



Portnov Computer School

4970 El Camino Real # 110

Los Altos, CA 94022

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<https://www.portnov.com>

SCHOOL CATALOG

(January 1, 2019 – December 31, 2019)

SCHOOL CATALOG

School Catalog

(January 1, 2019 – December 31, 2019)

DISCLOSURES

BPPE APPROVAL: Portnov Computer School is a private institution, which is approved to operate by the Bureau for Private Postsecondary Education. Approval to operate means compliance with state standards as set forth in the California Educational Code.

QUESTIONS: Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (<http://www.bppe.ca.gov>). Phone: 916-431-5969, toll free 888-370-7589, FAX: 916-263-1897.

REVIEW DOCUMENTATION: 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.

COMPLAINT: 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 site: <http://www.bppe.ca.gov>

LOCATION: Class sessions will be held at the Portnov Computer School Campus located at 4970 El Camino Real, #110, Los Altos, CA 94022.

TITLE IV: Portnov Computer School does not participate in federal and state financial aid programs

As a WIOA Title-I financially assisted program, Portnov Computer School is an equal opportunity employer/ program. Auxiliary aids and serviced are available upon request for individuals with disabilities.

LOANS: If the student obtains a loan to pay for an educational program, the student will have the responsibility of repay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program funds.

FINANCIALS: Portnov Computer School does not have a pending petition in bankruptcy, nor it is operating as a debtor in possession, has filed a petition within the preceding five years, or has 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.

MISSION & OBJECTIVES

Mission

Our mission is to contribute to the professional growth and career development of individuals to enhance their marketability in the challenging business and technical environment. We achieve our mission through Technical Instruction and Service Activities. We offer high-quality job-market driven technical and business courses to students primarily from San Francisco Bay Area.

Vision

Our vision is to be recognized in the Information Technology industry as a School with a first-rate faculty that provides rigorous, demanding training programs in Technology and Business, as well as quality job placement assistance. We will achieve this vision by providing educational opportunities for a diverse student body with primary focus on college educated individuals changing their careers. Our graduates will promote the School and give back to the School.

Objectives

Our objectives focus on core skills that are critical to success in one's career, and on knowledge and skill that provide an understanding of the career development process. The School's programs are designed to:

Develop and enhance the following core skills:

- Fundamentals of Information Technology
- High demand technical competencies
- Collaborative work, and
- Decision-making
- Navigating the Job Market

Provide hands-on experience in the subject of study by:

- Providing project-based technical instruction
- Offering students participation in multiple real-life professionally supervised projects as an extra-curriculum activity

Provide job placement and career development assistance activities:

- Referring graduates to internships with local companies
- Referring graduates for employment
- Resume and interview preparation
- Offering continuing education curricula to working graduates

It is the policy of the Portnov Computer School not to discriminate against any person on the basis of race, color, religion, creed, national origin, gender, sexual orientation, marital or parental status, or within the limits imposed by law, age, or disability in all of its educational programs and activities, its policies, practices and procedures.

LANGUAGE OF INSTRUCTION: All the programs and classes are taught in English.

ADMISSIONS, ACCEPTANCE OF CREDITS:

There is no formal English proficiency test given to prospective students, but to graduate successfully a student is expected to be able to effectively read, write, understand the spoken language and talk about technical issues learned in the School.

Portnov Computer School does not accept credits earned at other institutions or through challenge examinations and achievement tests. Portnov Computer School has not entered into an articulation or transfer agreement with any other college or university.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION:

The transferability of credits you earn at Portnov Computer School is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate of Completion you earn in Portnov Computer School 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 are 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 Portnov Computer School to determine if your Certificate of Completion will transfer.

FACILITIES AND EQUIPMENT:

Portnov Computer School is occupying 2,698 square feet office on the first floor of the commercial office building located at 4970 El Camino Real, #110, Los Altos, CA 94022.

The Building is maintained by professional management company which assures that all the School facilities, including heating and cooling, ventilation, lighting, classrooms, laboratories, and campus environments, are be well-maintained. The School has two classrooms (approximately 600 square feet each), a kitchen, a conference room, and four administrative offices.

Portnov Computer School has sufficient facilities and necessary equipment to support the achievement of the educational objectives of all of the courses and educational programs in which students are enrolled.

Each and every student is provided with IBM PC compatible system running the latest version of Windows operating System comparable in model type and features to equipment generally used by Software Development companies at the time the instruction is offered. The equipment is professionally maintained and upgraded by the School employees.

Portnov Computer School makes sure that the equipment used for instruction or provided to a student is not obsolete and is sufficient for instructional purposes to reasonably assure that a student acquires the necessary level of education, training, skill, and experience to obtain employment in the field of training and to perform the tasks associated with the occupation or job title to which the educational program was represented to lead.

All the equipment and furniture used by the Portnov Computer School and its students if fully owned by School. No equipment is leased, rented, or licensed for short- or long-term, or owned by another and loaned to be used without charge.

FINANCIAL AID:

Portnov Computer School is not participating in any federal, state, nor private financial aid program.

EXPERIENTIAL CREDIT:

Portnov Computer School does not award credits for prior experiential learning

FACULTY AND STAFF:

BELORUSETS, VLAD - Instructor

Ph.D. in Computer Science

MS in Computer Science

12 years experience in teaching engineering curricula

30 years experience in Software Development and Software Quality Assurance

CHEKHANOVSKAYA, OLGA – Instructor
BS Degree in Engineering
5 years experience in teaching
15 years experience in Software Quality Assurance.

MOURZA, IANA – Instructor
MS Degree in Engineering
10 years experience in teaching
18 years experience in Software Development and Software Quality Assurance

PORTNOV, MIKHAIL – CEO, President/Director of the School and Instructor
BS in Electrical Engineering
MS in Mathematics
Post-Graduate study in Vocational Education
20 years experience in teaching
10 years experience in Software Quality Assurance, Hardware Design and Verification

PORTNOVA, LANA - CFO.
Ph.D. Degree in Education
MS in Telecommunications
Ten years of teaching and administrative experience
10 years experience in Software Quality Assurance

PRAVDINA, SOFIA - Director of Operations
BS Degree in Economics
Foreign Student Advisor Certificate
20 years administrative experience in Vocational Education

SPEKTOR, JANNA – Instructor
MS Degree in Electrical Engineering
3 year experience in teaching
19 years experience in Software Quality Assurance

STERN, DAVID – Instructor
Ph.D. in Engineering
MS Degree in Computer Science
20 years experience in teaching
15 years experience in Software Development and Software Quality Assurance

YAMPOLSKAYA, ELLIE - Instructor
MS Degree in Computer Science
15 years experience in Software Quality Assurance
7 years of experience in designing, supervising and teaching Computer Science courses

STEFANIOUTINE, NATALIA - Instructor
MA Degree in Social Studies
18 years experience in Software Quality Assurance
2 years experience in teaching

OUTLINES OF COURSES:

FUNDAMENTALS OF INFORMATION TECHNOLOGIES

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The seminar is designed to introduce students to the computer technology and its applications in modern society. This will enable students to enhance work productivity in the high-technology environment and to pursue subsequent studies for future career enhancement.

Topics taught include:

- Web Technology (HTML, JavaScript, XML)
- Databases (Oracle, SQL)
- Virtual Machines
- Computer Networking (protocols, Internet/Intranet, LAN/WAN)

The instruction includes both lectures and a hands-on component where students will use computers to practice in all above-mentioned topics. To evaluate students' performance and progress, a series of quizzes and projects is also included in the course.

SOFTWARE QUALITY ASSURANCE

(Short-term career training: 80 lecture hours + 120 lab hours by arrangement)

This course is represented as preparing students to work as Software Quality Assurance Specialists (or equivalent job titles). The specialists in this field are responsible for finding and reporting defects (bugs) in computer software. Working in cooperation with programmers, Software Testers make their contribution in the quality of computer software applications.

The course covers numerous methods for revealing software defects and documenting them. Major topics include the following:

- Defining Software Quality
- Basic responsibilities of Software Quality Control Specialists
- Software Development and Software Testing Life Cycles
- Test Documentation – test plans, test designs, test cases, test matrices
- Software testing classifications and types – regression, functionality, acceptance
- Reporting Software Defects
- Bug Tracking databases
- Testing Windows and WEB applications GUI (Graphic User Interface)
- Testing WEB-based, and database applications (client-server and stand-alone)
- Localization and Internationalization testing
- Testing manual and other technical documentation
- Working with business and technical requirements, functional specifications

The instruction includes lectures, discussions, and practical training in the areas listed above. To evaluate students' performance and progress, a series of quizzes and projects is also included in the course.

BLACK BOX SOFTWARE TESTING

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

This course is designed to cover basic concepts of Black Box Software Testing such as:

- Software Development Life Cycle and its Stages

- Responsibilities of Software Testers at different stages of Software Development Life Cycle
- Developing Test Documentation with strong emphasis on test cases and other test procedures
- Transforming business and technical requirements into test documentation
- Software testing types: regression, functionality, acceptance, validation, verification, GUI
- Reporting Software Defects and utilization of Bug Tracking applications
- Testing Browser Compatibility and Platform Compatibility of WEB-based applications

The instruction includes lectures, discussions, and practical training in the areas listed above. To evaluate students' performance and progress, a series of quizzes and projects is also included in the course.

SOFTWARE TEST AUTOMATION

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for those who want to build up a basis for professional growth in the area of automated software testing. It covers the concepts, tools (QTP, Selenium, or SilkTest), and the following techniques of Automated Software Testing:

- Recording automated test scripts;
- Adding to and modifying recorded test scripts;
- Using built-in utilities, which help to automate testing;
- Using built-in functions;
- Developing user-defined functions;
- Testing client-server applications;
- Reporting software problem automatically using automated test scripts;
- Working with automated testing frameworks

The instruction includes lectures, discussions, and practical training in the areas listed above. To evaluate students' performance and progress, a series of projects and quizzes is also included in the course.

INTERMEDIATE TEST AUTOMATION

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for individuals interested in learning data-driven approach to software test automation. It covers the concepts as well as particular features of SilkTest, QuickTest Pro, Selenium, or another tool.

- Data-driven approach to test automation
- Coordinating complicated test automation projects
- Working with files
- Developing libraries of customized routines

The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress.

ADVANCED TEST AUTOMATION

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for individuals interested in learning most common advanced features of the ultimate test automation tools such as QuickTest Pro and LoadRunner.

- SQA Programming practices (Java, JUnit, Ruby, or another language)
- Creating advanced automated testing projects (QuickTest Pro, Selenium, or SilkTest)
- Working with utilities in acquiring and analyzing test data

The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress.

SQA PROGRAMMING-UNIX

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for individuals interested in learning computer programming with emphasis on testing software applications running on various UNIX platforms. It covers various aspects of PERL and UNIX SHELL scripting as well as essentials of UNIX operating system itself.

- Essentials of UNIX operating system
- PERL Scripting in application to Software Testing
- UNIX SHELL Scripting in application to Software Testing

The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress.

MOBILE TECHNOLOGY & SOFTWARE TESTING

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for individuals interested in mobile applications testing.

- Mobile Ecosystem: Carriers – Networks – Manufactures – Devices - Platforms/OS – Frameworks /API– Application - Services
- Mobile Testing Approach/Test Planning – Mobile Testing Domains – Mobile Testing Specifics – Manual Mobile Testing Types
- Android SDK daily testing activities (screenshots and logs) – Emulator/Simulator – RDA Services
- Specifics of Mobile Testing Test Cases and Bug reports
- Introduction to Web Mobile Application – Web Design and Mobile Testing – Agile daily Environment
- Introduction to Native Mobile Application – Industries and needs in Mobile Native applications
- Introduction to Hybrid Mobile Application – Technical specifics and examples of Hybrid Mobile applications – Testing Coverage for Hybrid Mobile Applications, API Testing

The instruction includes written materials, quizzes, tests and home work assignments in the areas listed above.

TESTING WEB APPLICATIONS

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for individuals interested in testing WEB-enabled applications. It covers its architecture, browser-specific types of testing, performance testing and HTML validation tools.

- Web-enabled applications and their architecture
- Browser and Operating System Compatibility Testing
- Performance Testing
- HTML and HTML Code Validation
- Related networking issues and definitions
- Web Testing tools – Fiddler, MS Internet Explorer Developer Toolbar, XPATH

The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress.

WHITE BOX/REST API Testing in Java

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

This unique course is designed for students seeking entry into a rapidly expanding market of professionals who can understand, debug, and develop Java code in addition to being able to test application components, API, and RESTAPI using industry leading frameworks such as JUnit and Spring.

The class will also serve as a vehicle for black-box testers to advance in their career by experiencing Java programming language and applying this knowledge for test automation.

This class will be an excellent opportunity for college or university students with theoretical knowledge in Java to utilize their skills in practice by using IntelliJ IDEA IDE as a development platform and creating automated scripts with JUnit and JUnitParams to achieve better code coverage.

You will also use Spring framework and HTTP protocol for testing REST API. Key topics of the class are:

- Testing Levels and Techniques
- White-Box Testing and Approach
- Comprehensive course in Java for test automation engineers
- Introduction to IntelliJ IDEA, popular open source Java IDE
- Comprehensive course in JUnit Framework
- Data-driven testing with JUnitParams
- Introduction to HTTP protocol
- Introduction to JSON, data-interchange format
- Introduction to REST, an architecture style for designing networked applications.
- Introduction to Spring framework for testing REST API
- Open source tools supporting testing REST API

GREY BOX TESTING

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for individuals interested in grey box testing of WEB-enabled applications. It covers relationships between computer networks and their architecture with performance of web-enabled applications.

- PC Architecture & Components
- Networking. The IP Address. Common Internet protocols & Firewalls. Web servers.
- Bits & Bytes, Binary Code, Computer Memory & Binary Arithmetic
- OSI Model
- Router, Gateway, client/server paradigm
- Key Function of the Web Browser, URL Fundamental
- Port(s), HTTP Fundamental, Cookie and Proxy
- Batch Files

- Web Application Testing: Functionality, Usability, Server side Interface, Client Side Compatibility, Performance, Security
- Special tools and methodology for Web Application Testing
- Installing and using Fiddler for analyzing HTTP requests and responses
- Web Environment for Testing. Firewall Advance Settings.
- Firewall Functionality Testing. Windows Firewall.
- Testing Databases and Languages (Load balancing)
- Scripting Languages, Database-Driven Web Sites, Database replication
- SSL validation. SSL certificates.
- HTTP Methods. Subnet. Web services.
- GILT: Localization & Internationalization Testing
- Life Cycle for the Web Application
- Web Capacity Testing, Load and Stress

The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress.

NAVIGATING JOB MARKET

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

The course is designed for individuals interested in learning how to navigate successfully the IT market. It allows students to understand better the internal of the job market, recruiting, interviewing, resume and cover letter preparation, utilization of web-based job search engines and other resources.

- Understanding the job market. Types of employment: permanent/temporary, full-time, part-time
- Benefits: medical, dental, 401K, profit sharing, stock purchase plan
- Resume structure. Resume principles. Action verbs. Selecting and providing references.
- Understanding Cover Letter: content, structure, style. Things to avoid.
- Researching the job market (demand and supply). Applying to open positions.
- Posting resume on job search websites.
- Resume sending/posting rules and principles. Reading behind the ads.
- Networking. LinkedIn, Facebook, local ethnic groups, professional groups, other social networks.
- Principles of a successful networker. Things to avoid when networking.
- Informational Interview. Sample Informational Interview questions.
- Understanding the contract with recruiting agency. Approaching recruiters on LinkedIn.
- Interviewing: What managers are looking for. Interview killers. Things to avoid.
- Answering 10 key interview questions. Interview questions to ask.
- Understanding and negotiating job offer. Employment contract and what is behind the legal terms.
- The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress. The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress.

SOFTWARE TESTING PROGRAM

(Short-term Career Program: 120 lecture hours + 180 lab hours by arrangement)

This course is represented as preparing students to work as Software Tester (or equivalent job titles). It is focusing primarily on manual black box testing of web-enabled applications with some exposure to test automation tools.

The program combines and integrates the skills and theory offered in the following three short-term seminars offered by the school:

- FUNDAMENTALS OF INFORMATION TECHNOLOGIES
 - BLACK BOX SOFTWARE TESTING
 - SOFTWARE TEST AUTOMATION
- TESTING MOBILE/WEB APPLICATIONS PROGRAM

(Short-term Career Program: 160 lecture hours + 240 lab hours by arrangement)
This course is represented as preparing students to work as Software Tester (or equivalent job titles). It is focusing on manual and automated black box testing of mobile (Android and iOS) and Web applications.

The program combines and integrates the skills and theory offered in the following four short-term seminars offered by the school:

- FUNDAMENTALS OF INFORMATION TECHNOLOGIES
 - BLACK BOX SOFTWARE TESTING
 - MOBILE TECHNOLOGY & SOFTWARE TESTING
 - SOFTWARE TEST AUTOMATION
- ADVANCED SOFTWARE QUALITY ASSURANCE PROGRAM
(Short-term Career Program: 240 lecture hours + 360 lab hours by arrangement)
This course is represented as preparing students to work as Software Quality Assurance Specialists (or equivalent job titles). It has a very strong focus on testing web-enabled applications manually, using multiple test automation tools, software utilities, and programming languages

The program combines and integrates the skills and theory offered in the following six short-term seminars offered by the school:

- FUNDAMENTALS OF INFORMATION TECHNOLOGIES
 - BLACK BOX SOFTWARE TESTING
 - SOFTWARE TEST AUTOMATION
 - ADVANCED TEST AUTOMATION
 - TESTING WEB APPLICATIONS
 - WHITE BOX TESTING
- SMALL BUSINESS OWNER-OPERATOR PROGRAM
(Career Program: 240 lecture hours + 300 lab hours by arrangement)
The program is designed for individuals interested in becoming independent distributors of wellness products and other products, for which intellectual distribution and marketing models are employed.
- Economic climate change: globalization, baby boom demographics, technology, smaller companies, more people becoming self-employed (running small business)
 - Independent Distribution as a business opportunity.
 - Existing types of distribution business: wholesale, retail, franchise, direct sales, network marketing
 - Controversies and advantages of Network marketing. Compensation plans. Three business models in Network marketing.

- Skill Set of a small business owner. Cash Quadrant. Self development. Major reasons for failure in small business.
 - Wellness Revolution Theory. Intellectual versus physical distribution of goods. Wellness Industry.
 - Developing mission statement, vision statement, and business goals
 - Overview of the business planning process, the individual components of a business plan and the process for building a business plan.
 - Accounting and record keeping in a small business, profit and loss statement, balance sheet, cash flow statement
 - Communication skills of small business owner. Giving individual or group presentation.
 - Time Management. Increasing the work effectiveness. Time saving techniques and strategies, creating appropriate goals and prioritizing tasks.
 - Legal and tax issues. Social Responsibility, Ethics and Strategic Planning.
 - Recruiting and selling in the Information Age.
 - Developing Business Plan. Analyzing the market. Setting the goals.
 - Self-Development: Leading the Field. Law of Attraction. Leadership. Believe System.
 - Prospecting. 17 Secrets of the Master Prospectors.
 - Personality Types and how to read them
 - Developing the listening skills
 - Business systems. Doing things in a reproducible way.
 - How to research and choose the Wellness company. Classifications and criteria. Direct Sales Association and its code of Ethics
 - Analyzing and comparing the industry leading companies to represent. Understanding the application and the contract.
- The instruction includes lectures, discussions and practical training in the subject. Quizzes and projects are also a part of the course, which helps to evaluate student's performance and progress.

TEST AUTOMATION - SILVER BOOT CAMP PROGRAM

(Short-term Career Program: 80 lecture hours + 120 lab hours by arrangement)

This program is represented as preparing students to get involved into automated software testing while employed as Software Tester (or equivalent job titles). It is focusing on a single type of automated testing such as WEB applications, or Mobile apps, or Web Services

- Understanding grey box testing and usage of browser built-in and external development tools - Chrome developer tools, Firebug, Firepath, etc.
- Different HTML element location strategies - XPath, CSS.
- Relative XPath, Cheatsheet, navigating over elements, selecting by tag name, attribute name, empty tag, tag contents, text, etc.
- Behavior Driven Development (BDD) with example of Cucumber. Definition and architecture. Gherkin language.
- Automation frameworks overview and structure.
- Setting up simple Selenium WebDriver Automation Framework with BDD from scratch on Windows, Linux or Mac.
- Navigation, Click Elements, Alert Handling, Data Input, Assertion, Progress, Taking Screenshot, Configuration and Mobile Steps.
- Dealing with forms, forms reset and submit.
- Multiple browser usage with Selenium WebDriver.

- Java language deep dive - simple, laconic, object oriented, easiest to learn. Interactive Java.
- Assertion vs validation - why automation engineer needs to learn them?
- Page Object Pattern.
- Managing cookies, logs, timeouts, alerts, screenshots, reports, etc.

CURRENT SCHEDULE OF CHARGES:

Effective January 1, 2015 the STRF rate changes to Zero and shall not to be collected by the School

STUDENT TUITION RECOVERY FUND DISCLOSURE:

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.

6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

FUNDAMENTALS OF INFORMATION TECHNOLOGIES

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,150.00 (One thousand one hundred & fifty dollars).

SOFTWARE QUALITY ASSURANCE

(Short-term career training: 80 lecture hours + 120 lab hours by arrangement)

Registration fee \$75.00 (Mandatory, non-refundable)

Tuition \$2,025.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$2,100.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$2,100.00 (Two thousand & one hundred dollars).

BLACK BOX SOFTWARE TESTING

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,150.00 (One thousand one hundred & fifty dollars).

SOFTWARE TEST AUTOMATION

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,150.00 (One thousand one hundred & fifty dollars).

INTERMEDIATE TEST AUTOMATION

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,150.00 (One thousand one hundred & fifty dollars).

ADVANCED TEST AUTOMATION

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,150.00 (One thousand one hundred & fifty dollars).

SQA PROGRAMMING-UNIX

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$100.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,100.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,100.00 (One thousand & one hundred dollars).

WHITE BOX TESTING

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$100.00 (Mandatory, non-refundable)

Tuition \$100.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,100.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,100.00 (One thousand & one hundred dollars).

GREY BOX TESTING

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$100.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,100.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,100.00 (One thousand & one hundred dollars).

TESTING WEB APPLICATIONS

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$100.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,100.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,100.00 (One thousand & one hundred dollars).

MOBILE TECHNOLOGY & SOFTWARE TESTING

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,150.00 (One thousand one hundred & fifty dollars).

NAVIGATING JOB MARKET

(Short-term seminar training: 40 lecture hours + 60 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$1000.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$1,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$1,150.00 (One thousand one hundred & fifty dollars).

SOFTWARE TESTING PROGRAM

(Short-term seminar training: 120 lecture hours + 180 lab hours by arrangement)

Registration fee \$75.00 (Mandatory, non-refundable)

Tuition \$3,075.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$3,150.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$3,150.00 (Three Thousand & one hundred fifty dollars).

TESTING MOBILE/WEB APPLICATIONS PROGRAM

(Short-term seminar training: 160 lecture hours + 240 lab hours by arrangement)

Registration fee \$150.00 (Mandatory, non-refundable)

Tuition \$4,600.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$4,750.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$4,750.00 (Four thousand seven hundred & fifty dollars).

ADVANCED SOFTWARE QUALITY ASSURANCE PROGRAM

(Short-term seminar training: 240 lecture hours + 360 lab hours by arrangement)

Registration fee \$ 75.00 (Mandatory, non-refundable)

Tuition \$5,920.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$5,995.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$5,995.00 (Five Thousand nine hundred & ninety five dollars).

SMALL BUSINESS OWNER-OPERATOR PROGRAM

(Short-term seminar training: 240 lecture hours + 300 lab hours by arrangement)

Registration fee \$ 75.00 (Mandatory, non-refundable)

Tuition \$6,225.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$6,300.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$6,300.00 (Six Thousand & three hundred dollars).

TEST AUTOMATION - SILVER BOOT CAMP PROGRAM

(Short-term Career Program: 80 lecture hours + 120 lab hours by arrangement)

Registration fee \$100.00 (Mandatory, non-refundable)

Tuition \$2,100.00 (Mandatory, refundable. See REFUND POLICY)

Manuals, handouts, lab time and equipment: at no charge to students

TOTAL: \$2,200.00

THE TOTAL AMOUNT FOR ALL FEES, CHARGES AND SERVICES THE STUDENT IS OBLIGATED TO PAY FOR THE COURSE IS \$2,200.00 (Two thousand & two hundred dollars).

LIBRARY AND OTHER LEARNING RESOURCE:

LIBRARY HOLDINGS:

- “Software Testing” book
- User Interface Guidelines for Windows applications

To access library holdings students refer to any staff person on premises.

ONLINE RESOURCES:

- PowerPoint and/or PDF presentations for all the classes
- Videos with Software Testing subjects covered
- Common interview questions and answers in the occupation of study

- Study project resources
- Video tutorials for test automation tools
- School catalog
- School forum (www.forum.portnov.com) is available for asking questions 24x7

To access online resources students should access Internet any time

RESOURCES BY REQUEST:

Certain documents (learning resources are available to students by email request:

- samples of test documentation (test plans, test designs, test cases)
- samples of resumes in the occupation of study
- resume placement analysis on major job search engines (dice, craigslist)

To access by-request resources students should send an email to the school@portnov.com email address or another email address provided by the school.

WITHDRAWALS & REFUNDS POLICIES:

1. Any written contract or agreement signed by a prospective student is not operative until the student attends the first class or session of instruction.
2. The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The student may cancel the Enrollment Agreement and receive a refund by providing a written notice to: Director, Portnov Computer School, 4970 El Camino Real # 110, Los Altos, CA 94022 For the purpose of sending refunds in timely manner, the date of withdrawal is determined as the date when the School receives the Request for Cancellation, Withdrawal and Refund.
3. For the purpose of calculating the percentage of tuition received, the date of withdrawal is determined as follows:
 - a) If the student delivers the Request for Cancellation/Withdrawal and Refund to the School in person (or with a help of a relative, friend, etc.) prior to or on the first day of instruction, the date of withdrawal is the date of signing the Request.
 - b) If the student signs the Request for Cancellation/Withdrawal and Refund prior to or on the first day of instruction, mails it to the School, and the letter with enclosed Request is postmarked within two business days from the date of signing, the date of withdrawal is the date of signing the Request; if the letter with enclosed Request is not postmarked within two business days from the date of signing, the date of withdrawal is the date the letter was postmarked.
 - c) If the student has enrolled in a course but never attended the course, the date of withdrawal is the first day of instruction.
 - d) If the student delivers the Request for Cancellation/Withdrawal and Refund to the School in person (or with a help of a relative, friend, etc.) within one week following the date he/she last attended the course, the date of withdrawal is the date of last attendance of the course.
 - e) If the student mails the Request for Cancellation/Withdrawal and Refund to the School, and the letter with enclosed Request is postmarked within one week following the date he/she last attended the course, the date of withdrawal is the date of last attendance of the course; if the letter with enclosed Request is not postmarked within one week from the date of the last attendance of the course, the date of withdrawal is the date the School receives the letter with enclosed Request.

4. If the student is unable (due to illness or other reasons) to notify the School on timely basis of the decision or necessity to cancel or withdraw, the student or his/her authorized representative is supposed to contact the School as soon as it becomes possible, and to discuss the issue with the Director of the School or Director of Education.

REFUND POLICY:

1. If the student cancels the Enrollment Agreement prior to or on the first day of instruction, the School will refund the amount paid less the amount of \$100.00 for the registration fee.
2. If the student signed the Enrollment Agreement for a course but never attended the course, the School will refund the amount paid less the amount of \$100.00 for the registration fee.
3. If the student has attended the course and withdraws from the course after the first day of instruction but prior to completion of the course, or otherwise fails to complete the course or the period of enrollment, a student who has completed 70 percent or less of the course will be paid by the School a prorated refund of the unused portion of tuition.

Example of calculating a prorated refund.

A student has completed 32 hours out of 80 hours of tuition, and by the time of withdrawal paid \$2,000 for the course. The total cost of the course is \$4,500.00. The registration fee of \$100.00 is non-refundable.

The hourly charge for the course is $(\$4,500.00 - \$100.00)/80 = \$55.00$

The amount owed by the student for 32 hours of tuition is $32 \times \$55.00 = \1760.00

The total amount owed by the student is

$\$1760.00$ (tuition) + $\$100.00$ (registration fee) = $\$1860.00$

The student has completed $32/80 = 40\%$ of the course and is entitled to a refund.

The School will refund \$140.00 (one hundred fifty five dollars):

$\$2,000.00$ (paid by the student) – $\$1860.00$ (owed by the student) = $\$140.00$

4. If the School cancels or discontinues a course, the School will make a full refund of all charges paid for the course that was not provided. The refund will be paid within 30 days following the date upon which the course has been determined as cancelled or discontinued.
5. Refunds for the courses (that are not subject to 4.) will be paid within 30 days following the date upon which the student's withdrawal has been determined.

PROCEDURE TO CANCEL OR WITHDRAW AND OBTAIN A REFUND:

1. If the School cancels or discontinues a course, no actions are required from the student to obtain a refund. The School will send a check for a full refund to every student enrolled in the cancelled/discontinued or otherwise not provided course.
2. To cancel the Enrollment Agreement, withdraw from the course (that is not subject to 1.), and obtain a refund, a student has to submit the written Request for Cancellation/Withdrawal and Refund. The Form for the Request will be provided on the date the student signs the Enrollment Agreement.

The information submitted by the student in the Request for Cancellation/Withdrawal and Refund will be compared with the School records. If there is a discrepancy, a copy of the student's Request with the discrepancies specified will be mailed to the student, and he/she will be requested to submit any evidence (receipts, cancelled checks, statement of facts, etc.) to prove the correctness of submitted information. If the student fails to submit the requested proof within seven business days from the date the School mailed the copy of the student's Request, the

eligibility for a refund and amount to be refunded will be determined in accordance with the School records.

THE STUDENT TUITION RECOVERY FUND:

Student Tuition Recovery Fund (STRF), a special fund established by the California Legislature to protect any California resident who attends a private postsecondary institution and experiences a financial loss as a result of the closure of the institution, failing to live up to its enrollment agreement, or the institution refusing to pay a court judgment.

It is important that enrollees keep a copy of any enrollment agreement, contract or application to document enrollment. Students also should keep tuition receipts or canceled checks to document the total amount of tuition paid. Such information may substantiate a claim for reimbursement from the STRF.

RULES OF OPERATION

GENERAL RULES:

- Classes begin promptly at a scheduled time. A break will be taken at a scheduled time determined by the Instructor.
- Courses are on a clock hour basis. An academic hour is 50 minutes.
- Smoking is not permitted in any area of the building and within 25 feet from the building.
- No eating or drinking in the classrooms! There are the designated areas in the School for eating or drinking.
- The telephones in the office areas of the School are not for students use. Only in case of emergency these telephones may be used by students (both for calling and receiving messages).
- The students have to remember that the School is located in the office building and other occupants of the building are not to be disturbed by the School students.

ATTENDANCE:

Students are expected to attend all sessions of each course. The students will be notified in writing of unsatisfactory attendance, if accumulated unexcused hours of absences exceed twenty percent of the total number of course hours. A copy of the notification will be placed in the student's file. If accumulated unexcused hours of absences exceed thirty percent of the total number of course hours, the student will be advised in writing to withdraw from the course. A copy of the notification will be placed in the student's file.

TARDINESS:

Tardiness disrupts the learning environment and is therefore discouraged. Tardiness without legitimate reason on any three occasions during the course is considered as one unexcused absence. A student is considered tardy if he/she is not in the classroom within ten minutes of the class start time. It is the responsibility of the Instructor to make notes of students' tardiness in the Attendance sheet.

LEAVE-OF-ABSENCE:

A written request for leave-of-absence should be submitted to the Director of Education for approval. Only one leave-of-absence may be granted during any one course. When a student returns from the approved leave-of-absence, he/she will be allowed to additionally attend the other group sessions to make up a deficiency caused by the absence. In case of long-lasting leave-of-absence, a student may be offered to transfer completely to other group. All educational charges by the School are suspended during the approved leave-of-absence period.

If a student fails to return from a leave-of-absence, the School reserves the right to dismiss the student from the School.

An absence will be considered as excused under the following circumstances: medically validated illness, death or birth in the immediate family, and other reasons approved by the Director of Education. All other absences will be considered unexcused.

ASSESSMENT AND GRADING:

During any course a student has to pass written Midterm and Final tests. The number of questions on the test and their corresponding percentage grades is left to the Instructor's discretion.

The policy concerning retaking tests is left to the Instructor's discretion.

The quality of students' work and attendance is measured during the course of study by percentage grades obtained at the midterm and final tests. Upon completion, the average percentage grade for the entire course can be converted to a letter grade:

90% or higher	A Very good
80% - 89%	B Good
70% - 79%	C Satisfactory
under 70%	F Unsatisfactory

STANDARD (STUDENT ACHIEVEMENT):

A student's academic progress on a course will be considered satisfactory if his/her average percentage grade for midterm and final tests is 70% and above.

A student will be awarded the Certificate of Completion for the course if his/her average percentage grade by the end of the course is 70% or higher (the grade of C or better). The Certificate will state that the course is successfully completed. If the average percentage grade by the end of the course is below 70%, the student will be awarded the Certificate of Attendance provided his/her attendance is above 50%; otherwise no Certificate will be awarded.

Only those students with satisfactory academic progress on the programs:

- Advanced Software Quality Assurance
- Testing Mobile/Web Applications

will be assisted with resume writing, internship placement and other services associated with the completion of the course (see Student Services section of the Catalog.). Awarding the Certificate of Completion for the courses listed above is contingent on successful completion of the internship in the field of study.

STUDENTS RIGHTS AND RESPONSIBILITIES. CONDUCT POLICY:
Students have not only the right to an education, but to the rights of citizenship as well;

therefore, no student shall be deprived of equal treatment and equal access to educational programs, due process, presumption of innocence prior to proof otherwise, free expression, or privacy of thought. The School treats grades and other indications of individual's academic progress as a confidential information, available only to the student him/herself.

As a WIOA Title-I financially assisted program, Portnov Computer School is an equal opportunity employer/ program. Auxiliary aids and serviced are available upon request for individuals with disabilities.

Attendant upon the right guaranteed to each student are certain responsibilities, which are respect to the rights of others, acceptance of properly constituted authority, and compliance with the policies, regulations and procedures of the School. Each student bears full responsibility for his or her actions.

The following types of misconduct will not be tolerated at all times at the School:

- a. Disruptive behavior, willful disobedience, habitual profanity or vulgarity, or the open and persistent defiance or abuse of School personnel.
- b. Assault, battery, or any threat of force or violence upon students or School personnel.
- c. Theft of, or damage to, the property of the School, its employees, students or visitors.
- d. Interference with the normal operations of the School (e.g., obstruction or disruption of teaching or other School activities).
- e. Cheating, plagiarism or knowingly furnishing false information in the classroom or to a School personnel.
- f. Forgery, alteration, or other misuse of School documents and records.
- g. Failure to return borrowed property when reasonable attempts have been made to retrieve it.
- h. Disorderly, lewd, indecent, or obscene conduct or expression.
- i. Physical or verbal abuse of any person or group, or conduct, which intimidates, threatens, or endangers the health or safety of any person or group.
- j. Acts of physical, verbal, or sexual harassment.
- k. The unlawful possession, use, or distribution of alcohol or illicit drugs at School premises.
- l. Gambling in any form.
- m. Failure to comply with lawful directions of School officials, faculty, and staff.

RECORD RETENTION:

It is the policy of Portnov Computer School to maintain records of the name, address, email address, and telephone number of student who is enrolled in an educational program offered by the School.

Portnov Computer School maintains, for a period not less than five years, at its principal place of business (currently 4970 El Camino Real, Los Altos, CA 94022) complete and accurate records of all of the following information:

- a. The educational Programs offered by the School and the curriculum for each
- b. The names and the addresses of the members of the School's faculty and records of the educational qualifications of each member of the faculty
- c. Any other records required to be maintained including but not limited to, records maintained pursuant to Article 16 (commencing with Section 94928)

Current and former students may request release of their transcript upon receipt in the School office of a written request with the student's signature.

All student records are clearly and safely maintained, with transcripts held in fire proof, lockable cabinets. These records, kept in computer storage, are only accessible with proper security clearances and are regularly backed up securely according to industry best practices.

The current custodian of records is Mrs. Sofia Pravdina. The phone number is (650) 961-2044.

STUDENT COMPLAINT PROCEDURE:

It is the preference of the School to resolve grievances at the informal level whenever possible. The informal resolution stage involves the student who has a complaint and the staff member or specific group who is the other party in the grievance. The student must notify the staff person or representative of a group that he/she wishes to have an informal meeting to review an action within 5 days of its occurrence. This informal meeting must then take place within 5 days of the notification of the desire to meet. In the absence of the instructor or staff person and after a good faith effort to make contact, the grievant may contact the Director of Education. If the outcome of this informal meeting does not result in the satisfaction of the grievant, he or she may file in writing a formal complaint with the Director of the School the student has to provide in his/her written complaint the following:

- a. Exact nature of the grievance;
- b. The specific details of the grievance, e.g. chronology of events, copies of any information that may be helpful, etc.;
- c. A description of the informal meeting and the attempted resolution;
- d. The desired remedy.

The meeting with the Director must take place within five working days of the filing the appeal. A written decision must be rendered within two working days. If the School does not resolve the problem, a student may file a complaint with the Bureau for Private Postsecondary Education, P.O. Box 980818, Sacramento, CA 95798

STUDENT SERVICES:

1. The School provides the students with printed and online manuals, handouts, and all other types of educational materials required in the course of study.
2. The student may come to the School at any time from 10:00 am to 7:00 pm, Monday through Friday in order to practice at the School labs.
3. Academic and Career counseling is always available at the School. The counseling includes an opportunity for clarification and integration of career and educational goals, exploring educational and career options, providing with clear, concise, and up-to-date information in the field of training and related fields.
4. The School assists the students who have satisfactory performance with Internship placements and resume writing.
5. The School also provides the students with the listings of the Job Opportunities published on On-line resources.

ACCEPTABLE USE POLICY

Policy: **Acceptable Use of Technology and School resources**

Portnov Computer School provides various technological resources to its students solely for educational purposes. Expanding technologies take students and staff beyond the confines of the

classroom, and provide tremendous opportunities for enhancing, extending, and rethinking the learning process. The goal in providing these resources is to promote educational excellence by facilitating resource sharing, innovation, and communication with the support and supervision of instructors and support staff.

With access to computers and people all over the world comes the potential availability of material that may not be considered to be of educational value in the context of the Portnov setting, or that may be harmful or disruptive.

The Portnov's electronic network and other resources is part of the curriculum and is not a public forum for general use. Student users may access technology for only educational purposes. Student users must conduct themselves accordingly by exercising good judgment and complying with this policy and any accompanying administrative regulations and guidelines, Discrimination Policy in particular. Students are responsible for their behavior and communications using the Portnov's resources not limited to computers, networks, forums, chats, emails, messengers, FAXes, as well as non-electronic communications.

Student users of technology shall:

- Use or access School's technology only for educational purposes.
- Comply with copyright laws and software licensing agreements.
- Understand that email and network files are not private. Network administrators may review files and communications to maintain system integrity and monitor responsible student use.
- Respect the privacy rights of others.
- Be responsible at all times for the proper use of technology, including proper use of access privileges, complying with all required system security identification codes, and not sharing any codes or passwords.
- Maintain the integrity of technological resources from potentially damaging messages, physical abuse, or viruses.
- Abide by the policies and procedures of networks and systems linked by technology.
- Any and all discriminatory purposes, including harassment and bullying of individuals based on race, gender, religion, sexual orientation, or disability, among others;
Students may not use School's technology for improper uses. These uses include, but are not limited to:
 - Any and all illegal purposes;
 - Any and all obscene or pornographic purposes, including, but not limited to, retrieving or viewing sexually explicit material;
 - Any and all purposes that would violate state, federal or international law; Copyright laws; Cyberbullying laws; and Sexting laws.
 - Any use of profanity, obscenity, or language that is offensive or threatening;
 - Reposting or forwarding personal communications without the author's prior consent;
 - Reposting or forwarding of junk mail, chain letters, or inappropriate or offensive jokes;
 - Destruction, alteration, disfigurement or unauthorized access of hardware, software, or firmware;
 - Obtaining financial gain or Transacting any business or commercial activities;
 - Plagiarizing (claiming another person's writings as your own);
 - Political advocacy;
 - Disrupting the use of others to any process, program or tool, including downloading or otherwise spreading computer viruses;

- Engaging in hacking of any kind, including, but not limited to, the illegal or unauthorized access;
- Allowing others to use Property issued under the program without authorization, including students whose access privileges have been suspended or revoked;
- Soliciting or distributing information with the intent to incite violence, cause personal harm, damage a person's character, or to harass another individual.

INTERNSHIP CLEARANCE POLICY

- To qualify for SQA Internship placement a student must pass the Mock Internship Interview (Internship Clearance)
- The clearance normally is facilitated as a group activity with no more than 8 students participating
- All the questions and answers to study should be made available to the students upon starting of the Advanced Software Quality Assurance & Testing Mobile/Web Applications programs
- At the discretion of the instructor conducting the Clearance both Technical Knowledge and Performance (communication skills) of a student will be evaluated with regards to passing the actual interviews with participating software companies.
- Showstopper (immediately disqualifying) questions will be disclosed to the students upon starting of the Advanced Software Quality Assurance & Testing Mobile/Web Applications programs
- The Clearance is done on the Pass/Fail basis. No letter or percentage grading will be used.
- The explanations of the incorrectly answered questions will be provided by instructor at the time of the Clearance or in person.

JOB PLACEMENT ASSISTANCE:

Portnov Computer School provides various job placement assistance activities including:

1. Resume preparation for both Internships and Job Market (after completion of Internship)
2. Referring graduates for Internships and Jobs to Bay Area direct employers and employment agencies asking for referrals
3. Teaching the graduates job search and interviewing techniques
4. Coaching those looking for a job from the School facilities, which includes mock interviews, close supervision of resume submission and posting activities
5. Conducting and videotaping mock interviews in individual and group format
6. Posting on the Job Board job openings sent to the school by the local employers
7. Providing list of frequently asked interview question in the field of study
8. Placing videos on Youtube with interview tips and job search advice

HOUSING INFORMATION:

1. The School has no dormitory facilities in its control
2. The School has no responsibility to find or assist a student in finding housing
3. The School is located in highly populated area with practically unlimited choice of residential housing within walking distance from the School
4. The School provides out of area students with information on local rental housing market and helpful online resources

ACADEMIC PROBATION:

We expect our students to make steady progress toward their educational goals. There is no formal academic probation policy in the school. The administration in case of a need of an academic improvement will suggest the student to repeat the class at no extra charge.

ACADEMIC DISMISSAL:

There is no formal academic dismissal policy in the school. The administration in case of a need of an academic improvement will suggest the student to repeat the class at no extra charge.

PROGRESS PROBATION:

We expect our students to complete courses once they register for them. Each student must attend at least of all the sessions, or else be placed on progress probation. Students on probation will be encouraged to make an appointment with a counselor.

PROGRESS DISMISSAL:

Students are subject to progress dismissal if, after they have been on progress probation for four consecutive weeks. Students on dismissal status are prohibited from attending Job Search sessions.

APPEALS AND READMISSION:

Students who are placed on probation or dismissal are notified in writing. The notification includes the process for appealing the dismissal to the dean of student life. Dismissed students who wish to appeal their dismissal status must file a "request for reinstatement" letter. Extenuating circumstances that would allow students to successfully appeal dismissal might include, but are not limited to, health problems, family emergency or extreme change in financial situation.

SCHOOL LOCATION:

School address: The school is located on the first floor of the business building at 4970 El Camino Real, Suite 110, Los Altos, CA 94022
Phone: (650) 961-2044; Fax: (650) 472-8976