

WELCOME



Everything at Heald College is designed to help you fulfill your dreams for a better life. Our focused curriculum, 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, technology, or healthcare, 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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HEALD COLLEGE IS A NONPROFIT, REGIONALLY ACCREDITED CAREER COLLEGE

Heald College is chartered by the State of California as a not-for-profit educational corporation and is recognized by the U.S. Internal Revenue Service as a not-for-profit, 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), 10 Commercial Boulevard, Suite 204, Novato, California 94949, (415) 506-0234, 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.



**Charters,
Accreditation,
and Approvals.**

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 Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE). The address follows:
Commission on Accreditation of Allied Health Education Program
35 East Wacker Drive, Suite 1970, Chicago, IL 60601-2208
(315) 553-9355

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 course work from Heald to apply to a higher degree, Heald has articulation agreements with many other accredited institutions that accept Heald credits toward bachelor's degree programs. Below is a sampling of those schools:

California State University,
Monterey
Chaminade University
City University
DeVry University
Franklin University
Golden Gate University
Hawai'i Pacific University
Marylhurst University
Menlo College
National University
Notre Dame de Namur
University
Nova Southeastern
University
Sonoma State University
University of Phoenix

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

CAREER-FOCUSED CURRICULUM

Heald College offers a variety of educational options.

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 several business, technology, or healthcare programs – all of which emphasize computer proficiency and 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 business, technology, and healthcare 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 program curriculum.

THE CERTIFICATE

Students who have not earned a Heald diploma or an Associate in Applied Science degree may earn a Heald Certificate of Completion in applicable programs.

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

- Business Accounting (Degree, Certificate)
- Business Administration (Degree, Diploma)
- Business Administration, Accounting (Degree, Diploma)
- Business Administration, Criminal Justice (Degree, Diploma)
- Business Administration, Hospitality and Tourism (Degree, Diploma)
- Business Administration, Legal Assisting (Degree only)
- Business Administration, Office Technologies (Degree, Diploma)
- Business Administration, Sales and Marketing (Degree, Diploma)
- Business Administration, Software Technologies (Degree, Diploma)
- Computer Systems and Network Security (Degree only)
- Criminal Justice Administration (Degree only)
- Dental Assisting (Degree only)
- Electronics Technology (Degree, Diploma)
- Fiber Optic Technology (Degree only)
- Information Technology, Computer Support (Degree, Diploma)
- Information Technology, Fiber Optics (Degree only)
- Information Technology, Network Security (Degree only)
- Information Technology, Network Systems Administration (Degree, Diploma)
- Legal Assistant (Degree only)
- Marketing and Sales (Degree only)
- Medical Administrative Assistant (Degree only)
- Medical Assistant (Degree only)
- Medical Assisting (Degree only)
- Medical Office Administration (Degree, Diploma)
- Networking Technology, Cisco Systems (Degree, Certificate)
- Networking Technology, Advanced Cisco Systems (Degree, Certificate)
- Networking Technology, Cisco Systems and Fiber Optic Technology (Degree, Certificate)
- Networking Technology, Microsoft and Cisco Systems Administration (Degree, Certificate)
- Networking Technology, Microsoft® Windows® 2003 Systems Administration (Degree, Certificate)
- Office Skills (Certificate only)
- Web Design and Administration, Web Design (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, and 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 Microsoft Office Specialist, or Internet and Computing Core Certification (IC^{3™}) certified, students must pass a series of certification exams at a designated Heald campus or at an off-site authorized testing center.

INTERNSHIPS AND EXTERNSHIPS

Heald College's internships and externships provide opportunities for Heald's A.A.S. degree students to have on-the-job training while earning school credit. Students interview for internship and externship positions, and assignments are agreed upon by the College, student, and company.

Internships are optional and may not be provided by all campuses each quarter. Internship positions are unpaid. Externships are required in the Medical Assistant, Medical Assisting, and Dental Assisting programs, and are also unpaid.

Internships and externships usually are available during the day, Monday through Friday.

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 offer students 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

Communication Skills

College Composition and Research

Computational Skills

Modern Business Mathematics

Social Science

Introduction to Psychology

Natural Science

Introduction to Environmental Science

Humanities/Fine Arts

Contemporary Literature: Cultural Perspectives

TECHNOLOGY PROGRAMS

Communication Skills

College Composition and Research

Computational Skills

Intermediate Algebra

Modern Business Mathematics

Information Technology with an emphasis in Computer Support only

Social Science

Introduction to Psychology

Natural Science

Introduction to Physics

Humanities/Fine Arts

Contemporary Literature: Cultural Perspectives

HEALTHCARE PROGRAMS

Communication Skills

College Composition and Research

Computational Skills

Modern Business Mathematics

Social Science

Introduction to Psychology

Natural Science

Fundamentals of Anatomy and Physiology

Humanities/Fine Arts

Contemporary Literature: Cultural Perspectives

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 in 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.

BUSINESS ACCOUNTING

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 24-unit Business Accounting program:

- Business Administration
- Business Administration with an emphasis in Criminal Justice
- Business Administration with an emphasis in Hospitality and Tourism
- Business Administration with an emphasis in Office Technologies
- Business Administration with an emphasis in Sales and Marketing
- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Business Administration

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 36-unit Business Accounting program.

		Associate in Applied Science Degree	Certificate of Completion
Major Courses		24 units	30 units
ACCTG 104	Fundamentals of Accounting		3
ACCTG 106	Computerized Accounting Concepts		3
ACCTG 115	Payroll Accounting Concepts	3	3
ACCTG 205	Principles of Accounting I	6	6
ACCTG 206	Principles of Accounting II	6	6
ACCTG 215	Accounting Spreadsheet Applications	3	3
ACCTG 223	Federal and State Income Taxes	6	6
Business Courses			6 units
COMP APP 121	Spreadsheet Applications		3
OFF SKLS 101	Keyboarding or campus designated course		3
Total Required for Degree/Certificate		24 units	36 units
Keyboarding requirement: 30 WPM (Words Per Minute)			

CTEC Registered Tax Preparer

Heald College curriculum has been approved by the California Tax Education Council (CTEC) to offer ACCTG 223 Federal and State Income Taxes which fulfills the 60-hour "qualifying education" requirement imposed by the State of California to become a tax preparer. Students enrolled at California campuses who successfully complete this course can apply to become a CTEC Registered Tax Preparer. Each student is responsible for applying to CTEC within 18 months of course completion.

BUSINESS ADMINISTRATION

		Diploma	Associate in Applied Science Degree
Major Courses		15 units	21 units
BUS ADMN 115	Principles of Business Management	3	3
BUS ADMN 216	Principles of Human Resources	3	3
COMP APP 101	Word Processing Essentials	3	3
COMP APP 121	Spreadsheet Applications	3	3
COMP APP 221	Database Management	3	3
OFF SKLS 225	Integrated Office Projects		6
Business Courses		32 units	42 units
ACCTG 104	Fundamentals of Accounting	3	3
ACCTG 106	Computerized Accounting Concepts	3	3
BUS ADMN 220	E-Commerce		3
BUS ADMN 235	Business Law and Ethics		3
BUS ADMN 250	Portfolio		1
BUS ADMN 281/282	Business Administration Internship		3 or 4 **
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 215	Professional Document Production	3	3
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†	4	4
ENGL 202	Public Speaking	3	3
MATH 10	Essential Math†	3	3
MATH 103	Elementary Algebra†	4	4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)	0	0
General Education Courses		8 units	20 units
ENGL 155	College Composition and Research†	4	4
ENV SCI 225	Introduction to Environmental Science	4	4
HUMNS 205	Contemporary Literature: Cultural Perspectives		4
MATH 205	Modern Business Mathematics†		4
PSYCH 220	Introduction to Psychology		4
Campus Designated Courses*		9 units	15 units
Total Required for Diploma/Degree		64 units	98 units

Keyboarding requirement: 40 WPM (Words Per Minute)

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

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

** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

BUSINESS ADMINISTRATION

No business succeeds today without a solid infrastructure of capable employees who can multi-task to meet a variety of challenges. Heald's Business Administration program provides students with a well-rounded exposure to the professional business environment which will help them develop general proficiencies appropriate for a wide range of careers.

The program teaches basic business concepts related to business management, accounting, human resources, Internet marketing, and other areas relevant to the business world. Students explore ways to manage human, financial, and material resources, which are key components of the global economy. A foundation in general education enables students to develop strong critical-thinking, problem-solving, and interpersonal skills.

Emphasis is also placed on developing computer skills.

After graduation from this program, many students pursue certification as a Microsoft Office Specialist in Microsoft Word, Excel, Access, and PowerPoint. The Business Administration program will qualify grads to pursue entry-level support positions such as Administrative Assistant, Office Assistant, Office Manager, Management Trainee, and Customer Service Representative.

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 Business Administration with an emphasis 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

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN ACCOUNTING

		Diploma	Associate in Applied Science Degree
		15 units	27 units
Major Courses			
ACCTG 104	Fundamentals of Accounting	3	3
ACCTG 115	Payroll Accounting Concepts	3	3
ACCTG 205	Principles of Accounting I	6	6
ACCTG 206	Principles of Accounting II	6	6
ACCTG 207	Principles of Accounting III	6	6
COMP APP 121	Spreadsheet Applications	3	3
Business Courses			
ACCTG 106	Computerized Accounting Concepts	3	3
ACCTG 215	Accounting Spreadsheet Applications	3	3
ACCTG 223	Federal and State Income Taxes	6	6
BUS ADMN 115	Principles of Business Management	3	3
BUS ADMN 250	Portfolio	1	1
BUS ADMN 281/282	Business Administration Internship	3 or 4 **	3 or 4 **
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 101	Word Processing Essentials	3	3
COMP APP 221	Database Management	3	3
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†	4	4
ENGL 202	Public Speaking	3	3
MATH 10	Essential Math†	3	3
MATH 103	Elementary Algebra†	4	4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development	3	3
WORKSHOP 10	Workshop (if required)	0	0
General Education Courses			
ENGL 155	College Composition and Research†	4	4
ENV SCI 225	Introduction to Environmental Science	4	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4	4
MATH 205	Modern Business Mathematics†	4	4
PSYCH 220	Introduction to Psychology	4	4
Campus Designated Courses*			
		3 units	3 units
Total Required for Diploma/Degree			
		62 units	98 units
Keyboarding requirement: 40 WPM (Words Per Minute)			
Ten-key requirement: 150 NSPM (Net Strokes Per Minute)			

CTEC Registered Tax Preparer

Heald College curriculum has been approved by the California Tax Education Council (CTEC) to offer ACCTG 223 Federal and State Income Taxes which fulfills the 60-hour "qualifying education" requirement imposed by the State of California to become a tax preparer. Students enrolled at California campuses who successfully complete this course can apply to become a CTEC Registered Tax Preparer. Each student is responsible for applying to CTEC within 18 months of course completion.

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

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

** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN CRIMINAL JUSTICE

		Diploma	Associate in Applied Science Degree
Major Courses		9 units	15 units
CRIM JUS 105	Introduction to Criminal Justice	3	3
CRIM JUS 115	Criminology	3	3
CRIM JUS 150	Introduction to Corrections	3	3
CRIM JUS 205	Criminal Investigation		3
CRIM JUS 220	Criminal Law		3
Business Courses		41 units	54 units
ACCTG 104	Fundamentals of Accounting	3	3
ACCTG 106	Computerized Accounting Concepts	3	3
BUS ADMN 115	Principles of Business Management	3	3
BUS ADMN 250	Portfolio		1
BUS ADMN 281/282	Business Administration Internship		3 or 4 **
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 101	Word Processing Essentials	3	3
COMP APP 121	Spreadsheet Applications	3	3
COMP APP 215	Professional Document Production		3
COMP APP 221	Database Management	3	3
CRIM JUS 240	Contemporary Issues in Criminal Justice		3
CRIM JUS 245	Juvenile Justice		3
ENGL 10	Essential Language Skills [†]	3	3
ENGL 105	Composition and Reading [†]	4	4
ENGL 202	Public Speaking	3	3
MATH 10	Essential Math [†]	3	3
MATH 103	Elementary Algebra [†]	4	4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)	0	0
General Education Courses		12 units	20 units
ENGL 155	College Composition and Research [†]	4	4
ENV SCI 225	Introduction to Environmental Science	4	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4	4
MATH 205	Modern Business Mathematics [†]		4
PSYCH 220	Introduction to Psychology		4
Campus Designated Courses*		3 units	9 units
Total Required for Diploma/Degree		65 units	98 units

Keyboarding requirement: 35 WPM (Words Per Minute)

[†] Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

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

** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

CRIMINAL JUSTICE

There is an ever-increasing need for criminal justice professionals in the private sector and at the federal, state, and local levels of government due to the increasing prison, parole, and probation populations.

Heald's Business Administration with an emphasis in Criminal Justice program was created to help students prepare to meet the growing need in this field. The program helps develop social awareness, provides familiarity with the courts and corrections systems, introduces laws that affect criminal justice jurisdiction, and explores law enforcement issues. It teaches valuable skills specific to the language and culture of the criminal justice profession, and it also helps provide a solid foundation in business, general education, computer software applications, and oral and written communication.

After completing the Business Administration with an emphasis in Criminal Justice program, you can pursue many different careers related to criminal justice services, including Criminal Investigator, Customs Agent, Insurance Investigator and Corrections Officer. You might also pursue an administrative support staff position in various law enforcement agencies.

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 most likely will be the first contact for the establishment you represent.

Upon completing the program, you may work as a Travel Agent, Reservationist, Tour Coordinator, Administrative Assistant, Events Coordinator, Catering 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

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN HOSPITALITY AND TOURISM

		Diploma	Associate in Applied Science Degree
		23 units	32 units
Major Courses			
FRN LANG 264	Conversational Japanese Language I	4	4
FRN LANG 265	Conversational Japanese Language II	4	4
HOSPTOUR 100	Introduction to Hospitality and Tourism	3	3
HOSPTOUR 102	Travel Procedures	6	6
HOSPTOUR 103	Hotel Operations	6	6
HOSPTOUR 104	Food Service		6
HOSPTOUR 107	Hospitality and Tourism Field Experience		3
Business Courses			
		32 units	45 units
ACCTG 104	Fundamentals of Accounting		3
ACCTG 106	Computerized Accounting Concepts		3
BUS ADMN 115	Principles of Business Management	3	3
BUS ADMN 250	Portfolio		1
BUS ADMN 281/282	Business Administration Internship		3 or 4 **
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 101	Word Processing Essentials	3	3
COMP APP 121	Spreadsheet Applications	3	3
COMP APP 221	Database Management		3
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†	4	4
ENGL 202	Public Speaking	3	3
MATH 10	Essential Math†	3	3
MATH 103	Elementary Algebra†	4	4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)	0	0
General Education Courses			
		12 units	20 units
ENGL 155	College Composition and Research†	4	4
ENV SCI 225	Introduction to Environmental Science		4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4	4
MATH 205	Modern Business Mathematics†		4
PSYCH 220	Introduction to Psychology	4	4
Campus Designated Courses*			
			3 units
Total Required for Diploma/Degree		67 units	100 units
Keyboarding requirement: 40 WPM (Words Per Minute)			
† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.			
* The Director of Academic Affairs will schedule additional courses as needed to complement the student's program.			
** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.			

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN LEGAL ASSISTING

Associate in Applied Science Degree

21 units

Major Courses

BUS ADMN 235	Business Law and Ethics	3
LEGAL 105	Introduction to Legal Terminology and the Profession	3
LEGAL 110	Civil Litigation	6
LEGAL 205	Legal Office Management	3
LEGAL 210	Legal Document Production	6

Business Courses

57 units

ACCTG 104	Fundamentals of Accounting	3
ACCTG 106	Computerized Accounting Concepts	3
BUS ADMN 115	Principles of Business Management	3
BUS ADMN 250	Portfolio	1
BUS ADMN 281/282	Business Administration Internship	3 or 4 **
COMP APP 100	Introduction to Software Applications	3
COMP APP 101	Word Processing Essentials	3
COMP APP 121	Spreadsheet Applications	3
COMP APP 215	Professional Document Production	3
COMP APP 221	Database Management	3
CRIM JUS 220	Criminal Law	3
ENGL 10	Essential Language Skills†	3
ENGL 105	Composition and Reading†	4
ENGL 202	Public Speaking	3
MATH 10	Essential Math†	3
MATH 103	Elementary Algebra†	4
OFF SKLS 101	Keyboarding	3
OFF SKLS 225	Integrated Office Projects	6
PROF DEV 226	Professional Career Development	3
WORKSHOP 10	Workshop (if required)	0

General Education Courses

20 units

ENGL 155	College Composition and Research†	4
ENV SCI 225	Introduction to Environmental Science	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 205	Modern Business Mathematics†	4
PSYCH 220	Introduction to Psychology	4

Total Required for Degree

98 units

Keyboarding requirement: 50 WPM (Words Per Minute)

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

LEGAL ASSISTING

The demand for qualified legal assistants is on the rise and is projected to grow faster than the average for all other occupations.* After completing the Business Administration with an emphasis in Legal Assisting program, you'll be prepared to be an immediate asset to any legal department or law office as a Legal Assistant, Legal Administrative Assistant, Legal Office Clerk, or Legal Secretary.

On the job, you'll provide support by editing legal documents for accuracy, reviewing legal journals, using legal software, and creating correspondence and legal documents under the supervision of an attorney. In your role as a legal assistant, you are an integral part of making sure the law office runs smoothly and efficiently.

The program provides you with a general background in legal terminology as well as an understanding of the American legal system. You'll learn to refine your analytical thinking skills, access legal information, and use word processing, spreadsheet, database management, and legal software.

* Bureau of Labor Statistics

OFFICE TECHNOLOGIES

Office work dominates the U.S. economy, with employment opportunities estimated at over 2.2 million new jobs by 2010.* Heald's Business Administration with an emphasis in Office Technologies program is designed to help students develop skills to handle a wide variety of duties that are integral to almost any business. This program is a great career choice for those who enjoy performing multiple tasks and working as part of a team.

The program teaches software application skills for word processing, spreadsheets, database management, desktop publishing, and graphics programs. You will be instructed in both traditional and electronic business procedures. Emphasis is placed on verbal and written communications, working in teams, and applying critical-thinking skills to solve office issues. The computer skills you'll gain will provide a foundation for pursuing certification as a Microsoft Office Specialist in Microsoft Word, Excel, Access, and PowerPoint.

Office administration positions are critical to managing all types of organizations. Office "admins" are often the information clearinghouse for an office. They schedule appointments, organize paper and electronic files, plan meetings, manage projects, and produce correspondence.

Businesses use a range of titles to describe this valuable support position, including Administrative Assistant, Office Manager, Management Trainee, Office Assistant, and Customer Service Representative.

*Occupational Outlook Quarterly

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN OFFICE TECHNOLOGIES

	Diploma	Associate in Applied Science Degree
Major Courses	15 units	24 units
COMP APP 101	Word Processing Essentials	3
COMP APP 121	Spreadsheet Applications	3
COMP APP 215	Professional Document Production	3
COMP APP 221	Database Management	3
OFF SKLS 120	Office Procedures	6
OFF SKLS 225	Integrated Office Projects	6
Business Courses	32 units	39 units
ACCTG 104	Fundamentals of Accounting	3
ACCTG 106	Computerized Accounting Concepts	3
BUS ADMN 115	Principles of Business Management	3
BUS ADMN 250	Portfolio	1
BUS ADMN 281/282	Business Administration Internship	3 or 4 **
COMP APP 100	Introduction to Software Applications	3
ENGL 10	Essential Language Skills†	3
ENGL 105	Composition and Reading†	4
ENGL 202	Public Speaking	3
MATH 10	Essential Math†	3
MATH 103	Elementary Algebra†	4
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
WEB TECH 225	Web Page Development	3
WORKSHOP 10	Workshop (if required)	0
General Education Courses	12 units	20 units
ENGL 155	College Composition and Research†	4
ENV SCI 225	Introduction to Environmental Science	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 205	Modern Business Mathematics†	4
PSYCH 220	Introduction to Psychology	4
Campus Designated Courses*	6 units	15 units
Total Required for Diploma/Degree	65 units	98 units
Keyboarding requirement: 40 WPM (Words Per Minute)		

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

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

** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN SALES AND MARKETING

	Diploma	Associate in Applied Science Degree
Major Courses	9 units	18 units
BUS ADMN 140	Salesmanship	3
BUS ADMN 145	Marketing Principles	3
BUS ADMN 230	Advertising	3
BUS ADMN 240	Product Development	3
BUS ADMN 255	Technical Sales	3
COMP APP 215	Professional Document Production	3
Business Courses	41 units	45 units
ACCTG 104	Fundamentals of Accounting	3
ACCTG 106	Computerized Accounting Concepts	3
BUS ADMN 115	Principles of Business Management	3
BUS ADMN 250	Portfolio	1
BUS ADMN 281/282	Business Administration Internship	3 or 4 **
COMP APP 100	Introduction to Software Applications	3
COMP APP 101	Word Processing Essentials	3
COMP APP 121	Spreadsheet Applications	3
COMP APP 221	Database Management	3
ENGL 10	Essential Language Skills†	3
ENGL 105	Composition and Reading†	4
ENGL 202	Public Speaking	3
MATH 10	Essential Math†	3
MATH 103	Elementary Algebra†	4
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
WORKSHOP 10	Workshop (if required)	0
General Education Courses	8 units	20 units
ENGL 155	College Composition and Research†	4
ENV SCI 225	Introduction to Environmental Science	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 205	Modern Business Mathematics†	4
PSYCH 220	Introduction to Psychology	4
Campus Designated Courses*	6 units	15 units
Total Required for Diploma/Degree	64 units	98 units

Keyboarding requirement: 35 WPM (Words Per Minute)

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

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

** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

SALES AND MARKETING

Sales and marketing are increasingly important to businesses as they battle for consumers' attention in today's complex communications environment. Heald's Business Administration with an emphasis in Sales and Marketing program was created to provide students with the skills and knowledge to help employers face those challenges.

The program is perfect for those who enjoy interacting with others, developing strategies to reach goals, and finding ways to promote or highlight a product or company's strengths. You'll learn about the basics of business management, with specific emphasis on salesmanship, marketing, advertising, and product development. You'll practice professional selling techniques, plan an advertising strategy, and use your creative and critical-thinking skills to develop a marketing plan. You'll expand your thinking to include the local, national, and global commerce market, while honing your verbal and written communication skills. Students pursuing this program will also become versed in many of the computer software applications used in business.

Job opportunities for graduates of this program typically include entry-level positions such as Sales Consultant, Retail Sales Associate, Customer Service Representative, Marketing Coordinator, Client Service Representative, and Call Center Representative.

SOFTWARE TECHNOLOGIES

Computers are now vitally important in all types of occupations. As a result, skilled computer users are increasingly in demand. Companies 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. You can earn a degree in Business Administration with an emphasis in Software Technologies 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 receive a foundation in general office skills with computer application knowledge that will help you perform a wide variety of tasks. Jobs you might pursue include Software Specialist, Computer Support Specialist, Technology Coordinator, Help Desk Operator, Customer Service Representative, or Administrative Assistant. As computers and software become more complex, computer support specialists are more in demand to provide technical assistance to users. In fact, computer specialists are projected to be among the fastest-growing occupations through 2010.*

In addition, your education will provide a foundation for pursuing certification as a Microsoft Office Specialist in Microsoft Word, Excel, Access, and PowerPoint, and for CompTIA A+ certification.

*Bureau of Labor Statistics

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN SOFTWARE TECHNOLOGIES

		Diploma	Associate in Applied Science Degree
Major Courses		18 units	24 units
COMP APP 101	Word Processing Essentials	3	3
COMP APP 121	Spreadsheet Applications	3	3
INFOTECH 115	Core Hardware Technologies	6	6
INFOTECH 125	Operating System Technologies	6	6
INFOTECH 205	Introduction to Client/Server Networking		6
Business Courses		35 units	48 units
ACCTG 104	Fundamentals of Accounting	3	3
ACCTG 106	Computerized Accounting Concepts	3	3
BUS ADMN 115	Principles of Business Management	3	3
BUS ADMN 250	Portfolio		1
BUS ADMN 281/282	Business Administration Internship		3 or 4 **
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 215	Professional Document Production		3
COMP APP 221	Database Management		3
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†	4	4
ENGL 202	Public Speaking	3	3
INFOTECH 105	Introduction to Networking Concepts	3	3
INFOTECH 275	Technical Customer Support		3
MATH 10	Essential Math†	3	3
MATH 103	Elementary Algebra†	4	4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)		0
General Education Courses		12 units	20 units
ENGL 155	College Composition and Research†	4	4
ENV SCI 225	Introduction to Environmental Science	4	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4	4
MATH 205	Modern Business Mathematics†		4
PSYCH 220	Introduction to Psychology		4
Campus Designated Courses*			6 units
Total Required for Diploma/Degree		65 units	98 units
Keyboarding requirement: 40 WPM (Words Per Minute)			

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

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

** Business Administration Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

COMPUTER SYSTEMS AND NETWORK SECURITY

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A. S. degree by successfully completing the Computer Systems and Network Security program:

- Computer Information Technology
- Computer Technology

Major Courses

INFOTECH 260 Introduction to Computer Security Concepts	3
INFOTECH 285 Disaster Recovery	3
INFOTECH 290 Computer Forensics	6
INFOTECH 295 Defensive Countermeasures	3

Technical Courses

INFOTECH 270 Introduction to Routing Concepts	3
INFOTECH 275 Technical Customer Support	3†
OFF SKLS 101 Keyboarding or Campus Designated Course**	3*

Total Required for Degree

Varies***

† Graduates of Computer Information Technology who have completed C120 Customer and IT Support must take a Campus Designated Course as a substitute for INFOTECH 275.

*Students who test out of OFF SKLS 101 Keyboarding must be assigned a Campus Designated Course.

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

***The A.A.S in Computer System and Network 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

COMPUTER SYSTEMS AND NETWORK SECURITY

The security of data handled by computer networks continues to be of utmost importance for organizations all over the world. The unauthorized access to computer systems and Web sites, and the theft of data cause major blows to the reputation of companies. The spread of viruses and worms disrupt services and contributes to loss of productivity and revenues.

Heald College's Computer Systems and Network Security program provides you with the knowledge and skills necessary to function as a valuable member of the information technology team. You learn how to secure computer networks through the installation and configuration of firewalls and intrusion detection systems. In addition, you learn how to acquire and preserve digital evidence through computer forensics analysis and to create plans and procedures for disaster recovery. Heald College's program also introduces students to information included on certification examinations related to network security positions.

As a graduate of this program, you can pursue a career as an Information Security Specialist, Database Security Specialist, or Web Application Security Specialist.

CRIMINAL JUSTICE ADMINISTRATION

There is an ever-increasing need for criminal justice professionals in the private sector and at the federal, state, and local levels of government due to the increasing prison, parole, and probation populations.

Heald's Criminal Justice Administration program was created to help students prepare to meet the growing need in this field. The program helps develop social awareness, provides familiarity with the courts and corrections systems, introduces laws that affect criminal justice jurisdiction, and explores law enforcement issues. It teaches valuable skills specific to the language and culture of the criminal justice profession.

After completing the Criminal Justice Administration program, you can pursue many different careers related to criminal justice services, including Criminal Investigator, Customs Agent, Insurance Investigator, and Corrections Officer. You might also pursue an administrative support staff position in various law enforcement agencies.

CRIMINAL JUSTICE ADMINISTRATION

Associate in Applied Science Degree in Criminal Justice Administration

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

- Business Administration
- Business Administration with an emphasis in Accounting
- Business Administration with an emphasis in Hospitality and Tourism
- Business Administration with an emphasis in Office Technologies
- Business Administration with an emphasis in Sales and Marketing
- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Business Administration

Major Courses

CRIM JUS 105	Introduction to Criminal Justice
CRIM JUS 115	Criminology
CRIM JUS 150	Introduction to Corrections
CRIM JUS 205	Criminal Investigation
CRIM JUS 220	Criminal Law

Business Courses

CRIM JUS 240	Contemporary Issues in Criminal Justice
CRIM JUS 245	Juvenile Justice
ENGL 202	Public Speaking or Campus Designated Course*

Total Required for Degree

Associate in Applied Science Degree

15 units

3
3
3
3
3

9 units

3
3
3

Varies**

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

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

DENTAL ASSISTING

Major Courses

DENTASST 100	Dental Anatomy	3
DENTASST 105	Dental Sciences	3
DENTASST 106	Biomedical Sciences	3
DENTASST 110	Dental Materials	6
DENTASST 120	Pharmacology and Office Emergencies	3
DENTASST 205	Chairside Assisting I	6
DENTASST 211	Dental Office Management	3
DENTASST 215	Chairside Assisting II	3
DENTASST 230	Radiology I	3
DENTASST 235	Radiology II	3

Business Courses

COMP APP 100	Introduction to Software Applications	3
COMP APP 101	Word Processing Essentials	3
DENTASST 250	Dental Assisting Externship I	5*
DENTASST 251	Dental Assisting Seminar I	1
DENTASST 255	Dental Assisting Externship II	5*
DENTASST 256	Dental Assisting Seminar II	1
ENGL 10	Essential Language Skills†	3
ENGL 105	Composition and Reading†	4
ENGL 202	Public Speaking	3
MATH 10	Essential Math†	3
MATH 103	Elementary Algebra†	4
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
WORKSHOP 10	Workshop (if required)	0

General Education Courses

ANATPHYS 215	Fundamentals of Anatomy and Physiology	4
ENGL 155	College Composition and Research†	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 205	Modern Business Mathematics†	4
PSYCH 220	Introduction to Psychology	4

Total Required for Degree

97 units

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

* Externships are available only during the day, Monday through Friday.

DENTAL ASSISTING

Dental Assisting is projected to be one of the fastest growing occupations through the year 2012.* This growth is fueled by an increasing population and greater retention of natural teeth by middle-aged and older people. In addition, with increasing workloads, dentists are expected to hire more assistants to perform routine tasks.

A Dental Assistant works as an integral member of the dental team, performing many clinical tasks and procedures. These include assisting with examinations and fillings, preparing tray setups with the required instruments, handing materials and instruments to the dentist, and using suction devices to keep the patients' mouths dry. This fast-moving profession also involves sterilizing instruments and equipment, taking, developing and mounting x-rays, and applying topical anesthetics as directed by the dentist. Additional tasks include making casts of teeth, trimming and finishing dental impressions, providing dental health education, and assisting with administrative tasks in the front office, all of which make for a challenging and ever-changing career.

After completing Heald College's Dental Assisting program, you'll be qualified to pursue entry-level positions such as Dental Assistant, Chairside Assistant, Dental Receptionist, Dental Secretary-Bookkeeper, Office Manager, Dental Supply Salesperson, or Dental Insurance Specialist.

*Bureau of Labor Statistics

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.

ELECTRONICS TECHNOLOGY

		Diploma	Associate in Applied Science Degree
Major Courses		24 units	36 units
ELECTR 106	Introduction to Electronics and Electronics Math	6	6
ELECTR 116	Digital Electronics Principles	6	6
ELECTR 117	DC and AC Electronics Principles	6	6
ELECTR 226	Semiconductor Electronics Principles	6	6
ELECTR 227	Analog Electronics	6	6
ELECTR 237	Industrial Electronics and Troubleshooting		6
Technical Courses		28 units	37 units
COMP APP 100	Introduction to Software Applications	3	3
ELECTR 236	Telecommunications and Networks		6
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†	4	4
INFOTECH 105	Introduction to Networking Concepts	3	3
INFOTECH 115	Core Hardware Technologies	6	6
INFOTECH 125	Operating System Technologies	6	6
INFOTECH 130	Introduction to Programming Concepts	3	3
INFOTECH 280/ 281/282	Technology Internship		2, 3, or 4*
PROF DEV 226	Professional Career Development		3
General Education Courses		12 units	20 units
ENGL 155	College Composition and Research†	4	4
HUMNS 205	Contemporary Literature: Cultural Perspectives		4
MATH 121	Intermediate Algebra†	4	4
PHYSICS 270	Introduction to Physics	4	4
PSYCH 220	Introduction to Psychology		4
Campus Designated Courses**		0 units	3 units
Total Required for Diploma/Degree		64 units	96 units

† Actual number of English courses required is dependent on the Entrance/Placement COMPASS scores.

* Internships are optional and may not be available at all campuses each quarter. If available, the student may earn additional units. INFOTECH 211 and 212 Graduation Project may be substituted for INFOTECH 280, 281, or 282 Technology Internship. Likewise, INFOTECH 280, 281 or 282 may be substituted for INFOTECH 211 and 212 Graduation Project. Internships are usually available during the day, Monday through Friday.

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

FIBER OPTIC 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 Fiber Optic Technology program:

- Computer Information Technology*
- Computer Technology*
- Information Technology, Network Security
- Information Technology, Network Systems Administration

Major Courses

		Associate in Applied Science Degree
		24 units
INFOTECH 140	Fiber Optics Theory & Fundamentals	3
INFOTECH 145	Optical Fiber Installation & Techniques	3
INFOTECH 150	Fiber Optic Network Testing	3
INFOTECH 155	Introduction to Plastic Optical Fiber	3
INFOTECH 210	FTTH/PON Fundamentals	3
INFOTECH 230	RoF Technologies in Mobile Networks	3
INFOTECH 250	Advanced Fiber Optics	6

Total Required for Degree

Varies**

*Graduates of Computer Technology and Computer Information Technology must be able to successfully complete the keyboarding speed requirement for OFF SKLS 101 Keyboarding or successfully complete that course.

**The A.A.S. in Fiber Optic Technology 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.

FIBER OPTIC TECHNOLOGY

The demand for fast and reliable data communication continues to grow. This need for quick, reliable and high-capacity data transmission has led to widespread installation of fiber optic cables worldwide.

In Heald College's Fiber Optic Technology program, you learn to apply the basic principles of fiber optics and fiber optic systems, become familiar with the international standards governing fiber optics, and practice procedures and techniques used when installing fiber optic cable systems. You will test and troubleshoot fiber optic systems and perform tasks such as cable pulling, termination, fusion-splicing, and optical loss testing.

Government agencies, telephone providers, cable companies, the aerospace industry, and the U.S. military are the main sources of employment for fiber optic professionals. Graduates of Heald's program may pursue jobs such as Fiber Optic Test and Measurement Technician, Fiber Optic Cable Technician, Fiber Optic Installation Technician, and Fiber Optic Connector Splicing Technician.

COMPUTER SUPPORT

The need for computer support specialists is expected to increase faster than the average for all occupations through 2012.* There will be job opportunities across all types of industries and all sizes of companies and organizations.

In Heald College's Information Technology with an emphasis in Computer Support program, you learn the technical skills needed to configure hardware, operating systems, and software applications. In addition, you'll be able to analyze and diagnose technical problems using diagnostic software and other tools. You will develop crucial communication skills that will allow you to provide assistance, advice, or training to help computer users overcome hardware, software, web, or other technology problems. Heald College's program also introduces students to information included on certification examinations related to computer support positions.

As a graduate, you will be qualified to pursue positions such as Computer Support Specialist, Computer Systems Technician, Help Desk Technician, and Desktop Support Technician.

*Bureau of Labor Statistics

INFORMATION TECHNOLOGY

WITH AN EMPHASIS IN COMPUTER SUPPORT

		Diploma	Associate in Applied Science Degree
Major Courses		27 units	30 units
COMP APP 101	Word Processing Essentials	3	3
COMP APP 121	Spreadsheet Applications	3	3
COMP APP 221	Database Management	3	3
ENGL 202	Public Speaking	3	3
INFOTECH 115	Core Hardware Technologies	6	6
INFOTECH 125	Operating System Technologies	6	6
INFOTECH 278	Supporting Desktop Applications	3	3
INFOTECH 279	Supporting Desktop Operating Systems		3
Technical Courses		29 units	49 units
COMP APP 100	Introduction to Software Applications	3	3
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†	4	4
INFOTECH 105	Introduction to Networking Concepts	3	3
INFOTECH 205	Introduction to Client/Server Networking	6	6
INFOTECH 211	Graduation Project, Planning Phase		1
INFOTECH 212	Graduation Project, Completion Phase		1
INFOTECH 215	Advanced Networking		6
INFOTECH 220	Introduction to Linux		6
INFOTECH 275	Technical Customer Support		3
INFOTECH 280/ 281/282	Technology Internship		2, 3, or 4*
MATH 10	Essential Math†	3	3
MATH 103	Elementary Algebra†	4	4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)	0	0
General Education Courses		8 units	20 units
ENGL 155	College Composition and Research†	4	4
ENV SCI 225	Introduction to Environmental Science		4
HUMNS 205	Contemporary Literature: Cultural Perspectives		4
MATH 205	Modern Business Mathematics†		4
PSYCH 220	Introduction to Psychology	4	4
Total Required for Diploma/Degree		64 units	99 units

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

* Internships are optional and may not be available at all campuses each quarter. If available, the student may earn additional units. INFOTECH 211 and 212 Graduation Project may be substituted for INFOTECH 280, 281, or 282 Technology Internship. Likewise, INFOTECH 280, 281 or 282 may be substituted for INFOTECH 211 and 212 Graduation Project. Internships are usually available during the day, Monday through Friday.

INFORMATION TECHNOLOGY

WITH AN EMPHASIS IN FIBER OPTICS

Associate in Applied Science Degree

24 units

Major Courses

INFOTECH 140	Fiber Optics Theory & Fundamentals	3
INFOTECH 145	Optical Fiber Installation & Techniques	3
INFOTECH 150	Fiber Optic Network Testing	3
INFOTECH 155	Introduction to Plastic Optical Fiber	3
INFOTECH 210	FTTH/PON Fundamentals	3
INFOTECH 230	RoF Technologies in Mobile Networks	3
INFOTECH 250	Advanced Fiber Optics	6

Technical Courses

55 units

COMP APP 100	Introduction to Software Applications	3
ENGL 10	Essential Language Skills†	3
ENGL 105	Composition and Reading†	4
INFOTECH 105	Introduction to Networking Concepts	3
INFOTECH 115	Core Hardware Technologies	6
INFOTECH 205	Introduction to Client/Server Networking	6
INFOTECH 211	Graduation Project, Planning Phase	1
INFOTECH 212	Graduation Project, Completion Phase	1
INFOTECH 215	Advanced Networking	6
INFOTECH 260	Introduction to Computer Security Concepts	3
INFOTECH 270	Introduction to Routing Concepts	3
INFOTECH 275	Technical Customer Support	3
INFOTECH 280/ 281/282	Technology Internship	2, 3, or 4*
MATH 10	Essential Math†	3
MATH 103	Elementary Algebra†	4
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
WORKSHOP 10	Workshop (if required)	0

General Education Courses

20 units

ENGL 155	College Composition and Research†	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 121	Intermediate Algebra†	4
PHYSICS 270	Introduction to Physics	4
PSYCH 220	Introduction to Psychology	4

Total Required for Diploma/Degree

99 units

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

* Internships are optional and may not be available at all campuses each quarter. If available, the student may earn additional units. INFOTECH 211 and 212 Graduation Project may be substituted for INFOTECH 280, 281, or 282 Technology Internship. Likewise, INFOTECH 280, 281 or 282 may be substituted for INFOTECH 211 and 212 Graduation Project. Internships are usually available during the day, Monday through Friday.

FIBER OPTICS

The demand for fast and reliable data communication continues to grow. This need for quick, reliable and high-capacity data transmission has led to widespread installation of fiber optic cables worldwide.

In Heald College's Information Technology with an emphasis in Fiber Optics program, you learn to apply the basic principles of fiber optics and fiber optic systems, become familiar with the international standards governing fiber optics, and practice procedures and techniques used when installing fiber optic cable systems. You will test and troubleshoot fiber optic systems and perform tasks such as cable pulling, termination, fusion-splicing, and optical loss testing.

Government agencies, telephone providers, cable companies, the aerospace industry, and the U.S. military are the main sources of employment for fiber optic professionals. Graduates of Heald's program may pursue jobs such as Fiber Optic Test and Measurement Technician, Fiber Optic Cable Technician, Fiber Optic Installation Technician, and Fiber Optic Connector Splicing Technician.

NETWORK SECURITY

The security of data handled by computer networks continues to be of utmost importance for organizations all over the world. The unauthorized access to computer systems and Web sites, and the theft of data cause major blows to the reputation of companies. The spread of viruses and worms disrupt services and contributes to loss of productivity and revenues.

Heald College's Information Technology with an emphasis in Network Security program provides you with the knowledge and skills necessary to function as a valuable member of the information technology team. You learn how to secure computer networks through the installation and configuration of firewalls and intrusion detection systems. In addition, you learn how to acquire and preserve digital evidence through computer forensics analysis and to create plans and procedures for disaster recovery. Also, you learn basics such as how to install hardware and software, configure and maintain basic network functions, and enable security protocols. Heald College's program also introduces students to information included on certification examinations related to network security positions.

As a graduate of this program, you can pursue a career as an Information Security Specialist, Database Security Specialist, or Web Application Security Specialist.

INFORMATION TECHNOLOGY

WITH AN EMPHASIS IN NETWORK SECURITY

Associate in Applied Science Degree

27 units

Major Courses

INFOTECH 115	Core Hardware Technologies	6
INFOTECH 125	Operating System Technologies	6
INFOTECH 260	Introduction to Computer Security Concepts	3
INFOTECH 285	Disaster Recovery	3
INFOTECH 290	Computer Forensics	6
INFOTECH 295	Defensive Countermeasures	3

Technical Courses

52 units

COMP APP 100	Introduction to Software Applications	3
ENGL 10	Essential Language Skills†	3
ENGL 105	Composition and Reading†	4
INFOTECH 105	Introduction to Networking Concepts	3
INFOTECH 205	Introduction to Client/Server Networking	6
INFOTECH 211	Graduation Project, Planning Phase	1
INFOTECH 212	Graduation Project, Completion Phase	1
INFOTECH 215	Advanced Networking	6
INFOTECH 220	Introduction to Linux	6
INFOTECH 270	Introduction to Routing Concepts	3
INFOTECH 275	Technical Customer Support	3
INFOTECH 280/ 281/282	Technology Internship	2, 3, or 4*
MATH 10	Essential Math†	3
MATH 103	Elementary Algebra†	4
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
WORKSHOP 10	Workshop (if required)	0

General Education Courses

20 units

ENGL 155	College Composition and Research†	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 121	Intermediate Algebra†	4
PHYSICS 270	Introduction to Physics	4
PSYCH 220	Introduction to Psychology	4

Total Required for Degree

99 units

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

* Internships are optional and may not be available at all campuses each quarter. If available, the student may earn additional units. INFOTECH 211 and 212 Graduation Project may be substituted for INFOTECH 280, 281, or 282 Technology Internship. Likewise, INFOTECH 280, 281, or 282 may be substituted for INFOTECH 211 and 212 Graduation Project. Internships are usually available during the day, Monday through Friday.

INFORMATION TECHNOLOGY

WITH AN EMPHASIS IN NETWORK SYSTEMS ADMINISTRATION

		Diploma	Associate in Applied Science Degree
Major Courses		24 units	36 units
INFOTECH 115	Core Hardware Technologies	6	6
INFOTECH 125	Operating System Technologies	6	6
INFOTECH 205	Introduction to Client/Server Networking	6	6
INFOTECH 215	Advanced Networking	6	6
INFOTECH 220	Introduction to Linux		6
INFOTECH 265	Advanced Database Concepts		6
Technical Courses		29 units	43 units
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 221	Database Management	3	3
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†	4	4
INFOTECH 105	Introduction to Networking Concepts	3	3
INFOTECH 130	Introduction to Programming Concepts	3	3
INFOTECH 211	Graduation Project, Planning Phase		1
INFOTECH 212	Graduation Project, Completion Phase		1
INFOTECH 260	Introduction to Computer Security Concepts		3
INFOTECH 270	Introduction to Routing Concepts		3
INFOTECH 275	Technical Customer Support		3
INFOTECH 280/ 281/282	Technology Internship		2, 3, or 4*
MATH 10	Essential Math†	3	3
MATH 103	Elementary Algebra†	4	4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)	0	0
General Education Courses		12 units	20 units
ENGL 155	College Composition and Research†	4	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4	4
MATH 121	Intermediate Algebra†	4	4
PHYSICS 270	Introduction to Physics		4
PSYCH 220	Introduction to Psychology		4
Total Required for Diploma/Degree		65 units	99 units

† Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

* Internships are optional and may not be available at all campuses each quarter. If available, the student may earn additional units. INFOTECH 211 and 212 Graduation Project may be substituted for INFOTECH 280, 281, or 282 Technology Internship. Likewise, INFOTECH 280, 281 or 282 may be substituted for INFOTECH 211 and 212 Graduation Project. Internships are usually available during the day, Monday through Friday.

NETWORK SYSTEMS ADMINISTRATION

Network administration is critical to almost every kind of business today. Job growth in this field will continue to be driven by rapid gains in computer and data processing services, which is projected to be the fastest-growing industry in the U.S. economy.*

In Heald's Information Technology with an emphasis in Network Systems Administration program, you'll be instructed in how to install hardware and software, troubleshoot basic programming issues, configure and maintain basic network functions, support Windows® and Linux networks, enable security protocols, create and implement databases, and configure routers.

Typically, network systems administrators use these skills to generate reports, implement and configure customer support databases, install and maintain servers, recommend hardware and software, and monitor network performance. Many network systems administrator positions now require a higher level of knowledge of Windows® networking, Linux, security, and databases than ever before.

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

*Occupational Outlook Quarterly

LEGAL ASSISTANT

The demand for qualified legal assistants is on the rise and is projected to grow faster than the average for all other occupations.* After completing the Legal Assistant program, you'll be prepared to be an immediate asset to any legal department or law office as a Legal Assistant, Legal Administrative Assistant, Legal Office Clerk, or Legal Secretary.

On the job, you'll provide support by editing legal documents for accuracy, reviewing legal journals, using legal software, and creating correspondence and legal documents under the supervision of an attorney. In your role as a legal assistant, you are an integral part of making sure the law office runs smoothly and efficiently.

The program provides you with a general background in legal terminology as well as an understanding of the American legal system. You'll learn to refine your analytical thinking skills, access legal information, and use legal software.

* Bureau of Labor Statistics

LEGAL ASSISTANT

Associate in Applied Science Degree in Legal Assistant

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional AAS degree by successfully completing this 24-unit Legal Assistant program:

- Business Administration
- AAS in Business Software Applications*
- AAS in Computer Business Administration*
- AAS in Business Administration*
- AAS in Business Administration with an emphasis in Office Technologies
- AAS in Business Administration with an emphasis in Software Technologies
- AAS in Business Administration with an emphasis in Accounting
- AAS in Business Administration with an emphasis in Criminal Justice**

Major Courses

	24 units
BUS ADM 235 Business Law and Ethics	3
CRIM JUS 220 Criminal Law	3
LEGAL 105 Introduction to Legal Terminology and the Profession	3
LEGAL 110 Civil Litigation	6
LEGAL 120 Legal Office Management	3
LEGAL 210 Legal Document Production	6

* Graduates of several Heald College Associate in Applied Science degree programs may have completed one of the following two courses: BUS ADMN 235 Business Law and Ethics or B103 Business Law. For those students, substitute CRIM JUS 240, CRIM JUS 115, or CRIM JUS 245.

** Graduates of the AAS in Business Administration with an emphasis in Criminal Justice program will have completed CRIM JUS 220 Criminal Law. For those students, substitute a Campus Designated Course.†

†The Director of Academic Affairs will schedule additional courses as needed to complement the student's program.

MARKETING AND SALES

Associate in Applied Science Degree in Marketing and Sales

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional AAS degree by successfully completing this 24-unit Marketing and Sales program:

- Accounting*
- Business Administration with an emphasis in Accounting*
- Business Software Applications*
- Computer Business Administration*
- Computer Information Technology
- Computer Technology
- Electronics Technology
- Information Technology with an emphasis in Computer Support
- Information Technology with an emphasis in Fiber Optics
- Information Technology with an emphasis in Network Security
- Information Technology with an emphasis in Network Systems Administration
- Information Technology with an emphasis in Technical Support

Major Courses

BUS ADMN 140	Salesmanship	3
BUS ADMN 145	Marketing Principles	3
BUS ADMN 230	Advertising	3
BUS ADMN 240	Product Development	3
BUS ADMN 255	Technical Sales	3
COMP APP 215	Professional Document Production	3

Business Courses

COMP APP 121	Spreadsheet Applications	3
ENGL 202	Public Speaking	3

Total Required for Degree

Associate in Applied Science Degree

18 Units

3
3
3
3
3
3

6 Units

3
3

Varies**

* Some graduates of these A.A.S. programs may have completed the following courses or their equivalent: COMP APP 121, COMP APP 215 and ENGL 202. For those students, substitute Campus Designated Courses (scheduled by the Director of Academic Affairs).

** The A.A.S. in Marketing and Sales 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.

MARKETING AND SALES

Marketing and sales are increasingly important to businesses as they battle for consumers' attention in today's complex communications environment. Heald's Marketing and Sales program provides students with the skills and knowledge to help employers face those challenges.

The program is perfect for those who enjoy interacting with others, developing strategies to reach goals, and finding ways to promote or highlight a product or company's strengths. You'll learn about the basics of business management, with specific emphasis on salesmanship, marketing, advertising, and product development. You'll practice professional selling techniques, plan an advertising strategy, and use your creative and critical-thinking skills to develop a marketing plan. You'll expand your thinking to include the local, national, and global commerce market, while honing your verbal and written communication skills.

Job opportunities for graduates of this program typically include entry-level positions such as Sales Consultant, Retail Sales Associate, Customer Service Representative, Marketing Coordinator, Client Service Representative, and Call Center Representative

MEDICAL ADMINISTRATIVE ASSISTANT

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

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

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

MEDICAL ADMINISTRATIVE ASSISTANT

Associate in Applied Science Degree in Medical Administrative Assistant

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

- Business Administration
- Business Administration with an emphasis in Accounting
- Business Administration with an emphasis in Criminal Justice
- Business Administration with an emphasis in Hospitality and Tourism
- Business Administration with an emphasis in Office Technologies
- Business Administration with an emphasis in Sales and Marketing
- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Business Administration
- Computer Information Technology

		Business Software Applications / Computer Business Administration	Computer Information Technology	Business Administration Programs
Major Courses		21 units	21 units	21 units
MED ADMN 101	Medical Office Procedures	6	6	6
MED ADMN 120	Fundamentals of Medical Terminology	3	3	3
MED ADMN 201	Medical Billing and Coding	6	6	6
MED ADMN 230	Medical Computerized Office	3	3	3
MED ADMN 245	Introduction to Medical Transcription	3	3	3
Business Courses		5 units	11 units	4 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology	4	4	4
BUS ADMN 250	Portfolio	1	1	
COMP APP 101	Word Processing Essentials		3	
MED ADMN 281/282	Healthcare Internship	3 or 4 [†]	3 or 4 [†]	3 or 4 [†]
OFF SKLS 101	Keyboarding		3	
WORKSHOP 10	Workshop (if required)	0	0	0
Campus Designated Courses*			6 units	
Total Required for Degree		Varies**	38 units	Varies**
Keyboarding requirement: 40 WPM (Words Per Minute)				

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

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

† Healthcare Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course. Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

MEDICAL ASSISTANT

MEDICAL ASSISTANT

Associate in Applied Science Degree in Medical Assistant

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

- Business Administration
- Business Administration with an emphasis in Accounting
- Business Administration with an emphasis in Criminal Justice
- Business Administration with an emphasis in Hospitality and Tourism
- Business Administration with an emphasis in Office Technologies
- Business Administration with an emphasis in Sales and Marketing
- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Business Administration
- Computer Information Technology
- Medical Office Administration

		Medical Office Administration	Business Software Applications / Computer Business Administration / Business Administration Programs	Computer Information Technology
Major Courses		20 units	41 units	41 units
MED ADMN 101	Medical Office Procedures		6	6
MED ADMN 120	Fundamentals of Medical Terminology		3	3
MED ADMN 201	Medical Billing and Coding		6	6
MED ADMN 230	Medical Computerized Office		3	3
MED ADMN 245	Introduction to Medical Transcription		3	3
MED ASST 220	Medical Laboratory Procedures	6	6	6
MED ASST 235	Pharmacology and Dosage Calculations	3	3	3
MED ASST 240	Medical Clinical Procedures	3	3	3
MED ASST 260	Medical Assisting Externship	5†	5†	5†
MED ASST 263	Medical Assisting Special Project	3	3	3
Business Courses				6 units
COMP APP 101	Word Processing Essentials			3
OFF SKLS 101	Keyboarding			3
WORKSHOP 10	Workshop (if required)	0	0	0
General Education Courses			4 units	4 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology		4	4
Campus Designated Courses*		6 units	6 units	
Total Required for Degree		26 units	Varies**	51 units

Keyboarding requirement: 40 WPM (Words Per Minute)

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

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

† Externships are usually available during the day, Monday through Friday.

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 Assistant program 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 procedures on the premises, including drawing blood, administering injections, and performing ECGs. 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 Medical Assistant, Clinical Medical Assistant, Lab Assistant, or Patient Services Representative.

*Occupational Outlook Quarterly

MEDICAL ASSISTING

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 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 procedures on the premises, including drawing blood, administering injections, and performing ECGs. 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 Medical Assistant, Clinical Medical Assistant, Lab Assistant, or Patient Services Representative.

^{*}Occupational Outlook Quarterly

MEDICAL ASSISTING

Associate in Applied Science Degree

33 units

Major Courses

MED ADMN 101	Medical Office Procedures	6
MED ADMN 120	Fundamentals of Medical Terminology	3
MED ADMN 201	Medical Billing and Coding	6
MED ADMN 230	Medical Computerized Office	3
MED ADMN 245	Introduction to Medical Transcription	3
MED ASST 220	Medical Laboratory Procedures	6
MED ASST 235	Pharmacology and Dosage Calculations	3
MED ASST 240	Medical Clinical Procedures	3

Business Courses

43 units

BUS ADMN 115	Principles of Business Management	3
COMP APP 100	Introduction to Software Applications	3
COMP APP 101	Word Processing Essentials	3
COMP APP 121	Spreadsheet Applications	3
ENGL 10	Essential Language Skills [†]	3
ENGL 105	Composition and Reading [†]	4
ENGL 202	Public Speaking	3
MATH 10	Essential Math [†]	3
MATH 103	Elementary Algebra [†]	4
MED ASST 260	Medical Assisting Externship	5*
MED ASST 263	Medical Assisting Special Project	3
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
WORKSHOP 10	Workshop (if required)	0

General Education Courses

20 units

ANATPHYS 215	Fundamentals of Anatomy and Physiology	4
ENGL 155	College Composition and Research [†]	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 205	Modern Business Mathematics [†]	4
PSYCH 220	Introduction to Psychology	4

Total Required for Degree

96 units

Keyboarding requirement: 40 WPM (Words Per Minute)

[†] Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

^{*} Externships are usually available during the day, Monday through Friday.

MEDICAL OFFICE ADMINISTRATION

		Diploma	Associate in Applied Science Degree
Major Courses		15 units	21 units
MED ADMN 101	Medical Office Procedures	6	6
MED ADMN 120	Fundamentals of Medical Terminology	3	3
MED ADMN 201	Medical Billing and Coding	6	6
MED ADMN 230	Medical Computerized Office		3
MED ADMN 245	Introduction to Medical Transcription		3
Business Courses		35 units	45 units
BUS ADMN 115	Principles of Business Management	3	3
BUS ADMN 216	Principles of Human Resources		3
BUS ADMN 250	Portfolio		1
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 101	Word Processing Essentials	3	3
COMP APP 121	Spreadsheet Applications	3	3
COMP APP 215	Professional Document Production		3
COMP APP 221	Database Management	3	3
ENGL 10	Essential Language Skills [†]	3	3
ENGL 105	Composition and Reading [†]	4	4
ENGL 202	Public Speaking	3	3
MATH 10	Essential Math [†]	3	3
MATH 103	Elementary Algebra [†]	4	4
MED ADMN 281/282	Healthcare Internship		3 or 4*
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)		0
General Education Courses		12 units	20 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology	4	4
ENGL 155	College Composition and Research [†]	4	4
HUMNS 205	Contemporary Literature: Cultural Perspectives		4
MATH 205	Modern Business Mathematics [†]		4
PSYCH 220	Introduction to Psychology	4	4
Campus Designated Courses**		3 units	12 units
Total Required for Diploma/Degree		65 units	98 units

Keyboarding requirement: 40 WPM (Words Per Minute)

[†] Actual number of Math and English courses required is dependent on the Entrance/Placement COMPASS scores.

* Healthcare Internship 281 (3 units) or 282 (4 units) may be taken in the student's last two quarters as a Campus Designated Course.

Internships are optional and may not be available at all campuses each quarter. Internships are usually available during the day, Monday through Friday.

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

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 physicians' 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 patient admissions, and insurance billing and coding. 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 laws 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.

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 Network 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.

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

NETWORKING TECHNOLOGY

WITH AN EMPHASIS IN CISCO SYSTEMS

Associate in Applied Science Degree in Networking Technology

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

- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Information Technology
- Computer Technology
- Electronics Technology
- Information Technology with an emphasis in Computer Support
- Information Technology with an emphasis in Fiber Optics
- Information Technology with an emphasis in Network Security
- Information Technology with an emphasis in Network Systems Administration
- Information Technology with an emphasis in Technical Support

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

Major Courses

		Certificate	Associate in Applied Science Degree
NET TECH 700	Cisco Networking Fundamentals	6	6
NET TECH 710	Routing Fundamentals	6	6
NET TECH 810	Advanced Routing	6	6
NET TECH 850	WAN Technologies	6	6

Total Required for Certificate/Degree

24 Units

Varies*

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.



* 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

WITH AN EMPHASIS IN ADVANCED CISCO SYSTEMS

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.

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

		Certificate	Associate in Applied Science Degree
NET TECH 900	Configuring Scalable Inter-Networks	10	10
NET TECH 910	Configuring Remote Access Networks	10	10
NET TECH 920	Advanced Switching Concepts	5	5
NET TECH 930	Troubleshooting a Cisco Network	5	5

Total Required for Certificate/Degree 30 Units Varies*

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.

* 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.



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 Network 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 multiprotocol client hosts and services.

Before entering this program, you 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.

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

CISCO SYSTEMS AND FIBER OPTICS

If you want to distinguish yourself as a technician in the networking field and concentrate on the installation of high bandwidth networks, the Heald College Networking with an emphasis in Cisco Systems and Fiber Optic Technology program meets your needs.

You will gain the basic knowledge and skills necessary to install and configure Cisco routers and switches. As you learn router configuration, set up, and protocols, you will build the foundation to pursue certification as a Cisco Certified Network Associate (CCNA).

Applying the basic principles of fiber optics and fiber optic systems, you will perform tasks such as cable pulling, termination, fusion-splicing, and optical loss testing. In addition, you will become familiar with the international standards governing fiber optics, and practice procedures and techniques used when installing fiber optic cable systems.

NETWORKING TECHNOLOGY

WITH AN EMPHASIS IN CISCO SYSTEMS AND FIBER OPTIC TECHNOLOGY

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 48-unit Networking Technology with an emphasis in Cisco Systems and Fiber Optic Technology program:

- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Information Technology
- Computer Technology
- Electronics Technology
- Information Technology with an emphasis in Computer Support
- Information Technology with an emphasis in Network Security
- Information Technology with an emphasis in Network Systems Administration
- Information Technology with an emphasis in Technical Support

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

		Certificate	Associate in Applied Science Degree
Major Courses			
NET TECH 700	Cisco Networking Fundamentals	6	6
NET TECH 710	Routing Fundamentals	6	6
NET TECH 810	Advanced Routing	6	6
NET TECH 850	WAN Technologies	6	6
INFOTECH 140	Fiber Optics Theory & Fundamentals	3	3
INFOTECH 145	Optical Fiber Installation & Techniques	3	3
INFOTECH 150	Fiber Optic Network Testing	3	3
INFOTECH 155	Introduction to Plastic Optical Fiber	3	3
INFOTECH 210	FTTH/PON Fundamentals	3	3
INFOTECH 230	RoF Technologies in Mobile Networks	3	3
INFOTECH 250	Advanced Fiber Optics	6	6
Total Required for Certificate/Degree		48 Units	Varies*

Certification Exams

To become a Cisco Certified Network Associate (CCNA) or a Certified Fiber Optic Technician (CFOT), the student must pass a series of certification exams. These exams may be taken at a Heald testing site or at an off-site authorized testing center.

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 and Fiber Optic Technology program.



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

NETWORKING TECHNOLOGY

WITH AN EMPHASIS IN MICROSOFT AND CISCO SYSTEMS ADMINISTRATION

Associate in Applied Science Degree in Networking Technology

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional A.A.S. degree by successfully completing the 48-unit Networking Technology with an emphasis in Microsoft and Cisco Systems Administration program:

- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Information Technology
- Computer Technology
- Electronics Technology
- Information Technology with an emphasis in Computer Support
- Information Technology with an emphasis in Network Security
- Information Technology with an emphasis in Network Systems Administration
- Information Technology with an emphasis in Technical Support

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

		Certificate	Associate in Applied Science Degree
Major Courses			
NET ADMN 780	Windows 2003 Networking I	12	12
NET ADMN 880	Windows 2003 Networking II	12	12
NET TECH 700	Cisco Networking Fundamentals	6	6
NET TECH 710	Routing Fundamentals	6	6
NET TECH 810	Advanced Routing	6	6
NET TECH 850	WAN Technologies	6	6
Total Required for Certificate/Degree		48 Units	Varies*

Certification Exams

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

Heald Certificate of Completion

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

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



MICROSOFT AND CISCO SYSTEMS ADMINISTRATION

There continues to be tremendous demand for IT personnel who have the ability to work with and support the computers, routers, and switches that comprise today's computer networks.

This Heald College Networking Technology with an emphasis in Microsoft and Cisco Systems Administration program provides you with the knowledge and skills to install, configure, support, and troubleshoot Cisco routers and switches as well as computers using the Microsoft Windows® 2003 operating systems.

Using Cisco routers and switches, you will implement access control lists and configure routed and routing protocols. You will also install and configure Frame Relay, Asynchronous Transfer Model (ATM), and ISDN to provide data communication.

You will learn how to install Microsoft Windows® 2003 server and workstation hardware and software and how to configure and maintain network services such as DNS, HTTP, and WINS. You also learn how to implement security measures and monitor network performance.

As the world becomes more and more connected, networking technology continues to be one of the fastest growing fields, providing many career opportunities for people with the proper background and expertise.

Heald College's program in Networking Technology with an emphasis in Microsoft® Windows® 2003 Systems Administration provides a foundation to pursue certification as a Microsoft Certified Systems Engineer (MCSE). You learn about operating systems and configurations, network repair, and software installation and customization. You also gain experience with local area network (LAN) and wide area network (WAN) technology.

Specifically, you learn the features of Windows® 2003, including administrative tools, TCP/IP, network architecture, and physical network devices. You also learn to install, configure, support, and troubleshoot Windows® 2003 services. In addition, you design a Windows® 2003 network and gain the skills necessary to upgrade or migrate Windows® NT to Windows® 2003.

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 24-unit Networking Technology with an emphasis in Microsoft Windows 2003 Systems Administration program:

- Business Administration with an emphasis in Software Technologies
- Business Software Applications
- Computer Information Technology
- Computer Technology
- Electronics Technology
- Information Technology with an emphasis in Computer Support
- Information Technology with an emphasis in Network Security
- Information Technology with an emphasis in Network Systems Administration
- Information Technology with an emphasis in Technical Support

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

		Certificate	Associate in Applied Science Degree
Major Courses			
NET ADMN 780	Windows 2003 Networking I	12	12
NET ADMN 880	Windows 2003 Networking II	12	12
Total Required for Certificate/Degree		24 Units	Varies*

Certification Exams

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

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 Systems Administration program.



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

OFFICE SKILLS

Heald Certificate of Completion

Students interested in pursuing a non-degree program which includes training for Microsoft Office Specialist certification and IC³ certification may earn a certificate of completion by successfully completing the 24-unit Office Skills program.

Major Courses

COMP APP 100	Introduction to Software Applications	Certificate
COMP APP 101	Word Processing Essentials	15 units
COMP APP 121	Spreadsheet Applications	3
COMP APP 215	Professional Document Production	3
COMP APP 221	Database Management	3

Business Courses

ACCTG 104	Fundamentals of Accounting	6 units
OFF SKLS 101	Keyboarding or Campus Designated Course	3
WORKSHOP 10	Workshop (if required)	0

Campus Designated Courses*

3 units

Total Required for Certificate of Completion

24 units

Keyboarding requirement: 35 WPM (Words Per Minute)

Certification Exams

To become a Microsoft Office Specialist, the student must pass one or more of the Microsoft Office Specialist 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.



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

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 Specialist 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 Microsoft Office Specialist 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.

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.

In this 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.

This program 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.

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.

WEB DESIGN AND ADMINISTRATION

WITH AN EMPHASIS IN WEB DESIGN

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:

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

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

Major Courses

1725	Network and Internet Fundamentals
1735	Web Page Authoring Fundamentals
1745	TCP/IP Concepts and Practices
1825	Web Design Methodology and Technology
1835	E-Commerce Strategies
1845	E-Commerce Practices

	Certificate	Associate in Applied Science Degree
	4	4
	4	4
	4	4
	4	4
	4	4
	4	4

Total Required for Certificate/Degree

24 Units

Varies*

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.



*The A.A.S. in Web Design and Administration with an emphasis in Web Design is available only as an additional A.A.S. degree. The total number of units required depends on those required for the first A.A.S. degree.

COURSE DESCRIPTIONS

ACCTG 104 Fundamentals of Accounting 3 Units

Students are introduced to terms, concepts, and applications of double-entry accounting for a proprietary service business. Topics covered include cash transactions, preparation of general journal entries, and posting. The completion of the accounting cycle, including end-of-period adjustments, preparation of financial statements, and closing entries, is also covered.

ACCTG 106 Computerized Accounting Concepts 3 Units

Students apply accounting concepts and principles in a computer environment using integrated commercial accounting software. They get hands-on experience inputting a new company setup, entering data, preparing computerized forms and reports, and troubleshooting.

Prerequisite: ACCTG 104 Fundamentals of Accounting

ACCTG 115 Payroll Accounting Concepts 3 Units

Students cover the basic rules and procedures for calculating, recording, and reporting payroll. An overview of federal and state laws affecting payroll, such as the Fair Labor Standards Act, is included. Emphasis is on employer and employee payroll taxes, including income taxes, Social Security and Medicare (FICA), and federal and state unemployment taxes; and the forms required to report and pay those taxes to the proper government entities.

ACCTG 205 Principles of Accounting I 6 Units

Students apply generally accepted accounting principles as developed by the Financial Accounting Standards Board (FASB) in a merchandising environment. Topics include the use of special journals and subsidiary ledgers, inventory methods, deferrals and accruals, internal control, and accounting for the acquisition, depreciation, and disposal of fixed assets.

Prerequisite: ACCTG 104 Fundamentals of Accounting

ACCTG 206 Principles of Accounting II 6 Units

Students continue the study of accounting principles with emphasis on their application to partnerships and corporations. Topics include stock and bond transactions, preparation of corporate statements of income, stockholders' equity, retained earnings, calculation of earnings per share, cash flow, and statement analysis.

Prerequisite: ACCTG 205 Principles of Accounting I

ACCTG 207 Principles of Accounting III 6 Units

Students expand their study of accounting principles to a manufacturing environment. Topics include job cost and process costing methods, budgeting, managerial accounting concepts such as break-even analysis, and other management concerns including ethical and global issues.

Prerequisite: ACCTG 206 Principles of Accounting II

ACCTG 215 Accounting Spreadsheet Applications 3 Units

Students apply spreadsheet skills and accounting knowledge to solve accounting problems. A variety of accounting cases and models are included. Topics covered include formula development, model building, and "what if" analysis.

Prerequisites: ACCTG 205 Principles of Accounting I
COMP APP 121 Spreadsheet Applications

ACCTG 223 Federal and State Income Taxes 6 Units

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

Prerequisite: ACCTG 104 Fundamentals of Accounting

ANATPHYS 215 Fundamentals of Anatomy and Physiology 4 Units

Students are introduced to the structure and function of the human organ systems. The course is designed to provide a basic understanding of the human body and associated terminology.

BUS ADMN 115 Principles of Business Management 3 Units

Students explore the theory and application of management concepts and organizational and financial structures in business enterprises. Case analysis and problem-solving techniques are used to examine the planning and organization of workflow, delegation, leadership styles, decision making, stress and time management, and employee relations.

BUS ADMN 140 Salesmanship 3 Units

This course focuses on the development of professional selling skills. Students analyze the sales process and learn techniques used to effectively communicate with customers.

BUS ADMN 145 Marketing Principles 3 Units

Students learn and apply the basic concepts of marketing. Subjects included are marketing planning and information, buyer behavior, product and service strategy, pricing and distribution, and marketing in special settings.

BUS ADMN 216 Principles of Human Resources 3 Units

Students examine the traditional and contemporary concerns of personnel departments in business enterprises. Emphasis is placed on how organizations obtain, maintain, and retain their human resources. Topics include equal employment opportunities, staffing, training, and development.

COURSE DESCRIPTIONS

BUS ADMN 220 E-Commerce 3 Units
Students explore how business is conducted over the Internet. Students work in teams to create a proposal for an Internet-based business considering such issues as security, online transactions and payments, and sales and marketing. Students present their e-commerce business to the class.

BUS ADMN 230 Advertising 3 Units
Students examine the exciting and fast-moving world of advertising and promotion. Emphasis is on the big picture: methods and media for communication, motivation and appeal, advertising objectives, copywriting, federal regulations, and competition.

BUS ADMN 235 Business Law and Ethics 3 Units
Students explore the laws applicable to business institutions and their operations. The course presents a basic overview of the concepts and terminology essential to understanding the field of business law. An examination of ethics in regard to the law, business, and society is included.

BUS ADMN 240 Product Development 3 Units
Students develop and strategize a marketing plan for a new product. All marketing principles are incorporated into the marketing project, including examination of the market and advertising required for promotion of the product. Students present their marketing plan to the class.
Prerequisites: BUS ADMN 145 Marketing Principles
BUS ADMN 230 Advertising

BUS ADMN 250 Portfolio 1 Unit
Students learn how to prepare and present a portfolio. They organize documents and projects created during their program of study into an appealing, professional product. Portfolio is taken in the final quarter of the A.A.S. degree program.

BUS ADMN 255 Technical Sales 3 Units
Students focus on the sales of technical products from the aspect of the salesman and the retailer. Students develop techniques for effective selling of high-tech equipment in addition to acquiring foundational knowledge of the principles and practices of retail store operations.

BUS ADMN 281 Business Administration Internship 3 Units

BUS ADMN 282 4 Units
Students gain work experience through on-the-job training situations relevant to their major field of study. Business Administration Internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.
Prerequisite: Successful completion of four quarters of study in a Heald A.A.S. degree program

COMP APP 100 Introduction to Software Applications 3 Units
Students acquire introductory skills in major software applications used in professional environments: word processing, spreadsheets, presentation, database, and electronic communications. Additionally, computer operating systems, the World Wide Web, data storage, and file management are addressed.

COMP APP 101 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: COMP APP 100 Introduction to Software Applications

COMP APP 121 Spreadsheet Applications 3 Units
This course focuses on 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: COMP APP 100 Introduction to Software Applications

COMP APP 215 Professional Document Production 3 Units
Students develop skills to create a multimedia presentation using presentation software. They incorporate graphics, fonts, styles, layout techniques, and online resources in electronic presentations. In addition, they use desktop publishing functions and features to create pieces, such as flyers, brochures, and business cards, that communicate with an audience.
Prerequisite: COMP APP 100 Introduction to Software Applications

COMP APP 221 Database Management 3 Units
The course is an introduction to the use of a database management program. Students learn about database structure, how to access, edit, and search files; and best practices in designing and producing reports and labels.
Prerequisite: COMP APP 100 Introduction to Software Applications

CRIM JUS 105 Introduction to Criminal Justice 3 Units
Students explore the American system of justice, including various subsystems. The roles of criminal justice agents and their interrelationships in society are included.

COURSE DESCRIPTIONS

CRIM JUS 115 Criminology 3 Units

Students are introduced to the major types of crime and criminal behavior. Other topics covered are crime statistics, crime patterns, the social causes of crime, and treatments and preventative measures. Social structure and inequality are emphasized by exploring issues of social class, gender, race, and ethnicity.

CRIM JUS 150 Introduction to Corrections 3 Units

Students acquire knowledge about the history and trends of adult and juvenile corrections with an emphasis on the modern correction process, legal issues, and specific laws. Focus is also on the impact of deviant behavior, police roles and responsibilities, jails and the prison system, the courts, and probation.

CRIM JUS 205 Criminal Investigation 3 Units

Students focus on the fundamentals of criminal investigations including crime scene search and recording. Students learn how to collect, record, and transport physical evidence using scientific aids. Interviewing skills are developed along with how to fill out required forms and reports.

CRIM JUS 220 Criminal Law 3 Units

Students explore the subject of criminal law, including the legal system, criminal courts, and basic constitutional law. Emphasis is on legal definitions and classifications of crime. Students acquire an understanding of how criminal justice professionals function in the legal environment.

CRIM JUS 240 Contemporary Issues in Criminal Justice 3 Units

Students research crimes of the times and discuss how the nation's legal policies affect them. Teamwork on case studies is included. A written and oral presentation on a current criminal justice issue is a requirement of the course.

CRIM JUS 245 Juvenile Justice 3 Units

Students explore all facets of the juvenile justice system in the United States. They learn about the nature of delinquency, classifications of juvenile offenders, juvenile courts, and juvenile rights. Other topics include the history of juvenile justice, youth processing and detention, and the major issues confronting the juvenile justice system today.

DENTASST 100 Dental Anatomy 3 Units

In this course, students learn about the oral structures in the human body. They become familiar with the bones, muscles, tissues, and glands in the head and neck. They study the life cycle of a tooth and gain experience charting teeth. Students are introduced to facial landmarks and explore the common disorders associated with the head and neck. In addition, they learn to use terminology common to the dental profession.

DENTASST 105 Dental Sciences 3 Units

This course focuses on oral health and pathology (diseases in the oral cavity). Topics include the principles of nutrition, dental diseases, oral hygiene, and preventive procedures such as brushing, flossing and topical fluoride. Students also learn to recognize abnormal oral conditions and how to advise patients on oral health.

DENTASST 106 Biomedical Sciences 3 Units

This course introduces infection and biohazard control procedures necessary for the safe practice of dentistry. Topics include microbiology, chemical disinfectants, infectious diseases, OSHA standards, and applicable state laws. Students practice aseptic techniques and Universal Precautions, and they process and sterilize instruments.

DENTASST 110 Dental Materials 6 Units

Students are introduced to a variety of dental materials. They learn to use restorative materials such as amalgam, composite resins, and tooth-whitening products. Students mix and transfer dental materials as well as work with dental liners, bases, and bonding systems. Students prepare dental materials for dental procedures, and they mix and pour dental plaster prior to trimming and finishing dental models.

DENTASST 120 Pharmacology and Office Emergencies 3 Units

Students focus on pharmacology, learning about the classification of drugs, actions and interactions of drugs, and the effects of commonly prescribed drugs. Students become proficient in cardiopulmonary resuscitation (CPR) and practice basic first aid techniques. They learn to take and read vital signs along with how to recognize, prevent, and manage medical emergencies in the dental office.

DENTASST 205 Chairside Assisting I 6 Units

Students are introduced to the dental operator. They prepare the operator and tray setups and practice providing the supplies, instruments, and dental materials for the dentist. Students learn the correct and efficient ways to transfer instruments, handpieces, and accessories, using four-handed and single-handed techniques. Techniques practiced are for a general dentistry practice.

Prerequisites: DENTASST 106 Biomedical Sciences

DENTASST 110 Dental Materials

DENTASST 211 Dental Office Management 3 Units

Students are introduced to the dental office and the required business and clinical record keeping. Making dental appointments, acquiring patient data, conducting business on the telephone, composing business correspondence, and managing inventory are included. Students learn how to fill out dental forms, update insurance authorization, and complete third-party reimbursement forms. HIPAA standards, OSHA guidelines, and the legal and ethical aspects of dentistry are also covered.

Prerequisite: DENTASST 205 Chairside Assisting I

COURSE DESCRIPTIONS

ELECTR 227 Analog Electronics 6 Units

Students learn about linear electronic circuits, including operational amplifiers, filters, oscillators, and voltage regulators. Op-amps are studied along with amplifiers, comparators, oscillators, and active filters. Other topics include sensors, electromechanical devices, and A to D and D to A conversion. Students carry out lab experiments in computer-aided circuit analysis, breadboarding, and testing and troubleshooting of various circuits.

Prerequisite: ELECTR 117 DC and AC Electronics Principles

ELECTR 236 Telecommunications and Networks 6 Units

Students examine a wide range of telecommunications topics, including telephone and computer networks. Students study signaling, switching, and voice processing techniques used in telephone networks, and the types of LAN and WAN technologies used in computer networks. Other topics include an examination of the OSI model as it applies to all networks and the TCP/IP protocol.

Prerequisite: ELECTR 117 DC and AC Electronics Principles

ELECTR 237 Industrial Electronics and Troubleshooting 6 Units

Students explore the architecture of common microcontrollers and how to interface them with other circuits. Students program microcontrollers and learn their applications. This class emphasizes troubleshooting complex analog and digital circuits. Students discuss systematic approaches to identifying problems and apply that knowledge through lab experiments. Students demonstrate a mastery of the use of test equipment and other troubleshooting tools.

Prerequisites: ELECTR 116 Digital Electronics Principles
INFOTECH 130 Introduction to Programming Concepts

Co-requisites: ELECTR 226 Semiconductor Electronics Principles
ELECTR 227 Analog Electronics

ENGL 10 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. Instruction in sentence structure, verb-tense agreement, and punctuation strengthens the student's written and oral communication skills.

ENGL 105 Composition and Reading 4 Units

Students enhance writing skills through the process of prewriting, organizing, drafting, revising, and editing of expository and argumentative essays. The course includes a review and further development of sentence writing and editing skills for the development of a college writing style. Various texts are analyzed to develop critical-thinking skills.

Prerequisite: ENGL 10 Essential Language Skills

ENGL 155 College Composition and Research 4 Units

Students acquire college-level writing skills: research and editing techniques, persuasive writing, audience analysis, and language sensitivity. Problem-solving communication skills are developed through group discussion, panel debates, selected readings, and written and oral presentations. Special emphasis is placed on analysis of readings. Students write a minimum of 5,000 words in a number of essays and a final research project.

Prerequisite: ENGL 105 Composition and Reading

ENGL 202 Public Speaking 3 Units

Students develop skills in listening, speech preparation, and oral presentation in a workplace environment. Students apply oral composition skills through a process of topic selection, research, analysis, organization of information, and delivery of presentations.

Prerequisite: ENGL 10 Essential Language Skills

ENV SCI 225 Introduction to Environmental Science 4 Units

Students explore contemporary environmental issues within a global context. Topics covered include energy, ecosystems, resource management, and population impact. Students explore scientific, ethical, political, economic, and social implications of environmental science to develop an understanding of current environmental issues.

Prerequisite: ENGL 105 Composition and Reading

FRN LANG 264 Conversational Japanese Language I 4 Units

Students are introduced to the language, culture, and customs of Japan. Students learn to formulate and give basic responses in the Japanese language and develop a basic Japanese vocabulary. Through discussion and class activities, they converse using basic sentence patterns and commonly used expressions.

FRN LANG 265 Conversational Japanese Language II 4 Units

Students continue the study of the Japanese language, culture, and customs. Students increase their ability to converse in Japanese and develop an expanded vocabulary of words and commonly used expressions. Students use increasingly complex sentence structure which provides confidence in their ability to communicate in the Japanese language.

Prerequisite: FRN LANG 264 Conversational Japanese Language I

COURSE DESCRIPTIONS

HOSPTOUR 100 Introduction to Hospitality and Tourism 3 Units

Students focus on the history, current trends, and organizational structure of the hospitality industry. Emphasis is placed on the relationship of hotels, tourism, and travel to the local and national economy. Students explore the many career opportunities within the industry and may be required to attend certain class sessions off campus.

HOSPTOUR 102 Travel Procedures 6 Units

Students study the services and operating procedures of travel agencies. They 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 reservation systems and introduces travel documents, local area tourism sites, and destination geography.

HOSPTOUR 103 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.

HOSPTOUR 104 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.

HOSPTOUR 107 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.

Prerequisite: HOSPTOUR 102 Travel Procedures

HUMNS 205 Contemporary Literature: Cultural Perspectives 4 Units

Students examine selected readings of fiction, essays, and novels by important contemporary writers with an emphasis on social and cultural issues. The course takes a humanities approach in the exploration of culture and its origins, values, and changing status. Discussions, essays, group projects, 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, response papers, and a final research project.

Prerequisite: ENGL 155 College Composition and Research

INFOTECH 105 Introduction to Networking Concepts 3 Units

Students create peer-to-peer networks from inception. Topics include measuring and assembling the cabling, connecting computers to each other, installing necessary services, and sharing data. Students learn the basics of networking through lecture and hands-on activities.

INFOTECH 115 Core Hardware Technologies 6 Units

Students add and remove replaceable components within desktop computers. Topics include identifying common peripheral ports, associated cabling, and their connectors; following procedures for installing and configuring hard drive devices; troubleshooting desktop components by examining error codes; and learning how to perform preventative maintenance. Additional instruction is given on memory types, printing, and basic networking concepts.

Prerequisite: INFOTECH 105 Introduction to Networking Concepts

INFOTECH 125 Operating System Technologies 6 Units

Students explore operating systems and how they incorporate memory, file storage, file systems, utility programs, upgrades, and partitioning into their structure. Topics include how basic system boot sequences work, how to install drivers, how to interpret error codes, and how to resolve common problems. Basic network protocols, connectivity issues, and utilities are covered.

Prerequisite: INFOTECH 105 Introduction to Networking Concepts

INFOTECH 130 Introduction to Programming Concepts 3 Units

Students examine programming concepts that are universal to all programming languages. Topics include how to use variables, IF statements, and loops. Students apply each concept to multiple programming languages and compare and contrast how the same concept is used in each language.

INFOTECH 140 Fiber Optics Theory and Fundamentals 3 Units

This course provides a real-world perspective on the fundamentals of fiber optic technology and optical communications. A thorough analysis of the inner-workings of fiber is presented, along with the international standards governing fiber optics. Fiber safety is also included.

COURSE DESCRIPTIONS

INFOTECH 145 Optical Fiber Installation and Techniques 3 Units

This course emphasizes the procedures and techniques used for installing fiber optic cable systems, including testing and troubleshooting. Students practice cable end preparation, connector installation, splicing, and testing, and they learn how to handle fiber optics safely.

Prerequisite: INFOTECH 140 Fiber Optics Theory and Fundamentals

INFOTECH 150 Fiber Optic Network Testing 3 Units

This hands-on course focuses on basic testing methods of fiber optic networks. Students learn about the three basic components of a fiber optic communication system, including light source testing and loss measurements. This course emphasizes practical real-world testing and measurement techniques.

Prerequisite: INFOTECH 140 Fiber Optics Theory and Fundamentals

INFOTECH 155 Introduction to Plastic Optical Fiber 3 Units

This course introduces the exciting new field of plastic optical fiber (POF), also referred to as the consumer optical fiber. Students gain knowledge of the physical principles of this new technology, the manufacturing process of plastic fibers, and the construction of plastic fiber cables. They are involved in examining the use and installation of POF in areas such as data communications, home networks, car networks, and the illumination market.

Prerequisite: INFOTECH 140 Fiber Optics Theory and Fundamentals

INFOTECH 205 Introduction to Client/Server Networking 6 Units

Students configure basic client/server environments, including installation and configuration of client and server software and necessary protocols, troubleshooting connectivity issues, and creation of user accounts. Students study standard local area network (LAN) and wide area network (WAN) architectures.

Prerequisite: INFOTECH 105 Introduction to Networking Concepts

INFOTECH 210 FTTH/PON Fundamentals 3 Units

This course introduces the theory behind Fiber-To-The-Home (FTTH) and Passive Optical Networks (PON). Students install a PON in a laboratory setting.

Prerequisite: INFOTECH 140 Fiber Optics Theory and Fundamentals

INFOTECH 211 Graduation Project, Planning Phase 1 Unit

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.

Prerequisite: Successful completion of 3 quarters of study in a Heald A.A.S. program.

INFOTECH 212 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: INFOTECH 211 Graduation Project, Planning Phase

INFOTECH 215 Advanced Networking 6 Units

Students expand their networking knowledge to focus on server services and utilities. Students learn how to perform attended and unattended server installation methods, monitor system performance, troubleshoot network connections, and implement server security.

Prerequisite: INFOTECH 205 Introduction to Client/Server Networking

INFOTECH 220 Introduction to Linux 6 Units

Students design, install, and configure Linux environments. Basic management of users, file systems, services, and devices is presented. Students learn to monitor and maintain network interfaces, system logs, security, and backup processes.

INFOTECH 230 RoF Technologies in Mobile Networks 3 Units

This course provides a thorough introduction to Radio-over-Fiber (RoF) systems. Students explore low-cost fiber optic links for cellular networks and fiber optic radio networks. They are introduced to RoF multiple-service wireless communication systems.

Prerequisite: INFOTECH 140 Fiber Optics Theory and Fundamentals

INFOTECH 250 Advanced Fiber Optics 6 Units

In this advanced hands-on course, students are exposed to fiber optic network tasks, including safety, cable pulling and installation, and termination. Also included are fusion splicing and connectorization, optical loss testing, and troubleshooting. Students cover documentation, OTDR theory and operation, and fiber acceptance tests.

Prerequisites: INFOTECH 145 Fiber Optics Installation and Techniques
INFOTECH 150 Fiber Optic Network Testing

COURSE DESCRIPTIONS

INFOTECH 260 Introduction to Computer Security Concepts 3 Units

Students study basic security concepts. Topics include e-mail and Internet security, infrastructure security, remote access security, and server security. The basics of cryptography are discussed along with encryption, disaster recovery, security policy, and risk identification.

Prerequisite: INFOTECH 215 Advanced Networking

INFOTECH 265 Advanced Database Concepts 6 Units

Students design, install, configure, and maintain an advanced database system. Topics include relational database design, advanced queries, and report generation.

Prerequisite: COMP APP 221 Database Management

INFOTECH 270 Introduction to Routing Concepts 3 Units

Students study routing concepts including common routing protocols, Transmission Control Protocol/Internet Protocol (TCP/IP), route types, and routing architectures. Students use software routers to divide LANs into segments. The complete communication channel from client computer to the Internet is discussed.

Prerequisite: INFOTECH 215 Advanced Networking

INFOTECH 275 Technical Customer Support 3 Units

Students practice responding to end-user requests in a simulated technical support environment. Topics include following trouble tickets from entering them into a database, solving the issue, and generating meaningful reports. Students prepare to interface with the public on the job.

INFOTECH 278 Supporting Desktop Applications 3 Units

This is an introductory course designed to provide information on how to troubleshoot applications running a Microsoft Windows client operating system. Students acquire the knowledge and skills necessary to troubleshoot basic problems end users face related to configuring and maintaining applications that run on a Microsoft Windows platform.

Prerequisite: INFOTECH 105 Introduction to Networking Concepts

INFOTECH 279 Supporting Desktop Operating Systems 3 Units

Students gain the knowledge and skills necessary to troubleshoot basic problems end users face while running Microsoft Windows XP Professional in a network environment. This is an introductory course designed to provide an overview of operating system concepts and how to troubleshoot Windows XP.

Prerequisite: INFOTECH 105 Introduction to Networking Concepts

INFOTECH 280 Technology Internship 2 Units **INFOTECH 281 3 Units** **INFOTECH 282 4 Units**

Students gain work experience through on-the-job training situations in the technology industry. Technology Internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations. Technology Internships are optional and may not be available at all campuses each quarter. Students must meet eligibility requirements to be assigned to a Technology Internship.

Prerequisite: Successful completion of four quarters of study in a Heald A.A.S. degree program

INFOTECH 285 Disaster Recovery 3 Units

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

Prerequisite: INFOTECH 260 Introduction to Computer Security Concepts

INFOTECH 290 Computer Forensics 6 Units

In this course students learn how to acquire and analyze digital evidence from computers that have been used for unlawful activities. They use computer forensic tools and methods to conduct investigations. Hands-on projects are included.

Prerequisite: INFOTECH 260 Introduction to Computer Security Concepts

INFOTECH 295 Defensive Countermeasures 3 Units

Students learn the basics of network security by studying current intrusion technologies, and basic firewall installation techniques and troubleshooting. Topics include packet filtering, encryption and firewalls, and securing routers and servers.

Prerequisite: INFOTECH 260 Introduction to Computer Security Concepts

LEGAL 105 Introduction to Legal Terminology and the Profession 3 Units

Students are introduced to legal terminology with a major focus on accuracy in defining and spelling legal terms. They become familiar with the law and the legal system in the United States, including criminal law, the trial, workers' compensation, bankruptcy, administrative law, family law, probate, and the terminology specific to each.

COURSE DESCRIPTIONS

LEGAL 110 Civil Litigation 6 Units

Students are introduced to the civil litigation process including civil procedure, discovery, and appeal. Through case practice sets, students learn procedures for preparing and filing legal documents. Emphasis is placed on legal terminology, format, grammar, and punctuation.

Prerequisite: LEGAL 105 Introduction to Legal Terminology and the Profession

LEGAL 205 Legal Office Management 3 Units

Students develop skills in calendaring, billing, filing, and other important law office administrative tasks. Ethics, professionalism, teamwork, and quality control are highlighted. Increasing typing speed and accuracy are also emphasized.

LEGAL 210 Legal Document Production 6 Units

Students are introduced to the production of legal documents including contracts, motions, agreements, wills, and court documents. Students also develop skills in legal transcription and focus on keyboarding speed and accuracy. Emphasis is on the proper use of legal terminology, document format, and English grammar.

Prerequisite: LEGAL 105 Introduction to Legal Terminology and the Profession

MATH 10 Essential Math 3 Units

Students learn the fundamental concepts of arithmetic, including whole numbers, fractions, ratios, proportions, percentages, and signed numbers. A brief introduction to algebra is included.

MATH 103 Elementary Algebra 4 Units

Students practice fundamental algebraic operations on integers, rational numbers, polynomials, and algebraic expressions. This course also explores problems involving factoring, exponents, and scientific notation. Additionally, students apply mathematics concepts to real-world contexts.

Prerequisite: MATH 10 Essential Math

MATH 121 Intermediate Algebra 4 Units

Students learn algebraic simplification of polynomial, rational, exponential, and radical expressions. Students practice solving equations and inequalities involving absolute value, polynomial, rational, exponential, and radical expressions, and the graphing of lines and parabolas.

Prerequisite: MATH 103 Elementary Algebra or
ELECTR 106 Introduction to Electronics
and Electronics Math

MATH 205 Modern Business Mathematics 4 Units

Students explore applications of mathematics in economic and business contexts. Specific topics include functions and related business formulas, tables and graphs, and finance (including interest). The basic tools of quantitative analysis, emphasizing data presentation, measures of central tendency, and measures of variation and skewness, are also covered. This course includes an introduction to basic theory of random variables, probability theory, sampling, and sampling distributions.

Prerequisite: MATH 103 Elementary Algebra

MED ADMN 101 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.

MED ADMN 120 Fundamentals of Medical Terminology 3 Units

Students are introduced to the language used in a healthcare setting. Students learn medical terminology, concentrating on prefixes, suffixes, and roots common to diseases and the medical field. Pronunciation, identification, and spelling are stressed.

MED ADMN 201 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: ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

MED ADMN 230 Medical Computerized Office 3 Units

Students develop skill in entering, editing, analyzing, and retrieving patients' data using specialized medical software. This course also includes hands-on use of the software for insurance billing, coding of diseases, medical records, and related medical information.

Prerequisites: ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

COURSE DESCRIPTIONS

MED ADMN 245 Introduction to Medical Transcription 3 Units

Students practice transcribing recorded dictation of medical documents and reports using transcription machines with word-processing software. They apply the principles of English grammar, punctuation, spelling, and medical terminology as they transcribe healthcare documents.

Prerequisites: COMP APP 101 Word Processing Essentials
MED ADMN 120 Fundamentals of Medical Terminology

MED ADMN 281 Healthcare Internship 3 Units **MED ADMN 282 4 Units**

Students gain work experience through on-the-job training situations in the healthcare industry. Healthcare internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.

Prerequisite: Successful completion of four quarters of study in a Heald A.A.S. degree program

MED ASST 220 Medical Laboratory Procedures 6 Units

Students practice 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 (ECG) 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).

Prerequisites: ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

MED ASST 235 Pharmacology and Dosage Calculations 3 Units

Students acquire basic knowledge of pharmacology and drug dosage calculations. The pharmacology component includes drug classifications, action/kinetics, side effects, drug interactions, and desired outcomes. Dosage calculations emphasize the use of Roman numerals, percents, ratios, metric conversions, apothecary, and household measurement systems.

Prerequisites: ANATPHYS 215 Fundamentals of Anatomy and Physiology
MATH 10 Essential Math
MED ADMN 120 Fundamentals of Medical Terminology

MED ASST 240 Medical Clinical Procedures 3 Units

Students practice the basic clinical care skills and procedures necessary to perform routine patient care in a clinic or office setting. 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: ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

MED ASST 260 Medical Assisting Externship 5 Units

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

Prerequisites: MED ASST 220 Medical Laboratory Procedures
MED ASST 240 Medical Clinical Procedures

MED ASST 263 Medical Assisting Special Project 3 Units

This class is scheduled in conjunction with the Medical Assisting Externship. It offers students the opportunity to discuss their experiences during externship. They review the clinical and administrative concepts, procedures and skills required of a Medical Assistant and the opportunities available for Medical Assistants. Using their technical knowledge, medical terminology, and the research and analytical skills gained throughout the program, students complete a final project.

Co-requisite: MED ASST 260 Medical Assisting Externship

COURSE DESCRIPTIONS

NET ADMN 780 Windows 2003 Networking I 12 Units

This course and the NET ADMIN 880 Windows 2003 Networking II course map to the Microsoft Official Academic Course curriculum and includes material from the following Microsoft courses:

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

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

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

NET ADMN 880 Windows 2003 Networking II 12 Units

This course and the NET ADMIN 780 Windows 2003 Networking I course map to the Microsoft Official Academic Course curriculum and includes material from the following Microsoft courses:

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

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

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

NET TECH 700 Cisco Networking Fundamentals 6 Units

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

NET TECH 710 Routing Fundamentals 6 Units

This course is the second of four courses in the Cisco Networking Academy curriculum. Students explore routing fundamentals including WANs and routers, the router Command Line Interface, router components, router startup and setup, router configurations, and the router IOS. Students also study TCP/IP, IP addressing, routing protocols, and network troubleshooting.

NET TECH 810 Advanced Routing 6 Units

This course is the third of four courses in the Cisco Networking Academy curriculum. Students review the OSI model and study LAN design, LAN switching, and VLANs. Interior Gateway Routing Protocol, and network management are also covered.

NET TECH 850 WAN Technologies 6 Units

This course is the fourth of four courses in the Cisco Networking Academy curriculum. This course covers various WAN services, including LAPB, Frame Relay, ISDN, HDLC, PPP, and DDR. Students configure Frame Relay LMLs, map, and subinterfaces on a Cisco router.

NET TECH 900 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.

NET TECH 910 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.

NET TECH 920 Advanced Switching Concepts 5 Units

Students build upon the concepts they have learned from the switching portion of the CCNA program. Topics include 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.

COURSE DESCRIPTIONS

NET TECH 930 Troubleshooting a Cisco Network 5 Units

To learn how to troubleshoot a Cisco network, 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.

OFF SKLS 101 Keyboarding 3 Units

Students develop touch control of the keyboard. They build speed and accuracy through skill building exercises and keyboarding timings. Emphasis is placed on proper typing techniques. Students practice keying primary business documents such as letters and memos.

OFF SKLS 120 Office Procedures 6 Units

Students examine the multi-faceted tasks and processes that encompass a position in today's modern office. Topics covered include planning meetings and conferences, using alphabetic and numeric filing procedures, making travel arrangements, handling mail, and ordering supplies.

OFF SKLS 225 Integrated Office Projects 6 Units

Students demonstrate their ability to integrate a variety of software applications into business documents and projects. The importance of error-free documentation is stressed. Students complete office simulations and participate in a group project.

Prerequisites: COMP APP 101 Word Processing Essentials
COMP APP 121 Spreadsheet Applications
COMP APP 215 Professional Document Production
COMP APP 221 Database Management

PHYSICS 270 Introduction to Physics 4 Units

Students explore a variety of topics in the field of physics: mechanics, momentum, properties of matter, heat, sound, electricity, magnetism, and light.

Prerequisite: MATH 121 Intermediate Algebra

PROF DEV 226 Professional Career Development 3 Units

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

Prerequisite: Successful completion of four quarters of study in a Heald A.A.S. degree program

PSYCH 220 Introduction to Psychology 4 Units

Students learn theories and concepts of behavior, perception, and personality. Topics include biological, physiological, and cognitive processes, learning and motivation, emotion, lifespan development, social behavior, and applied psychology.

Prerequisite: ENGL 105 Composition and Reading

WEB TECH 225 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.

WEB TECH 725 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, TCP/IP, Internet servers, server-side scripting and database connectivity, and security.

WEB TECH 735 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.

WEB TECH 745 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.

COURSE DESCRIPTIONS

WEB TECH 825 Web Design Methodology 4 Units
and Technology

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.

WEB TECH 835 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.

WEB TECH 845 E-Commerce Practices 4 Units

Students create an e-commerce site, online catalogs, and provide transaction security. Students get 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.

WORKSHOP 10 Workshop (if required) 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.

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ACADEMIC CALENDAR

July Quarter

2005

2006

Orientation	January 25, 2005	January 24, 2006
First Day of Instruction	January 26, 2005	January 25, 2006
Last Day to Add a Class	February 1, 2005	January 31, 2006
Last Day to Adjust Course Load Without Financial Penalty	February 8, 2005	February 7, 2006
President's Day - Holiday	February 21, 2005	February 20, 2006
Last Day to Drop a Class Without a Failing Grade	March 1, 2005	February 28, 2006
Final Exams	April 6-7, 2005	April 5-6, 2006
Last Day of Instruction	April 7, 2005	April 6, 2006

April Quarter

Orientation	April 19, 2005	April 18, 2006
First Day of Instruction	April 20, 2005	April 19, 2006
Last Day to Add a Class	April 26, 2005	April 25, 2006
Last Day to Adjust Course Load Without Financial Penalty	May 3, 2005	May 2, 2006
Last Day to Drop a Class without a Failing Grade	May 24, 2005	May 23, 2006
Memorial Day - Holiday	May 30, 2005	May 29, 2006
No Classes**	May 31, 2005	May 30, 2006
Kamehameha Day*	June 10, 2005	June 12, 2006
Final Exams	June 30-July 1, 2005	July 5-6, 2006
Special Makeup Final Exams Day	July 5, 2005	
Last Day of Instruction	July 5, 2005	July 6, 2006

July Quarter

Orientation	July 26, 2005	July 25, 2006
First Day of Instruction	July 27, 2006	July 26, 2006
Last Day to Add a Class	August 2, 2005	August 1, 2006
Last Day to Adjust Course Load Without Financial Penalty	August 9, 2005	August 8, 2006
Admissions Day*	August 19, 2005	August 18, 2006
Last Day to Drop a Class Without a Failing Grade	August 23, 2005	August 29, 2006
Labor Day - Holiday	September 5, 2005	September 4, 2006
Final Exams	October 5-6, 2005	October 4-5, 2006
Last Day of Instruction	October 6, 2005	October 5, 2006

October Quarter

Orientation	October 18, 2005	October 17, 2006
First Day of Instruction	October 19, 2005	October 18, 2006
Last Day to Add a Class	October 25, 2005	October 24, 2006
Last Day to Adjust Course Load Without Financial Penalty	November 1, 2005	October 31, 2006
Last Day to Drop a Class Without Failing Grade	November 22, 2005	November 21, 2006
Thanksgiving - Holiday	November 24-25, 2005	November 23-24, 2006
No Classes	December 19-30, 2005	December 18-29, 2006
Classes Resume	January 3, 2006	January 2, 2007
Final Exams	January 11-12, 2006	January 10-11, 2007
Last Day of Instruction	January 12, 2006	January 11, 2007

*Honolulu campus only

** Except Honolulu campus