

(The following reflects additions and/or deletions only)

PROGRAMS AVAILABLE – page 4

- Criminal Justice Administration (Degree only)
- Information Technology, Network Security (Degree only)
- Medical Administrative Assistant (Degree only)
- Networking Technology Microsoft and Cisco Systems Administration (Degree, Certificate)

## CRIMINAL JUSTICE ADMINISTRATION

### Associate in Applied Science Degree in Justice Administration

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A.S. degree by successfully completing the Criminal Justice Administration program:

- Business Software Applications
- Computer Business Administration

#### Major Courses

|      |                                  |
|------|----------------------------------|
| J105 | Introduction to Criminal Justice |
| J115 | Criminology                      |
| J150 | Introduction to Corrections      |
| J205 | Criminal Investigation           |
| J220 | Criminal Law                     |

#### Business Courses

|      |   |
|------|---|
| E202 | Public Speaking                         |
| J240 | Contemporary Issues in Criminal Justice |
| J245 | Juvenile Justice                        |

#### Total Required for Degree

#### Associate in Applied Science Degree

**15 Units**

3  
3  
3  
3  
3

**9 Units**

3  
3  
3

**Varies\***

\*The A.A.S. in Criminal Justice Administration is available only as an additional Heald A.A.S. degree. The total number of units required depends on those required for the first A.A.S. degree

# INFORMATION TECHNOLOGY

## WITH AN EMPHASIS IN NETWORK SECURITY

"The US Department of Homeland Security in its National Strategy to Secure Cyberspace has said that the two major barriers to improving cyber security are a lack of familiarity, knowledge, and understanding of security issues, and an inability to find sufficient numbers of adequately trained or appropriately certified personnel to create and manage secure systems."

*CertMag.com. Microsoft Certification: Building the Human Foundation for IT Security. September 2003*

Heald's Information Technology with an emphasis in Network Security program provides the right foundation for an entry-level IT career in cyber security, one of the fastest growing technical fields You'll learn about networking from the ground up — from building computer cables to securing the protocols that cross those cables. Students receive a strong foundation in networking, operating systems (Windows and Linux), routing, and network security.

Typically, entry-level cyber security specialists configure security protocols, close unnecessary ports, install defensive countermeasures, perform backups and recommend changes to the network that will enhance intrusion detection You'll learn about encryption, authentication, computer forensic strategies, and more.

As a graduate of this program, you can pursue a career as an Information Security Specialist, LAN Administrator, Junior Network Administrator, or a Technical Support Specialist (Tier II and Tier III). You can also pursue the following certifications; Security+, CompTIA A+, Network+, Microsoft Certified Professional (MCP), and Linux+.

|                                  |  | <b>Associate in Applied<br/>Science Degree</b> |
|----------------------------------|--|--|
|                                  |  | <b>27 Units</b>                                |
| <b>Major Courses</b>             |  |  |
| C115                             | Core Hardware Technologies                     | 6  |
| C125                             | Operating System Technologies                  | 6  |
| C260                             | Introduction to Computer Security Concepts     | 3  |
| C285                             | Disaster Recovery                              | 3  |
| C290                             | Computer Forensics                             | 6  |
| C295                             | Defensive Countermeasures                      | 3  |
|                                  |  |  |
| <b>Technical Courses</b>         |  | <b>53 Units</b>                                |
| C105                             | Networking Concepts                            | 3  |
| C205                             | Introduction to Client/Server Networking       | 6  |
| C215                             | Advanced Networking                            | 6  |
| C220                             | Introduction to UNIX                           | 6  |
| C270                             | Introduction to Routing Concepts               | 3  |
| C275                             | Technical Customer Support                     | 3  |
| C280                             | Technical Internship                           | 2*   |
| D104                             | Introduction to Software Applications          | 3  |
| E010                             | Essential Language Skills                      | 3  |
| E105                             | Composition and Reading                        | 4  |
| E226                             | Professional Career Development                | 4  |
| G2T1                             | Graduation Project, Planning Phase             | 1  |
| G212                             | Graduation Project, Completion Phase           | 1  |
| M010                             | Essential Math                                 | 3  |
| M103                             | Elementary Algebra                             | 4  |
| S101                             | Key boarding                                   | 3  |
|                                  |  |  |
| <b>General Education Courses</b> |  | <b>20 Units</b>                                |
| E155                             | College Composition and Research               | 4  |
| E205                             | Contemporary Literature: Cultural Perspectives | 4  |
| G220                             | Introduction to Psychology                     | 4  |
| G270                             | Introduction to Physics                        | 4  |
| MI 21                            | Intermediate Algebra                           | 4  |
|                                  |  |  |
| <b>Total Required for Degree</b> |  | <b>100 Units</b>                               |

\*Technical Internships are optional and may not be available at all campuses each quarter. If available, the student may earn an additional two units.

# MEDICAL ADMINISTRATIVE ASSISTANT

## Associate in Applied Science Degree in Medical Administrative Assistant

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A.S. degree by successfully completing the Medical Administrative Assistant program:

- Business Software Applications
- Computer Business Administration
- Computer Information Technology

|   | <b>Business Software Applications<br/>Computer Business Administration</b> | <b>Computer Information Technology</b> |
|---|--|--|
| <b>Major Courses</b>                        | <b>21 Units</b>  | <b>21 Units</b>                        |
| H101 Medical Office Procedures              | 6  | 6                                      |
| H120 Fundamentals of Medical Terminology    | 3  | 3                                      |
| H201 Medical Billing and Coding             | 6  | 6                                      |
| H230 Medical Computerized Office            | 3  | 3                                      |
| H245 Introduction to Medical Transcription  | 3  | 3                                      |
| <b>Business Courses</b>                     | <b>5 Units</b>   | <b>11 Units</b>                        |
| B250 Portfolio                              | 1  | 1                                      |
| G215 Fundamentals of Anatomy and Physiology | 4  | 4                                      |
| P010 Workshop (if required)                 | 0  | 0                                      |
| S101 Keyboarding                            |  | 3                                      |
| W101 Word Processing Essentials             |  | 3                                      |
| <b>Campus Designated Courses*</b>           |  | <b>6 Units</b>                         |
| <b>Total Required for Degree</b>            | <b>Varies**</b>  | <b>38 Units</b>                        |

Keyboarding requirement: 40 WPM (Words Per Minute)

\*The Director of Academic Affairs will schedule additional courses as needed that complement the student's program.

\*\*The A.A.S. in Medical Administrative Assistant is available only as an additional Heald A.A.S. degree. The total number of units required depends on those required for the first A.A.S. degree.

# MEDICAL ASSISTANT – Page 17

## Associate in Applied Science Degree in Medical Assistant

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A.S. degree by successfully completing the Medical Assistant program:

- Business Software Applications
- Computer Business Administration
- Computer Information Technology
- Medical Office Administration

|   | <b>Medical Office Administration</b> | <b>Business Software Applications<br/>Computer Business Administration</b> | <b>Computer Information Technology</b> |
|---|--------------------------------------|--|--|
| <b>Major Courses</b>                        | <b>19 Units</b>                      | <b>40 Units</b>  | <b>40 Units</b>                        |
| H101 Medical Office Procedures              |                                      | 6  | 6                                      |
| H120 Fundamentals of Medical Terminology    |                                      | 3  | 3                                      |
| H201 Medical Billing and Coding             |                                      | 6  | 6                                      |
| H220 Medical Laboratory Procedures          | 6                                    | 6  | 6                                      |
| H230 Medical Computerized Office            |                                      | 3  | 3                                      |
| H235 Pharmacology and Dosage Calculations   | 3                                    | 3  | 3                                      |
| H240 Medical Clinical Procedures            | 3                                    | 3  | 3                                      |
| H245 Introduction to Medical Transcription  |                                      | 3  | 3                                      |
| H250 Medical Assisting Externship           | 6                                    | 6  | 6                                      |
| H251 Medical Assisting Seminar/Project      | 1                                    | 1  | 1                                      |
| <b>Business Courses</b>                     |                                      |  | <b>6 Units</b>                         |
| P010 Workshop (if required)                 | 0                                    | 0  | 0                                      |
| S101 Keyboarding                            |                                      |  | 3                                      |
| W101 Word Processing Essentials             |                                      |  | 3                                      |
| <b>General Education Courses</b>            |                                      | <b>4 Units</b>   | <b>4 Units</b>                         |
| G215 Fundamentals of Anatomy and Physiology |                                      | 4  | 4                                      |
| <b>Campus Designated Courses*</b>           | <b>6 Units</b>                       | <b>6 Units</b>   |  |
| <b>Total Required for Degree</b>            | <b>25 Units</b>                      | <b>Varies**</b>  | <b>50 Units</b>                        |

Keyboarding requirement: 40 WPM (Words Per Minute)

\*The Director of Academic Affairs will schedule additional courses as needed that complement the student's program.

\*\*The A.A.S. in Medical Assistant is available only as an additional Heald A.A.S. degree. The total number of units required depends on those required for the first A.A.S. degree.

# NETWORKING TECHNOLOGY – Page 22

## WITH AN EMPHASIS IN MICROSOFT® WINDOWS® 2003 SYSTEMS ADMINISTRATION

### Associate in Applied Science Degree in Networking Technology

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A.S. degree by successfully completing the 24-unit Networking Technology with an emphasis in Microsoft® Windows® 2003 Systems Administration program:

- Business Administration, Software Technologies
- Business Software Applications
- Computer Information Technology
- Electronics Technology
- Information Technology, Network Systems Administration
- Information Technology, Technical Support

Graduates of other Heald A.A.S. programs may be required to take prerequisite courses before entering this program.

|  | <b>Certificate</b> | <b>Associate in Applied Science Degree</b> |
|--|--------------------|--|
| N780 Windows 2003 Networking I               | 12                 | 12   |
| N880 Windows 2003 Networking II              | 12                 | 12   |
| <b>Total Required for Certificate/Degree</b> | <b>24 Units</b>    | <b>Varies*</b>                             |

### Certification Exams

To become a Microsoft Certified Professional (MCP), a Microsoft Certified Systems Administrator (MCSA) and a Microsoft Certified Systems Engineer (MCSE), the student must pass the required certification exams. These exams may be taken at a Heald testing site (there is one at each campus) or at off-site authorized testing centers. Heald campuses reserve the right to teach the books and material used in this program in any order.

\*The A.A.S. in Networking Technology with an emphasis in Microsoft® Windows® 2003 Systems Administration is available only as an additional Heald A.A.S. degree. The total number of units required depends on those required for the first A.A.S. degree.

# NETWORKING TECHNOLOGY

## WITH AN EMPHASIS IN MICROSOFT® AND CISCO® SYSTEMS ADMINISTRATION

### Associate in Applied Science Degree in Networking Technology

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A.S. degree by successfully completing the 56-unit Networking Technology with an emphasis in Microsoft and Cisco Systems Administration program:

- Business Administration, Software Technologies
- Business Software Applications
- Computer Information Technology
- Electronics Technology
- Information Technology, Network Systems Administration
- Information Technology, Technical Support

Graduates of other Heald A.A.S. programs may be required to take prerequisite courses before entering this program.

|  |   | <b>Certificate</b> | <b>Associate in Applied Science Degree</b> |
|--|---|--------------------|--|
| N780   | Windows 2003 Networking I                               | 12                 | 12   |
| N880   | Windows 2003 Networking II                              | 12                 | 12   |
| Q700   | Network Essentials and<br>Cisco Networking Fundamentals | 6                  | 6  |
| Q710   | Routing Fundamentals                                    | 6                  | 6  |
| Q810   | Advanced Routing  | 6                  | 6  |
| Q850   | WAN Technologies and Project-Based Learning             | 6                  | 6  |
| <b>Total Required for Certificate/Degree</b> |   | <b>48 Units</b>    | <b>Varies*</b>                             |

### Certification Exams

To become a Microsoft Certified Professional (MCP), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Systems Engineer (MCSE), or a Cisco Certified Network Associate (CCNA) the student must pass the required certification exams. These exams may be taken at a Heald testing site (there is one at each campus) or at off-site authorized testing centers. Heald campuses reserve the right to teach the books and material used in this program in any order.

### Heald Certificate of Completion

Students who have equivalent training or experience in the field, but who have not earned a Heald Associate in Applied Science degree, may earn a certificate of completion by successfully completing the Networking Technology with an emphasis in Microsoft and Cisco Systems Administration program.

\*The A.A.S. in Networking Technology with an emphasis in Microsoft and Cisco Systems Administration is available only as an additional Heald A.A.S. degree. The total number of units required depends on those required for the first A.A.S. degree.

## COURSE DESCRIPTIONS – PAGE 26

### **A223 Federal and State Income Taxes 6 Units**

This course includes instruction in and application of current federal and state income tax laws related to the preparation of personal income taxes. Emphasis is on the 1040 and related forms and schedules for the preparation of income taxes for individuals, including itemized deductions, credits, rental income, capital gains/losses and business income and expenses including the calculation of depreciation.

*Prerequisite:* A104 Fundamentals of Accounting

### **C285 Disaster Recovery 3 Units**

Students gain a foundation in disaster recovery principles, including preparation of a disaster recovery plan, assessment of risks in the enterprise, development of policies and procedures, and an understanding of the roles and relationships of various members of an organization. The course takes an enterprise-wide approach to developing a disaster recovery plan. Students learn how to create a secure network by putting policies and procedures in place, and how to restore a network in the event of a disaster.

*Prerequisite:* C260 Introduction to Computer Security Concepts

### **C290 Computer Forensics 6 Units**

Students outline methods to test computer systems for possible weaknesses and learn about the tools necessary for approaching computers with the skill and understanding of an outside hacker. Topics include footprinting, trojans and backdoors, sniffers, viruses and worms, and the tools and methods used by security professionals when implementing countermeasures.

*Prerequisite:* C260 Introduction to Computer Security Concepts

### **C295 Defensive Countermeasures 3 units**

Students learn the basics of network security by learning about current intrusion technologies, basic firewall installation techniques, and basic firewall troubleshooting. Topics include packet filtering, encryption and firewalls, and working with ways to secure routers and servers.

*Prerequisite:* C260 Introduction to Computer Security Concepts

### **D121 Spreadsheet Applications 3 Units**

This course provides coverage of the operations and features of spreadsheet software. Students analyze and apply spreadsheet solutions to business problems in the areas of finance, information tracking, reporting and presentation. Real-world business situations are explored through the use of creative thinking and problem-solving techniques.

*Prerequisite:* D104 Introduction to Software Applications

### **D215 Professional Document Production 3 Units**

Students develop skills to create a multimedia presentation using presentation software. They incorporate graphics, fonts, styles, layout techniques, and online resources in electronic presentations. In addition, they use desktop publishing functions and features to create pieces, such as flyers, brochures, and business cards that communicate with an audience.

*Prerequisite:* D104 Introduction to Software Applications

### **D221 Database Management 3 Units**

The course is an introduction to the use of a database management program, including database structure, accessing, editing, and searching files, and designing and producing reports and labels

*Prerequisite:* D104 Introduction to Software Applications

### **E226 Professional Career Development 4 Units**

Students focus on career strategies, including resume writing, interviewing, and employment research. Students explore career and industry opportunities, use job-search tools, and prepare business and technical documents such as reports, memos, and step-by-step processes. This is a required graduation preparation course taken by all associate degree students, preferably in the next-to-last quarter of their program of study.

### **H250 Medical Assisting Externship 6 Units**

Students gain practical work experience performing various clinical and administrative procedures in a supervised program for a minimum of 200 hours in this course (160 hours in a medical facility and 40 hours of related study). This required externship is taken concurrently with a seminar/project course to correlate patient care principles and concepts with the hands-on experience of patient care situations as presented in the externship. Externships are taken in the final quarter of the degree/diploma program.

*Prerequisite:* H204 Laboratory Procedures and Pharmacology or H220 Medical Laboratory Procedures  
H240 Medical Clinical Procedures

### **N748 Updating Systems Administrator Skills from Microsoft Windows 2000 to Windows Server 2003 4 units**

Students learn to manage a Windows 2003 network. Topics include managing users, computers, and groups, using the group policy management console to manage group policy, managing resources and security, configuring DNS, installing terminal services, using IIS 6.0 web services, configuring the software update services, and managing disaster recovery.

*Prerequisite:* MCSE certification in Microsoft Windows 2000

### **N749 Updating Systems Engineer Skills from Microsoft Windows 2000 to Windows Server 2003 4 units**

Students study new features of Windows 2003. Topics include planning and implementing server roles and server security, maintaining a network infrastructure, server availability, network security planning an active directory infrastructure, user, computer, and group strategies, and group policy.

*Prerequisite:* MCSE certification in Microsoft Windows 2000

### **N780 Windows 2003 Networking I 12 Units**

This course and the N880 Windows 2003 Networking II course map to the Microsoft Official Academic Course curriculum and includes material from the following Microsoft courses:

- Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- Managing and Maintaining a Microsoft Windows Server 2003 Environment
- Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- Installing, Configuring, and Administering Microsoft Windows XP Professional
- Designing Security for a Microsoft Windows Server 2003 Network

- Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure

Heald campuses reserve the right to teach this material in any order.

*Prerequisite* : Specified Heald A.A.S. degree or industry experience

**N880 Windows 2003 Networking II 12 Units**

This course and the N780 Windows 2003 Networking I course map to the Microsoft Official Academic Course curriculum and includes material from the following Microsoft courses:

- Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure
- Managing and Maintaining a Microsoft Windows Server 2003 Environment
- Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- Installing, Configuring, and Administering Microsoft Windows XP Professional
- Designing Security for a Microsoft Windows Server 2003 Network
- Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure

Heald campuses reserve the right to teach this material in any order.

*Prerequisite* : Specified Heald A.A.S. degree or industry experience

**W101 Word Processing Essentials 3 Units**

Students learn how to apply word processing features and concepts. This class explores the concepts and features of word processing through projects emphasizing formatting, proper business style, and the development of written communication skills.

*Prerequisite* : D104 Introduction to Software Applications

# ADMINISTRATION AND CAMPUS DIRECTORS – PAGE 51

## ADMINISTRATION

Fran Streets  
Interim President and  
Chief Executive Officer

David Wadbrook, Ph.D  
Senior Vice President  
Admissions and Research

Wayne Brown, Ph.D. (candidate)  
Vice President  
Information Technology

Judy Hill, M.B.A.  
Vice President and  
Chief Financial Officer

Michelle Kwait, B.A.  
Vice President  
Human Resources

Jean Hastie, Ph.D. (candidate)  
Interim Chief Academic Officer

Leea Henderson, M.B.A.  
Corporate Director of  
Marketing Communications

## CAMPUS DIRECTORS

Barbara Gordon, B.A.  
Regional Vice President of Operations  
Hayward

Michael Mallory, B.S.  
Regional Vice President of Operations  
San Francisco, Stockton

Evelyn Schemmel, B.S.  
Regional Vice President of Operations  
Honolulu

Michael Burton, M.A. (candidate)  
Campus Director  
Salinas

Donald E. Hardenbrook, M.A.

Regional Campus Director  
Rancho Cordova, Roseville

Carolyn Kovalski, M.B.A.  
Campus Director  
Fresno

Shirley Lafet, B.S.  
Campus Director  
Concord

John Luotto, B.A.  
Campus Director  
San Jose

Stephen Prisby, B.S.  
Campus Director  
Portland

## ACADEMIC CALENDAR – Page 52

### **January Quarter**

|                                   | <b>2004</b>              | <b>2005</b>       |
|-----------------------------------|--------------------------|-------------------|
| Orientation                       | January 20, 2004         | January 25, 2005  |
| First Day of Instruction          | January 21, 2004         | January 26, 2005  |
| Last Day to Add a Class           | January 27, 2004         | February 1, 2005  |
| Heald Day                         | TBA                      | TBA               |
| President's Day                   | February 16, 2004        | February 21, 2005 |
| Last Day to Withdraw From a Class | March 2, 2004            | March 8, 2005     |
| Final Exams                       | March 31 - April 1, 2004 | April 6 - 7, 2005 |
| Last Day of Instruction           | April 1, 2004            | April 7, 2005     |

### **April Quarter**

|                                   |                        |                  |
|-----------------------------------|------------------------|------------------|
| Orientation                       | April 13, 2004         | April 19, 2005   |
| First Day of Instruction          | April 14, 2004         | April 20, 2005   |
| Last Day to Add a Class           | April 20, 2004         | April 26, 2005   |
| Memorial Day                      | May 31, 2004           | May 30, 2005     |
| No Classes                        | June 1, 2004           | May 31, 2005     |
| Last Day to Withdraw From a Class | May 25, 2004           | June 1, 2005     |
| Final Exams                       | June 30 - July 1, 2004 | July 6 - 7, 2005 |
| Last Day of Instruction           | July 1, 2004           | July 7, 2005     |
| Independence Day                  | July 4, 2004           | July 4, 2005     |

### **July Quarter**

|                                   |                         |                     |
|-----------------------------------|-------------------------|---------------------|
| Orientation                       | July 20, 2004           | July 26, 2005       |
| First Day of Instruction          | July 21, 2004           | July 27, 2005       |
| Last Day to Add a Class           | July 27, 2004           | August 2, 2005      |
| Labor Day                         | September 6, 2004       | September 5, 2005   |
| Last Day to Withdraw From a Class | August 31, 2004         | September 6, 2005   |
| Final Exams                       | September 29 - 30, 2004 | October 5 - 6, 2005 |
| Last Day of Instruction           | September 30, 2004      | October 6, 2005     |

### **October Quarter**

|                                   |                        |                     |
|-----------------------------------|------------------------|---------------------|
| Orientation                       | October 19, 2004       | October 18, 2005    |
| First Day of Instruction          | October 20, 2004       | October 19, 2005    |
| Last Day to Add a Class           | October 26, 2004       | October 25, 2005    |
| Thanksgiving                      | November 25, 2004      | November 24, 2005   |
| Last Day to Withdraw From a Class | November 30, 2004      | November 29, 2005   |
| No Classes                        | December 20 - 30, 2004 | December 19, 2005 - |
| January 2, 2006                   |                        |                     |
| Final Exams                       | January 12-13, 2005    | January 11-12, 2006 |
| Last Day of Instruction           | January 13, 2005       | January 12, 2006    |

### **Upcoming Events**

|   |                |
|---|----------------|
| Trustees Scholarship Application Period | September 2004 |
| Cal Grant Application Deadline          | TBD            |

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