
Required Exam:	1
Exam:	N10-006
Exam Format:	Linear, Performance Based
Expiration:	N/A
Campus Location:	Oakland

CompTIA Security Plus Course Overview

CompTIA Security+ certification designates knowledgeable professionals in the field of security, one of the fastest-growing fields in IT. Candidate job roles include security architect, security engineer, security consultant/specialist, information assurance technician, security administrator, wireless administrator and network administrator. Organizations that employ CompTIA Security+ certified staff include Booz Allen Hamilton, HP, IBM, Motorola, Symantec, Telstra, Hitachi, Ricoh, Lockheed Martin, Unisys, Hilton Hotels Corp. and General Mills. The U.S. Department of Defense also recognizes CompTIA Security+.

Class is an 11 week, 99 Course hours

Lecture (Online and in person Participation)	**40%**
Labs	**50%**
Test Preparation	**10%**

Measured Skills

This exam measures your ability to accomplish the technical tasks listed below. The percentages indicate the relative weight of each major topic area on the exam.

System Security	**21%**
Network Infrastructure	**20%**
Access Control	**17%**
Assessments and Audits	**15%**
Cryptography	**15%**
Organizational Security	**12%**
Total	**100%**

The Security + course will be offered as a hybrid instructor lead/in classroom course. Those who complete the course are expected to take and pass the JK0-015 industry certification exam which is recognized industry wide as well as worldwide as an industry neutral certificate.

Certification:	Security +
Organization/Company:	CompTIA
Required Exam:	1
Exam:	SY0-401
Campus Location:	Oakland

CCNA Exploration Course Overview

The information and communication technologies market is looking for qualified individuals to take technology into the next stage of the ever-present eminent future. Studies show that some of the most desired skills in the industry by employers are life skills, professional skills and technical skills. That is why we offer a wide variety of courses that can help individuals take their career to the next level.

Knowledge of Cisco Systems is surely not an exception to the rule. Statistics show that an entry-level network engineer can earn an average of $72,000 per year. The Cisco Certified Network Associate certification is the first step to getting your career headed that direction.

The CCNA certification was one of the top five most desired certifications by employers in 2013. The CCNA certification, or Cisco Certified Network Associate, is an entry-level certification for network engineers. Certified associates have a demonstrated ability to install, configure, operate, and troubleshoot all medium-sized networks operating on routers or switches.

Class is a 28 week, 210 Course hours

Topics to be covered:

1. **Operation of IP Data Networks**
2. **LAN Switching Technologies**
3. **IP addressing (IPv4 / IPv6)**
4. **IP Routing Technologies**
5. **IP Services**
6. **Network Device Security**
7. **Troubleshooting**
8. **WAN Technologies**

Upon completion of the course each student will receive a certificate of completion from The Stride Center and take a Cisco Systems vendor exam.

Coding 99 Course Overview

Certification:	Site Development Associate
Organization/Company:	CIW
Required Exams:	1
Exam:	CIW 1D0-61B
Exam Format:	Linear, Performance Based
Expiration:	None
Course Dates:	July 11, 2017 – December 11, 2017
Course Hours:	Monday-Friday 1:00 P.M. – 4:00 P.M. (Oakland Campus)
Course Duration:	22 weeks, 330 hours

This course is designed to give students practical, employable, coding skills to help prepare them for an entry-level position in the growing field of web application development. The curriculum includes fundamental learning in HTML5, CSS3, Javascript, Ruby with Rails framework, SQL with database management, Linux Bash Command Line, PHP along with other web development technologies. The course breakdown includes lecture, class discussions/demonstrations, hands-on labs and projects, guest speakers in the Web Development field, professional and career development and portfolio building. The learning objectives include:

- Web site development using Hypertext Markup Language (HTML) and Extensible HTML (XHTML).
- CGI and connecting Web pages to databases and development of Web sites as managed projects.
- Manual code writing, graphical user interface (GUI) authoring tools, and XHTML code validation.
- Web page development using images, hyperlinks, tables, forms and frames.
- Introductory e-commerce solutions, and the relationship of Web site development to business goals.
- App Development using Ruby on Rails in an integrated development environment (IDE) using a Linux Bash Command Line interface.
- Writing basic php scripts to connect website forms to a database.
- Portfolio development to demonstrate to prospective employers, the students' proficiency in coding along with their ability to develop useful web applications.
- Internet marketing and search engine optimization (SEO).
- Cascading Style Sheets (CSS) for formatting Web page content, and fundamental Web design concepts.

The course duration is divided between:

• Lecture	23%	• Professional Skills	18%
• Labs	23%	• Test Preparation	18%
• Life Skills Training	18%		

Web Application Developer Fundamentals is a three-part, core program geared towards preparing the student for success in the growing field of Web Application Development. This 22 week class incorporates developing the student's soft skills which are necessary to compete and succeed as a Web Application Developer.

Student Qualifications and Expectations

Qualifications

Students entering The Stride Center's career training and placement program are required to meet the following minimum qualifications:

ADMISSION REQUIREMENTS

In order to qualify for The Stride Center job training course(s), the applicant must:

- Be 18 years of age or older
- Be a resident of California
- Provide proof of age, residence, and income
- Provide proof of Education (Diploma or Transcripts) from One of the following:
  - High School
  - GED Certificate
  - College
- Be able to read at the 10th grade level
- Take a TABE assessment exam to rate reading, math, and language skills
- Currently possess computer knowledge above beginner level
- Take a computer assessment to rate their current computer knowledge
- Applicant must provide a 250 (minimum) word essay:
- Describe the level of commitment you are willing to make to complete the following:
  - Introduce yourself
  - Your dedication to passing the course and earning a Certification
  - After completing the course seek gainful employment in the IT field
- If applicable, any previously earned Certiport or CompTIA certification will be reviewed for eligibility on an individual basis

COMPLETION REQUIREMENTS

Complete courses with a passing grade within the required timeframe
Complete courses with a passing grade within the required timeframe
Complete all lab work, test prep and Job Development assignments
Have no outstanding financial obligations and is current on tuition payments to The Stride Center

Expectations

Students of The Stride Center career training and placement program are expected to meet expectations clearly laid out standards for attendance, punctuality, dress and ethics. The standard student pledge will be signed by each student at time of enrollment, and include the following key areas of agreement:

1. All students will arrive at class on time, and will adhere to the school timeliness standard.
2. All students will avoid excessive absences and adhere to the school attendance standard.
3. All students agree to wear The Stride Center shirts and dress in clearly prescribed "business casual" attire.
4. Adhere to class rules and regulations for computer use and class room maintenance.
5. Treat fellow students and instructors with respect.
6. All students agree to provide a minimum of 20 hours volunteer work over the course of their studies with The Stride Center.

Entrance Testing Requirements

All students are required to undergo the following standard entrance tests:

1. TABE (Testing Adult Basic Education) with a score of 10th grade reading level or above.
2. Computer Aptitude Test.

Institutional Policies

Probation and Dismissal

Students are expected to abide to the student code of conduct as outlined in the enrollment agreement. Students found in non-compliance of such written policies will be subject to probation and/or dismissal from the program. Student should expect the following process:

- Side-coaching: Upon observation of violation of Stride Center policies and procedures the instructor will have a conversation with the student to outline the needed recommended adjustments the student has to make in order to be in compliance with Stride policies. The instructor will document the minutes of such conversation in the electronic attendance sheet.

- A 1st write-up will be issued by the instructor to the student who is found in continued violation of written Stride policies as outlined in the enrollment agreement. No consequences on a first offence (**except in severe violations) but student will be required to acknowledge the write-up by signing it. If a student refuses to sign the write-up because he/she disagrees* with the stated violation the instructor may seek the signature approval of the chief academic officer before the documentation is filed.

- A 2nd write-up will be issued to the student by the instructor who is found in continued violation of Stride Center policies and procedures as outlined in the enrollment agreement. A student may be placed in probation at this point and a clear outline of the needed adjustments will be discussed between the instructor and the student which will be documented (**except in severe violations). The student will be required to acknowledge the write-up by signing it. If a student refuses to sign because he/she disagrees* or for any other reason the instructor may seek the signature approval of the chief academic officer before the documentation is filed.

- A 3rd write-up will be issued to the student by the instructor who is found in continued violation of Stride Center policies and procedures as outlined in the enrollment agreement. A student may be dismissed from the program after the issuance of a third write up. The student will be required to acknowledge the write-up by signing it. If the student refuses to sign the write-up because he/she disagrees* or for any other reason the instructor may seek the signature approval of the chief academic officer before the documentation is filed.

* See the Student Grievance Procedure on Page 28 *
** Severe violations include but are not limited to:

1. Insubordination

2. The use, sale distribution or possession of, or presence on campus while under the influence of alcoholic beverages, narcotics, or other dangerous hallucinogenic drugs or substances including marijuana and LSD or any controlled substance except as expressly permitted by law and evidenced by medical authorization.

3. Assault or battery, abuse, extortion, or any threat of force or violence directed toward any member of The Stride Center (Students and Staff) or visitors engaged in authorized activities.

4. Destruction of property

5. Continued disruptive behavior, continued willful non-compliance, willful and persistent profanity or vulgarity, or open and/or persistent deviance of the authority of, or persistent abuse of, Stride Center personnel acting in the performance of their duties.

6. Academic or intellectual dishonesty, such as cheating or plagiarism

7. Dishonesty, theft or the unlawful taking or property from the rightful owner, or knowingly providing false information to the Stride Center.

8. Unauthorized entry to or use of Stride Center facilities, supplies, equipment, including computers, networking or information resources.

9. Obstruction or disruption of classes, computer laboratories or study facilities such as the classrooms and labs.

10. Willful or persistent smoking in any area where smoking has been prohibited.

11. Violation of The Stride Center's Sexual Harassment Policy as outlined in the student enrollment agreement.

12. Violation of the computer usage policy as outlined in the course of instruction and the enrollment agreement.

13. Disorderly, indecent, obscene, or offensive conduct or expression which interferes with Stride Center's primary educational responsibility.

14. Possession while on campus or any Stride sponsored event of a deadly weapon including but not limited to black-jack, fire bomb, Billy club, sand club, metal knuckles, any dagger or knife having a blade longer than two inches; any switchblade longer than two inches, any razor with an unguarded blade; any firearm (loaded or unloaded) such as a pistol, revolver, rifle, automatic or semi-automatic weapon; any metal pipe or bar used or intended to be used as a club or any other item such as a chain used as threats to do bodily harm.

Types of Discipline

Warning: Notice to the student that continuation or repetition of specified conduct may be cause of other disciplinary action (may be written or oral notice)

Reprimand: Written reprimand for violation of specified regulations or misconduct. A reprimand or write-up places on record that a student has violated Stride Center regulations as stipulated in the enrollment agreement. A student receiving a reprimand is notified that continued violations may result in formal disciplinary action.

Restitution: Reimbursement by the student for damage to or misappropriation of property. Reimbursement may take the form of appropriate service by the student to repair property or otherwise to compensate for damage.

Disciplinary probation: specific period of conditional participation in Stride services or added value offers or other academic affairs, which may involve exclusion from designated privileges or extracurricular activities. If a subject violates any condition of probation, he/she shall be subject to further disciplinary action to be taken in accordance with the procedures stipulated in the probation and dismissal section of this document.

Removal & suspension: removal should be exercised when warning or reprimand fails to bring about proper conduct. Removal may be immediate if the student presents a present danger. Instructor may remove a student for cause from class for the day of the class and the next class for a maximum of two meetings. If an agreement is not reached between the instructor and the student, the instructor may refer the student to the chief academic officer for a case review.

Expulsion: Termination of student status from enrolled to drop for an indefinite period of time. Expulsion requires the approval of the chief academic officer and the director of training. A student may be readmitted to The Stride Center only with the specific approval of the CAO or the director of training.

Final notes: Students may contact the appropriate parties via email, phone or in person. For more information dial: 510-234-1300 and ask to speak to an operator or visit our website at: www.stridecenter.org.

Attendance Policy

Students are expected to attend classes regularly and punctually unless extenuating circumstances exist (e.g. verified cases of accidents, illness, or other circumstances beyond the control of the student)

POLICY FOR ABSENCES	POLICY FOR TARDINESS
• **A+: 5 allowed, 6th is automatic dismissal**	• **6th =suspension, 7th = dismissal**
• **Advanced Courses: 3 allowed, 4th is automatic dismissal**	• **Advanced Courses: 3rd = suspension, 4th = dismissal**

Any unexcused absence will grant a written warning.

Dismissed students due to attendance may request a hearing with the Chief Academic Officer in writing via email or paper letter to the front desk at the main campus

Excused absence is expected absence reported to the instructor time stamped by phone or email before class begins. 1 minute late is considered **LATE!** (Excused absence still counts toward your total absences; it does not absorb the student of the above stated outline)

Leave of Absence

A student may request a leave of absence from their respective program via a written request in a formal letter addressed to The Stride Center Attention to the chief academic officer time stamped and signed by the student within seven business days from the last day of attendance. A leave of absence request submitted after the seven day grace period will only be granted for approved health or proven emergency reasons which kept the student from making the request within the grace period.

Leave of absence status allows the student to come back the next semester that same program is offered. If the student chooses to not comeback the following semester the program is offered the leave of absence status is forfeited.

No refunds will be made to students requesting a leave of absence and all paid dues will be credited for the following semester in which the student is expected to return from the leave of absence except where BPPE requires otherwise.

Student Grievance Procedure

* Student grievance process:

If a student disagrees with a write-up or has any other classroom related concern the student should request a meeting with the instructor to discuss the situation and seek a resolution.

If a resolution is not reached, the student may escalate his/her grievance to the chief academic officer who will listen to both parties and will mediate in good faith to find a resolution.

If a resolution is not reached at this stage the student may request to have his/her grievance escalated to the director of training who will listen to all parties and mediate in good faith to find a resolution.

If a resolution is not reached at this stage the student may request to have his/her issue escalated to the executive director who will listen to all parties and will mediate in good faith to find a resolution.

If a resolution is not reached at this stage the student may alternatively request to have his/her issue escalated to the board of directors for a hearing.

Information for Faculty

All faculty members are urged to cooperate fully at every stage of any grievance in which they are involved within reason. Direct any questions to your direct supervisor.

Retention of Student Records

The Stride Center will maintain all academic student transcripts in electronic form (Salesforce) and matching paper copies in a locked steel file cabinet on the Institute's premises for each student, regardless if the student completes the educational service, withdraws, or terminates. Premises here indicates main or branch offices accordingly.

Transcripts are kept permanently. The student records (transcripts) shall be retrievable by student name and shall contain all of the following applicable information:

1. Written records of any formal education or training relevant to the student's qualifications for admission to the institution;

2. Copies of all documents signed by the student, including enrollment agreements, fact sheets, FERPA waivers

3. Records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation;

4. A transcript showing record of all of the classes and courses or other educational services that were completed or were attempted but not completed and grades or evaluations given to the student;

5. A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;

6. Copies of any official advisory notices or warnings regarding the student's progress;

7. Any complaints received from the student, including all correspondence, notes, memoranda, or telephone logs relating to a complaint.

8. If The Stride Center closes, the institution and its owner are responsible to arrange at their expense for the storage and safekeeping in California of all records required to be maintained by the Act and this chapter for as long as those records must be maintained. The repository of the records shall make these records immediately available for inspection and copying, without charge except as allowed under state regulations, during normal business hours by any entity authorized by the Act to inspect and copy records.

9. The Stride Center courses do not accrue college credits.

Student Records and Right To Privacy

The Federal Right of Privacy Act of 1964 provides for the right of all students and parents or guardians of minors to review their academic records, to include grades, attendance and counseling reports. Student records are confidential and only Accrediting Agencies or other individuals authorized under applicable state/federal laws are allowed access without first obtaining the written permission of the student, parents or guardians of minors. State law requires that the School maintain these records for no more than a five (5) year period. Students may request to review their records by writing to the Director of the School and all such review sessions will be scheduled during regular School hours and in the presence of an administrative representative. Further, the school MUST obtain written permission from the student to publish personal information in a student directory.

The Stride center discloses education records without a student's prior written consent under the following FERPA exceptions:

- School officials with legitimate educational interest;

- Other schools to which a student is transferring;

- Specified officials for audit or evaluation purposes;

- Appropriate parties in connection with financial aid to a student;

- Organizations conducting certain studies for or on behalf of the school;

- Accrediting organizations;

- To comply with a judicial order or lawfully issued subpoena;

- Appropriate officials in cases of health and safety emergencies; and

- State and local authorities, within a juvenile justice system, pursuant to specific State law.

The Stride Center may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, the Stride Center will inform parents and /or eligible students about directory information and allow parents and /or eligible students a reasonable amount of time to request that the school not disclose directory information about them.

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of credits you earn at The Stride Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate of Completion you earn in our IT workforce development program is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Completion that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending The Stride Center to determine if your Certificate of Completion will transfer.

Course Tuition

COURSES	CompTIA A+ Certification	CompTIA Network Plus Certification	CompTIA Security Plus Certification	Coding 99	CCNA Exploration
Tuition	**$3,995.00**	**$2,995.00**	**$2,995.00**	**$3,995.00**	**$7995.00**
Subject to Refund	$3,435.00	$2,575.00	$2,575.00	$3,435.00	$6875.00
Non Refundable Fees					
Tuition					$478.50
Registration Fee	$98.50	$98.50	$98.50	$98.50	$98.50
Textbooks	$186.00	$91.50	$41.50	$186.00	$103.00
Uniform	$50.00	$40.00	$40.00	$50.00	$0.00
Vouchers	$185.50	$150.00	$200.00	$185.50	$400.00
STRF (Non-Refundable)	0.00	0.00	0.00	0.00	0.00
Testing Proctor/Admin Fee	$40.00	$40.00	$40.00	$40.00	$40.00
Total Non-Refundable Fees	**$560.00**	**$420.00**	**$420.00**	**$560.00**	**$1120.00**

TUITION FUNDING

A student enrolled in an unaccredited institution is not eligible for federal financial aid programs.

The Stride Center does NOT offer state and federal financial aid.   If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the money not paid from federal student financial aid program funds.

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal financial aid funds.

Students may be eligible for tuition funding through other sources. Students eligible for CalWORKS/WIA, JTPA, GAIN or State and Private Vocational Rehabilitation should have their counselors call the School directly. The Student understands that if a separate party is financing his/her education, which makes the Funder, and the Funder alone, directly responsible for all payments and monies owed to the school listed on this agreement.

The Stride center has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Student Tuition Recovery Fund Payment (STRF)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

a) You are a student, who is a California resident, or are enrolled in a residency program, and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and

b) Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

a) You are not a California resident, or are not enrolled in a residency program, or

b) Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

a) You are not a California resident, or are not enrolled in a residency program, or

b) Your total charges are paid by a third party, such as an employer, government, program or other payer and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered students who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

a) The school closed before the course of instruction was completed.

b) The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.

c) The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay for reimburse proceeds received by the school prior to closure in excess of tuition and other costs.

d) There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.

e) There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.

f) An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

Facilities and Equipment

The Stride Center maintains computer facilities to satisfy a variety of research and educational needs. The classroom environment is suited to provide a computer for every student enrolled in the program during class time.

The Stride Center maintains a computer lab environment where students can conduct a variety of assigned labs as outlined in the course of instructions during class hours and outside class hours within the hours of operation of the facilities.

The classrooms are equipped with HP workstations with advance graphics displays and at least 2GB of RAM and Windows 7 operating system. All the computers also have Microsoft Office 2007 or newer.

The Stride Center provides a DSL Internet connection or better to every classroom. The internal network operates at 100Mbps in every classroom.

The Stride Center has currently the following resources in addition to many general servers that it maintains:

- 1 HP 1530 printer in every classroom and lab environment
- 1 HP scanner in every classroom
- A projector for classroom use in every classroom
- A wireless network for student access
- An HP 7500 server computer where students can store data temporarily

Grading and Assessment Policy

The Stride Center uses an alphabetical grading system. The final grade for a course will be based on the assignments completed and the scores for the student received on the tests administered during the session. In order to receive a passing grade in the course, students must achieve a minimum score of 70%.

Any student who has attended class the entire quarter and received a passing grade in the tests administered, but failed to complete all class assignments by the end of the quarter may, at the instructor's discretion, receive an "incomplete" for that course. The student must complete all the course assignments by the end of the first week of the following session in order to receive a passing grade. Any student failing to complete the unfinished course work within the required time will receive a grade of "F".

A "W" will be recorded as the grade for any student withdrawing from a course before the end of the third week. A "W" does not earn credits or grade points. Any student withdrawing from a course between the fourth and twelfth weeks will receive a grade of "F" for that course.

English Language Services

The Stride Center does NOT provide English language support in the classroom. If the Student needs further language support, the Student is referred to an English learning support partner (LEAP, The English Center, or Second Start Literacy).

English as a Second Language Instruction

The Stride Center does NOT provide English as a second language instruction. The Stride Center does not provide training in other languages other than English. Prior to enrollment a prospective student will be administered the TABE (Test of Adult Basic Education) assessment in order to meet the requirement of the ability to read at the 10th grade level in English.

Student from other Countries

This institution admits students from other countries; however this institution does not over Visa services and does not vouch for student status.

Policies and Practices Regarding Student Information Disclosures

The Family Educational Rights and Privacy Act (FERPA) of 1974 (the Buckley Amendment) insures students of the right to privacy and confidentiality with respect to their educational and financial records. With a student's written consent, the Registrar (or designee) may disclose any confidential information on file to any individual or agency named by the student.

Written consent will be kept permanently on file, and the Office of the Training Department administrator will release information regarding the student's academic record to those person(s) who have been designated on this form. If for any reason a student decides to cancel this release, he/she must submit a letter withdrawing the consent, indicate the person(s) affected, and send or deliver the written notice to the Instructor.

Policy and Procedure for the Award of Credits from Prior Institutions

The Stride Center does not award credits for prior experiential learning.

Articulation and Transfer of Credits

The Stride Center Does currently does not have articulation agreements with other educational institutions to transfer credits.

Specified Disclosure

A graduate from the Stride Center may not be eligible to sit for applicable licensure exam in California or other states.

Library and other Learning Resources

The Stride Center does not currently have a physical library on location. Instead the organization has instituted access to an Online venue at: http://moodle.stridecenter.org.

Every student that is enrolled in a training program gets their own login name and password to this environment. We may additionally track every student's participation in this venue and may use that as a means to assist the student in determining an effective study approach.

Through this online portal every student enrolled in the institution has access to the following resources pertaining to their respective classes:

- EBooks
- PowerPoint presentations
- Chapter summaries
- Answer to review questions where applicable and allowed by copyright laws
- Forum participations
- Weekly Quizzes
- Links to related resources
- Access to email to their peers and instructor
- Integrated IM software that allows for interaction Real time
- Access to all aspects of their curriculum and class schedule
- Ability to see their grades and progress
- Ability to get real time feedback from the instructor pertaining to their homework, assignments and labs

Additionally, the classrooms and their pertaining computer systems are accessible from 10:00 in the morning to 9:00 PM at night unless classes are in session.

Furthermore, we have a lounge area that students often use for study groups or as a reading room at the Main branch.

Student Services (Professional Development)

The Employment Services Unit works in tandem with the Training Department to produce a graduate who is technically sound and professionally prepared to meet the demands of the ICT field, and with employers to connect them with a workforce that is certified and qualified to meet their business needs. Through a combination of classroom delivery, individual career coaching, offsite exposure to ICT specialists, and connection to internships as well as other opportunities for development, Stride Center graduates are equipped to join the teams of regional, national, and internationally recognized companies.

Services include the following and more:

- Job search assistance
- Job placement assistance
- Interview preparation training, mock interview events, interview clinics
- Resume and cover letter writing training and assistance
- Professional clothing where applicable
- Internship opportunities for qualified individuals
- Professional network building, professional reference
- Social media and network training

Student Housing Information

The Stride Center does not offer any form of student housing at its locations. The Stride Center has no dormitory facilities under its control; specific housing cost information for the below four metropolitan areas covered by the Bay Area Main Campus is available via the U.S. Housing and Urban Development (HUD) department's Fair Market Rents (FMR) program. As per the site, the following four metropolitan areas show the estimated range for housing expenses for a one bedroom to a four bedroom home as follows:

Metropolitan Area Name	Range: One Bedroom - Four Bedroom
Oakland - Fremont, CA	$1,723 - 3,477.00
San Francisco, CA	$2,411 - 4,829.00
San Jose - Sunnyvale - Santa Clara, CA	$1,773 - 3,545.00
Richmond – San Pablo, CA	$1227.00 – 2047.00

Sample Enrollment Agreement

The Stride Center • Oakland Main Campus
1212 Broadway Ave, Suite #400 • Oakland, CA 94612
(510) 234-1300 • info@stridecenter.org • www.stridecenter.org

CompTIA A+ ENROLLMENT AGREEMENT

A. EDUCATIONAL SERVICE

Program: **A+ PC Technician**   Total Clock Hours: **330**   No. of Weeks: **22**

Enrollment Agreement Period: Start Date: **01-23-2017**   Scheduled Completion Date: **06-23-2017**

Hours are from: **6:00 PM to 9:00 PM**   on the following days of the week: ☒ Mon   ☒ Tues   ☒ Wed   ☒ Thurs   ☒ Fri

A Certificate of Completion will be issued after the certification of the entire program and all tuition fees are paid in full or otherwise accounted for.   All Stride Center courses are technologically enhanced, providing 24/7 online access to educational resources.

B. SCHOOL PERFORMANCE FACT SHEET AND SCHOOL CATALOG

(1) "Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement."

(2)"I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet."

<div align="center">

(_____) School Catalog   **(_____) School Performance Fact Sheet**
Initial   **Initial**

</div>

C. ITEMIZATION AND TOTAL TUITION FEES

Tuition:	$ 3,995.00	Tuition is transferable to other courses+ $30 for copy
Stride Scholarship:	$(3435.00)	**Low income Scholarship as per CDBG income guidelines**

Non-Refundable Fees:

Registration:	$ 98.50	
Textbooks:	$ 186.00	
Uniform:	$ 50.00	
Exam Vouchers:	$ 184.00	
Testing Proctor/Admin:	$ 40.00	
STRF	$0.00	Student Tuition Recovery Fund_Non Refundable
		($0.00) for every $1,000.00 rounded to the nearest $1,000.00)

TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE:	$ 560.00
ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM	$ 560.00
TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT:	$0.00

Personal Payment Plan

Please complete the following form by creating a personal payment plan. Based on our records and your application, you are responsible for 14%. This fee must be completely paid off by the time your course is scheduled to end. Please enter the dates and amounts you would like to pay and return it to the Enrollment Team.

Fill in the dollar amount that you can pay each month.

Date	Amount	Notes
	$	
	$	
	$	
	$	
	$	
	$	
	$	
	$	

THE TERMS AND CONDITIONS OF THIS AGREEMENT ARE NOT SUBJECT TO AMENDMENT OR MODIFICATION BY ORAL AGREEMENT. I, THE UNDERSIGNED PURCHASER OF THE PROGRAM OF TRAINING, HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS CONTAINED HEREIN AND WITH MY SIGNATURE I CERTIFY HAVING RECEIVED AN EXACT COPY OF THIS AGREEMENT, A COPY OF THE STRIDE CENTER CATALOG AND SCHOOL PERFORMANCE FACT SHEET. I FURTHER ACKNOWLEDGE THAT NO VERBAL STATEMENTS HAVE BEEN MADE CONTRARY TO WHAT IS CONTAINED IN THIS AGREEMENT. THIS ENROLLMENT AGREEMENT IS A LEGALLY BINDING INSTRUMENT WHEN SIGNED BY THE STUDENT AND ACCEPTED BY THE SCHOOL.

I UNDERSTAND THAT THIS IS A LEGALLY BINDING CONTRACT. MY SIGNATURE BELOW CERTIFIES THAT I HAVE READ, UNDERSTOOD, AND AGREED TO MY RIGHTS AND RESPONSIBILITIES, AND THAT THE INSTITUTION'S CANCELLATION AND REFUND POLICIES HAVE BEEN CLEARLY EXPLAINED TO ME.

_____
Signature of Student   Date
_____
 Signature of Stride Center Orientation Attendance   Date
_____
Signature and Title of School Official Accepting Enrollment   Date

D. STUDENT'S RIGHT TO CANCEL

1. A Student has the right to cancel their agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the fourteenth calendar day after enrollment, whichever is later. After the end of the cancellation period, a Student also has the right to stop school at any time; and has the right to receive a pro rata refund if the student has completed 60 percent or less of the scheduled days in the current payment period in their program through the last day of attendance.

2. Cancellation may occur the first 2 calendar weeks when the Student provides a mandatory written notice of cancellation at the following address: The Stride Center, 1212 Broadway Suite #400, Oakland, CA 94612. This can be done by mail or by hand delivery.

3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.

4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the Student no longer wishes to be bound by the Enrollment Agreement.

REFUND POLICY

If the Enrollment Agreement is cancelled the school will refund the Student any money he/she paid, less a registration/administration fee not to exceed $100.00, and less any deduction for equipment or books not returned in good condition, within 10 days after the notice of cancellation is received.

In the event of a withdrawal, termination or leave of absence, tuition is refunded for the current session according to the following table:

A+ PC Technician	
Hours of Instruction	Refund Amount
30	$3,895.00
60	$3,169.00
90	$2,805.00
120	$2,442.00
150	$2,079.00
198	$1,498.00
231	$0.00
264	$0.00
297	$0.00
330	$0.00

Any applicant may cancel enrolment prior to starting class by giving <u>written notice</u> to the school. If cancellation occurs prior to the beginning of the class start date, the entire tuition amount will be refunded.

WITHDRAWAL FROM THE PROGRAM

A Student may withdraw from the school at any time after the cancellation period (described above) and receive a pro-rata refund if the Student has completed 60 percent or less of the scheduled days in their "Enrollment Period". Enrollment Period is defined as the time period encompassed by "Program Start Date" through the "Program End Date" as they appear on the first page of the Student's Enrollment Agreement. Any refund will be less a registration/administration fee not to exceed $100.00, less any deduction for equipment or books not returned in good condition, and less present Non-Program tuition for all classes started or completed. Any Refund will be paid to the Student (or third party payer) within 45 days of withdrawal. If the Student has completed more than 60% of their Enrollment Period all tuitions considered earned and the Student will receive no refund.

For the purpose of determining a refund under this section, a Student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The Student notifies the institution of the Student's withdrawal or as of the date of the Student's withdrawal, whichever is later.
- The institution terminates the Student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences and/or tardiness in excess of maximum set forth by the institution.
- The Student has failed to attend class after 3 days of unexcused absences. Students are expected to attend classes punctually unless extenuating circumstances exist (e.g. Verified cases of accidents, illness, or other circumstances beyond the control of the student).
- The Student fails to return from a leave of absence by the next planned course session.

If The Stride Center has received tuition funding via a 3rd party Funder, the Funder is entitled to a refund of moneys of up to 60% of the total tuition cost. If the student withdraws in the first two weeks of the course all tuition is refundable less a $100.00 administrative fee.

For the purpose of determining a refund under this section, a Student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The Student notifies the institution of the Student's withdrawal or as of the date of the Student's withdrawal, whichever is later.
- The institution terminates the Student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences and/or tardiness in excess of maximum set forth by the institution.
- The Student has failed to attend class after 5 days unexcused.
- The Student fails to return from a leave of absence.

If the Student has received federal Student financial aid funds, the Student is entitled to a refund of moneys not paid from federal Student financial aid program funds.

UNDERSTANDINGS   **INITIAL**

1. **Catalog:** Information about The Stride Center is published in a school catalog that contains a description of certain policies, procedures, and other information about the school. The Stride Center reserves the right to change any provision of the catalog at any time. Notice of changes will be communicated in a revised catalog, an addendum or supplement to the catalog, or other written format. Students are expected to read and be familiar with the information contained in the school catalog, in any revisions, supplements and addenda to the catalog, and with all school policies. By enrolling in The Stride Center, the Student agrees to abide by the terms stated in the catalog and all school policies.

2. **Student Volunteer Commitment**: The Stride Center is committed to the concept of giving back to the community that has provided services to the community. Our commitment to give back is defined by each student agreeing to give at least 20 hours of community service for each class enrolled. This commitment may be fulfilled at the non-profit organization of choice for each student. The Stride Center staff will monitor the process and keep of record of service preformed. Any student who does not meet the volunteer requirements will not be allowed to graduated or receive a course completion certificate.

3. **Diploma/Certificate:** I understand that I will be awarded a Certificate when I have completed all of the program attendance requirements and have satisfied all academic obligations. If I am in default of my fee obligations, my Certificate may be withheld until the fees are paid. There will be a $25 charge for replacement Certificates.

4. **Career Services:** Placement assistance is provided. However, it is understood that The Stride Center does not and cannot promise or guarantee employment or level of income or wage rate to any Student or Graduate. Students can elect to participate in the following placement assistance activities: 1) Preparation of resumes and cover letters; 2) Interviewing techniques; 3) Job referrals. The Placement Office compiles job openings from employers in the area. Participation in the job assistance program includes Students actively developing their own leads from the direction provided by the Placement Office. Graduates may continue to utilize the Academy's placement assistance program at no additional cost.

5. **Grounds for Dismissal:** Any Student may be permanently dismissed from The Stride Center for any one of the following: 1) disruptive behavior and/or a lack of common courtesy and respect for the instructor and/or his/her fellow Students; 2) behavior that could be interpreted as sexual harassment; 3) behavior that could be related to alcohol or drug use; 4) failure to pay fees when due; 5) failure to adhere to the dress code, and; 6) failure to maintain academic progress.

6. **Books/Equipment:** All supplies for the program selected will be provided by The Stride Center at the stated charge. Lost, mutilated, or stolen items will be replaced at the expense of the Student.

7. **Questions:** Any questions a Student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education, Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833; Mailing Address: P.O. Box 980818, West Sacramento, CA 95798-0818; Phone Number: (916) 431-6959; Toll Free: (888) 370-7589; Fax Number: (916) 263-1897; www.bppe.ca.gov.

8. **Disciplinary Action**: A Student may appeal any disciplinary action in writing to the instructor who will submit it to the Training Manager (CAO) for a binding decision within 48 hours. Upon the decision of the Training Manager, if the Student believes that further review is necessary then the appeal will be submitted by email and reviewed in the following order: Training Manager to Director of Training; Director of Training to Chief Executive Officer; Chief Executive Officer to the Board of Directors.

9. **Complaints:** A Student or any member of the public may file a complaint about this institution with Bureau for Private Postsecondary Education by calling 888.370.7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site, www.bppe.ca.gov.

10. **Arbitration:** Any dispute arising from enrollment at The Stride Center, no matter how described, pleaded or styled, shall be resolved by binding arbitration under the Federal Arbitration Act conducted by the American Arbitration Association ("AAA") at San Francisco, California, under its Commercial Rules. All determinations as to the scope, enforceability of this Arbitration Agreement shall be determined by the Arbitrator, and not by a court. The award rendered by the arbitrator may be entered in any court having jurisdiction.

11. **Financial Aid:** Although The Stride Center does not offer financial aid; Students may be eligible for financial aid through other sources. Students eligible for CalWORKS/WIA, JTPA, GAIN or State and Private Vocational Rehabilitation should have their counselors call the School directly. The Student understands that if a separate party is financing his/her education, which the Student, and the Student alone, is directly responsible for all payments and monies owed to the school listed on this agreement.

12. **Student Tuition Recovery Fund Payment (STRF):**

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

a) You are a student, who is a California resident, or are enrolled in a residency program, and prepays all or part of your tuition either by cash, guaranteed student loans, or personal loans, and

b) Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

a) You are not a California resident, or are not enrolled in a residency program, or

b) Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

a) You are not a California resident, or are not enrolled in a residency program, or

b) Your total charges are paid by a third party, such as an employer, government, program or other payer and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered students who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

a) The school closed before the course of instruction was completed.
b) The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
c) The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay for reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
d) There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
e) There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
f) An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

NOTICE

YOU MAY ASSERT AGAINST THE HOLDER OF THE PROMISSORY NOTE YOU SIGNED IN ORDER TO FINANCE THE COST OF INSTRUCTION ALL OF THE CLAIMS AND DEFENSES THAT YOU COULD ASSERT AGAINST THIS SCHOOL, UP TO THE AMOUNT YOU HAVE ALREADY PAID UNDER THE PROMISSORY NOTE.

STUDENT ENROLLMENT QUESTIONNAIRE

1. How many weeks does the A+ class take to complete?
    A. 22 weeks
    B. 33 weeks
    C. 27 weeks

2. How many days of the week and how many hours will the A+ classes meet?
    A. 4 days/ 4 hours
    B. 5 days/ 4 hours
    C. 4 days/3 hours
    D. 5 days/ 3 hours

3. How often will you have homework?
    A. Daily
    B. Weekly
    C. Never

4. How many times will you be tested on your knowledge?
    A. Daily
    B. Weekly
    C. Never

5. Should you enroll in A+ if you want to work in IT?
    A. Yes
    B. No

6. Will you be guaranteed a job once you graduate from the Stride Center?
    A. Yes
    B. No

7. Is participation in our life and professional skills development curriculum optional?
    A. Yes
    B. No

8. How many hours are you expected to do volunteer work?
    A. 15 hours
    B. 20 hours
    C. 25 hours

9. What is the benefit of doing an internship?

_____

_____

10. What are the benefits of participating in life skills and professional development?

_____

_____

11. What is the purpose of regular one-on-one coaching sessions with a Student Relations Manager?

_____

_____

12. Why is completing the certification exam within two weeks after your course important?

_____

STUDENT PLEDGE

Name: _____ **Date:** _____

I will be on time: By being late I slow down the whole class and waste other people's time and money. If I am going to be late I agree to call my instructor before the scheduled time of class, and not disrupt the class as I enter the room. I understand that excessive tardiness may result in my being removed from the program permanently.

I will not miss classes: The instructors put a lot of time into preparation for teaching. I will show them the respect I would want if I were teaching. I will communicate with my instructor any foreseen tardy or absence.

I will work with fellow students as a team. It will make the class more fun.

I will not web surf during lectures or access pornography sites at all. I will stay focused on the important work while in class and play on my own time.

I will treat the instructor and my fellow students with respect. We all are in this together.

I will NOT engage in sexual harassment. Sexual harassment is defined as:
- Inappropriate comments about body parts
- Sexually explicit jokes
- Physically blocking or impeding another's movement
- Unwelcome physical advances or contact

I will keep the machines and lab in excellent shape. If a machine has a problem, I will report it immediately to the instructor. I will not eat, drink or smoke while in the computer lab or in the lobby.

I will clean up after myself. I will not litter and promise to keep the entire facility clean, including labs, classrooms, meeting rooms and restrooms.

I will help the instructor and other students who need it. The more we help each other out, the quicker we can ALL complete the course activities.

I will be clean and legal at all times. I will not use or be under the influence of alcohol or drugs at the training site, and will not bring weapons or other illegal items to the training site. I will represent The Stride Center in a positive way at all times, and understand my role as a Stride Center ambassador.

I will give back. I agree to volunteer with The Stride Center (and its external partners) as part of my expected completion of the program by committing to 20 hours of volunteer work.

I will commit 100% of myself to this program. I will work hard and complete my selected course. I will stay focused and not be distracted by outside influences. I will complete all required assignments and will maintain a positive and team-oriented attitude at all times.

POLICY FOR ABSENCES	LATE

- A+: 5 allowed, 6th is automatic dismissal
- Advanced Courses: 3 allowed, 4th is automatic dismissal

- A+ 6th = suspension, 7th = dismissal
- Advanced Courses 3rd= suspension, 4th = dismissal

Any unexcused absence will grant a written warning.

Dismissed students may request a face-to-face meeting with the Training Manager

Excused absence is expected absence reported to the instructor time stamped by phone or email before class begins. 1 minute late is considered **LATE!** (Excused absence still counts toward your total absences; it does not absorb you of the above stated outline)

INSUBORDINATION

Any act of disrespect towards staff, or refusal to participate in class activities as outlined in the student agreement as lead by instructor or substitute instructor is NOT TOLERATED. Insubordination will result in disciplinary action up to and including expulsion.

LEAVE OF ABSENCE

If student provides leave of absence notice **within 7 days of leaving**, Leave of Absence will be granted. All enrollment fees will be credited to the next enrollment cycle only, no refunds will be granted for students requesting Leave of Absence.

OUT OF UNIFORM - NOT ALLOWED!!

Students out of uniform may be sent home and/or given a write up warning. No exceptions. Zero tolerance.

STRIDE CENTER DRESS CODE POLICY

PROFESSIONAL STUDENT DRESS CODE

The Stride Center takes pride in the reputation as a professional organization with the highest quality candidates for IT jobs. The dress code is an element that directly affects the student experience and job opportunities. The dress and personal appearance of students should be a positive reflection on the student, school and the community. The following guidelines concerning dress and appearance are to be followed at school, as well as after-school functions (example: field trips and any other scheduled event). Uniform dress code is checked and enforced on all school days and events.

APPROPRIATE BUSINESS CASUAL ATTIRE INCLUDES:

ITEM	INITIAL
Khaki pants or similar trousers, Slacks, Dockers, Skirts or dresses. Colors allowed: Khaki (beige), Black and Gray.	
Pants must be worn at appropriate waist level. Be sure to purchase pants that are an appropriate size, not too large or too small.	
Pants must NOT GATHER around the ankles - NO MORE THAN AN INCH OR TWO over the top of the shoe.	
A belt must be worn with pants and pants must be clean at all times.	
Belt: Dark Black or Brown	
Skirts that are above the knee in length must be worn with nylons.	
Dress/business casual shoes: Dark Black or Brown	
Dress/business casual shoes (enclosed, no open toes or open heels), must be worn with socks, hosiery or nylons.	
Socks: Dark Black or Brown	
Stride Center uniform shirt: Black for all Courses EACH STUDENT WILL RECEIVE: • Computer Literacy Basics: 3 shirts • A+ PC Technician: 4 Shirts • Advanced Courses: 2 Shirts where applicable All shirts must be clean.	
All shirts MUST be tucked COMPLETELY in the pants. Shirts must not blouse over the top of the pants.	
Non- Stride Center attire may not be worn on top of the uniform shirts. If it is cold, a long sleeve thermal shirt may be worn UNDER the Stride Center polo shirt.	
Stride Center polo shirts - 2 bottom buttons must be buttoned.	

INAPPROPRIATE ATTIRE INCLUDES:

ITEM	INITIAL
Denim or denim-looking clothing (includes pants/trousers, skirts or dresses)	
Baggy, sagging pants	
Pants that are too big and not properly fitted, are NOT PERMITTED	
Drawstring pants are NOT PERMITTED	
Pants without a belt are NOT PERMITTED	
Pants are not to gather and bunch around the top of shoes (dress code is strictly enforced)	
T-shirts, sleeveless shirts, shorts or sweatpants	
Nylon sweat suites, Vinyl, Spandex, see through or mesh materials	
Miniskirts (miniskirts are defined as any skirt that is more than two inches above the knee or above the tip of the fingers when arms are extended)	
Leggings	
White socks are not to be worn	
Athletic shoes of any type or color, hiking boots, tennis shoes, sneakers, sport sandals	
Caps, beanies, or hats of any kind; sunglasses or shades	

The Stride Center dress code is tailored in such a manner that relates to the normal guidelines set by most professional companies and is referred to as business casual. Students abusing the dress code will be penalized appropriately (warned and sent home to change, non-compliance will be considered late).

A NOTE ON GROOMING
Strong perfumes and colognes should be avoided. Make-up should be minimal and conservative. Facial hair should be shaved or trimmed neatly. Nails should be well manicured and trimmed. Nail polish should be clear or subtle shades.

JEANS AND SHORTS ARE NOT TO BE WORN!
Your signature below signifies that you understand and are willing to abide by all the above stated rules and parameters of professional attire as a student of the Stride Center and a graduate ready to go to work in a professional environment.

_____

Student Signature   Date

PHOTO RELEASE FORM

I hereby give The Stride Center permission to take photographs of me or photographs in which I may be involved with others for the purpose of promoting the goals of the Stride Center.

I hereby release and discharge The Stride Center from any and all claims arising out of use of the resulting photos.

I hereby allow The Stride Center exclusive, non-commercial rights to use the resulting photos related to this release in its promotional materials, either alone or in combination with other images.

I hereby allow The Stride Center to use the resulting photos related to this release in across all platforms of media delivery either now existing or yet to be invented.

I am above the age of 18. I have read the foregoing document and fully understand its contents.

Signature: _____

Date: _____

Print Name: _____

Address: _____

Career Pathways

Entry level IT Desktop support computer and network technician

Summary Employer Findings:
85 percent of the survey respondents reported that information and communications technologies are important to the productivity of their organizations. 75 percent reported that ICT skill sets will grow in importance for their employees. 39 percent of the firms surveyed expect to add workers with ICT skills to their payroll over the next 2 years. Advanced ICT workers are expected to perform tasks such as enabling end user ICT devices and operating systems and supporting enterprise-wide ICT data centers and systems.

ICT users are not required to perform high level ICT functions, but they do need to have a basic set of ICT competencies.
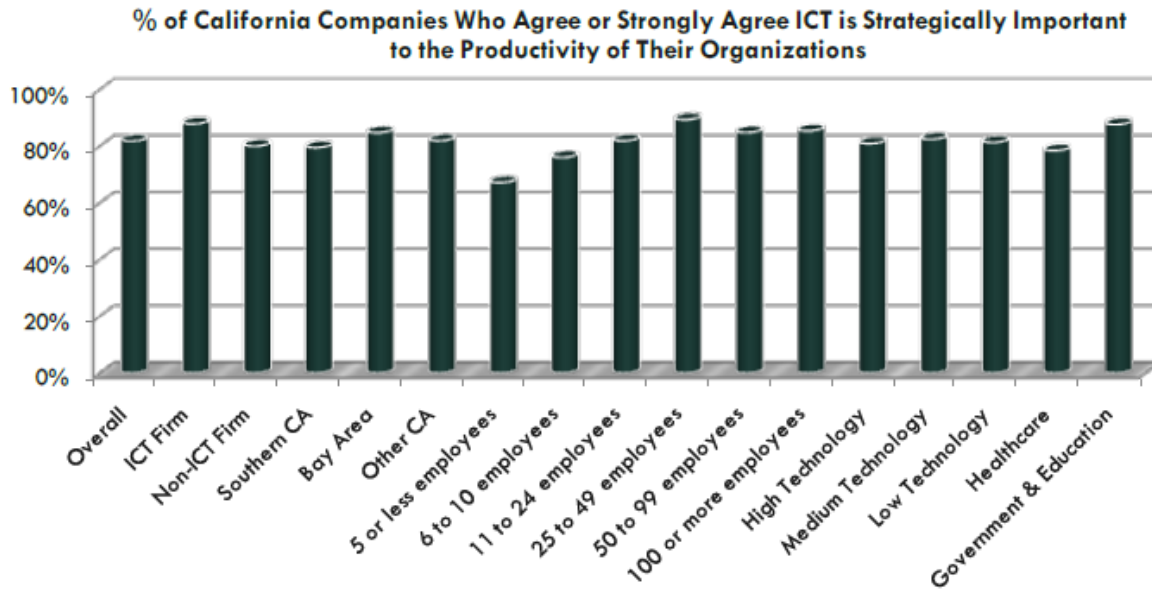
IT & ICT

Information and Communications Technologies (ICT) is an umbrella or catch-all term to encompass everything related to computing, software, information, networking and communications technologies. If it has or uses software controlled electronic circuitry or is a technology that helps people or devices communicate with each other, it's ICT.

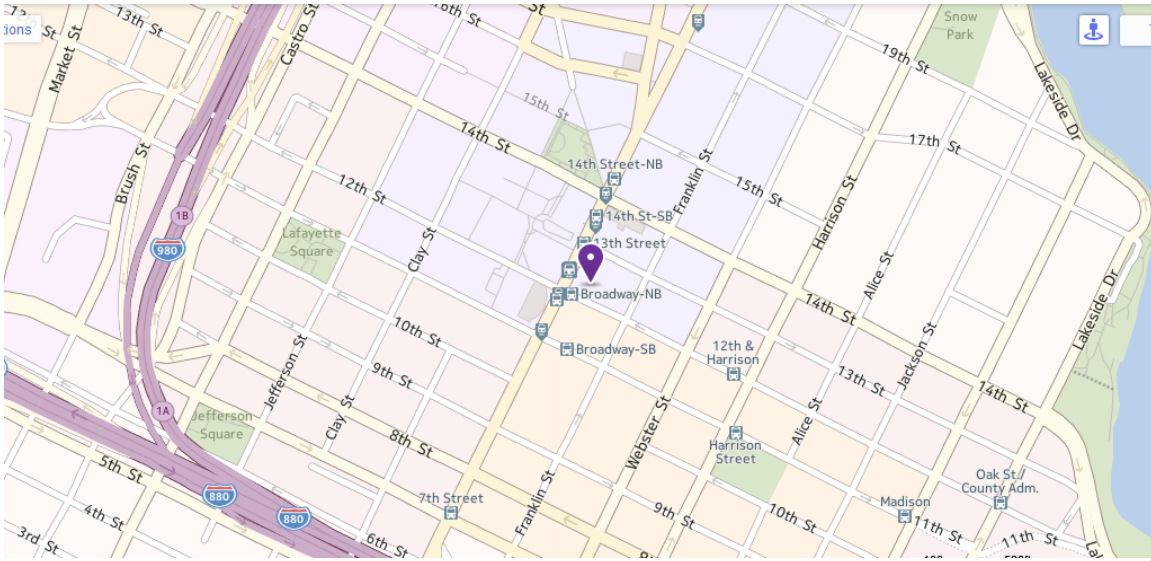The ICT sector is a major industry cluster in California

1. About 46,000 companies, 4% of all companies (1 in 28 companies), which ranks 12th among California industries by firm counts.

2. Almost $172 billion, or 6% of total California private sector revenues (1 in every $17.50 in private sector revenues), which ranks 6th among California industries by revenues.

3. About a million California workers, 4% of the total state workforce (1 in 17 jobs), which ranks 12th among California industries by employee counts.

4. About $76 billion, or 12% of private sector wages ($1 of every $8.61 in private sector wages), which ranks 2nd among California private industries by total wages paid. Wages per employee about twice the state average.

5. Significant job growth approaching 20% for ICT industries from 2006 to 2017, outpacing the nation.

6. Higher concentrations of ICT firms and employment in Los Angeles and Silicon Valley/San Francisco Bay regions, as well as Orange and San Diego Counties.

ICT industries are clearly a major driver of the California economy, representing a significant percentage of its businesses, revenue, employment, and total wages.
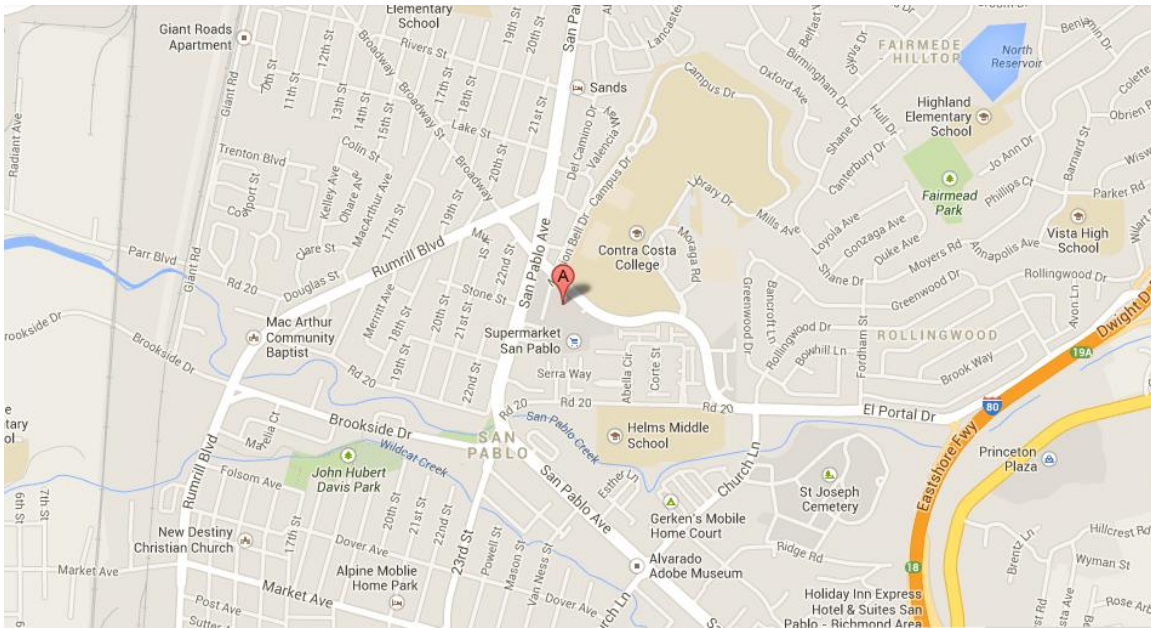
% of California Companies Who Agree or Strongly Agree ICT is Strategically Important to the Productivity of Their Organizations
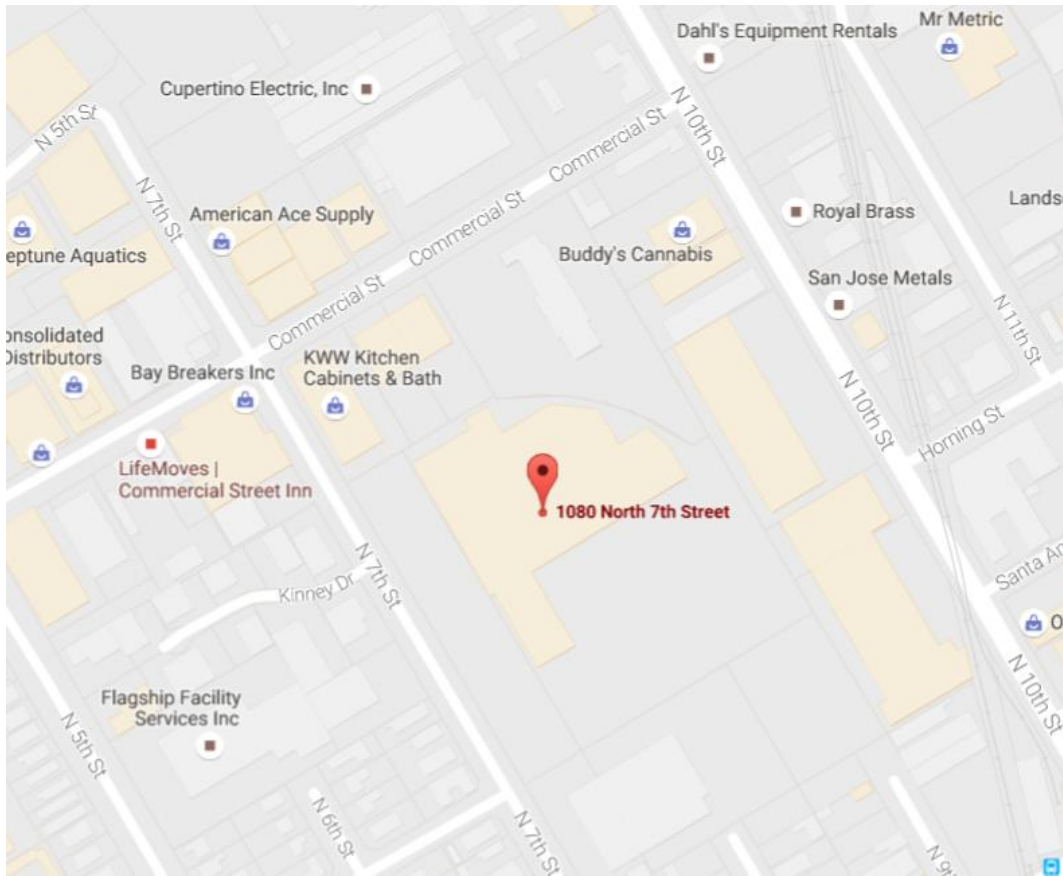
Maps:

Oakland Campus:

San Pablo Campus:

San Jose Campus:

SANTA CLARA CAMPUS