

Heald College

CONCORD

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Concord, CA 94520
(925) 288-5800

FRESNO

255 West Bullard Avenue
Fresno, CA 93704
(559) 438-4222

HAYWARD

25500 Industrial Boulevard
Hayward, CA 94545
(510) 783-2100

HONOLULU

1500 Kapiolani Boulevard
Honolulu, HI 96814
(808) 955-1500

MILPITAS

341 Great Mall Parkway
Milpitas, CA 95035
(408) 934-4900

PORTLAND

625 S.W. Broadway, Suite 200
Portland, OR 97205
(503) 229-0492

RANCHO CORDOVA

2910 Prospect Park Drive
Rancho Cordova, CA 95670
(916) 638-1616

ROSEVILLE

7 Sierra Gate Plaza
Roseville, CA 95678
(916) 789-8600

SALINAS

1450 N. Main Street
Salinas, CA 93906
(831) 443-1700

SAN FRANCISCO

350 Mission Street
San Francisco, CA 94105
(415) 808-3000

STOCKTON

1605 E. March Lane
Stockton, CA 95210
(209) 473-5200

ACADEMIC CATALOG EFFECTIVE JANUARY 2003



Heald College.
Where success
starts.

{ WWW.HEALD.EDU }



{ WELCOME }

**Get In.
Get Out.
Get Ahead.™**

Everything at Heald College is designed to help you fulfill your dreams for a better life. Our focused curriculum, small classes, academic support services, and caring instructors are all part of our plan to help you succeed, both in school and in the workplace. Whether you want to pursue a career in business or technology, you'll find a program that fits your interests and your goals. And we'll help you every step of the way. So you'll leave Heald with more than a degree and the skills to get you on your way. You'll have the confidence to pursue the career and lifestyle you've always wanted.

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BOARD OF TRUSTEES

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Varnum Paul
Fran Streets
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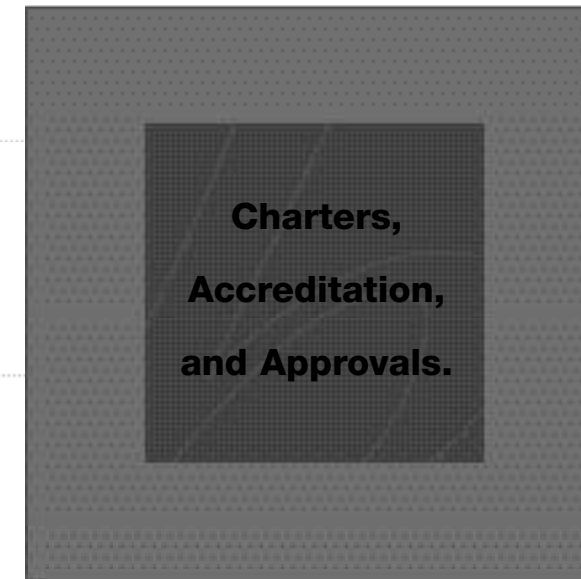
{ HEALD COLLEGE IS A NONPROFIT, REGIONALLY ACCREDITED CAREER COLLEGE }

Heald College is chartered by the State of California as a nonprofit educational corporation and is recognized by the U.S. Internal Revenue Service as a nonprofit, 501(c)3 tax-exempt educational institution.

Heald College is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges (WASC), 3402 Mendocino Avenue, Santa Rosa, California 95403, (707) 569-9177, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the U.S. Department of Education. A student may receive a copy of the document describing this information by contacting the director of academic affairs at a Heald campus.

Through an inter-regional accreditation agreement, the Northwest Association of Schools and Colleges recognizes for Heald's Portland campus the accreditation conferred upon the entire Heald system by the Western Association of Schools and Colleges.

In addition, the Portland campus of Heald College is approved by the Oregon Student Assistance Commission, Office of Degree Authorization, 1500 Valley River Drive, Suite 100, Eugene, Oregon 97401.



The Medical Assisting program at the Honolulu campus of Heald College is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) on recommendation of the Committee on Accreditation for Medical Assistant Education (aka The Curriculum Review Board of the American Association of Medical Assistants' Endowment (AAMAE)).

Each Heald College campus is an eligible institution under the Federal Pell Grant, Federal Work-Study, and Federal Supplemental Educational Opportunity Grant. Other grant and loan programs are available and vary by location.

Heald College is authorized under federal law to enroll non-immigrant alien students and is approved in California, Hawaii, and Oregon to train eligible veterans under Title 38, U.S. Code.

CREDIT TRANSFERS FOR BACHELOR'S DEGREES

For those students who want to transfer coursework from Heald to apply to a higher degree, Heald has articulation agreements with many other regionally accredited institutions that accept Heald credits toward bachelor's degree programs. Below is a sampling of those schools:

DeVry University
Franklin University
Golden Gate University
Hawai'i Pacific University
Marylhurst University
Menlo College
National University
Nova Southeastern University
Sonoma State University
University of Phoenix

Acceptance standards vary by program and institution, so see the director of academic affairs at a Heald campus for more information.

{ CAREER-FOCUSED CURRICULUM }

Heald College offers a variety of programs that provide skills that work in the workplace.

THE ASSOCIATE IN APPLIED SCIENCE DEGREE

Heald College awards the Associate in Applied Science degree to all students completing the required curriculum. Students can choose from a variety of business or technology programs – all of which emphasize computer proficiency and the practical skills that are necessary in today's fast-paced work environment. In addition, students receive a general educational background that emphasizes critical thinking, problem solving, communication, and interpersonal skills.

Heald students experience hands-on learning with high-tech equipment as an integral part of their focused education. Employers recognize Heald graduates as individuals who are prepared not only to work with today's technology but also to grow with the changing technology of tomorrow. Many businesses regard a Heald degree as assurance that they are hiring a qualified person who can get the job done. A solid education makes our graduates stand out and gives them distinct advantages at promotion time.

THE DIPLOMA

Achieving success in both business and technology requires continually updated knowledge as well as a strong educational background. A student may choose to build maximum essential skills in a shorter period of time in our diploma programs. A diploma is awarded upon completion of the required four-quarter program curriculum (five quarters are required at some campuses for the evening program).

THE CERTIFICATE

Students who have equivalent training or experience in the computer or electronics field, but who have not earned an Associate in Applied Science degree, may earn a Heald Certificate of Completion by successfully completing the following programs:

- Business Accounting
- Networking Technology, Cisco Systems
- Networking Technology, Advanced Cisco Systems
- Networking Technology, Microsoft® Windows® 2000
- Office Skills
- Web Design and Administration, Design and/or Security

PROGRAMS AVAILABLE (Not all programs are available at all campuses.)

- Accounting (Degree, Diploma)
- Business Accounting (Degree, Certificate)
- Business Software Applications (Degree, Diploma)
- Computer Business Administration (Degree, Diploma)
- Computer Information Technology (Degree, Diploma)
- Electronics Technology (Degree, Diploma)
- Hospitality and Tourism (Degree, Diploma)
- Medical Assisting (Degree only)
- Medical Office Administration (Degree, Diploma)
- Networking Technology, Cisco Systems (Degree, Certificate)
- Networking Technology, Advanced Cisco Systems (Degree, Certificate)
- Networking Technology, Microsoft® Windows® 2000 (Degree, Certificate)
- Web Design and Administration, Design and/or Security (Degree, Certificate)

CERTIFICATION EXAMS

Heald College is an authorized provider of educational programs that help students prepare for the official certification tests created by the Microsoft, Cisco, or Certified Internet Webmaster (CIW) organizations. To become a Microsoft Certified Systems Engineer (MCSE), a Cisco Certified Network Associate (CCNA®), a Cisco Certified Network Professional (CCNP®), a CIW Master Designer, a CIW Master Administrator, or Microsoft Office User Specialist (MOUS), students must pass a series of certification exams at a designated Heald campus or at an off-site authorized testing center.

INTERNSHIPS

Heald College's optional, final-quarter internships provide opportunities for degree students to have on-the-job training while earning school credit. Students interview for internship positions, and assignments are agreed upon by the campus and the student. Internship candidates must demonstrate excellent attendance, professionalism, ability to work well in teams, satisfactory academic progress, and the ability to comply with site requirements.

{ GENERAL EDUCATION PHILOSOPHY }

Heald College programs include both professional and general education courses, which together allow students to experience the integration of knowledge and skills. The general education courses ensure that students obtain breadth in their experiences by introducing them to certain major areas of knowledge, thus expanding their understanding of the world and cultures around them. Furthermore, these courses foster a spirit of inquiry and provide for students' development of the skills, knowledge, and intellectual habits necessary to support their personal, professional, and public lives.

In particular, the general education curriculum provides the means by which students can develop their skills in the following areas:

- **Literacy**
Competence in reading, writing, speaking, listening, and mathematics
- **Critical Thinking**
Competence in analysis, synthesis, problem solving, decision making, and creative exploration
- **Personal and Social Responsibility**
Competence in working with others, and an awareness of and responsiveness to diversity and commonality among cultures, multiplicity of perspectives, ethical behaviors, and wellness issues
- **Resource Proficiency**
Effective use of computers and information technology, ability to locate and use information resources, and appreciation of lifelong learning options

{ GENERAL EDUCATION REQUIREMENTS }

Business Programs	Technology Programs
Communication Skills College Composition	Communication Skills Composition and Research
Computational Skills Applied Mathematics	Computational Skills Algebra Algebra for Computer Technicians
Social Science Psychology	Social Science Psychology
Natural Science Anatomy (Honolulu campus only) Environmental Science	Natural Science Applied Physics
Humanities/Fine Arts Perspectives of Language and Culture	Humanities/Fine Arts Perspectives of Language and Culture

ACCOUNTING

The field of accounting today is full of job opportunities that combine financial recordkeeping and the use of computers to calculate and record data. The Bureau of Labor Statistics reports there are about two million jobs in this field, so job opportunities are plentiful.* An Associate Degree in Accounting from Heald College will prepare you to be an immediate asset to the financial department of just about any kind of business.

In the field, accountants prepare, examine, analyze, and interpret accounting data in order to give advice and prepare financial statements. Other duties may include recording receipts and disbursements and preparing state and federal reports. An accounting clerk maintains accounting records, reconciles bank statements, posts details of business transactions, and prepares vouchers, invoices, and other records. Heald's program will introduce you to financial accounting, tax preparation, business and Internet law, communications, and computerized systems.

After completing the Accounting program, your qualifications will assist you in pursuing a variety of positions, including Accounting Specialist, Accounts Payable/Receivable Specialist, and Payroll Processor.

* Bureau of Labor Statistics

		Diploma	Associate in Applied Science Degree
Major Courses		21 Units	36 Units
A105	Accounting Fundamentals with Computer Applications	7	7
A201	Accounting Principles I	7	7
A202	Accounting Principles II	7	7
A203	Income Tax Accounting		7
A204	Managerial Accounting		4
A210	Accounting Internship		4

		37 Units	48 Units
Business Courses			
B103	Business Law	4	4
B205	Economics		4
C112	Introduction to Information Technology	4	4
D104	Introduction to Software Applications	3	3
D121	Spreadsheet Applications	3	3
D221	Database Management		3
E010	Essential Language Skills	3	3
E020	Dynamic Communications	3	3
E226	Professional Career Development		4
G050	Integrated Learning	3	3
M010	Essential Math	3	3
M101	Math Principles	5	5
S101	Keyboarding	3	3
W101	Word Processing Essentials	3	3

		12 Units	27 Units
General Education Courses			
E150	College Composition	5	5
E201	Perspectives of Language and Culture		5
G201	Psychology		5
G204	Environmental Science		5
M201	Applied Mathematics	7	7

Total Required for Diploma/Degree 70 Units 111 Units

Keyboarding requirement: 40 WPM (Words Per Minute)

Ten-key requirement: 150 NSPM (Net Strokes Per Minute)

Recommended Substitutions for Diploma/Degree

B101	Business Organization and Management	4
B206	Human Resources Management	4

Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.

CTEC Registered Tax Preparer

Heald College curriculum has been approved by the California Tax Education Council (CTEC). Students enrolled at California campuses who successfully complete the Heald Income Tax Accounting course can apply to become a CTEC Registered Tax Preparer. Each student is responsible for applying to CTEC within 18 months after course completion.

{ ACCOUNTING }

SAMPLE DAY PROGRAM

		16 Units
1st Quarter		
C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
E010	Essential Language Skills	3
G050	Integrated Learning	3
S101	Keyboarding	3
P010	Workshop (if required)	0

		16 Units
2nd Quarter		
A105	Accounting Fundamentals with Computer Applications	7
E020	Dynamic Communications	3
M010	Essential Math	3
W101	Word Processing Essentials	3
P010	Workshop (if required)	0

		20 Units
3rd Quarter		
A201	Accounting Principles I	7
D121	Spreadsheet Applications	3
E150	College Composition	5
M101	Math Principles	5
P010	Workshop (if required)	0

		18 Units
4th Quarter		
A202	Accounting Principles II	7
B103	Business Law	4
M201	Applied Mathematics	7
P010	Workshop (if required)	0

		20 Units
5th Quarter		
A203	Income Tax Accounting	7
B205	Economics	4
E226	Professional Career Development	4
G204	Environmental Science	5
P010	Workshop (if required)	0

		21 Units
6th Quarter		
A204	Managerial Accounting	4
A210	Accounting Internship	4
D221	Database Management	3
E201	Perspectives of Language and Culture	5
G201	Psychology	5
P010	Workshop (if required)	0

SAMPLE EVENING PROGRAM

		13 Units
1st Quarter		
C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
G050	Integrated Learning	3
S101	Keyboarding	3
P010	Workshop (if required)	0

		13 Units
2nd Quarter		
A105	Accounting Fundamentals with Computer Applications	7
E010	Essential Language Skills	3
M010	Essential Math	3
P010	Workshop (if required)	0

		14 Units
3rd Quarter		
D121	Spreadsheet Applications	3
E020	Dynamic Communications	3
M101	Math Principles	5
W101	Word Processing Essentials	3
P010	Workshop (if required)	0

		16 Units
4th Quarter		
A201	Accounting Principles I	7
B103	Business Law	4
E150	College Composition	5
P010	Workshop (if required)	0

		14 Units
5th Quarter		
A202	Accounting Principles II	7
M201	Applied Mathematics	7
P010	Workshop (if required)	0

		16 Units
6th Quarter		
A203	Income Tax Accounting	7
E226	Professional Career Development	4
G204	Environmental Science	5
P010	Workshop (if required)	0

		16 Units
7th Quarter		
A204	Managerial Accounting	4
B205	Economics	4
D221	Database Management	3
E201	Perspectives of Language and Culture	5
P010	Workshop (if required)	0

		9 Units
8th Quarter		
A210	Accounting Internship	4
G201	Psychology	5
P010	Workshop (if required)	0

BUSINESS ACCOUNTING

Accounting has evolved into a dynamic field that offers many different career paths. Accountants no longer work alone, crunching numbers and entering data. Today's accounting professionals are an integral part of an organization's business team. Jobs in this field offer you the opportunity to interact with a wide variety of people, develop useful computer skills, and get a valuable overview of the world of business. Accounting employees are invaluable to employers because they typically have important critical-thinking and analytical skills.

Heald's Business Accounting program will prepare you to meet the demands of this key profession. By completing a Heald Associate of Applied Science degree or the Certificate of Completion in Business Accounting, you will learn accounts payable, accounts receivable, general ledger, payroll, income tax, and Generally Accepted Accounting Principles (GAAP). You will also learn computer software and spreadsheets for accounting applications.

As a graduate, your qualifications will assist you in pursuing entry-level positions as an Accounting Assistant, Bookkeeper, Accounting Clerk, Accounts Payable/Receivable Clerk, Payroll Clerk, and/or Administrative Assistant.

Associate in Applied Science Degree in Business Accounting

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional A.A.S. degree by successfully completing the 28-unit Business Accounting program.

Program	First A.A.S. Degree	Business Accounting A.A.S. Degree
Business Software Applications	107 Units	135 Units*
Computer Business Administration	109 Units	137 Units*

Major Courses 28 Units

A112	Payroll Accounting	4
A201	Accounting Principles I	7
A202	Accounting Principles II	7
A203	Income Tax Accounting	7
A215	Accounting Spreadsheet Applications	3

Heald Certificate of Completion

Students interested in pursuing a non-degree program in Business Accounting may earn a certificate of completion by successfully completing the three-quarter, 41-unit Business Accounting program.

Major Courses 35 Units

A105	Accounting Fundamentals with Computer Applications	7
A112	Payroll Accounting	4
A201	Accounting Principles I	7
A202	Accounting Principles II	7
A203	Income Tax Accounting	7
A215	Accounting Spreadsheet Applications	3

Business Courses 6 Units

D121	Spreadsheet Applications	3
S101	Keyboarding*	3

Total Required for Certificate of Completion 41 Units

*A keyboarding speed of 30 WPM (Words Per Minute) is strongly recommended.

Recommended Substitutions for Certificate of Completion

B101	Business Organization and Management	4
B103	Business Law	4
B206	Human Resources Management	4
D221	Database Management	3

Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.

CTEC Registered Tax Preparer

Heald College curriculum has been approved by the California Tax Education Council (CTEC). Students enrolled at California campuses who successfully complete the Heald Income Tax Accounting course can apply to become a CTEC Registered Tax Preparer. Each student is responsible for applying to CTEC within 18 months after course completion.

{ BUSINESS ACCOUNTING }

SAMPLE DEGREE PROGRAM

1st Quarter 14 Units

A112	Payroll Accounting	4
A201	Accounting Principles I	7
A215	Accounting Spreadsheet Applications	3

2nd Quarter 14 Units

A202	Accounting Principles II	7
A203	Income Tax Accounting	7

SAMPLE CERTIFICATION PROGRAM

1st Quarter 13 Units

A105	Accounting Fundamentals with Computer Applications	7
D121	Spreadsheet Applications	3
S101	Keyboarding* or Substitution	3

2nd Quarter 14 Units

A112	Payroll Accounting	4
A201	Accounting Principles I	7
A215	Accounting Spreadsheet Applications	3

3rd Quarter 14 Units

A202	Accounting Principles II	7
A203	Income Tax Accounting	7

Heald Certificate of Completion, Business Accounting

Or

Associate in Applied Science Degree in Business Accounting

41 Units
135 to 137 Units*

*The A.A.S. in Business Accounting 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.

BUSINESS SOFTWARE APPLICATIONS

Computers are now vitally important in virtually all types of occupations. As a result, skilled computer users are increasingly in demand. Companies today look for employees who have current computer training. Employees who also have the ability to help other users function with computers have an added advantage in the job market. In just 18 months, you can earn a degree in Business Software Applications that will give you that edge.

On the job, graduates may perform a variety of administrative and computer support tasks. You might create presentation materials or troubleshoot problems with computer software and hardware. You will be able to help customers or coworkers solve technical problems, work on a company's web pages, or perform simple programming tasks using the Visual BASIC language. You will receive a foundation in general office skills with computer application knowledge that will help you perform a wide variety of tasks. Jobs you might fill go by a variety of titles, including Software Specialist, Computer Support Specialist, Customer Service Representative, or Administrative Assistant. Computer support specialists are projected to be among the fastest growing occupations over the 2000–2010 period.*

In addition, your education will provide a foundation for pursuing certification as a Microsoft Office User Specialist (MOUS) in Microsoft Word, Excel, Access, and PowerPoint.

* Bureau of Labor Statistics

{ BUSINESS SOFTWARE APPLICATIONS }

		Diploma		Associate in Applied Science Degree		SAMPLE DAY PROGRAM		SAMPLE EVENING PROGRAM	
Major Courses		13 Units		32 Units		1st Quarter		1st Quarter	
C132	Visual BASIC Programming I		4		4	C112	Introduction to Information Technology		4
D121	Spreadsheet Applications	3	3		3	D104	Introduction to Software Applications		3
D202	Graphics and Presentations Seminar		3		3	E010	Essential Language Skills		3
D220	Principles and Technologies of E-Commerce	4	4		4	G050	Integrated Learning		3
D221	Database Management		3		3	S101	Keyboarding		3
D222	PC Troubleshooting and Configuration	6	6		6	P010	Workshop (if required)		0
D225	Web Page Development		3		3				
D246	Networking		6		6				
Business Courses		40 Units		48 Units		2nd Quarter		2nd Quarter	
A105	Accounting Fundamentals with Computer Applications	7	7		7	A105	Accounting Fundamentals with Computer Applications		7
B103	Business Law		4		4	M010	Essential Math		3
C112	Introduction to Information Technology	4	4		4	W102	Word Processing		6
D104	Introduction to Software Applications	3	3		3	P010	Workshop (if required)		0
E010	Essential Language Skills	3	3		3				
E020	Dynamic Communications	3	3		3				
E226	Professional Career Development		4		4				
G050	Integrated Learning	3	3		3				
M010	Essential Math	3	3		3				
M101	Math Principles	5	5		5				
S101	Keyboarding	3	3		3				
W102	Word Processing	6	6		6				
General Education Courses		17 Units		27 Units		3rd Quarter		3rd Quarter	
E150	College Composition	5	5		5	D121	Spreadsheet Applications		3
E201	Perspectives of Language and Culture		5		5	D222	PC Troubleshooting and Configuration		6
G201	Psychology	5	5		5	E020	Dynamic Communications		3
G204	Environmental Science		5		5	M101	Math Principles		5
M201	Applied Mathematics	7	7		7	P010	Workshop (if required)		0
Total Required for Diploma/Degree		70 Units		107 Units		4th Quarter		4th Quarter	
						D220	Principles and Technologies of E-Commerce		4
						E150	College Composition		5
						G201	Psychology		5
						M201	Applied Mathematics		7
						P010	Workshop (if required)		0
						5th Quarter		5th Quarter	
						D202	Graphics and Presentations Seminar		3
						D221	Database Management		3
						D225	Web Page Development		3
						E226	Professional Career Development		4
						G204	Environmental Science		5
						P010	Workshop (if required)		0
						6th Quarter		6th Quarter	
						B103	Business Law		4
						C132	Visual BASIC Programming I		4
						D246	Networking		6
						E201	Perspectives of Language and Culture		5
						P010	Workshop (if required)		0
						7th Quarter		7th Quarter	
						B103	Business Law		4
						C132	Visual BASIC Programming I		4
						D202	Graphics and Presentations Seminar		3
						E226	Professional Career Development		4
						P010	Workshop (if required)		0
						8th Quarter		8th Quarter	
						D246	Networking		6
						P010	Workshop (if required)		0

Keyboarding requirement: 40 WPM (Words Per Minute)

Recommended Substitutions for Diploma/Degree

B101	Business Organization and Management	4
B205	Economics	4
B206	Human Resources Management	4
D210	Business Internship	4

Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.

COMPUTER BUSINESS ADMINISTRATION

Office work dominates the U.S. economy, with employment opportunities estimated at over two million jobs by 2010.* Office administration positions are critical to managing all types of organizations. "Admin" people are often the information clearinghouse for an office. They schedule appointments, organize paper and electronic files, plan meetings, manage projects, and produce correspondence.

In Heald's Computer Business Administration program, you will develop skills to handle a wide variety of duties that are integral to almost any business environment. You'll gain software application skills, including word processing, spreadsheets, database management, desktop publishing, and graphics programs. You will also develop critical-thinking and problem-solving skills, and learn about traditional and electronic business procedures. Emphasis is placed on developing oral and written communication skills and working in teams. In addition, your education will provide a foundation for pursuing certification as a Microsoft Office User Specialist (MOUS) in Microsoft Word, Excel, Access, and PowerPoint.

Businesses use a range of titles to describe this valuable support position, including Administrative Assistant, Executive Assistant, Office Assistant, Office Manager, and Customer Service Representative. Regardless of the exact title, administrative support people are always in demand.

* Occupational Outlook Quarterly

{ COMPUTER BUSINESS ADMINISTRATION }

		Diploma		Associate in Applied Science Degree		SAMPLE DAY PROGRAM		SAMPLE EVENING PROGRAM			
Major Courses		13 Units		31 Units		1st Quarter	16 Units	1st Quarter	13 Units		
B101	Business Organization and Management	4		4		C112	Introduction to Information Technology	4	C112	Introduction to Information Technology	4
B205	Economics			4		D104	Introduction to Software Applications	3	D104	Introduction to Software Applications	3
B206	Human Resources Management			4		E010	Essential Language Skills	3	G050	Integrated Learning	3
B215	Integrated Office Environments			6		G050	Integrated Learning	3	S101	Keyboarding	3
D121	Spreadsheet Applications	3		3		S101	Keyboarding	3	P010	Workshop (if required)	0
D202	Graphics and Presentations Seminar	3		3		P010	Workshop (if required)	0	2nd Quarter		12 Units
D210	Business Internship			4		2nd Quarter		16 Units	E010	Essential Language Skills	3
D221	Database Management	3		3		A105	Accounting Fundamentals with Computer Applications	7	M010	Essential Math	3
Business Courses		44 Units		51 Units		M010	Essential Math	3	W102	Word Processing	6
A105	Accounting Fundamentals with Computer Applications	7		7		P010	Workshop (if required)	0	P010	Workshop (if required)	0
C112	Introduction to Information Technology	4		4		3rd Quarter		18 Units	3rd Quarter		15 Units
D104	Introduction to Software Applications	3		3		D121	Spreadsheet Applications	3	D121	Spreadsheet Applications	3
D220	Principles and Technologies of E-Commerce	4		4		D202	Graphics and Presentations Seminar	3	D220	Principles and Technologies of E-Commerce	4
D225	Web Page Development			3		D220	Principles and Technologies of E-Commerce	4	E020	Dynamic Communications	3
E010	Essential Language Skills	3		3		E020	Dynamic Communications	3	M101	Math Principles	5
E020	Dynamic Communications	3		3		M101	Math Principles	5	P010	Workshop (if required)	0
E226	Professional Career Development			4		P010	Workshop (if required)	0	4th Quarter		14 Units
G050	Integrated Learning	3		3		4th Quarter		19 Units	B101	Business Organization and Management	4
M010	Essential Math	3		3		B101	Business Organization and Management	4	D202	Graphics and Presentations Seminar	3
M101	Math Principles	5		5		D221	Database Management	3	M201	Applied Mathematics	7
S101	Keyboarding	3		3		E150	College Composition	5	P010	Workshop (if required)	0
W102	Word Processing	6		6		M201	Applied Mathematics	7	5th Quarter		15 Units
General Education Courses		12 Units		27 Units		P010	Workshop (if required)	0	A105	Accounting Fundamentals with Computer Applications	7
E150	College Composition	5		5		5th Quarter		18 Units	D221	Database Management	3
E201	Perspectives of Language and Culture			5		B215	Integrated Office Environments	6	E150	College Composition	5
G201	Psychology			5		D225	Web Page Development	3	P010	Workshop (if required)	0
G204	Environmental Science			5		E226	Professional Career Development	4	6th Quarter		15 Units
M201	Applied Mathematics	7		7		G201	Psychology	5	B206	Human Resources Management	4
Total Required for Diploma/Degree		69 Units		109 Units		P010	Workshop (if required)	0	B215	Integrated Office Environments	6
Keyboarding requirement: 50 WPM (Words Per Minute)						6th Quarter		22 Units	E201	Perspectives of Language and Culture	5
Recommended Substitutions for Diploma/Degree						B205	Economics	4	P010	Workshop (if required)	0
C132	Visual BASIC Programming I			4		B206	Human Resources Management	4	7th Quarter		16 Units
D222	PC Troubleshooting and Configuration			6		D210	Business Internship	4	B205	Economics	4
Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.						E201	Perspectives of Language and Culture	5	D225	Web Page Development	3
						G204	Environmental Science	5	E226	Professional Career Development	4
						P010	Workshop (if required)	0	G201	Psychology	5
						8th Quarter		9 Units	P010	Workshop (if required)	0
						D210	Business Internship	4			
						G204	Environmental Science	5			
						P010	Workshop (if required)	0			

COMPUTER INFORMATION TECHNOLOGY

With the growing importance of computers in the workplace and the emphasis on more sophisticated technologies, qualified information technology (IT) people are in high demand. Careers in computer-based technology are the second fastest growing occupation behind computer software engineers, with a projected growth rate of 97% over the 2000–2010 period.* In 18 months, you can get the skills and training to take advantage of this dynamic industry.

Heald's Computer Information Technology program will help you develop the knowledge and skills needed to obtain a job as a computer information technology professional. You'll learn basic electronics theory, and how to install, configure, and maintain personal computer workstations. On the job, you'll be the person people call when they have trouble with computers, peripheral equipment, and software. You may be in charge of demonstrating computer software or testing computer systems, and modifying or recommending changes to correct problems and increase efficiency.

After completing the program, you can work in a variety of positions, including Help Desk Technician, IT Administrator, Computer Technician, Technical Support Representative, and Field Service Technician. Should you want to advance even further, your degree will give you a foundation for pursuing A+ Certification that can offer you greater employment potential.

* Occupational Outlook Quarterly

		Diploma	Associate in Applied Science Degree
Major Courses		18 Units	35 Units
C132	Visual BASIC Programming I	4	4
C135	Operating Systems Support	6	6
C210	Applications for Computer Technicians		3
C222	Microcomputer Systems	8	8
C235	Transmission Media and Networking		6
C240	Data Communications and Networking		8
Technical Courses		31 Units	44 Units
C112	Introduction to Information Technology	4	4
C120	Customer and IT Support	3	3
D104	Introduction to Software Applications	3	3
D220	Principles and Technologies of E-Commerce		4
D221	Database Management	3	3
D222	PC Troubleshooting and Configuration	6	6
D225	Web Page Development		3
E010	Essential Language Skills	3	3
E226	Professional Career Development		4
G211	Graduation Project, Planning Phase		1
G212	Graduation Project, Completion Phase		1
K103	Introduction to Electronics	3	3
K104	Computer Electronics	3	3
M011	Algebra Essentials	3	3
General Education Courses		20 Units	25 Units
E133	Composition and Research	5	5
E201	Perspectives of Language and Culture	5	5
G102	Applied Physics	5	5
G201	Psychology		5
M113	Algebra for Computer Technicians	5	5
Total Required for Diploma/Degree		69 Units	104 Units
Recommended Substitutions for Diploma/Degree			
A105	Accounting Fundamentals with Computer Applications		7
D121	Spreadsheet Applications		3
D202	Graphics and Presentations Seminar		3
Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.			

{ COMPUTER INFORMATION TECHNOLOGY }

SAMPLE PROGRAM

1st Quarter		16 Units
C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
E010	Essential Language Skills	3
K103	Introduction to Electronics	3
M011	Algebra Essentials	3
2nd Quarter		17 Units
C120	Customer and IT Support	3
D222	PC Troubleshooting and Configuration	6
K104	Computer Electronics	3
M113	Algebra for Computer Technicians	5
3rd Quarter		19 Units
C135	Operating Systems Support	6
D221	Database Management	3
E133	Composition and Research	5
G102	Applied Physics	5
4th Quarter		18 Units
C132	Visual BASIC Programming I	4
C222	Microcomputer Systems	8
E201	Perspectives of Language and Culture	5
G211	Graduation Project, Planning Phase	1
5th Quarter		17 Units
C210	Applications for Computer Technicians	3
C235	Transmission Media and Networking	6
D220	Principles and Technologies of E-Commerce	4
E226	Professional Career Development	4
6th Quarter		17 Units
C240	Data Communications and Networking	8
D225	Web Page Development	3
G201	Psychology	5
G212	Graduation Project, Completion Phase	1

ELECTRONICS TECHNOLOGY

As everything in our world becomes more automated, it is virtually impossible to escape daily contact with the technology of electronics. From computers to telephones, job opportunities for specialized employees are available.

Heald's Electronics Technology program allows you to obtain the high-tech skills and knowledge that link scientific theory with the direct use of electronic equipment. You will take classes in electronics, math, physics, programming, computer technology, and communications. You will learn the basics of a Local Area Network (LAN), a Wide Area Network (WAN), and Internet communications systems.

There are many types of electronics technicians, so your equipment and tasks will vary greatly, depending on where you work. Technicians frequently work with television, radar, industrial equipment controls, computers, telephone systems, or medical diagnostic equipment. They install, repair, test, and calibrate equipment and support a variety of engineering, test, and research functions.

Graduates of this program often work in a variety of jobs, including Electronics Technician, Field Service Technician, and Manufacturing Technician.

		Diploma	Associate in Applied Science Degree
Major Courses		25 Units	43 Units
K103	Introduction to Electronics	3	3
K105	Electronics Principles	6	6
K115	Electronics Circuit Analysis	8	8
K201	Solid State Systems	8	8
K215	Digital Logic and Control Systems		12
K255	Modern Data Communications		6
Technical Courses		23 Units	35 Units
C112	Introduction to Information Technology	4	4
C225	Introduction to Programming	4	4
D104	Introduction to Software Applications	3	3
D222	PC Troubleshooting and Configuration	6	6
D246	Networking		6
E010	Essential Language Skills	3	3
E226	Professional Career Development		4
G211	Graduation Project, Planning Phase		1
G212	Graduation Project, Completion Phase		1
M011	Algebra Essentials	3	3
General Education Courses		20 Units	25 Units
E133	Composition and Research	5	5
E201	Perspectives of Language and Culture		5
G102	Applied Physics	5	5
G201	Psychology	5	5
M111	Algebra	5	5
Total Required for Diploma/Degree		68 Units	103 Units

{ ELECTRONICS TECHNOLOGY }

SAMPLE PROGRAM

1st Quarter 16 Units

C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
E010	Essential Language Skills	3
K103	Introduction to Electronics	3
M011	Algebra Essentials	3

2nd Quarter 17 Units

D222	PC Troubleshooting and Configuration	6
E133	Composition and Research	5
K105	Electronics Principles	6

3rd Quarter 18 Units

G201	Psychology	5
K115	Electronics Circuit Analysis	8
M111	Algebra	5

4th Quarter 18 Units

C225	Introduction to Programming	4
G102	Applied Physics	5
G211	Graduation Project, Planning Phase	1
K201	Solid State Systems	8

5th Quarter 16 Units

E226	Professional Career Development	4
K215	Digital Logic and Control Systems	12

6th Quarter 18 Units

D246	Networking	6
E201	Perspectives of Language and Culture	5
G212	Graduation Project, Completion Phase	1
K255	Modern Data Communications	6

HOSPITALITY AND TOURISM

(OFFERED ONLY AT THE HONOLULU CAMPUS)

If you enjoy interacting with people and are interested in travel, a career in hospitality and tourism may be for you. Opportunities in this field are continually growing as millions of tourists visit Hawaii annually. Travel and Tourism is the number one industry of Hawaii, and it accounts for 25% of total employment for the state.*

With this program, you will graduate with a general understanding of the travel industry – including hotel and food service operations. You will learn valuable computer skills such as airline reservations systems, word processing, database management, and spreadsheets. You'll also learn conversational Japanese. Students may opt for an on-the-job internship to get a better idea of what their future holds.

Once you're on the job, you may work in many different businesses, from hotels to travel agencies to airlines. Because people travel around the clock, jobs in this profession generally have more flexible hours than other industries. Best of all, your personality and professionalism can shine with guests and customers, since you will most likely be the first contact for the establishment you represent.

Upon completing the program, you may work as a Travel Agent, Reservationist, Tour Coordinator, Events Coordinator, Catering Assistant, Hotel Administrative Assistant, or Front Desk Clerk. Since promotions are usually from within, this career path offers a world of opportunity with good potential for advancement.

* State of Hawaii,
Hawaii Tourism Authority

{ HOSPITALITY AND TOURISM }

	Diploma	Associate in Applied Science Degree
Major Courses	27 Units	43 Units
G254 Conversational Japanese I	5	5
G255 Conversational Japanese II	5	5
T101 Hospitality and Tourism Overview	5	5
T102 Travel Procedures	6	6
T103 Hotel Operations	6	6
T104 Food Service		6
T105 Special Topics in Hospitality and Tourism		3
T107 Hospitality and Tourism Field Experience		3
T210 Hospitality and Tourism Internship		4
Business Courses	33 Units	44 Units
B209 International Business		4
C112 Introduction to Information Technology	4	4
D104 Introduction to Software Applications	3	3
D121 Spreadsheet Applications	3	3
D221 Database Management		3
E010 Essential Language Skills	3	3
E020 Dynamic Communications	3	3
E226 Professional Career Development		4
G050 Integrated Learning	3	3
M010 Essential Math	3	3
M101 Math Principles	5	5
S101 Keyboarding	3	3
W101 Word Processing Essentials	3	3
General Education Courses	15 Units	27 Units
E150 College Composition	5	5
E201 Perspectives of Language and Culture	5	5
G201 Psychology	5	5
G204 Environmental Science		5
M201 Applied Mathematics		7
Total Required for Diploma/Degree	75 Units	114 Units
Keyboarding requirement: 40 WPM (Words Per Minute)		
Recommended Substitutions for Diploma/Degree		
A105 Accounting Fundamentals with Computer Applications		7
D202 Graphics and Presentations Seminar		3
D220 Principles and Technologies of E-Commerce		4
D222 PC Troubleshooting and Configuration		6
D225 Web Page Development		3
Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.		

SAMPLE DAY PROGRAM

	1st Quarter	16 Units
C112 Introduction to Information Technology	4	
D104 Introduction to Software Applications	3	
E010 Essential Language Skills	3	
G050 Integrated Learning	3	
S101 Keyboarding	3	
P010 Workshop (if required)	0	
2nd Quarter	15 Units	
E020 Dynamic Communications	3	
M010 Essential Math	3	
T102 Travel Procedures	6	
W101 Word Processing Essentials	3	
P010 Workshop (if required)	0	
3rd Quarter	23 Units	
D121 Spreadsheet Applications	3	
E150 College Composition	5	
G254 Conversational Japanese I	5	
M101 Math Principles	5	
T101 Hospitality and Tourism Overview	5	
P010 Workshop (if required)	0	
4th Quarter	21 Units	
E201 Perspectives of Language and Culture	5	
G201 Psychology	5	
G255 Conversational Japanese II	5	
T103 Hotel Operations	6	
P010 Workshop (if required)	0	
5th Quarter	20 Units	
E226 Professional Career Development	4	
M201 Applied Mathematics	7	
T104 Food Service	6	
T105 Special Topics in Hospitality and Tourism	3	
P010 Workshop (if required)	0	
6th Quarter	19 Units	
B209 International Business	4	
D221 Database Management	3	
G204 Environmental Science	5	
T107 Hospitality and Tourism Field Experience	3	
T210 Hospitality and Tourism Internship	4	
P010 Workshop (if required)	0	

SAMPLE EVENING PROGRAM

	1st Quarter	13 Units
C112 Introduction to Information Technology	4	
D104 Introduction to Software Applications	3	
E010 Essential Language Skills	3	
G050 Integrated Learning	3	
P010 Workshop (if required)	0	
2nd Quarter	14 Units	
E020 Dynamic Communications	3	
M010 Essential Math	3	
S101 Keyboarding	3	
T101 Hospitality and Tourism Overview	5	
P010 Workshop (if required)	0	
3rd Quarter	16 Units	
D121 Spreadsheet Applications	3	
E150 College Composition	5	
M101 Math Principles	5	
W101 Word Processing Essentials	3	
P010 Workshop (if required)	0	
4th Quarter	16 Units	
E201 Perspectives of Language and Culture	5	
G254 Conversational Japanese I	5	
T102 Travel Procedures	6	
P010 Workshop (if required)	0	
5th Quarter	16 Units	
G201 Psychology	5	
G255 Conversational Japanese II	5	
T103 Hotel Operations	6	
P010 Workshop (if required)	0	
6th Quarter	13 Units	
E226 Professional Career Development	4	
T104 Food Service	6	
T105 Special Topics in Hospitality and Tourism	3	
P010 Workshop (if required)	0	
7th Quarter	13 Units	
D221 Database Management	3	
M201 Applied Mathematics	7	
T107 Hospitality and Tourism Field Experience	3	
P010 Workshop (if required)	0	
8th Quarter	13 Units	
B209 International Business	4	
G204 Environmental Science	5	
T210 Hospitality and Tourism Internship	4	
P010 Workshop (if required)	0	

MEDICAL ASSISTING

(OFFERED ONLY AT THE HONOLULU CAMPUS)

Medical assistants are an integral part of the healthcare team, and medical assisting is one of the fastest growing occupations. In fact, employment of medical assistants is expected to grow much faster than the average for all occupations through the year 2010 – a projected increase of at least 57%.^{*} Heald's Medical Assisting program is highly specialized and provides skills that enable you to be as capable in the office as you are in the examining room.

On the job, you will likely perform both clinical and administrative tasks. Clinical tasks include taking medical histories, recording vital signs, preparing patients for examinations, and assisting physicians during examinations. You may also perform basic tests on the premises, including drawing blood, administering injections, and removing sutures. Administrative tasks include updating and filing patient records, handling insurance forms and correspondence, scheduling appointments, and assisting with billing and bookkeeping.

You will learn software for the preparation of medical documents and reports, essential medical terminology, patient scheduling, medical billing and coding, medical laws and ethics, and filing patient records. The program grooms you for positions such as Clinical Medical Assistant, Lab Assistant, or Patient Services Representative.

^{*} Occupational Outlook Quarterly

Associate in Applied Science Degree

Major Courses

H101	Medical Office Procedures	6
H201	Medical Billing and Coding	6
H202	Computerized Medical Office	4
H203	Medical Transcription	4
H204	Laboratory Procedures and Pharmacology	6
H205	Clinical Procedures	4
H216	Medical Terminology	4
H225	Pharmacology and Drug Calculations	4
H250	Medical Assisting Externship	6
H251	Medical Assisting Seminar/Project	1

Business Courses

C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
D121	Spreadsheet Applications	3
E010	Essential Language Skills	3
E020	Dynamic Communications	3
E226	Professional Career Development	4
G050	Integrated Learning	3
M010	Essential Math	3
M101	Math Principles	5
S101	Keyboarding	3
W101	Word Processing Essentials	3

General Education Courses

E150	College Composition	5
E201	Perspectives of Language and Culture	5
G201	Psychology	5
G214	Anatomy	5
M201	Applied Mathematics	7

Total Required for Degree

Keyboarding requirement: 50 WPM (Words Per Minute)

Recommended Substitutions for Degree

A105	Accounting Fundamentals with Computer Applications	7
B103	Business Law	4

Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.

45 Units

37 Units

27 Units

109 Units

SAMPLE DAY PROGRAM

1st Quarter

C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
E010	Essential Language Skills	3
G050	Integrated Learning	3
S101	Keyboarding	3
P010	Workshop (if required)	0

2nd Quarter

E020	Dynamic Communications	3
H101	Medical Office Procedures	6
M010	Essential Math	3
W101	Word Processing Essentials	3
P010	Workshop (if required)	0

3rd Quarter

D121	Spreadsheet Applications	3
E150	College Composition	5
G214	Anatomy	5
H216	Medical Terminology	4
M101	Math Principles	5
P010	Workshop (if required)	0

4th Quarter

E226	Professional Career Development	4
H201	Medical Billing and Coding	6
H202	Computerized Medical Office	4
H203	Medical Transcription	4
H225	Pharmacology and Drug Calculations	4
P010	Workshop (if required)	0

5th Quarter

H204	Laboratory Procedures and Pharmacology	6
H205	Clinical Procedures	4
M201	Applied Mathematics	7
P010	Workshop (if required)	0

6th Quarter

E201	Perspectives of Language and Culture	5
G201	Psychology	5
H250	Medical Assisting Externship	6
H251	Medical Assisting Seminar/Project	1
P010	Workshop (if required)	0

{ MEDICAL ASSISTING }

SAMPLE EVENING PROGRAM

1st Quarter

C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
G050	Integrated Learning	3
S101	Keyboarding	3
P010	Workshop (if required)	0

2nd Quarter

E010	Essential Language Skills	3
H101	Medical Office Procedures	6
W101	Word Processing Essentials	3
P010	Workshop (if required)	0

3rd Quarter

E020	Dynamic Communications	3
G214	Anatomy	5
H216	Medical Terminology	4
M010	Essential Math	3
P010	Workshop (if required)	0

4th Quarter

D121	Spreadsheet Applications	3
H201	Medical Billing and Coding	6
M101	Math Principles	5
P010	Workshop (if required)	0

5th Quarter

E150	College Composition	5
H202	Computerized Medical Office	4
M201	Applied Mathematics	7
P010	Workshop (if required)	0

6th Quarter

E201	Perspectives of Language and Culture	5
G201	Psychology	5
H203	Medical Transcription	4
H225	Pharmacology and Drug Calculations	4
P010	Workshop (if required)	0

7th Quarter

E226	Professional Career Development	4
H204	Laboratory Procedures and Pharmacology	6
H205	Clinical Procedures	4
P010	Workshop (if required)	0

8th Quarter

H250	Medical Assisting Externship	6
H251	Medical Assisting Seminar/Project	1
P010	Workshop (if required)	0

13 Units

12 Units

15 Units

14 Units

16 Units

18 Units

14 Units

7 Units

MEDICAL OFFICE ADMINISTRATION

If you'd like to get involved in a field that allows you to work with others, a career in medical office administration could be perfect for you. The healthcare field is growing rapidly and this growth will mean new job opportunities for administrative support in physician's offices, group practices, clinics, and other healthcare facilities.

Medical office assistants have become an important part of the healthcare team, with expanding job responsibilities. As a medical office administrator, you are often responsible for greeting patients, scheduling appointments, filing records, and purchasing supplies and equipment. Other duties may include insurance billing, coding, and admissions. Regardless of the size of the office you work for, you will use computers to enter and access important patient information.

An associate degree from Heald will prepare you for a valuable, professional position in virtually any type of medical facility. You will learn the skills for the job, including patient scheduling, medical billing and coding, medical law and ethics, and filing patient records. You will also learn specialized software you will encounter on the job, as well as medical terminology and office practices.

Graduates of this program often work in a variety of jobs, including Medical Office Assistant, Medical Administrative Assistant, Patient Representative, and Administrative Assistant.

{ MEDICAL OFFICE ADMINISTRATION }

		Associate in Applied Science Degree		SAMPLE DAY PROGRAM		SAMPLE EVENING PROGRAM				
		Diploma								
Major Courses		16 Units	28 Units	1st Quarter		13 Units				
H101	Medical Office Procedures	6	6	C112	Introduction to Information Technology	4	C112	Introduction to Information Technology	4	
H201	Medical Billing and Coding	6	6	D104	Introduction to Software Applications	3	D104	Introduction to Software Applications	3	
H202	Computerized Medical Office		4	E010	Essential Language Skills	3	G050	Integrated Learning	3	
H203	Medical Transcription		4	G050	Integrated Learning	3	S101	Keyboarding	3	
H210	Medical Internship		4	S101	Keyboarding	3	P010	Workshop (if required)	0	
H216	Medical Terminology	4	4	P010	Workshop (if required)	0				
Business Courses		40 Units	54 Units	2nd Quarter		15 Units		2nd Quarter		12 Units
B101	Business Organization and Management	4	4	E020	Dynamic Communications	3	E010	Essential Language Skills	3	
B206	Human Resources Management		4	H101	Medical Office Procedures	6	M010	Essential Math	3	
C112	Introduction to Information Technology	4	4	W102	Word Processing	6	W102	Word Processing	6	
D104	Introduction to Software Applications	3	3	P010	Workshop (if required)	0	P010	Workshop (if required)	0	
D121	Spreadsheet Applications	3	3	3rd Quarter		21 Units		3rd Quarter		14 Units
D202	Graphics and Presentations Seminar		3	B101	Business Organization and Management	4	E020	Dynamic Communications	3	
D221	Database Management		3	E150	College Composition	5	H101	Medical Office Procedures	6	
E010	Essential Language Skills	3	3	G214	Anatomy	5	M101	Math Principles	5	
E020	Dynamic Communications	3	3	H216	Medical Terminology	4	P010	Workshop (if required)	0	
E226	Professional Career Development		4	M010	Essential Math	3				
G050	Integrated Learning	3	3	P010	Workshop (if required)	0	4th Quarter		17 Units	
M010	Essential Math	3	3	4th Quarter		19 Units				
M101	Math Principles	5	5	D121	Spreadsheet Applications	3	D121	Spreadsheet Applications	3	
S101	Keyboarding	3	3	E201	Perspectives of Language and Culture	5	E150	College Composition	5	
W102	Word Processing	6	6	H201	Medical Billing and Coding	6	G214	Anatomy	5	
General Education Courses		15 Units	27 Units	M101	Math Principles	5	H216	Medical Terminology	4	
E150	College Composition	5	5	P010	Workshop (if required)	0	P010	Workshop (if required)	0	
E201	Perspectives of Language and Culture	5	5	5th Quarter		19 Units		5th Quarter		15 Units
G201	Psychology		5	B206	Human Resources Management	4	B101	Business Organization and Management	4	
G214	Anatomy	5	5	E226	Professional Career Development	4	E201	Perspectives of Language and Culture	5	
M201	Applied Mathematics		7	H202	Computerized Medical Office	4	H201	Medical Billing and Coding	6	
Total Required for Diploma/Degree		71 Units	109 Units	M201	Applied Mathematics	7	P010	Workshop (if required)	0	
		Keyboarding requirement: 50 WPM (Words Per Minute)		P010	Workshop (if required)	0	6th Quarter		14 Units	
Recommended Substitutions for Diploma/Degree				6th Quarter		19 Units		6th Quarter		14 Units
A105	Accounting Fundamentals with Computer Applications		7	D202	Graphics and Presentations Seminar	3	B206	Human Resources Management	4	
B103	Business Law		4	D221	Database Management	3	D202	Graphics and Presentations Seminar	3	
D220	Principles and Technologies of E-Commerce		4	G201	Psychology	5	M201	Applied Mathematics	7	
D222	PC Troubleshooting and Configuration		6	H203	Medical Transcription	4	P010	Workshop (if required)	0	
D225	Web Page Development		3	H210	Medical Internship	4				
H225	Pharmacology and Drug Calculations*		4	P010	Workshop (if required)	0	7th Quarter		15 Units	
		*Honolulu campus only								
		Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.						7th Quarter		15 Units
								8th Quarter		9 Units
								G201	Psychology	5
								H210	Medical Internship	4
								P010	Workshop (if required)	0

NETWORKING TECHNOLOGY

CISCO SYSTEMS

The American economy runs on information technology, yet there is a shortage of workers who have the expertise to handle the intricacies of the latest hardware and software. Through certification training, you can obtain higher-level job skills. This program will provide you with the foundation to pursue certification as a Cisco Certified Networking Associate (CCNA®).

You will gain an overview of the industry, including the basic knowledge and skills necessary for network design and maintenance. You will also learn to configure and implement Local Area Network (LAN) and Wide Area Network (WAN) router configurations, including basic router setup, routing and routed protocols, access control lists, Basic Rate ISDN, and Frame Relay configuration. Course projects are often based on real case studies, so your learning will reflect what you will face in the real world.

Job titles for graduates include Help Desk Technician, Field Technician, Network Administrator, Network Engineer, and Customer Service Technician.

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 20-unit Networking Technology with an emphasis in Cisco Systems program.

Program	First A.A.S. Degree	Networking Technology with an emphasis in Cisco Systems A.A.S. Degree
Business Software Applications	107 Units	127 Units
Computer Information Technology	104 Units	124 Units
Electronics Technology	103 Units	123 Units

A.A.S. degree graduates from the following Heald College programs may earn an additional A.A.S. degree in Networking Technology with an emphasis in Cisco Systems by first completing the following prerequisite courses and then successfully completing the Networking Technology with an emphasis in Cisco Systems program.

D222 PC Troubleshooting and Configuration	6 Units
D246 Networking	6 Units

Program	First A.A.S. Degree	Prerequisites	Networking Technology with an emphasis in Cisco Systems A.A.S. Degree
Accounting	111 Units	12 Units	143 Units
Computer Business Administration	109 Units	12 Units	141 Units

Major Courses 20 Units

Q700	Network Essentials and Cisco Networking Fundamentals	6
Q750	Routing Technologies	4
Q800	Advanced Routing and Switching	4
Q850	WAN Technologies and Project-Based Learning	6

Certification Exams

To become a Cisco Certified Network Associate (CCNA®), the student must pass a certification exam. This exam may be taken at designated Heald College campuses or at off-site authorized testing centers.

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 Cisco Systems program.

{ NETWORKING TECHNOLOGY }

CISCO SYSTEMS

SAMPLE PROGRAM

1st Quarter		10 Units
Q700	Network Essentials and Cisco Networking Fundamentals	6
Q750	Routing Technologies	4

2nd Quarter		10 Units
Q800	Advanced Routing and Switching	4
Q850	WAN Technologies and Project-Based Learning	6

Heald Certificate of Completion, Cisco Systems 20 Units

Or

Associate in Applied Science Degree in Networking Technology 123 to 143 Units*

With an emphasis in Cisco Systems



*The A.A.S. in Networking Technology with an emphasis in Cisco Systems 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

ADVANCED CISCO SYSTEMS

As computer networks and systems become more sophisticated every day, employers continue to demand workers with advanced technical training. This program will provide you with the foundation to pursue certification as a Cisco Certified Networking Professional (CCNP®), one of the most valuable certifications in business today.

You'll gain the basic knowledge and skills necessary to build scalable routed networks, use multilayer switching technologies, improve traffic flow, and troubleshoot an environment that uses Cisco routers and switches for multi-protocol client hosts and services.

Before entering this program, you must have a valid Cisco Certified Network Association (CCNA®) certification or must provide an official Cisco transcript indicating successful completion of Cisco semesters 1–4.

Graduates of this program can pursue careers as Network Administrators, Level 2 Support Engineers, Level 2 Systems Engineers, Network Technicians, and Deployment Engineers.

Associate in Applied Science Degree in Networking Technology

Graduates of the Heald College Networking Technology with an emphasis in Cisco Systems degree program may earn an additional A.A.S. degree by successfully completing the 30-unit Networking Technology with an emphasis in Advanced Cisco Systems program.

Program	Networking Technology with an emphasis in Cisco Systems	Networking Technology with an emphasis in Advanced Cisco Systems
	A.A.S. Degree	A.A.S. Degree
Accounting	143 Units	173 Units
Business Software Applications	127 Units	157 Units
Computer Business Administration	141 Units	171 Units
Computer Information Technology	124 Units	154 Units
Electronics Technology	123 Units	153 Units

Prerequisites

Before entering this program, the student must have a valid Cisco Certified Network Associate (CCNA®) certification or must provide an official Cisco transcript indicating successful completion of Cisco semesters 1–4.

Major Courses 30 Units

Q900	Configuring Scalable Inter-Networks	10
Q910	Configuring Remote Access Networks	10
Q920	Advanced Switching Concepts	5
Q930	Troubleshooting a Cisco Network	5

Certification Exams

To become a Cisco Certified Network Professional (CCNP®), the student must pass a series of four certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

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 Advanced Cisco Systems program.

{ NETWORKING TECHNOLOGY }

ADVANCED CISCO SYSTEMS

SAMPLE PROGRAM

1st Quarter 10 Units

Q900 Configuring Scalable Inter-Networks 10

2nd Quarter 10 Units

Q910 Configuring Remote Access Networks 10

3rd Quarter 10 Units

Q920 Advanced Switching Concepts 5

Q930 Troubleshooting a Cisco Network 5

Heald Certificate of Completion, Advanced Cisco Systems 30 Units

Or

Associate in Applied Science Degree in Networking Technology 153 to 173 Units*

With an emphasis in Advanced Cisco Systems



*The A.A.S. in Networking Technology with an emphasis in Advanced Cisco Systems 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

MICROSOFT® WINDOWS® 2000

Networking Technology is one of the fastest-growing fields in the world, and there is a lot of opportunity for people with the proper background and expertise.

Heald's program provides a foundation to pursue certification as a Microsoft Certified Systems Engineer (MCSE). You will learn about operating systems and configurations, network repair, and software installation and customization. You will also gain experience with Local Area Network (LAN) and Wide Area Network (WAN) technology.

Specifically, you will learn the features of Windows® 2000, including administrative tools, TCP/IP, network architectures, and physical network devices. You will also learn to install, configure, support, and troubleshoot Windows® 2000 services. In addition, you will design a Windows® 2000 network and gain the skills necessary to upgrade or migrate Windows® NT to Windows® 2000.

Job titles for graduates include Network Administrator, Network Engineer, Customer Service Technician, and LAN Administrator.

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 32-unit Networking Technology with an emphasis in Microsoft® Windows® 2000 program.

Program	First A.A.S. Degree	Networking Technology with an emphasis in Microsoft® Windows® 2000 A.A.S. Degree
Business Software Applications	107 Units	139 Units
Computer Information Technology	104 Units	136 Units
Electronics Technology	103 Units	135 Units

A.A.S. degree graduates from the following Heald College programs may earn an additional A.A.S. degree in Networking Technology with an emphasis in Microsoft® Windows® 2000 by first completing the following prerequisite courses and then successfully completing the Networking Technology with an emphasis in Microsoft® Windows® 2000 program.

Program	First A.A.S. Degree	Prerequisites	Networking Technology with an emphasis in Microsoft® Windows® 2000 A.A.S. Degree
D222 PC Troubleshooting and Configuration			6 Units
D246 Networking			6 Units
Accounting	111 Units	12 Units	155 Units
Computer Business Administration	109 Units	12 Units	153 Units

Major Courses 32 Units

N725	Network and Operating System Essentials	3
N735	Windows® 2000 Implementation	5
N747	Administering a Network Infrastructure	5
N826	Directory Services Implementation	4
N837	Managing a Windows® 2000 Network Environment	4
N925	Directory Services Design	3
N935	Network Security	5
N946	Network Upgrade Strategies	3

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 a series of seven certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

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® Windows® 2000 program.

{ NETWORKING TECHNOLOGY }

MICROSOFT® WINDOWS® 2000

SAMPLE PROGRAM

1st Quarter 11 Units

N725	Network and Operating System Essentials	3
N735	Windows® 2000 Implementation	5
N946	Network Upgrade Strategies	3

2nd Quarter 11 Units

N826	Directory Services Implementation	4
N925	Directory Services Design	3
N837	Managing a Windows® 2000 Network Environment	4

3rd Quarter 10 Units

N935	Network Security	5
N747	Administering a Network Infrastructure	5

Heald Certificate of Completion, Microsoft® Windows® 2000

Or

Associate in Applied Science Degree in Networking Technology 135 to 155 Units*

With an emphasis in Microsoft® Windows® 2000

Microsoft®
IT Academy Program

*The A.A.S. in Networking Technology with an emphasis in Microsoft® Windows® 2000 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.

OFFICE SKILLS

Familiarity with computers and software applications can give job applicants a distinct competitive edge. Because the business world is so reliant on computers, employers need to be assured of a prospective employee's skill level in working with typical hardware and software. Industry-recognized certification such as Microsoft Office User Specialist (MOUS) and/or Internet and Computing Core Certification (IC³) ensures that an applicant has the core skills necessary to be productive on the job.

Heald's Office Skills Certificate of Completion program addresses workplace skills and organizational environments. You'll learn about how computers and technology are used in the workplace, and how to structure and transmit data related to the Internet. Its special focus on Microsoft Word, Excel, Access, and PowerPoint will help you develop the desktop application skills needed to take the MOUS and IC³ certification exams.

The Office Skills program will help you prepare for a wide variety of jobs, including Administrative Assistant, Office Support, and Secretary. This certification program is appropriate for someone entering the workplace for the first time, someone reentering the workplace, or a current jobholder who wants to upgrade skills.

Heald Certificate of Completion

Students interested in pursuing a non-degree program which includes training for MOUS certification and IC³ certification may earn a certificate of completion by successfully completing the two-quarter, 25-unit Office Skills program.

Major Courses

19 Units

C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
D121	Spreadsheet Applications	3
D202	Graphics and Presentations Seminar	3
D221	Database Management	3
W101	Word Processing Essentials	3

Business Courses

6 Units

G050	Integrated Learning or Substitution	3
S101	Keyboarding	3

Total Required for Certificate of Completion

25 Units

Keyboarding requirement: 35 WPM (Words Per Minute)

Recommended Substitutions for Certificate of Completion

A105	Accounting Fundamentals with Computer Applications	7
B101	Business Organization and Management	4
B103	Business Law	4
B206	Human Resources Management	4
D220	Principles and Technologies of E-Commerce	4
E150	College Composition	5
W102	Word Processing (substitution for W101 only)	6

Recommended substitutions apply to students who meet course requirements and transfer course credit from a regionally accredited institution or demonstrate proficiency for course credit.

Certification Exams

To become a Microsoft Office User Specialist (MOUS), the student must pass one or more of the MOUS Core certification exams. To become IC³ certified, the student must pass a series of three certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

{ OFFICE SKILLS }

SAMPLE PROGRAM

1st Quarter

13 Units

C112	Introduction to Information Technology	4
D104	Introduction to Software Applications	3
G050	Integrated Learning or Substitution	3
S101	Keyboarding or Substitution	3

2nd Quarter

12 Units

D121	Spreadsheet Applications	3
D202	Graphics and Presentations Seminar	3
D221	Database Management	3
W101	Word Processing Essentials	3

WEB DESIGN AND ADMINISTRATION

WEB DESIGN

The web is a vital part of every aspect of our society. As web users become more sophisticated, websites must provide more than just information; they must be entertaining, easy-to-use, well organized, and up-to-date. Heald's Web Design and Administration program can help prepare you to become a web professional with the skills to meet these challenges.

Our program offers training in two key areas: Web Design and Web Security. You may earn a Certificate of Completion or an Associate in Applied Science degree in either specialty. Both paths will provide a foundation for those who wish to pursue various official certifications from Certified Internet Webmaster (CIW), a recognized leader in the certification of web professionals. As a CIW Authorized Academic Partner, Heald provides official CIW curriculum and CIW-certified instructors to help prepare you for certification exams.

In the Web Design program, you'll concentrate on web fundamentals, including the creation and function of effective websites. You'll design a website, use web authoring tools, and implement web management strategies. After completing the program, you can seek certification as a CIW Associate, a CIW Professional, and a CIW Master Designer. Graduates can pursue careers as Web Page Designers, Website Developers, and Webmasters.

Associate in Applied Science Degree in Web Design and 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 24-unit Web Design and Administration with an emphasis in Web Design program.

Program	First A.A.S. Degree	Web Design and Administration with an emphasis in Web Design A.A.S. Degree
Business Software Applications	107 Units	131 Units
Computer Information Technology	104 Units	128 Units

A.A.S. degree graduates from the following Heald College programs may earn an additional A.A.S. degree in Web Design and Administration with an emphasis in Web Design by first completing the following prerequisite courses as noted and then successfully completing the Web Design and Administration with an emphasis in Web Design program.

D220	Principles and Technologies of E-Commerce	4
D222	PC Troubleshooting and Configuration	6
D225	Web Page Development	3
D246	Networking	6

Program	First A.A.S. Degree	Prerequisites	Web Design and Administration with an emphasis in Web Design A.A.S. Degree
Accounting	111 Units	19 Units*	154 Units
Computer Business Administration	109 Units	12 Units**	145 Units
Electronics Technology	103 Units	7 Units***	134 Units

Major Courses

		24 Units
I725	Network and Internet Fundamentals	4
I735	Web Page Authoring Fundamentals	4
I745	TCP/IP Concepts and Practices	4
I825	Web Design Methodology and Technology	4
I835	E-Commerce Strategies	4
I845	E-Commerce Practices	4

Certification Exams

To become a Certified Internet Webmaster (CIW) Associate, a CIW Professional, and a CIW Master Designer, the student must pass a series of four certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

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 Web Design and Administration with an emphasis in Web Design program.

{ WEB DESIGN AND ADMINISTRATION }

WEB DESIGN

SAMPLE PROGRAM

1st Quarter		12 Units
I725	Network and Internet Fundamentals	4
I735	Web Page Authoring Fundamentals	4
I745	TCP/IP Concepts and Practices	4

2nd Quarter		12 Units
I825	Web Design Methodology and Technology	4
I835	E-Commerce Strategies	4
I845	E-Commerce Practices	4

Heald Certificate of Completion, Web Design

Or

Associate in Applied Science Degree in Web Design and Administration

With an emphasis in Web Design



*Heald graduates with an A.A.S. degree in Accounting are required to complete the following prerequisite courses:

D220	Principles and Technologies of E-Commerce	4 Units
D222	PC Troubleshooting and Configuration	6 Units
D225	Web Page Development	3 Units
D246	Networking	6 Units

**Heald graduates with an A.A.S. degree in Computer Business Administration are required to complete the following prerequisite courses:

D222	PC Troubleshooting and Configuration	6 Units
D246	Networking	6 Units

***Heald graduates with an A.A.S. degree in Electronics Technology are required to complete the following prerequisite courses:

D220	Principles and Technologies of E-Commerce	4 Units
D225	Web Page Development	3 Units

†The A.A.S. in Web Design and Administration with an emphasis in Web Design 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.

WEB DESIGN AND ADMINISTRATION

WEB SECURITY

Internet usage has become increasingly popular, for both personal and business use. As more companies embrace web technology, they place great emphasis on the safety of the information that is stored and/or exchanged within their sites. Both e-commerce and the transfer of private personal data make website security particularly important. Heald's Web Design and Administration program can help you gain the skills you need to help employers secure both their own information, and their customers'.

Heald offers web programs in two key areas: Web Design and Web Security. You may earn a Certificate of Completion or an Associate in Applied Science degree in either specialty. Both paths will provide a foundation for those who wish to pursue various official certifications from Certified Internet Webmaster (CIW), a recognized leader in the certification of web professionals. As a CIW Authorized Academic Partner, Heald provides official CIW curriculum and CIW-certified instructors to help prepare you for certification exams.

In the Web Security program, you'll receive training in web fundamentals with an emphasis on the back-end, technical side of Internet site functionality. You'll learn multiple ways to ensure privacy and safety on the net, including how to create and manage firewalls, and other system security methods. After completing the program, you can seek certification as a CIW Associate, a CIW Professional, and a CIW Master Administrator. Graduates can pursue careers as Web Security Analysts, Web Administrators, or Web Specialists.

Associate in Applied Science Degree in Web Design and 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 24-unit Web Design and Administration with an emphasis in Web Security program.

Program	First A.A.S. Degree	Web Design and Administration with an emphasis in Web Security A.A.S. Degree
Business Software Applications	107 Units	131 Units
Computer Information Technology	104 Units	128 Units
Electronics Technology	103 Units	127 Units

A.A.S. degree graduates from the following Heald College programs may earn an additional A.A.S. degree in Web Design and Administration with an emphasis in Web Security by first completing the following prerequisite courses and then successfully completing the Web Design and Administration with an emphasis in Web Security program.

D222	PC Troubleshooting and Configuration	6
D246	Networking	6

Program	First A.A.S. Degree	Prerequisites	Web Design and Administration with an emphasis in Web Security A.A.S. Degree
Accounting	111 Units	12 Units	147 Units
Computer Business Administration	109 Units	12 Units	145 Units

Major Courses

Course	Units	Total
I725	Network and Internet Fundamentals	4
I735	Web Page Authoring Fundamentals	4
I745	TCP/IP Concepts and Practices	4
I925	Internet System Management	4
I935	Network and Operating System Security and Firewalls	4
I945	Security Auditing, Attacks, and Threat Analysis	4
Major Courses		24 Units

Certification Exams

To become a Certified Internet Webmaster (CIW) Associate, a CIW Professional, and a CIW Master Administrator, the student must pass a series of four certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

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 Web Design and Administration with an emphasis in Web Security program.

{ WEB DESIGN AND ADMINISTRATION }

WEB SECURITY

SAMPLE PROGRAM

1st Quarter 12 Units

I725	Network and Internet Fundamentals	4
I735	Web Page Authoring Fundamentals	4
I745	TCP/IP Concepts and Practices	4

2nd Quarter 12 Units

I925	Internet System Management	4
I935	Network and Operating System Security and Firewalls	4
I945	Security Auditing, Attacks, and Threat Analysis	4

Heald Certificate of Completion, Web Security 24 Units

Or

Associate in Applied Science Degree in Web Design and Administration 127 to 147 Units*

With an emphasis in Web Security



*The A.A.S. in Web Design and Administration with an emphasis in Web Security 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 }

A105 Accounting Fundamentals with Computer Applications 7 Units

This course is an introduction to fundamental accounting terms, concepts, principles, and procedures through the study of the accounting cycle for a service business. Topics covered include accounting for cash, payroll, combined journal, sales and purchases, and financial statement preparation. Students journalize transactions and prepare reports in a computerized environment, utilizing a popular commercial software package. Through the integration of theory and computer practice, students prepare to enter the business environment.

A112 Payroll Accounting 4 Units

Students learn basic rules and procedures for calculating, recording, and reporting payroll. This course provides an overview of federal and state laws affecting payroll such as the Fair Labor Standards Act and ADA (Americans with Disabilities Act). Emphasis is placed on employer and employee payroll taxes including income taxes, FICA, and federal and state unemployment taxes and the forms required to report and pay those taxes to the proper government entity.

A201 Accounting Principles I 7 Units

This course covers the analytical study and application of accounting concepts, principles, and procedures as they apply to proprietorships, partnerships, and corporations. Emphasis is placed on accounting for merchandising, including accruals, assets, liabilities, and financial statement preparation.

Prerequisite:

A105 Accounting Fundamentals with Computer Applications

A202 Accounting Principles II 7 Units

Students undertake detailed examination of accounting concepts, principles, and procedures applicable to business organizations with special emphasis on partnerships and corporations. This course explores stock and bond transactions, consolidation, reporting income and retained earnings, earnings per share, installment notes payable, and preparation and analysis of financial statements.

Prerequisite:

A201 Accounting Principles I

A203 Income Tax Accounting 7 Units

This course provides a detailed examination and application of accounting concepts and skills required to prepare federal and state income tax returns. Concepts explored include deductions, filing status, miscellaneous income, exclusions, adjustments, credits, capital assets, installment sales, and business expenses.

Prerequisite:

A201 Accounting Principles I

A204 Managerial Accounting 4 Units

Students apply accounting principles for manufacturing activities, including analysis of cost behavior and procedures used to determine the costs of the products that a company manufactures and sells. This course focuses on identifying, measuring, preparing, and communicating financial information used in management decisions, planning, and control.

Prerequisite:

A202 Accounting Principles II

A210 Accounting Internship 4 Units

The internship program is an opportunity for students to gain the experience necessary to compete in today's job market. It is designed to provide students with real-life work experiences in on-the-job training situations relevant to their major fields of study. Internships provide students the opportunities to put theory into practice, applying the knowledge and skills they have learned at Heald to actual work situations. Internships are taken in the final quarter of the degree program.

A215 Accounting Spreadsheet Applications 3 Units

This course covers the application of electronic spreadsheets to solve accounting problems. Students apply their spreadsheet skills and accounting knowledge to a variety of accounting cases and models. Included are formula development, model building, and "what if" analysis.

Prerequisites:

A105 Accounting Fundamentals with Computer Applications
D121 Spreadsheet Applications

B101 Business Organization and Management 4 Units

As an introduction to the management process, this course explores the theory and application of management concepts and organizational and financial structures in all enterprises including e-business. Case analysis and problem-solving techniques are used to examine the planning and organization of work flow, delegation, leadership styles, decision making, stress and time management, and employee relations. Discussion and group activities support the student in developing a personal management philosophy and an understanding of the functions of managers.

B103 Business Law 4 Units

Students are introduced to the laws applicable to business institutions and their operations with discussion on applications of the law to e-business. Topics covered include the American legal system as an instrument of economic, social and political control, contracts and sales, organizational structure, ethics, and the regulatory process. The course presents a basic overview of the concepts and terminology essential to understanding the field of business law.

{ COURSE DESCRIPTIONS }

B205 Economics 4 Units

This course is an introduction to the general principles, terminology, and methods of economics, with emphasis on macroeconomics. Topics include market systems and economic cycles, including recession, unemployment and inflation, national income accounts, macroeconomic equilibrium, money and financial institutions, monetary and fiscal policy, and international trade and finance. Discussion and group activities incorporate the use of problem sets and case studies.

Prerequisite:

M010 Essential Math

B206 Human Resources Management 4 Units

Students gain an overview of contemporary and historical human resources management techniques and principles in all enterprises, including e-business. Through discussion, case analysis, and team problem solving, students explore procedures and responsibilities in hiring, including the increasing importance of the Internet in recruiting. Supervision, employee development and career management, resource allocation, telecommuting issues, labor relations, health and safety issues, equal employment opportunities, and employment law are explored.

B209 International Business 4 Units

The varied dimensions of doing business in an international context are examined, emphasizing patterns of international trade, social and political frameworks, the economic environment, and national and international constraints. Other topics addressed are general management issues associated with planning, finance, marketing, staffing, legal requirements, and the impact of e-business on the global economy.

B215 Integrated Office Environments 6 Units

Students develop the organizational and practical skills essential to the business office, including managing time, monitoring projects, organizing teams, planning events, anticipating needs, supervising staff, setting up office management systems, and conducting Internet research. The course also includes instruction in the use of integrated office software for the preparation of professional documents, as well as the use of timesaving technologies for project management and electronic communications.

Prerequisites:

D121 Spreadsheet Applications
D202 Graphics and Presentations Seminar
D221 Database Management
W101 Word Processing Essentials or W102 Word Processing

C112 Introduction to Information Technology 4 Units

Students are introduced to information technologies (IT) including such topics as historical and current use of the Internet, an overview of hardware and software categories, communication technologies, and other information systems. Students learn about the structure of the Internet and the transmission of data, as well as security and reliability issues related to the Internet. Students examine how computers and technology are used in an office environment and what the future of IT holds.

C120 Customer and IT Support 3 Units

Students acquire the skills to provide basic technical support in an organizational environment, including keyboarding, customer service, and project management skills. Additionally, major help desk concepts such as trouble tickets, maintenance documentation, and incident management are introduced and then applied to real-world situations.

C132 Visual BASIC Programming I 4 Units

This course introduces event-driven computer programming using the Visual BASIC programming language. Topics include input/output operations, sequence, selection, arithmetic operations, forms, sequential files, and other related topics.

This course introduces on-screen components such as command buttons and list boxes.

Prerequisite:

D104 Introduction to Software Applications

C135 Operating Systems Support 6 Units

This course provides the advanced skills and information required for technical support personnel to install, configure, support, and troubleshoot DOS and Microsoft Windows® operating systems in both a standalone and network environment. Skills practiced include efficient installation methods, software configuration, troubleshooting techniques, and interfacing with customers.

Prerequisite:

D222 PC Troubleshooting and Configuration

C210 Applications for Computer Technicians 3 Units

Students acquire skills necessary to troubleshoot office applications. Topics include advanced features of common application programs, as well as methods of exchanging data across applications such as Microsoft Word, Excel, and PowerPoint. Troubleshooting hardware and software specifications are also addressed.

Prerequisites:

D104 Introduction to Software Applications
D221 Database Management

{ COURSE DESCRIPTIONS }

C222 Microcomputer Systems 8 Units

This course provides coverage of the knowledge and skills needed to identify, install, configure, and upgrade microcomputer systems and components, as well as procedures for diagnosing and troubleshooting common PC problems and system malfunctions. Topics include installing, configuring, and troubleshooting printers, keyboards, video displays, disk devices, sound systems, CD-ROMs, and modems. Interface standards such as RS-232, Centronics parallel, and USB are also discussed. Networking basics are introduced, including peer-to-peer and client/server environments.
Prerequisite:
C135 Operating Systems Support

C225 Introduction to Programming 4 Units

This course introduces students to structured programming languages commonly used within industry. Topics include operators, expressions, program flow, port and file input/output, simple arrays, and functions. Lab experiments include writing programs for electronics applications.

C235 Transmission Media and Networking 6 Units

Students learn the basics of networking topologies and data communications with an emphasis on the hardware components of a local area network (LAN). Beginning with serial connections, students explore modems and RS-232 and work their way up to high-speed digital circuits, fiber optics, and ISDN. This course takes a systems approach to the development and design of computer networking and systems administration. Basic theory, planning, required analysis, and design alternatives are presented. Upon completion, students understand the issues involved in planning, designing, installing, and managing a local area network.
Prerequisite:
C222 Microcomputer Systems

C240 Data Communications and Networking 8 Units

This course provides an introduction to electronic communications technology with special emphasis on data communications systems and local area networks (LANs). Laboratory exercises provide practical experience with communications technology systems. Emphasis is placed on systems operations, testing, troubleshooting, modem communications, and LANs.
Prerequisite:
C235 Transmission Media and Networking

D104 Introduction to Software Applications 3 Units

Students acquire introductory skills in major software applications used in professional environments: word processing, spreadsheets, presentation, database, and e-mail software. Additionally, data storage and file management are addressed.

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

D202 Graphics and Presentations Seminar 3 Units

Using desktop publishing features and electronic presentation tools, students develop skills to create effective multimedia presentations and desktop publications. Applications include using fonts, styles, layouts, graphics, online resources, and video and sound clips. Audience analysis, planning, and citation are addressed, as well as the preparation and practice of oral presentations.
Prerequisite:
W101 Word Processing Essentials or W102 Word Processing

D210 Business Internship 4 Units

The internship program is an opportunity for students to gain the experience necessary to compete in today's job market. It is designed to provide students with real-life work experiences in on-the-job training situations relevant to their major fields of study. Internships provide students the opportunities to put theory into practice, applying the knowledge and skills they have learned at Heald to actual work situations. Internships are taken in the final quarter of the degree program.

D220 Principles and Technologies of E-Commerce 4 Units

Students gain an understanding of how business is conducted over the Internet. Topics include an industry overview, major industry players, and job families prevalent in the e-commerce world. Students work in teams to create and present a proposal for an Internet-based business, exploring such issues as security, online transactions and payments, marketing, and sales. They compare and contrast the technologies and strategies used in e-commerce.
Prerequisite:
C112 Introduction to Information Technology

{ COURSE DESCRIPTIONS }

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

D222 PC Troubleshooting and Configuration 6 Units

Students begin by studying DOS and progress to applying the elements of PC troubleshooting and configuration. Students study hardware installation and configuration, as well as troubleshooting computer hardware failures, adding peripherals, resolving compatibility issues, and maintaining effective customer relations.
Prerequisite:
C112 Introduction to Information Technology

D225 Web Page Development 3 Units

Students are introduced to the basics of Hypertext Markup Language (HTML) programming. They learn how to develop simple web pages, post and list their website with various search engines, and edit HTML code using editing software. Students also analyze performance and usability issues, as well as issues affecting cost such as server space and website traffic. They plan a website using a team development approach and project management skills.
Prerequisite:
C112 Introduction to Information Technology

D246 Networking 6 Units

Students focus on networking technology with special emphasis on how computers communicate through a network. Topologies, local area networks (LANs), and wide area networks (WANs) are studied. Emphasis is placed on system operations and testing, modem communications, and LANs. Network operating systems are introduced.
Prerequisite:
D222 PC Troubleshooting and Configuration

E010 Essential Language Skills 3 Units

This course explores an integrated approach to the mechanics of communication, emphasizing the practical application of reading, writing, listening, and speaking in a professional environment. Instruction in the parts of speech, sentence structure, and verb-tense agreement strengthens the student's written and oral communication skills.

E020 Dynamic Communications 3 Units

This course incorporates all aspects of communication in helping students develop clear and concise written and oral language skills. Selected readings are studied as models for writing, with emphasis on an organized approach to writing and editing. Team projects, presentations, and peer critiques focus on current business themes and cultural issues. Students compile written work to create a business magazine as a final project.
Prerequisite:
E010 Essential Language Skills

E133 Composition and Research 5 Units

Students demonstrate college-level writing skills in a combination of expository, analytical, and argumentative essays. Instruction covers research processes, citation standards, organization, style, and editing. Critical thinking is developed through careful reading and analysis of college-level essays and texts.
Prerequisite:
E010 Essential Language Skills

E150 College Composition 5 Units

This course covers research and editing techniques, persuasive writing, audience analysis, language sensitivity, and problem-solving communication skills developed through group discussions, panel debates, selected readings, and written and oral presentations. Special emphasis is placed on analysis of readings, team feedback and cooperation, development of written research papers, and effective oral presentations. Students write a minimum of 5,000 words in a number of essays and complete a final research project on a topic relevant to business and industry.
Prerequisite:
E020 Dynamic Communications

E201 Perspectives of Language and Culture 5 Units

Students examine selected readings and presentations of fiction, essays, and novels by important contemporary writers, with emphasis on controversial moral, social, and cultural issues. Students take a humanities approach in the exploration of culture and its origins, values, and changing status. Discussion, response papers, group projects, panel debates, team and individual presentations, and peer critiques assist students in developing the skills to present sensitive and controversial topics to an audience. Students write a minimum of 5,000 words in essays, reports, and a final research project relating contemporary language and cultural issues to current business and industry trends.
Prerequisite:
E133 Composition and Research or
E150 College Composition

{ COURSE DESCRIPTIONS }

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.	
G050 Integrated Learning	3 Units
Students focus on the development of life-long learning skills by exploring critical thinking, teamwork, and problem solving in a workplace environment. Students develop workplace skills, communication skills, and knowledge of organizational environments. Students begin to assemble their professional portfolio which demonstrates their academic and personal accomplishments.	
G102 Applied Physics	5 Units
This course covers the study of physics concepts as applied to industry/technical fields. Topics include the principles of magnetism and electricity, kinetic theory, work and energy, wave motion and sound, light and optics, and thermodynamics. Prerequisite: M111 Algebra or M113 Algebra for Computer Technicians	
G201 Psychology	5 Units
Students learn the basic theories and concepts in the science of behavior, perception, motivation, and personality, including the application of basic psychology to personal development, human relations, and behavior. Topics include biological and cognitive processes, life-span development, behavioral disorders, and applied psychology. This course emphasizes the application of behavioral science concepts in a business or technical environment. Prerequisite: E020 Dynamic Communications or E133 Composition and Research	
G204 Environmental Science	5 Units
Students study contemporary environmental issues, with an emphasis on a multi-disciplinary approach. Topics covered include energy, nutrition, pollution, and impacts of population. Students explore the scientific, political, economic, and social implications of environmental science to develop an understanding of environmental issues and concerns. Prerequisite: E020 Dynamic Communications	

G211 Graduation Project, Planning Phase	1 Unit
Students select and plan the final graduation project. Students begin the process of identifying and selecting topics for their final graduation projects, develop preliminary plans and timelines, and petition for approval by the assigned project advisor.	
G212 Graduation Project, Completion Phase	1 Unit
Students develop and complete the graduation project approved by the project advisor. The completed final project emphasizes demonstration of technical knowledge, research and analytic processes, time and project management, and creativity. Prerequisite: G211 Graduation Project, Planning Phase	
G214 Anatomy	5 Units
This course is a survey of the structure and function of the human organ systems, designed to provide a basic understanding of the human body and associated terminology.	
G254 Conversational Japanese I	5 Units
An introduction to the language, culture, and customs of Japan, this course emphasizes the student's ability to listen and comprehend. Through discussion and class activities, students learn to formulate and give basic responses in the Japanese language. Conversational use of basic sentence patterns and commonly used expressions supports development of a basic Japanese vocabulary.	
G255 Conversational Japanese II	5 Units
This course continues the study of the language, culture, and customs of Japan, with emphasis on increasing the student's ability to converse in the Japanese language. Students develop expanded vocabularies of Japanese words and commonly used expressions as they participate in more involved conversational activities. Application using increasingly complex sentence structure assists students in developing confidence in their ability to communicate in the Japanese language. Prerequisite: G254 Conversational Japanese I	
H101 Medical Office Procedures	6 Units
This course covers the development of business administration skills important to the effective management of a medical office. Procedures and topics examined include pegboard accounting, ethics, appointment scheduling, medical records, and patient interactions. Focus is on development of the organizational skills utilized by the medical receptionist.	

{ COURSE DESCRIPTIONS }

H201 Medical Billing and Coding	6 Units
Students learn the fundamentals of medical insurance billing, including billing and collection procedures, insurance claim filing, procedural and diagnostic coding, and collection law. Emphasis is placed on accuracy in completing forms for major health plans. Students use standard procedural and diagnostic coding references. Prerequisites: G214 Anatomy H101 Medical Office Procedures H216 Medical Terminology	
H202 Computerized Medical Office	4 Units
Students have hands-on practice using specialized medical software. Students develop skill in entering, editing, analyzing, and retrieving data regarding patients, insurance billing, coding of diseases, medical records, and related medical information. Prerequisites: G214 Anatomy H101 Medical Office Procedures H216 Medical Terminology	
H203 Medical Transcription	4 Units
Students are trained in the transcription of recorded dictation with emphasis on documents and terminology prevalent in the medical field. Students use transcription machines with word processing software to transcribe medical documents and reports, applying the principles of English grammar, punctuation, spelling, and keyboarding improvement, as well as the knowledge of medical terminology, to their work. Prerequisites: H216 Medical Terminology S101 Keyboarding W101 Word Processing Essentials or W102 Word Processing	
H204 Laboratory Procedures and Pharmacology	6 Units
This course provides a general introduction to laboratory techniques, including the collection of routine specimens, the preparation and examination of samples for diagnostic purposes, and the recognition of normal laboratory values and abnormal limits. Students develop skills in injection, venipuncture, and other methods of blood collection. The areas of urology and endocrinology are studied, including the structure and function of the lymphatic, renal, and reproductive systems. Electrocardiograms are introduced, and students learn to recognize serious deviations on the ECG. Students are trained to recognize emergency situations and supply lifesaving measures through the study of CPR (cardiopulmonary resuscitation). This course includes the study and identification of commonly administered drug groups, their uses, and their effects on the body. Abbreviations and terminology relating to pharmaceuticals are studied, as well as ethical standards for administering and dispensing drugs. Prerequisites: H201 Medical Billing and Coding H202 Computerized Medical Office	
H205 Clinical Procedures	4 Units
This course covers basic clinical care skills and procedures necessary to perform routine patient care in a clinic or office situation. Recognition of basic office routines and diagnostic procedures, including vital signs, patient preparation and positioning, aseptic technique and the fundamentals of microbial control are emphasized. Students are trained to recognize and respond to emergency situations through the study of the principles of first aid. Prerequisites: H201 Medical Billing and Coding H202 Computerized Medical Office	
H210 Medical Internship	4 Units
The internship program is an opportunity for students to gain the experience necessary to compete in today's job market. It is designed to provide students with real-life work experiences in on-the-job training situations relevant to their major fields of study. Internships provide students the opportunities to put theory into practice, applying the knowledge and skills they have learned at Heald to actual work situations. Internships are taken in the final quarter of the degree program.	
H216 Medical Terminology	4 Units
Students learn medical terminology, concentrating on prefixes, suffixes, and roots common to diseases and to the medical field. Pronunciation, identification, and spelling are stressed.	
H225 Pharmacology and Drug Calculations	4 Units
This course is designed to provide students with a basic knowledge of pharmacology and drug dosage calculation. The pharmacology portion of the course incorporates such areas as drug classifications, action/kinetics, side effects, drug interactions, and desired outcomes. The dosage calculation portion of the course emphasizes the use of roman numerals, percents, ratios, metric conversions, apothecary, and household measurement systems. Prerequisites: G214 Anatomy H216 Medical Terminology M101 Math Principles	
H250 Medical Assisting Externship	6 Units
Students gain practical work experience with the opportunity to perform various clinical and administrative procedures in a supervised program for a minimum of 200 clock hours in a medical facility. This 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 program. Prerequisites: H204 Laboratory Procedures and Pharmacology H205 Clinical Procedures	

{ COURSE DESCRIPTIONS }

H251 Medical Assisting Seminar/Project 1 Unit

Seminar classes are a vital part of the externship experience and are held in conjunction with the Medical Assisting Externship. This course offers an opportunity for students to discuss their experiences during externship and develop a final project. The completed final project, approved by the externship coordinator or the medical program coordinator, demonstrates the technical knowledge and research and analytic skills students have gained throughout the program. Students make written and oral presentations of the completed project. Seminars/projects are taken in the final quarter of the degree program.

I725 Network and Internet Fundamentals 4 Units

Students explore the Internet and its wide array of useful resources including how to use key Internet technologies such as web browsers, e-mail, newsgroups, File Transfer Protocol (FTP), Telnet, and search engines. Students use a variety of web-based search engines to conduct advanced searches and learn the basics of e-commerce and security issues. Additional topics include network architecture and standards, networking protocols, Transmission Control Protocol/Internet Protocol (TCP/IP), Internet servers, server-side scripting and database connectivity, and security. Exam #1D0-410

I735 Web Page Authoring Fundamentals 4 Units

Students create and author web pages in this course using a text editor and a graphical user interface (GUI) editor. Students learn how to use Cascading Style Sheets (CSS) and study the basics of Extensible Hypertext Markup Language (XHTML), JavaScript, Dynamic HTML (DHTML), and the Document Object Model (DOM). After completing this course, students are able to create simple web pages containing text, graphics, hyperlinks, tables, forms, and frames. Exam #1D0-410

I745 TCP/IP Concepts and Practices 4 Units

Students use TCP/IP concepts and protocols so they can effectively plan, deploy and manage a TCP/IP enterprise network. Students learn to build an enterprise network and analyze TCP/IP application and protocol information. In addition, students become familiar with TCP/IP routing, network troubleshooting, network management, and next-generation Internet protocol technologies. Students receive instruction on the concepts and protocols used in Internet routing, and learn how to troubleshoot TCP/IP networks using a packet sniffer and TCP/IP utilities. Students configure the Simple Network Management Protocol (SNMP) and implement a functional Internet Protocol, version 6 (IPv6), network in the classroom. Exam #1D0-460

I825 Web Design Methodology and Technology 4 Units

Students create and manage websites with tools such as Macromedia Dreamweaver and Flash, Microsoft FrontPage, DHTML, and various multimedia and CSS standards. Students implement the latest strategies to develop third-generation websites, evaluate design tools, discuss future technology standards, and explore the incompatibility issues surrounding current browsers. Students study and apply theory, design, and web construction, along with information architecture concepts, web project management, scenario development, and web performance evaluations. Exam #1D0-420

I835 E-Commerce Strategies 4 Units

Students learn how to conduct business online and how to manage the technological issues associated with constructing an e-commerce website. Students implement a genuine transaction-enabled business-to-consumer website, examine strategies and products available for building e-commerce sites, examine how such sites are managed, and explore how they can complement an existing business infrastructure. Exam #1D0-425

I845 E-Commerce Practices 4 Units

Students create an e-commerce site, online catalogs, and provide transaction security. Students have hands-on experience implementing the technology to engage cardholders, merchants, issuers, payment gateways and other parties in electronic transactions. In addition, students learn about website management and performance testing. Exam #1D0-425

I925 Internet System Management 4 Units

Students learn user management concepts in Windows® 2000 and Linux, configure Domain Name System (DNS) services, and Microsoft WINS, Samba, Telnet, and FTP. Students learn how to choose appropriate Internet system platforms and how to configure Windows® 2000 Server and Red Hat Linux to use TCP/IP. In addition, students learn about backup and load balancing issues, and the basics of Internet security. Exam #1D0-450

{ COURSE DESCRIPTIONS }

I935 Network and Operating System Security and Firewalls 4 Units

Students learn to establish an effective security policy, identify different types of hacker activities, understand the hacker's mindset, and prevent and manage hacker attacks. Students evaluate authentication procedures, encryption standards and implementations, ports and protocols that hackers manipulate, and how to engage in proactive detection and response/reporting methods. In addition, students learn how to protect Windows® 2000 and Linux systems from attacks, reconfigure the operating system to fully protect it, and scan hosts for known security problems. By the end of the course, students have a practical understanding of the security architectures used by Windows® 2000 and Linux. Exam #1D0-450

I945 Security Auditing, Attacks, and Threat Analysis 4 Units

Students perform different phases of a security audit, including discovery, and how to prevent unauthorized users from controlling company networks. Students determine how to use Windows® 2000 and Linux to identify security issues and suggest industry-standard solutions. Students generate effective audit reports that can help organizations improve their security and become current with industry security standards. Exam #1D0-470

K103 Introduction to Electronics 3 Units

This course provides an overview of the electronics industry. Students study the electrical concepts of voltage, current, resistance, Ohm's Law, component and test equipment identification and use, resistor color code, schematic symbols, and schematic diagrams. Students also investigate career paths in the field of electronics technology, from the field service technician to the design engineer. Basic laboratory exercises include breadboarding and testing of simple DC resistive circuits.

K104 Computer Electronics 3 Units

Students explore electronics fundamentals relative to the field of computer technology. Students investigate basic logic gates and AC/DC electronics as applied to logic gates. Students test, measure, and troubleshoot various logic circuits. Lab experiments include computer-aided circuit analysis and circuit test simulation, practice in component identification, breadboarding, and testing logic circuits. Prerequisite: K103 Introduction to Electronics

K105 Electronics Principles 6 Units

Students investigate DC electronics, including series, parallel, and series-parallel circuits. Basic AC concepts and logic gates are introduced. Lab experiments include computer-aided circuit analysis and circuit test simulation, practice in component identification, breadboarding, testing circuits, and soldering and desoldering techniques. Prerequisite: K103 Introduction to Electronics

K115 Electronics Circuit Analysis 8 Units

This course is an in-depth investigation of AC circuits. Topics covered include inductors, relays, transformers, capacitors and time constants, reactance, resonance, diodes and power supplies, and an introduction to bipolar and field effect transistors. Lab experiments include computer simulation, breadboarding, testing, and troubleshooting a variety of AC circuits. Prerequisite: K105 Electronics Principles

K201 Solid State Systems 8 Units

This course introduces transistors and operational amplifiers in switching circuits, analog signal processing, filtering circuits, signal generation, and wave shaping applications. Additionally, this course investigates the use of these and other analog control and sensing devices in industrial electronics applications. Lab experiments include computer simulation, breadboarding, testing, and troubleshooting a variety of switching, amplifiers, and filtering circuits, and analog industrial control and sensing techniques. Prerequisite: K115 Electronics Circuit Analysis

K215 Digital Logic and Control Systems 12 Units

This course is an in-depth study of digital logic, from the discrete gates, counters, multiplexers, flip-flops, and registers through the more complex digital circuitry used in control systems, including microprocessor and interfacing techniques. The course also bridges the gap between analog and digital electronics with analog-to-digital (ADC) and digital-to-analog (DAC) converters, as well as digitally based control and sensing systems. Lab experiments include computer simulations, breadboarding, testing, and troubleshooting a variety of digital circuits, DAC and ADC applications, control and sensing systems, and interfacing techniques in industrial electronics applications. Prerequisite: K201 Solid State Systems

{ COURSE DESCRIPTIONS }

{ COURSE DESCRIPTIONS }

K255 Modern Data Communications 6 Units

This course provides an introduction to data communication, including AM/FM transmission, antennae theory and wave propagation, modulation and demodulation, phase-locked loop, serial communications, and noise distortion. Lab experiments include the production, testing, and debugging of local and distance communication systems.

Prerequisite:
K115 Electronics Circuit Analysis

M010 Essential Math 3 Units

This course is a review of the fundamental operations of arithmetic, including whole numbers, fractions, ratios, proportions, and percents. A brief introduction to algebra, signed numbers, and statistics is included. Special emphasis is placed on the application of basic math skills to common business problems and real-life situations.

M011 Algebra Essentials 3 Units

Students learn algebraic topics essential for success in technical careers. Topics covered include the decimal number system, fractions, percentages, exponents and radicals, algebraic expressions, and linear equations.

M101 Math Principles 5 Units

Algebra topics essential for success in other courses as well as in business are presented. Through real-world business examples and applications, students practice fundamental operations with number systems, formulas, and algebraic expressions. The course also explores problems involving factoring, inequalities, exponents, radicals, linear equations, functions, and graphs.

Prerequisite:
M010 Essential Math

M111 Algebra 5 Units

This course covers concepts and techniques of intermediate algebra, including functions and operations with algebraic expressions, exponents, and radicals; simultaneous and quadratic equations; systems of equalities and inequalities; linear and nonlinear systems; logarithmic equations; ratios and proportions; and functions and graphs.

Prerequisite:
M011 Algebra Essentials

M113 Algebra for Computer Technicians 5 Units

Students learn concepts and topics of intermediate algebra, including functions and operations with algebraic expressions, linear and nonlinear systems of equations, number systems, truth tables, and exposure to Boolean algebra.

Prerequisite:
M011 Algebra Essentials

M201 Applied Mathematics 7 Units

This course focuses on analyzing quantitative information to make decisions, judgments, and predictions. Students solve financial, mathematical, and statistical problems using word processing and spreadsheet software. Topics include simple and compound interest, bank discounts, annuities, amortization, and investments. Students study the basic tools of quantitative analysis, emphasizing data presentation, measures of central tendency, and measures of variation and skewness. This course also includes an introduction to basic theory of random variables, probability theory, sampling, and sampling distributions.

Prerequisites:
D121 Spreadsheet Applications
M101 Math Principles

N725 Network and Operating System Essentials 3 Units

This is an introductory course designed to provide an overview of networking concepts and their implementation in Windows® 2000. Students learn about the features of Windows® 2000, administrative tools, TCP/IP, network architectures, and physical network devices.

Microsoft Course #2151
Exam #70-210 & 70-215

N735 Windows® 2000 Implementation 5 Units

This course provides students with the skills to install, configure, customize, and support Windows® 2000 in a stand-alone environment and as part of a network. Topics covered include user and resource management, NTFS, print services, optimizing performance, mobile computing, and disaster protection.

Microsoft Course #2152
Exam #70-210 & 70-215

N747 Administering a Network Infrastructure 5 Units

Installation and configuration of Windows® 2000 services are explored in this course. The goal of this course is to enable the student to efficiently configure various client services that are an essential part of a Windows® 2000 network. Topics include configuring TCP/IP services, security, remote access, and routing in Windows® 2000. Supporting and troubleshooting Windows® 2000 networks are introduced in this course. Students learn to set up Internet access and web servers for a network, remote installation, and administration, connecting Windows® 2000 with other operating systems, and troubleshooting Windows® 2000 networks.

Microsoft Course #2153
Exam #70-216

N826 Directory Services Implementation 4 Units

The course introduces Active Directory™ in Windows® 2000. Students learn to install, configure, and administer Active Directory™ services. Topics include group policy management, directory replication, and delegation of administrative controls.

Microsoft Course #2154
Exam #70-217

N837 Managing a Windows® 2000 Network Environment 4 Units

The objective of this course is to prepare the student to manage a Windows® 2000 network. The topics presented in this course include delegating administrative control, introduction to Active Directory™, managing shared network resources, managing DNS, examining Active Directory™ replication, implementing Group Policy, network security, managing web services, and DHCP.

Microsoft Course #2126
Exam #70-218

N925 Directory Services Design 3 Units

This course provides the knowledge and skills to analyze the information technology needs of an organization and design an Active Directory™ infrastructure to meet those needs. Students learn techniques to research business needs for information technology, then plan an appropriate topology, domain structure, and Active Directory™ design based on those needs.

Microsoft Course #1561
Exam #70-219

N935 Network Security 5 Units

This course is focused on analyzing the business and technical security requirements of an organization and designing a solution for a Windows® 2000 network. Topics include resource access, auditing, authentication, and encryption.

Microsoft Course #2150
Exam #70-220

N946 Network Upgrade Strategies 3 Units

This course provides the information necessary to migrate a Windows® NT 4.0 network to Windows® 2000. Topics covered include migration strategies, planning and deployment of the upgrade, planning hardware restructuring, and troubleshooting the migration.

Microsoft Course #2010
Exam #70-222

P010 Workshop 0 Units

Workshop is an instructor-guided laboratory providing additional practice, application, tutoring, and skill development in subject areas where additional instruction is needed. Workshops support student success in every program by assisting students in meeting course and program requirements in accounting, math, English, computer applications, keyboarding, electronics, or any other topic requiring additional work. (Please see keyboarding policy outlined in the Policies and Procedures section of this catalog.)

Q700 Network Essentials and Cisco Networking Fundamentals 6 Units

This course is the first course in the Microsoft MCSE series and the Cisco Systems Networking Academy Curriculum. The course provides an introduction to network standards, concepts, topology and terminology including LANs, WANs, the OSI model, cabling, Internet Protocol (IP) addressing, subnet masking and network design, and various protocols. Project learning experiences include designing networks and installation of network premise cabling.

Quarter 1 – Sequence #1

Q750 Routing Technologies 4 Units

This course is the second of four courses in the Cisco Systems Networking Academy curriculum. This course provides an introduction to routers and routing concepts and terminology, including Ethernet and Token Ring frames, RIP and IGRP routing protocols, distance vector and link state routing, routing loop issues, TCP/IP basics, IP addressing, and IP access lists. Students get hands-on experience configuring Cisco routers.

Quarter 1 – Sequence #2

Q800 Advanced Routing and Switching 4 Units

This course is the third of four courses in the Cisco Systems Networking Academy curriculum. This course covers the advanced features of routers and routing concepts, including IPX access lists, LAN segmentation using bridges and switches, network congestion issues, cut-through and store-and-forward switches, and the operation of the Spanning Tree protocol. Students get hands-on experience in these areas using Cisco routers.

Quarter 2 – Sequence #1

{ COURSE DESCRIPTIONS }

{ COURSE DESCRIPTIONS }

Q850 WAN Technologies and Project-Based Learning 6 Units

This course is the fourth of four courses in the Cisco Systems Networking Academy curriculum. This course covers various Wide Area Network services, including LAPB, Frame Relay, ISDN, HDLC, PPP, and DDR. Students configure Frame Relay LMI, map, and subinterfaces on a Cisco router. The course emphasizes project-based experimental activities and final preparation for the CCNA® certification exam. Students synthesize knowledge from the previous courses to create various types of networks for different situations. Trends and new developments in the field of networking are also examined.
Quarter 2 – Sequence #2
Exam #640-607

Q900 Configuring Scalable Inter-Networks 10 Units

Students are provided with an advanced view of today's scalable inter-networks by learning about variable length subnetting. Students learn to configure the OSPF, EIGRP, and BGP routing protocols. Students receive hands-on experience configuring Cisco routers in a lab environment and have the concepts learned in class reinforced via case-study scenarios.
Exam #640-503

Q910 Configuring Remote Access Networks 10 Units

Students build upon the concepts they have learned from the WAN portion of the CCNA® program. Topics covered include identifying Cisco products for remote connectivity, assembling and cabling WAN components, configuring asynchronous connections with modems, accessing a central site with Windows®, configuring PPP, and controlling access with PAP and CHAP. Students learn how to use ISDN and DDR to enhance remote connectivity, optimize the DDR interface, configure a Cisco 700 series router, and troubleshoot a remote access network. Students receive hands-on experience configuring Cisco routers in a lab environment throughout the course.
Exam #640-505

Q920 Advanced Switching Concepts 5 Units

Students build upon the concepts they have learned from the switching portion of the CCNA® program. Students learn about the usage, placement, and troubleshooting of Cisco Catalyst switches in a network. Students receive hands-on experience configuring Cisco switches in a lab environment throughout the course.
Exam #640-504

Q930 Troubleshooting a Cisco Network 5 Units

Students learn how to troubleshoot a Cisco network in this course. Students employ Cisco troubleshooting tools, use a workgroup discovery lab and CCO, develop a troubleshooting methodology, track log-ins and connections, use the show and debug commands as a troubleshooting tool, and diagnose and correct TCP/IP problems. Students receive hands-on experience configuring Cisco routers in a lab environment and have the concepts reinforced via case-study scenarios.
Exam #640-506

S101 Keyboarding 3 Units

This course provides instruction and class drills on straight copy and simple formats, including block letter, memo, and simple reports. Emphasis is on development of keyboarding control, accuracy, speed and concentration exercises, and keyboarding techniques. Students build speed with a focus on rhythm patterns and manipulative skills.

T101 Hospitality and Tourism Overview 5 Units

This course is an overview of the history, current trends, and general organizational structure of the hospitality industry. Emphasis is placed on understanding the relationship of hotels, tourism, and travel to the local and national economy. Students are introduced to the many career opportunities within the industry and may be required to attend certain class sessions off campus.

T102 Travel Procedures 6 Units

Students study the services and operating procedures of travel agencies. Students explore both manual and computerized processes applied to airline reservations and ticketing. This course includes tour and vacation packaging, travel counseling, and ticketing. Hands-on learning incorporates use of APOLLO or SABRE airline reservations system and introduces travel documents, local area tourism sites, and destination geography.

T103 Hotel Operations 6 Units

This course covers hotel front office and facilities operations. Students examine all stages of guest pre-arrival, stayover, and departure. Students learn aspects of reservations, reception, telecommunications, housekeeping, and security. This course examines interpersonal dynamics of staff and guests.

T104 Food Service 6 Units

Students learn about food service operations from purchasing to presentation. This course includes menu planning, selecting and purchasing food, basic food preparation tools and techniques, and dining room service procedures. Students may participate in event planning by budgeting, designing, and presenting campus functions.

T105 Special Topics in Hospitality and Tourism 3 Units

Procedures for the operation of a travel agency are explored. Class activities are designed to familiarize students with industry reference materials. Topics such as rail travel, cruises, tours, and car rentals are also addressed. The course enables students to practice and strengthen their sales and customer service skills.

T107 Hospitality and Tourism Field Experience 3 Units

Students demonstrate ability to budget, plan, and arrange travel by coordinating a class trip. By experiencing the hospitality industry as a consumer, the student develops perspective on the value of industry quality and service.
Prerequisites:
T101 Hospitality and Tourism Overview
T102 Travel Procedures
T103 Hotel Operations
T104 Food Service

T210 Hospitality and Tourism Internship 4 Units

The internship program is an opportunity for students to gain the experience necessary to compete in today's job market. It is designed to provide students with real-life work experiences in on-the-job training situations relevant to their major fields of study. Internships provide students the opportunities to put theory into practice, applying the knowledge and skills they have learned at Heald to actual work situations. Internships are taken in the final quarter of the degree program.

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

W102 Word Processing 6 Units

Students learn how to apply word processing features and concepts. This class emphasizes efficient use of the features and concepts of word processing. Projects related to the student's career area focus on standard forms, formatting, and the development of written communication skills.
Prerequisite:
D104 Introduction to Software Applications

{ POLICIES AND PROCEDURES }

This catalog is an official document publishing the policies, procedures, and regulations of Heald College (The College). Each student is responsible for knowing and complying with the information contained in this publication, other campus information bulletins, and the online catalog. Copies of this catalog and other printed bulletins are available by contacting an admissions advisor, financial aid advisor, or the director of academic affairs.

The College reserves the right to change or modify its regulations, curricula, courses, tuition, fees, or any aspect of its programs, policies, and procedures. Any changes will be reflected first on the Heald website (www.heald.edu), taking precedence over any previously printed materials.

ENROLLMENT

Admission to Heald College requires that applicants do the following:

- Interview with an admissions advisor.
- Provide one of the following: proof of graduation from high school; GED or state certificate; certificate of completion of a home-study program recognized by the student's home state; or postsecondary academic transcript showing the successful completion of a minimum of an associate degree program at another institution.
- Complete an application for admission and submit the application fee.
- Pass the admissions examination(s) required for the desired program of study.

The admissions advisor reviews the applicant's qualifications and recommends admission to the campus director, whose decision is considered final. Exceptions may be granted for extenuating circumstances, at the sole discretion of the campus director. Heald College reserves the right to deny admission to any person for any nondiscriminatory reason. Applicants are notified of their acceptance status promptly.

TUITION

Tuition is paid quarterly.

One-time, nonrefundable application fee: \$100
(International students: \$250)

Technology fee, paid at the same time of enrollment or re-enrollment (if student withdraws and re-enters into the same or a new program): \$100

Certain Heald campuses charge a graduation fee. Please inquire at the particular campus.

Quarterly tuition:

Varies by program and quarter of enrollment

Quarterly tuition is subject to change at any time at the discretion of Heald College. The College charges tuition based on a full-time course of study and does not allow enrollment in two concurrent programs. If the student drops below full time (12 or more units) within the first two weeks of school, the student can request an adjustment to tuition.

The College does not charge tuition on a per-unit basis.

Part-Time Tuition

Reduced charges for reduced units will apply to students who request a schedule change in writing within the first two weeks of the quarter to the director of academic affairs. If a student is approved to take a reduced course workload during the first two weeks of classes, tuition will be charged as follows:

Tuition Charge	Enrolled Units
100% of tuition	Full time = 12 or more units
75% of tuition	3/4 time = 9 – 11 units
50% of tuition	1/2 time = 6 – 8 units
25% of tuition	Less than 1/2 time = 5 units or fewer

After the second week, there are no refunds of tuition for reduced units.

STUDENT FINANCING

Heald College tuition is due in full at the beginning of each quarter. When financial hardships exist, Heald assists students in applying for government grants and student loans for tuition charges not covered by scholarships. Interested students should see a financial aid advisor. Application is made by completing the Free Application for Federal Student Aid. Eligibility is determined using the Federal Needs Analysis Methodology.

Eligible students may apply for the following financial aid programs:

Government Grants and Loans

- Federal Pell Grants
- Federal SEOG Grants
- Federal Stafford (or Federal Direct) Student Loans (subsidized and unsubsidized)
- Federal PLUS (or Federal Direct) Loans
- Alternative Student Loans
- Federal Work-Study
- Federal Work-Study for Community Service
- State Cal Grants
- Other Aid Opportunities

{ POLICIES AND PROCEDURES }

Grant and loan award amounts are determined on the basis of available funds, student eligibility, and demonstrated need. Funds are disbursed on a quarterly basis by crediting the student's tuition account or by disbursement directly to the student. A student will receive written notification each time student loan funds are applied to his/her account, and has 14 days to decline the funds in writing. If the student chooses not to accept a loan disbursement, satisfactory arrangements for tuition payment must be made.

All first-year, first-time recipients of student loans are required to attend loan entrance advising prior to the first disbursement. First-year, first-time student borrowers, including students transferring from another college, are subject to a delayed disbursement of Stafford loans. The Financial Aid Award Package (FAAP) informs students of their maximum loan eligibility. The College does not encourage loans for incidental expenses. To obtain additional federal loan proceeds, the student must complete a request form. This procedure assists the student in making an informed decision, considering his/her need and the impact of additional borrowing upon loan indebtedness and repayment obligations.

The College operates a bookstore for the convenience of its students. Prices are competitive, and all required books for Heald programs are in stock. Each student may request a retail bookstore account to facilitate the purchase of books. A booklist is posted quarterly. If a student wants to purchase books off campus, he/she should consult the financial aid advisor or the business manager.

At the time of graduation or early withdrawal, the student is responsible for any outstanding tuition or book balances and any repayment of grant funds determined by the federal return of funds calculation, as well as any student loan obligations. Upon leaving Heald College, loan borrowers are required to attend a loan exit counseling session in which loan obligations and requirements for repayment are discussed. The College reserves the right to withhold certain services and eligibility from students who owe a financial obligation to the institution but otherwise meet The College's graduation requirements. This can include, but is not limited to, withholding the student's transcript, utilization of job placement services, re-enrollment privileges at any Heald campus, or other reasonable measures. Payment in full will reinstate the services and eligibility otherwise afforded to Heald graduates. With acceptable satisfactory arrangements for repayment, The College also has the discretion to determine whether any or all of these privileges can be

prematurely reinstated in anticipation of full payment.

Students must meet satisfactory academic progress requirements described in this catalog to remain eligible for federal and state financial assistance programs. For a student to receive financial aid at a second academic year level, 36 units must be earned in the first academic year (three quarters) of the program.

Other Aid Opportunities

If the above resources are not sufficient to meet the student's full tuition and book costs, a number of alternative resources may be available. The financial aid advisor can help a student explore these alternatives:

- Scholarships
- Private Grants
- Educational Finance Company Loans
- Alternative Loan Programs from various lenders

Federal Work-Study jobs are available on and off campus. Each Heald campus offers community service work-study job opportunities. If interested, a student should talk to his/her financial aid advisor or the director of career services.

Trustees' Scholarship Program

The Heald Board of Trustees offers scholarships to qualified enrolled students who have completed two or more quarters. The Trustees' Scholarships are awarded twice yearly. Scholarship awards vary in amount and are based on established criteria, such as financial need and academic achievement. The Scholarship Committee reviews applications with the required supporting material and advises the campus director of its decision. Applications are made available when the scholarship cycle commences. Additional information on this scholarship program and the application deadlines is available in the Financial Aid Office.

Director's Scholarships

Campus directors may award a Heald College Director's Scholarship to an academically qualified Heald College student or a promising high school graduate. A Director's Scholarship is awarded based upon the director's evaluation of the student's academic performance and special circumstances.

ORIENTATION

A required orientation for new students, usually held the day prior to the first day of classes, provides an opportunity for students to familiarize themselves with the campus and Heald College routines and to meet informally with faculty, staff, and other students.

{ POLICIES AND PROCEDURES }

CLASS SCHEDULES

Classes at Heald College typically are scheduled between 8:00 a.m. and 2:00 p.m. for day students, and between 6:00 p.m. and 10:35 p.m. for evening students, Monday through Friday. Some classes may meet on Saturdays.

At Heald College, education is a full-time commitment. Day and evening students may be assigned to instructor-guided workshops in addition to scheduled classes. Additional outside study is required for all courses.

ALTERNATIVES TO COURSE CREDIT

Upon receipt of an official transcript from a regionally accredited institution, credit may be granted for equivalent courses completed within the last ten years with a grade of "C" or better. A "Credit" or "Pass" grade is equivalent to a "C" grade and may be accepted in transfer at the discretion of the director of academic affairs. Courses in which a "D" grade was earned may be transferred from program to program within the Heald system; however, courses with "D" grades are not accepted from other regionally accredited institutions.

The maximum transfer and challenge credit accepted by The College is 50% of the credits required for completion of the selected program. Heald students have the opportunity to earn credit by demonstrating proficiency in selected major, business, or technical courses as listed on the program pages of this catalog. Students wishing to pursue these opportunities should see the director of academic affairs for procedures. Students can attempt to demonstrate proficiency for course credit only once. Credit is given for required courses in which an Advanced Placement (AP) test score of three or higher is achieved. Credit is given for high school courses taken in accordance with approved Heald partnerships and alliances. Credit is granted for general education courses through College Level Examination Program (CLEP) examinations or through transfer credit from a regionally accredited college.

ACADEMIC SUPPORT SERVICES

Student advising at Heald begins at orientation and continues to graduation. The Learning Resource Center is the focal point of Heald's academic support services program. The Heald support system includes faculty-guided workshops, individual tutoring, informal study groups, open labs, and other academic and personal assistance programs that keep achievement within reach.

GRADING POLICIES, COURSE WORK, AND UNITS

The calculation of units of credit for Heald courses is based on the recommendations of the American Association of Collegiate Registrars and Admissions Officers (AACRAO).

Students must be enrolled for at least 12 units each quarter to be considered full time. Students enrolled for nine to eleven units are considered three-quarter time; students enrolled for six to eight units are considered half time.

Achievement may be measured by a variety of criteria, such as tests, practice sets, textbook/workbook problems, class participation, special team and individual projects, and other assessments. Satisfactory completion of a course is based on achieving a grade of at least "D." However, a minimum grade of "C" is required in major courses or courses that are prerequisites for advanced courses. The major courses are listed on the program pages of this catalog. Prerequisites are available on the course description pages of this catalog.

If a student attends class for the entire quarter but has not completed the required assignments by the end of the quarter, an incomplete grade may be granted at the discretion of the instructor. If granted, the student must arrange to complete all work, and a grade must be awarded no later than the end of the following quarter. However, if the incomplete course is a prerequisite for an advanced course in which the student is enrolled, the incomplete work must be completed and a grade awarded no later than the end of the first week of the following quarter. If the incomplete remains by the end of the first week, the student must withdraw from the advanced course. Non-course requirements outstanding at the time course work is completed for the program of study, such as keyboarding and ten-key speeds, must be completed within three years of the last day of attendance at Heald College.

If a student withdraws from class before the end of the sixth week, a grade of "W" is recorded. If a student withdraws from class after the sixth week, a grade of Withdraw Passing (WP) or Withdraw Failing (WF) is recorded, depending on the student's grade average in the course at the time of the withdrawal. A grade of "W" or "WP" does not earn grade points; however, the units associated with these grades are included as units attempted in measuring "quantitative progress." A grade of "WF" will be counted as an "F" grade in measuring "qualitative progress" and will be counted as units attempted in measuring "quantitative progress." Further information may be found in this section under "Satisfactory Academic Progress."

{ POLICIES AND PROCEDURES }

GRADE POINT AVERAGE

The cumulative Grade Point Average (GPA) indicates the overall achievement of the student for all subjects completed. It is computed by dividing the sum of the grade points earned by the sum of graded units taken. For courses that are repeated, the higher grade is used in computing the GPA.

SATISFACTORY ACADEMIC PROGRESS

There are two components to The College's Satisfactory Academic Progress (SAP) policy. This policy applies to all students enrolled in all programs regardless of how they pay for or finance their tuition.

Academic - Qualitative Progress

For continued enrollment, a student must maintain a GPA of at least 2.0. If the cumulative GPA falls below 2.0, the student is advised and, at the discretion of The College, either may be allowed a probationary quarter in which to achieve a cumulative GPA of 2.0 or may be dismissed. The student may continue to be eligible to receive financial aid during a probationary quarter.

Academic - Quantitative Progress

A student must be achieving quantitative progress sufficient to graduate within 150% of the published length of the program of study. This means that to maintain satisfactory quantitative progress, a student must complete at least two-thirds of all units in progressing toward his/her degree, diploma, or certificate objective. Units attempted include all Heald units completed, units not completed (but attempted), or units that are repeated, regardless of the grade earned. If the student is not making satisfactory quantitative progress, one quarter is allowed in which to earn sufficient units to resume satisfactory quantitative progress or the student may be dismissed. The student may continue to be eligible to receive financial aid during this probationary quarter, but eligibility is restricted to 150% of the published units to complete the program.

The quantitative measurement of satisfactory academic progress will be re-evaluated if the student changes programs of study, re-enrolls, or enrolls having transfer credits from another institution. If the student transfers from outside of Heald College, progress will be measured based upon 150% of the remaining units required to complete the remainder of the program of study.

A	90% – 100%	= Superior
B	80% – 89%	= Above Average
C	70% – 79%	= Average
D	60% – 69%	= Below Average
F	59% or below	= Failing Class (performance and subject knowledge are below academic and job acceptability; class must be repeated)
CR		= Credit
NC		= No Credit
INC		= Incomplete
W		= Withdraw during Drop Period (first six weeks of the quarter)
WP		= Withdraw Passing (withdraw after published class drop date)
WF		= Withdraw Failing (withdraw after published class drop date)

Grade reports are provided to students quarterly.

KEYBOARDING POLICY

Some programs require that students demonstrate keyboarding proficiency. (See the individual program pages for program completion keyboarding requirements. Keyboarding requirements must be met before the diploma, degree, or certificate is earned.) If, at the start of any quarter, a student has not achieved the required keyboarding speed for his/her program, a P010 Workshop is required.

REPEATING COURSES

If a grade of "F," "W," "WP," or "WF" is received, the course must be repeated. If a grade of "D" is received, the course must be repeated if it is noted as a major course in the program or is a prerequisite for an advanced course. A "D" grade course may be repeated to improve the Grade Point Average (GPA) at the student's option. A course may be repeated only once. Courses in which a student received a "W" or "WP" grade are not counted under the one-repeat policy. All repeated courses are at an additional cost and may delay the student's graduation date. All repeated courses are counted as units attempted in determining satisfactory quantitative progress. The student is also responsible for purchasing any new, updated, or additional textbooks or materials.

{ POLICIES AND PROCEDURES }

The institution reserves the right to enroll a student who is out of quantitative satisfactory academic progress provided he/she remains in satisfactory qualitative academic progress. However, a student who is out of quantitative satisfactory academic progress compliance, as determined by the units attempted to the units earned, will not be eligible for federal or state financial aid except during probationary quarters.

Exception

Any exception to the policy on satisfactory qualitative or quantitative progress must be approved by the campus director or designee and supported with documentation of mitigating circumstances. The decision of the campus director is final. If an exception is approved, the exception will be granted for a specific period of time.

RE-ENROLLMENT AFTER DISMISSAL FOR UNSATISFACTORY ACADEMIC PROGRESS

A student dismissed for unsatisfactory academic progress is required to wait for at least one complete quarter before applying for re-admission. If permitted to re-enter in a subsequent quarter, the student will be enrolled with probationary status for the first two quarters. The student is eligible to apply for financial aid during the probationary period. During the first probationary quarter the student must attain a GPA of 2.0 for the units attempted and must achieve a cumulative GPA of 2.0 within the two probationary quarters. Within the two-quarter time frame, the student must also achieve the satisfactory quantitative progress toward his/her degree, diploma, or certificate objective at The College.

SPECIAL NOTICE TO VETERANS STANDARDS OF PROGRESS (CFR SEC. 21.4253(D)(4))

A veteran or eligible person who remains on probation for grade point deficiency below a cumulative 2.0 GPA beyond one quarter will have his/her veteran's educational benefits discontinued. There will be no further certification of benefits until the student's cumulative academic standing reflects improvement to a cumulative 2.0 GPA.

The conditions for re-entry after dismissal for unsatisfactory academic progress are also subject to the above standards of progress for veteran students.

PROGRAM COMPLETION REQUIREMENTS

To receive an associate degree, diploma, or certificate of completion, a student must fulfill the following requirements:

1. Complete the courses and keyboarding and 10-key requirements as outlined in the catalog under which the student enrolled or as specifically approved by the director of academic affairs.
2. Complete unit and course requirements with a minimum 2.0 cumulative GPA.
3. Achieve a minimum grade of "C" in the program's major courses. Refer to the program pages of this catalog for identification of major courses.
4. Complete at least 50% of the units while attending Heald College.
5. Be in attendance at Heald College the last full quarter prior to completing the requirements for graduation. Exceptions to this policy must be approved in writing by the director of academic affairs.

ATTENDANCE STANDARDS

Policies and standards at Heald College prepare graduates to meet the demands of future employers. Attendance is considered in the evaluation of each student's performance when making recommendations to employers.

Students are expected to attend all classes daily and are expected to be ready for class at the scheduled time. The student's participation in class is essential to success in academic achievement and in the workplace. The official student transcript reflects both an academic grade and an attendance percentage for each class.

Students who are unable to attend classes daily may be subject to dismissal. If dismissed, students will be awarded a grade of "W," "WP," or "WF" depending on time of dismissal. (See "Grading Policies, Course Work, and Units" in this section.) Students dismissed for lack of attendance must sit out at least one complete quarter before applying for re-admittance.

PROFESSIONAL APPEARANCE

At Heald College, student appearance standards have been established to be at or above those normally required for professional business or industry in the area. The dress code helps prepare a student for the workplace and fosters a professional appearance, which is a positive factor in job placement. The professional appearance policy is discussed in the enrollment process and is available in the Academic Affairs Office.

{ POLICIES AND PROCEDURES }

STUDENT CONDUCT AND DISCIPLINE

The standards of conduct for Heald students are patterned after those expected of professional employees in business and industry. Students are expected to observe Heald policies and to act in a manner that is a credit to The College and to themselves. Students should be cooperative and show respect for Heald College officials who are acting in the performance of their duties. Misuse of property and behavior that is disruptive, violent, intimidating, destructive, dishonest, or discourteous are examples of misconduct that can subject a student to disciplinary action.

Heald maintains the right, at its sole discretion, to discipline a student in violation of college standards or policies. Violations are subject to a two-step process: first offense – written warning; second offense – dismissal, subject to the campus director's discretion. Some violations may warrant immediate dismissal. These include, but are not limited to: threatening the safety of others; possessing alcohol, drugs, other foreign substances, or dangerous weapons on campus; theft, misuse, or vandalism of The College or another's property; academic dishonesty; or harassment or intimidation of others.

ACADEMIC INTEGRITY

The highest standards of academic integrity are upheld at Heald, both to preserve the significance of the education offered and to prepare students to become productive members of the larger community. It will be regarded as a breach of academic honesty for a student to employ any form of deception in the completion of an assignment. This includes, but is not limited to: copying another's work from any source; allowing another to copy one's own work whether during a test or in submitting an assignment; or interfering in the work of a fellow student. This policy prohibits any attempt to pass off, as one's own, the work, data, or creative efforts of another. Broadly, it forbids knowingly furnishing false information to the campus about one's academic performance.

When a violation of this policy occurs, disciplinary action will be taken and may include assigning an "F" grade for the exam or assignment or assigning an "F" grade for the course. Repeated offenses may result in dismissal from The College.

All violations of Heald's academic integrity policy are documented and made a part of the student's academic record.

STUDENT RECORDS AND PRIVACY RIGHTS

The Family Educational Rights and Privacy Act of 1974 (FERPA), 20 USC § 1232g, protects the student from having his/her records released to persons or institutions without the student's written consent, and allows the student to review his/her own official education records to make sure that no misleading, inaccurate, or otherwise inappropriate information has been included in his/her file. FERPA does not require the student's written consent for the release of "directory information," which includes (1) name, (2) address, (3) major field of study, (4) dates of attendance, (5) degrees and honors received, (6) name of the most recent educational institution attended, and (7) other information defined as "directory information" by FERPA. A student has the right to refuse release of "directory information." The refusal must be presented in writing to the director of academic affairs within 10 days of the beginning of the student's first quarter of classes. A student may review his/her records with the director of academic affairs or designee upon request. A student has the right to ask for amendments to records that he/she feels are inaccurate or misleading. A complete copy of the Heald student records policy under FERPA is distributed annually to students and may be obtained by contacting the director of academic affairs.

INFORMATION TECHNOLOGY POLICY

The use of any computer software or information technology equipment by students shall be in compliance with all laws and Heald policies (distributed to students during orientation). Students may not violate any intellectual property rights and may not compromise, tamper with, or utilize the software or equipment for inappropriate or unauthorized purposes. All such property belonging to Heald or under Heald's control may be inspected or monitored by Heald personnel at any time and for any purpose.

EXTRACURRICULAR ACTIVITIES

The College supports extracurricular activities that are consistent with its mission and appropriate to its business and technology programs. Students are encouraged to participate in activities that may enhance their employability or workplace success.

SMOKING

Heald College is a nonsmoking facility. Smoking is restricted to designated areas outside the building.

{ POLICIES AND PROCEDURES }

DRUG AND ALCOHOL ABUSE

The use of illicit drugs and abuse of alcohol are dangerous to students, employees, and the general welfare of Heald College. There are local, state, and federal sanctions for unlawful possession, use, or distribution of illicit drugs and abuse of alcohol. Such sanctions include fines and imprisonment. The College maintains a drug- and alcohol-free environment and considers the dangers of drug and alcohol abuse a serious concern. A copy of The College's drug and alcohol abuse policy is distributed to students annually.

SAFE WORKPLACE AND CAMPUS POLICIES

Heald College strives to provide a safe work and campus environment and encourages personal health and safety for all students and employees. Each campus maintains a Daily Crime Log that is available in either the Academic Affairs Office or Business Office of the campus. The preceding 60 days of reporting are available immediately for inspection within normal business hours. Upon request, prior information will be made available within two business days. A Campus Security Report is published and distributed annually. The most current annual report is posted in the student lounge area of the campus. Occurrences of serious campus crime are posted on the student information board. If you are aware of or are the victim of a campus crime, please notify the campus director or director of academic affairs immediately.

NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY

Heald College is committed to nondiscrimination and equal opportunities in its admissions, college policies, academic programs, activities, and employment regardless of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation.

HARASSMENT

Heald College is committed to providing an educational environment that is free of fear, intimidation, or hostility. In keeping with this commitment, Heald maintains a strict policy prohibiting unlawful harassment, including sexual harassment and harassment because of race, color, national origin,

ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation. This policy prohibits harassment in any form, including verbal, physical, and visual harassment and applies to all Heald College students, employees, and agents.

STUDENTS WITH DISABILITIES

It is the student's responsibility to make his/her disability known and to present certified documentation of the disability. A student who chooses to make his/her disability known and needs accommodation should contact the director of academic affairs immediately upon recognizing the need for an accommodation. The director of academic affairs will discuss the recommended accommodations with the student to determine a reasonable means for delivering a specific accommodation.

GRIEVANCE PROCEDURE

A student who has a grievance regarding a disability accommodation, harassment, discrimination, or school-related matter should discuss the issue with a dean. If the issue is not resolved through discussion, the student files a written complaint with the director of academic affairs. The complaint should include the date, time, location, and nature of the incident, names of individuals involved, and the names of any witnesses.

The director of academic affairs will make an appropriate, thorough, and objective investigation, shall render a decision within a reasonable time, and communicate the decision to all relevant parties. The decision can be appealed to the campus director, who will return a decision on the appeal within 10 school days.

If the grievance is not resolved to the student's satisfaction by the director, the student may submit the grievance to arbitration before a mutually agreed-upon neutral arbitrator. The decision of the arbitrator shall be final and binding for both Heald College and the student.

The student should understand that this grievance/arbitration procedure is intended to be a substitute for a trial by a judge or jury of all matters subject to the procedure. The fees and costs of arbitration will be shared equally between Heald College and the student.

{ POLICIES AND PROCEDURES }

TRANSFERABILITY OF HEALD COLLEGE CREDIT

Transfer of credits from Heald to another college is entirely up to the receiving college. While Heald is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges (WASC), it is not possible to guarantee that other colleges will accept any of The College's credits.

The College has articulation agreements with a number of regionally accredited institutions. Some provide for transfer of most of the A.A.S. degree program; others evaluate equivalencies on a course-by-course basis. A student should talk with the director of academic affairs for additional information about the transferability of credit to local institutions.

INTERCAMPUS TRANSFER POLICY

Transfer from one Heald College campus to another is subject to a review and approval process. Before a transfer is approved, the student interviews with staff in the Office of Admissions, Academic Affairs, Financial Aid, and Business Office of the transferring and receiving schools. They review areas that include, but are not limited to: conduct; attendance; academic progress; financial status; impact upon the student's financial aid eligibility; and admission qualifications. Both campus directors must agree to the transfer. Their decision is considered final.

CAREER SERVICES

The director of career services advises students and alumni in career assessment, job-search procedures, and interview techniques. During their course of study, students may receive part-time job-search assistance with the approval of the director of academic affairs who confirms the students' academic and attendance status. As students near graduation, career services personnel contact employers to make referrals for full-time employment. Students who have met all program requirements for the diploma or degree are eligible for lifetime career services assistance related to their Heald field of study at any Heald campus. Graduates of vendor certification training programs or recipients of certificates of completion are not eligible for placement assistance services.

BRUSH-UP PRIVILEGES

Brush-up privileges are offered to degree and diploma graduates who wish to refresh the skills they learned at Heald College. The privilege applies only to those courses successfully completed in the student's original program, provided space is available and such courses are currently offered. The privileges are subject to the discretion of the campus director. Due to continuing changes in the technology field, brush-up privileges do not include training in software upgrades or networking technology courses.

WITHDRAWAL FROM SCHOOL

A student may withdraw from Heald College at any time for any reason. Any student desiring to withdraw must first meet with the director of academic affairs or designee. The College reserves the right to withdraw a student if, at any time, a student's attendance, punctuality, conduct, or class performance falls below the level deemed appropriate by The College. Please see "Return of Funds Policy and Procedures" below regarding tuition refunds related to withdrawals. Please see the "Re-enrollment Policy" section regarding re-entry.

RETURN OF FUNDS POLICY AND PROCEDURES

In the event of withdrawal, dismissal, or early completion of classes, all past-due payments toward tuition must be paid. The institution will calculate a return of any unearned tuition payments and a return of Title IV financial aid. This return is calculated using the Federal Return of Funds Policy as specified in Section 484B of the Higher Education Act. Unearned tuition will be returned first to the federal student aid programs or to the student if federal funds have not been disbursed.

Federal Financial Aid must be returned to the federal government based upon the percentage of unearned aid using the following formula:

- Percentage Earned = Number of days completed up to the withdrawal date divided by the total days in the quarter.
- Percentage Unearned = 100% minus percentage earned.
- Aid to be Returned = Percentage unearned multiplied by the amount of aid disbursed.

{ POLICIES AND PROCEDURES }

All quarterly tuition, fees, and financial aid funds are considered 100% earned after 60% of the quarter has passed. A portion of the Federal Financial Aid to be returned may be the responsibility of the student, while another portion may be the responsibility of The College. The College's share is limited to unearned tuition (and fees) for the quarter.

The College's share will be returned to the appropriate fund source according to the priority established by Federal statute. The amount the student must return is subject to the following rules:

- The return of funds will first be from federal loans for the withdrawal quarter (Unsubsidized Stafford, Subsidized Stafford, Perkins, PLUS). Any return from loans will not have to be returned immediately but will be returned as the student repays the loan.
- If there is a balance to return after federal loans are applied, federal grants (Pell and FSEOG) will be assessed a return amount.
 - The student will be required to repay only 50% of the calculated return amount due from grants.
 - Within 30 days of the student's withdrawal or date of determination of the withdrawal, Heald College will notify the student of his/her repayment obligation and offer the following options:
 - Repayment in full, or
 - The opportunity to make satisfactory arrangements with the federal government.
- The student will have 45 days to respond to Heald College. A choice of one of the two options will demonstrate the student's intent to satisfy the obligation.
- Any outstanding grant repayment will be reported to the federal government for collection.
- The student will not be eligible for Title IV financial aid at any institution until the debt is fully repaid or satisfactory arrangements are made for repayment with the U.S. Department of Education.

The following steps are performed in determining the return of funds required:

1. Heald College determines the last date of attendance (LDA) from the student's attendance record.
2. The LDA establishes the percent earned and unearned based upon the number of calendar days completed in the quarter. Vacation periods of longer than five days that occur during the quarter are excluded.

3. All future quarter charges are reversed.
4. Any credit balance is returned. It is Heald College policy to return these funds to the lender to reduce the student's indebtedness.
5. After resolving any credit balance, the Federal Return of Funds Policy Calculation is applied.
6. If this calculation indicates that not all funds that were due to the student have been disbursed, a post-withdrawal disbursement may be done.
 - If a balance is due on the student's account, an appropriate amount will be credited to the student's account and the student will be notified.
 - If a balance is due the student, an offer of the additional funds will be made within 30 days.
 - The student will have 14 days to respond. If the student requests the funds, a disbursement will be done within 90 days

Note the following important information about the Heald College refund policy:

1. The application fee is a one-time, nonrefundable charge.
2. An applicant may cancel enrollment prior to entering classes by giving written notice to The College. If the cancellation occurs within three business days of the acceptance by Heald College of the enrollment application, all money paid (including the nonrefundable application fee) will be returned. After three business days, the school may retain the application fee.
3. The College follows strict federal guidelines regarding the receipt of financial aid for which a student is eligible. Certain financial aid received after the student's LDA may be retained by the school to apply against amounts owing.
4. The student is billed by The College for unpaid charges that remain after the Federal Return of Funds Calculation is done and the appropriate return is made to the financial aid fund sources. The College reserves the right to enforce all legal means to collect outstanding balances, including but not limited to, the use of collection agents and reporting to credit reporting bureaus.
5. The College allows the student to receive a 100% refund of tuition and fees (except the application fee), if the student is in his/her first quarter of study at Heald College and withdraws during the first week of classes.
6. Examples of this Return of Funds Calculation are available from the Business Office of The College.
7. Books are noninstitutional charges at Heald and are not included in the Federal Return of Funds Calculation.

{ POLICIES AND PROCEDURES }

Calculated returns or credit balances are applied in the following order:

1. Unsubsidized FFEL/Direct Stafford Loans
2. Subsidized FFEL/Direct Stafford Loans
3. Federal Perkins Loans
4. FFEL/Direct PLUS Loans
5. Federal Pell Grant
6. FSEOG
7. Other programs (if applicable due to program requirements)

CREDIT BALANCES ON THE STUDENT ACCOUNT

Periodically a credit balance may appear on the student's tuition account because certain expenses (such as books) must be estimated at the time the student is financed. A student may authorize these funds to be carried over to a subsequent quarter to cover expected charges. However, at the end of each loan period for federal student loan balances, and June 30 each year for Pell or FSEOG balances, these funds are returned. In order to assist the student in minimizing indebtedness, it is Heald College policy to return credit balances in the same priority order as the Federal Return of Funds policy.

RE-ENROLLMENT POLICY

A student who was enrolled previously in a Heald College program and withdrew prior to completion of requirements may apply for re-enrollment by contacting the director of academic affairs. The director of academic affairs or designee evaluates the student's Heald transcript of courses completed within the last ten years to determine whether course content satisfies current course/program requirements. Re-enrolling students are subject to the programs, policies, procedures, tuition, and fees outlined in the catalog in effect at the time of re-enrollment. After meeting with the director of academic affairs, the re-enrolling student must meet with an admissions advisor and a financial aid advisor to complete the enrollment process. Heald College reserves the right to deny re-enrollment to any person for any nondiscriminatory reason.

If a student is applying for re-enrollment and five or more years have elapsed since the student last attended classes at Heald College, the student may petition the director of academic affairs in writing to have all former grades removed from the cumulative GPA. If granted, all former grades remain on the student's official transcript but are not calculated in the cumulative GPA. A student may petition for grade forgiveness only once.

{ HEALD COLLEGE FACULTY }

CONCORD CAMPUS

Shaun Aghili, M.S.
College for Financial Planning

Charles Banellis, J.D.
John F. Kennedy University

Lorraine Baskin, B.S.
University of the
Witwatersrand

Jean Bourke, M.A.
California State University,
Hayward

David Brown, M.A.
Chapman University

Kenneth Cambier, B.S.
California State University,
Sacramento

Ralph Channell, B.A.
University of Hawaii

Diane Cvetic, B.A.
University of California,
Berkeley

Roger DeBeers, M.A.
Goddard College

Jeffery Dewlaney, M.S.
Golden Gate University

Yakov Dubrov, B.S.
Rensselaer Polytechnic
Institute

Ghulam Ebadi, M.S.
Central Connecticut State
University

Dennis Edmondson, Ph.D.
Armstrong College

William Eisley, M.S.
Golden Gate University

Damin Estes, M.B.A.
California State University,
Hayward

Ekbal Fakhoury, M.D.
Ain Shams University

Candy Francis, B.A.
California State University,
Chico

Glenn Funderburk, B.S.
University of San Francisco

JoAnn Funk, M.S.
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January Quarter

2003

2004

Orientation
First Day of Instruction
Last Day to Add a Class
President's Day
Last Day to Withdraw From a Class
Heald Day
Final Exams
Last Day of Instruction

January 21, 2003
January 22, 2003
January 28, 2003
February 17, 2003
March 4, 2003
TBA
April 3 and 4, 2003
April 4, 2003

January 20, 2004
January 21, 2004
January 27, 2004
February 16, 2004
March 2, 2004
TBA
April 1 and 2, 2004
April 2, 2004

April Quarter

Orientation
First Day of Instruction
No Classes
Last Day to Add a Class
Memorial Day
Last Day to Withdraw From a Class
No Classes**
Kamehameha Day*
Final Exams
Last Day of Instruction

April 15, 2003
April 16, 2003
April 18, 2003
April 22, 2003
May 26, 2003
May 28, 2003
June 2, 2003
June 11, 2003
July 1 and 2, 2003
July 2, 2003

April 20, 2004
April 15, 2004

April 20, 2004
May 31, 2004
June 2, 2004
June 1, 2004
June 11, 2004
July 1 and 2, 2004
July 2, 2004

July Quarter

Orientation
First Day of Instruction
Last Day to Add a Class
Admission Day*
Labor Day
Last Day to Withdraw From a Class
Final Exams
Last Day of Instruction

July 21, 2003
July 22, 2003
July 28, 2003
August 15, 2003
September 1, 2003
September 2, 2003
October 2 and 3, 2003
October 3, 2003

July 19, 2004
July 20, 2004
July 26, 2004
August 20, 2004
September 6, 2004
August 31, 2004
September 30 and October 1, 2004
October 1, 2004

October Quarter

Orientation
First Day of Instruction
Last Day to Add a Class
Last Day to Withdraw From a Class
Thanksgiving
No Classes

Final Exams
Last Day of Instruction

October 13, 2003
October 14, 2003
October 20, 2003
November 24, 2003
November 27-28, 2003
December 22, 2003 -
January 2, 2004
January 8 and 9, 2004
January 9, 2004

October 11, 2004
October 12, 2004
October 18, 2004
November 23, 2004
November 25 - 26, 2004
December 20, -
December 31, 2004
January 6 and 7, 2005
January 7, 2005

Upcoming Events

Trustees' Scholarship
Application Period
Cal Grant Application Deadline

March 2003 and
September 2003
March 2, 2003

March 2004 and
September 2004
March 2, 2004

* Honolulu campus only
** Honolulu excluded