



ACADEMIC CATALOG

Effective August 2008



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 **Heald**
COLLEGE

EST. 1863



From the President and CEO of Heald College

Dear Student,

Congratulations on your decision to further your education and enhance your life! On behalf of our faculty, staff, and Board of Trustees, I want to personally welcome you to Heald College.

For more than 145 years, Heald has been an innovative leader in providing career-oriented education to students who have made the decision to begin or advance their careers. We continue this proud tradition at eleven campuses in California, Oregon, and Hawaii offering programs in the fields of Healthcare, Business, Legal, and Technology.

Our mission is “to prepare our students for academic, personal, and professional success through quality career-focused programs that develop skills to last a lifetime.” We are committed to creating an environment of excellence in teaching, learning and in fostering your success. I strongly encourage you to please take advantage of the opportunities available to you while enrolled at Heald.

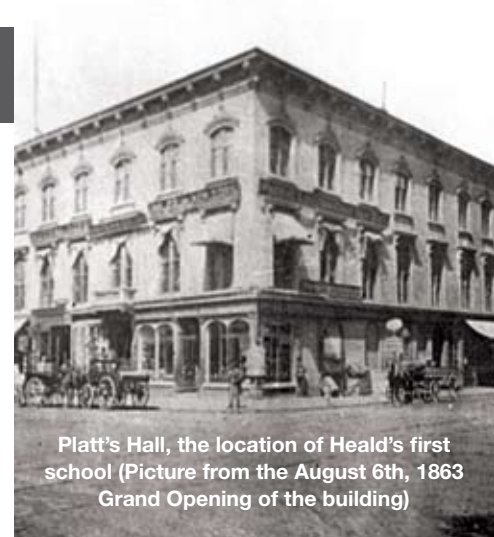
As an institution accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, Heald College adheres to the highest educational standards. Our faculty consists of people who know what it means to be in the work force. At Heald you'll find that our instructors have both academic and real-world experience. They teach practical, relevant skills that you will be able to use throughout your career.

I look forward to seeing you graduate with a career opportunity, confidence, self assurance, and the desire to continue to invest in yourself. As a Heald College graduate, you join the hundreds of thousands who have assumed rewarding careers as a result of a Heald education. Once again, congratulations and welcome.

Warmest regards,

Nolan A. Miura

President and Chief Executive Officer



Platt's Hall, the location of Heald's first school (Picture from the August 6th, 1863 Grand Opening of the building)

San Francisco Campus 1863



Stockton Campus



Concord Campus

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HEALD COLLEGE CAMPUS LOCATIONS

Central Administrative Office

601 Montgomery Street, 14th Floor, San Francisco, CA 94111
Phone (415) 808-1400 • Fax (415) 808-1598
www.heald.edu • info@heald.edu

California

Concord

5130 Commercial Circle,
Concord, CA 94520
Phone (925) 288-5800 • Fax (925) 288-5896
Concordinfo@heald.edu

Fresno

255 West Bullard Avenue, Fresno, CA 93704
Phone (559) 438-4222 • Fax (559) 438-0948
Fresnoinfo@heald.edu

Hayward

25500 Industrial Boulevard
Hayward, CA 94545
Phone (510) 783-2100 • Fax (510) 783-3287
Haywardinfo@heald.edu

Rancho Cordova

2910 Prospect Park Drive,
Rancho Cordova, CA 95670
Phone (916) 638-1616 • Fax (916) 638-1580
RanchoCordovainfo@heald.edu

Oregon

Portland

625 S.W. Broadway, Suite 200,
Portland, OR 97205,
Phone (503) 229-0492 • Fax (503) 229-0498
Portlandinfo@heald.edu

Roseville

7 Sierra Gate Plaza, Roseville, CA 95678
Phone (916) 789-8600 • Fax (916) 789-8606
Rosevilleinfo@heald.edu

Salinas

1450 N. Main Street, Salinas, CA 93906
Phone (831) 443-1700 • Fax (831) 443-1050
Salinasinfo@heald.edu

San Francisco

350 Mission Street,
San Francisco, CA 94105
Phone (415) 808-3000 • Fax (415) 808-3005
SanFranciscoinfo@heald.edu

San Jose

341 Great Mall Parkway, Milpitas, CA 95035
Phone (408) 934-4900 • Fax (408) 934-7777
SanJoseinfo@heald.edu

Stockton

1605 East March Lane, Stockton, CA 95210
Phone (209) 473-5200 • Fax (209) 477-2739
Stocktoninfo@heald.edu

Hawaii

Honolulu

1500 Kapiolani Boulevard,
Honolulu, HI 96814
Phone (808) 955-1500 • Fax (808) 955-6964
Honoluluinfo@heald.edu

ADMINISTRATIVE AND CAMPUS OPERATIONS

Nolan A. Miura, M.B.A.
President and
Chief Executive Officer

Sharlee Brittingham, B.A.
Regional Vice President
Campus Operations - West

Leah Cope, M.A., SPHR
Vice President
Human Resources

Travis Croft, BCom, CMA, CIA
Vice President
Controller

Eeva Deshon, B.S., CPA
Senior Vice President
Chief Financial Officer

Buck Garrett, M.A., J.D.
Vice President
Student and Career Services

Barbara Gordon, B.A.
Regional Vice President
Campus Operations - Bay

Nina Kamatani, M.A.
Regional Vice President
Admissions

John Keim, M.B.A.
Senior Vice President
Chief Academic Officer

John Mathias
Regional Vice President
Admissions

Jim Mirr, B.S., CFP
Vice President
Financial Aid

Matt Ormond, B.S.
Vice President
Information Technology

Stan D. Phillips, B.A.
Senior Vice President
Marketing and Admissions

Eric Rajasalu, M.A.
Vice President
Marketing

John Richmond, M.B.A.
Senior Vice President
Chief Information Officer

Evelyn Schemmel, B.S.
Regional Vice President
Campus Operations - Hawaii

James Sparkman, M.B.A.
Senior Vice President
Strategy and Corporate Development

Dennis Wood, J.D.
General Counsel

Guy Adams, M.A.
Campus President
Roseville

John N. "Nick" Davis, PhD
Campus President
Hayward

Maria Embry, A.A.S.
Campus President
Salinas

Jason Ferguson, M.B.A.
Campus President
Portland

Ada Gerard, M.S.
Campus President
Rancho Cordova

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

Shirley Llafet, M.A.
Campus President
Concord

John Luotto, M.B.A.
Campus President
San Jose

Robert Nodolf, Ed. D.
Campus President
Stockton

Daniel Waterman, M.A.
Campus President
San Francisco

BOARD OF TRUSTEES

Robert Bunje, Chair

Jamie Barrett

Charles M. Cook

Margaret Honey

Luther Luedtke

Russell Palmer

Fran Streets

MISSION STATEMENT

Heald College prepares students for academic, personal, and professional success through quality career-focused programs that develop skills to last a lifetime.

CHARTERS, ACCREDITATION, AND APPROVALS

Heald College is a regionally accredited career college.

Heald College is registered in the State of California as a limited liability company.

Heald College is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC) 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.

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

This school is a unit of a business corporation authorized by the State of Oregon to offer and confer the academic degrees described herein, following a determination that state academic standards will be satisfied under OAR 583-030. Inquiries concerning the standards or school compliance may be directed to the Office of Degree Authorization, 1500 Valley River Drive, Suite 100, Eugene, Oregon 97401.

The Heald College Health Information Technology Program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).

The Medical Assisting AAS degree at all campuses and the Medical Assisting Diploma at the Portland campus are 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 Programs
1361 Park Street, Clearwater, FL 33756
(727) 210 – 2350
www.caahep.org

The Medical Assisting Diploma program is not accredited by CAAHEP at the California and Honolulu campuses.

The Dental Assisting program at the Concord, Hayward and Stockton campuses of Heald College is approved by the Committee on Dental Auxiliaries (COMDA), the California state licensing agency that operates under the Dental Board of California. Approval was granted to the Stockton campus in November 2006 and granted to the Concord and Hayward campuses in February 2007. The Committee can be contacted at (916) 263-2595 or at 1428 Howe Avenue, Suite 58, Sacramento, CA 95825.

The programs in dental assisting at the Concord, Hayward, Honolulu, and Stockton campuses of Heald College are accredited by the Commission on Dental Accreditation. The Commission is a specialized accrediting body recognized by the United States Department of Education. The address follows:

The Commission on Dental Accreditation
211 East Chicago Avenue, Chicago, IL 60611.
(312) 440-4653

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.

Heald College is approved for the training of veterans and eligible veterans' dependents by the Veterans Administration. Students interested in Veterans Educational Benefits should contact the campus admissions office.

Heald College is a member of Servicemembers Opportunity Colleges ("SOC"), a consortium of national higher education associations that functions in cooperation with the Department of Defense, the military services including the National Guard, and the Coast Guard to help meet the voluntary higher education needs of servicemembers and their families. Military servicemembers, their spouses and children, and DOD employees, upon showing proof of military affiliation, are eligible to participate in Heald's military tuition program.

This catalog is published with an Addendum that includes information on tuition, fees and faculty and is not considered complete without this Addendum.

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 these accredited institutions that accept Heald credits toward bachelor's degree programs:

Alliant University
Argosy University
California State University System
CSU East Bay
CSU Fresno
CSU Monterey Bay
CSU Sacramento
Capella University
Chapman University
City University
Embry-Riddle Aeronautical University
Franklin University
Golden Gate University
Hawaii Pacific University
Menlo College
National College
Notre Dame de Namur
Portland State University
San Jose State University
Sonoma State University
University of Phoenix
Warner Pacific College
Wayland Baptist University

Acceptance standards vary by program and institution. See the Academic Affairs Department 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 healthcare, business, legal, or technology 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 education background that emphasizes critical thinking, problem solving, communication, and interpersonal skills.

THE ASSOCIATE OF ARTS DEGREE

Heald College graduates who have earned an Associate in Applied Science degree are eligible to earn an Associate of Arts degree at select campuses. By taking additional coursework in general education subjects such as art, history, music, and science, students receive additional preparation for a four-year degree.

THE DIPLOMA

Achieving success in healthcare, business, or technology requires continually updated knowledge as well as a strong educational background. A student may choose to build maximum essential skills in a shorter period of time in our diploma programs. A diploma is awarded upon completion of the required 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.

DISTANCE LEARNING (ONLINE COURSES)

Heald College offers some courses via distance learning in an online format. These courses have the same course descriptions, student learning outcomes, general topics, prerequisites, and units as the corresponding on-campus (residential) version of the courses. Heald publishes a schedule of courses offered online each quarter and students who meet the entrance criteria can register in one or more online courses. Please see the academic affairs office on campus for more information about online courses. Only students enrolled in degree, diploma, or certificate programs may take courses online and no more than 50% of the total units in a program may be completed via distance learning. To be eligible to take an online course(s) students must be interviewed by the Campus Online Coordinator, sign an Online Learning Agreement, and successfully pass the online learning orientation course.

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

- Agribusiness Administration (Degree)
- Associate of Arts (Degree)
- Business Accounting (Degree, Certificate)
- Business Administration (Degree, Diploma)
- Business Administration, Accounting (Degree, Diploma)
- Business Administration, Agribusiness (Degree)
- Business Administration, Criminal Justice (Degree, Diploma)
- Business Administration, Hospitality and Tourism (Degree, Diploma)
- Business Administration, Sales and Marketing (Degree, Diploma)
- Business Administration, Software Technologies (Degree, Diploma)
- Computer Systems and Network Security (Degree)
- Criminal Justice Administration (Degree)
- Dental Assisting (Degree, Diploma)
- Electronics Technology (Degree, Diploma)
- Health Information Technology (Degree)
- Information Technology, Network Security (Degree)
- Information Technology, Network Systems Administration (Degree, Diploma)
- Marketing and Sales (Degree)
- Medical Administrative Assistant (Degree)
- Medical Assisting (Degree, Diploma)
- Medical Insurance Billing and Coding (Diploma)
- Medical Office Administration (Degree, Diploma)
- Networking Technology, Cisco® Systems (Degree, Certificate)
- Networking Technology, Advanced Cisco® Systems (Degree, Certificate)
- Networking Technology, Microsoft® Windows® 2003 Systems Administration (Degree, Certificate)
- Office Skills (Certificate)
- Paralegal (Degree)
- Phlebotomy Technology (Certificate)
- Web Design and Administration, Web Design (Degree, Certificate)

EXPLANATION OF COURSE NUMBERING SYSTEM

Courses numbered from 100-999 are baccalaureate-level courses. When applying for admission at another school, it is up to the receiving institution to identify which baccalaureate-level courses will be accepted for transfer credit.

CERTIFICATION EXAMS

Heald College is an authorized provider of educational programs that help students prepare for the official certification tests created by the Microsoft® and Cisco® 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 or a Microsoft® Office® Specialist, 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 students to receive on-the-job training while earning college 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 Medical Assisting, Dental Assisting, and Health Information Technology programs and are also unpaid. Internships and externships are usually 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 (A.A.S.)

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 PROGRAMS

Communication Skills

College Composition and Research

Computational Skills

Modern Business Mathematics

Social Science

Introduction to Psychology

Natural Science

Introduction to Environmental Science

Foundations of Agricultural Science

Humanities/Fine Arts

Contemporary Literature: Cultural Perspectives

LEGAL 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

Social Science

Introduction to Psychology

Natural Science

Introduction to Physics

Humanities/Fine Arts

Contemporary Literature: Cultural Perspectives

GENERAL EDUCATION STUDENT LEARNING OUTCOMES

Critical Thinking

Students will be able to make informed decisions and solve problems as a result of analyzing, interpreting, and evaluating data and information from multiple sources.

Communication

Students will be competent in the use of multiple modes of communication to convey information. They will be able to use active listening skills while exhibiting a respect for and appreciation of others' viewpoints.

Diversity

Students will be able to appreciate a variety of cultures and respect the personal traits, generation differences, and attributes of others.

Quantitative Skills

Students will be able to use the principles of scientific methodology and mathematics to solve quantitative problems, analyze and interpret data, and make informed decisions.

Civic Responsibility

Students will recognize their personal obligation to participate in issues and organizations within their communities.

Lifelong Learning

Students will demonstrate intellectual curiosity and the willingness to continuously assess their knowledge, skills and abilities for currency, and update those when appropriate.

Resource Proficiency

Students will be able to locate, gather and organize information using appropriate technology and information systems.

Professionalism

Students will be able to demonstrate reliability, integrity, ethics, personal responsibility, professionalism in manner and dress, and a positive attitude at work.

AGRIBUSINESS ADMINISTRATION

Associate in Applied Science Degree in Agribusiness 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 Agribusiness Administration program:

- Business Administration
- Business Administration with an emphasis in Accounting
- Business Administration with an emphasis in Criminal Justice
- Business Administration with an emphasis in Legal Assisting
- 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

		Associate in Applied Science Degree
Major Courses		15 units
AGRIBUS 105	Introduction to Agribusiness	3
AGRIBUS 115	Agribusiness Principles	3
AGRIBUS 120	Fundamentals of Agricultural Marketing	3
AGRIBUS 125	Agricultural Sales and Marketing	3
FRN LANG 120	Conversational Spanish	3
Business Courses		3 units
BUS ADMIN 150	Introduction to Project Management*	3
General Education Courses		6 units
AGRIBUS 130	Foundation of Agricultural Science	6
Total Required for Degree		Varies*

*If a graduate of a Heald College AAS degree programs has completed BUS ADMN 150, substitute a Campus Designated Course.**

**Each campus will schedule additional courses as needed to complement the student's program.

*The A.A.S. in Agribusiness 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.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Use terminology appropriate to the agribusiness industry in written work and verbal presentations
- Describe the processes involved in bringing products to market
- Identify factors that affect prices, supply, demand, and allocation of farm commodities
- Identify food markets and consumer behavior
- Describe pest and disease management methodologies
- Keyboard at a basic level

Student Learning Outcomes:

- Complete the accounting cycle, including journalizing, posting, adjusting, and closing a companies accounts
- Apply Generally Accepted Accounting Principles (GAAP) in the preparation of financial statements
- Apply applicable federal and state laws for payroll and income taxes
- Use appropriate accounting terminology as it applies to accounting transactions of a business
- Use accounting software and spreadsheet applications to complete the accounting cycle
- Apply job costing and process costing methods in the manufacturing environment
- Use technology, including software and the Internet, to solve business problems

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 Legal Assisting
- 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
ACCTG 205	Principles of Accounting I	6
ACCTG 206	Principles of Accounting II	6
ACCTG 215	Accounting Spreadsheet Applications	3
ACCTG 223	Federal and State Income Taxes	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

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.

*Each campus will schedule additional courses as needed to compliment the student's program.
Please note that program offerings may vary depending on campus.

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		36 units	46 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 212	Principles of Public Speaking	4	4
MATH 10	Essential Math [†]	3	3
MATH 103	Elementary Algebra [†]	4	4
OFF SKLS 101	Keyboarding	3	3
OFF SKLS 151	Intermediate 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*		6 units	12 units
Total Required for Diploma/Degree		65 units	99 units

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

*Each campus 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.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes

- Apply basic concepts of business management, human resources, law and ethics, and accounting to a business environment
- Use software applications proficiently, including the creation, editing, and integration of documents, spreadsheets, databases, and presentations
- Use technology, including software and the Internet, to develop business solutions
- Use appropriate business terminology as it applies to business practices
- Perform general office functions
- Keyboard at a basic level

Student Learning Outcomes:

- Complete the accounting cycle, including journalizing, posting, adjusting, and closing a companies accounts
- Apply Generally Accepted Accounting Principles (GAAP) in the preparation of financial statements
- Apply applicable federal and state laws for payroll and income taxes
- Use appropriate accounting terminology as it applies to accounting transactions of a business
- Use accounting software and spreadsheet applications to complete the accounting cycle
- Apply job costing and process costing methods in the manufacturing environment
- Use technology, including software and the Internet, to solve business problems
- Keyboard at a basic level

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN ACCOUNTING

		Diploma	Associate in Applied Science Degree
Major Courses		15 units	27 units
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
ACCTG 207	Principles of Accounting III		6
COMP APP 121	Spreadsheet Applications	3	3
Business Courses		36 units	49 units
ACCTG 106	Computerized Accounting Concepts	3	3
ACCTG 215	Accounting Spreadsheet Applications		3
ACCTG 223	Federal and State Income Taxes		6
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 221	Database Management	3	3
ENGL 10	Essential Language Skills [†]	3	3
ENGL 105	Composition and Reading [†]	4	4
ENGL 212	Principles of Public Speaking	4	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
ENV SCI 225	Introduction to Environmental Science Perspectives	4	4
HUMNS 205	Contemporary Literature: Cultural		4
MATH 205	Modern Business Mathematics [†]	4	4
PSYCH 220	Introduction to Psychology		4
Campus Designated Courses*		3 units	3 units
Total Required for Diploma/Degree		66 units	99 units

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 student’s Entrance/Placement COMPASS scores.

*Each campus 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.

Please note that program offerings may vary depending on campus.

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN AGRIBUSINESS

Associate in Applied Science Degree

15 units

Major Courses

AGRIBUS 105	Introduction to Agribusiness	3
AGRIBUS 115	Agribusiness Principles	3
AGRIBUS 120	Fundamentals of Agricultural Accounting	3
AGRIBUS 125	Agricultural Sales and Marketing	3
FRN LANG 120	Conversational Spanish	3

Business Courses

58 units

ACCTG 104	Fundamentals of Accounting	3
ACCTG 106	Computerized Accounting Concepts	3
BUS ADMN 115	Principles of Business Management	3
BUS ADMN 150	Introduction to Project Management	3
BUS ADMN 216	Principles of Human Resources	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
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
ENGL 10	Essential Language Skills [†]	3
ENGL 105	Composition and Reading [†]	4
ENGL 212	Principles of Public Speaking	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

Campus Designated Course**

3 units

General Education Courses

22 units

AGRIBUS 130	Foundations of Agricultural Science	6
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

98 units

[†]Actual number of Math and English courses required is dependent on the student's 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.

**Each campus will schedule additional courses as needed to complement the students' program

Please note that program offerings may vary depending on campus.

Student Learning Outcomes

- Use terminology appropriate to the agribusiness industry in written work and verbal presentations
- Describe the processes involved in bringing products to market
- Identify factors that affect prices, supply, demand, and allocation of farm commodities
- Identify food markets and consumer behavior
- Describe pest and disease management methodologies

Student Learning Outcomes:

- Use appropriate terminology to describe the functional areas of the criminal justice system
- Research and identify issues, trends and opportunities in the law enforcement arena
- Identify the types of punishment used in the contemporary corrections system
- Identify types and elements of crime and their defenses
- Differentiate between the treatment of adults and juveniles in their respective criminal justice systems
- Use appropriate terminology as it relates to criminal justice
- Use technology, including software and the Internet, to solve business problems
- Keyboard at a basic level

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		45 units	58 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 212	Principles of Public Speaking	4	4
MATH 10	Essential Math [†]	3	3
MATH 103	Elementary Algebra [†]	4	4
OFF SKLS 101	Keyboarding	3	3
OFF SKLS 151	Intermediate 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*			6 units
Total Required for Diploma/Degree		66 units	99 units

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

*Each campus 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.

Please note that program offerings may vary depending on campus.

BUSINESS ADMINISTRATION

WITH AN EMPHASIS IN HOSPITALITY AND TOURISM

	Diploma	Associate in Applied Science Degree
Major Courses	15 units	27 units
BUS ADMN 175	Customer Service ^{††}	3
HOSP TOUR 100	Introduction to Hospitality and Tourism	3
HOSP TOUR 102	Travel Procedures	6
HOSP TOUR 103	Hotel Operations	6
HOSP TOUR 104	Food Service	6
HOSP TOUR 107	Hospitality and Tourism Field Experience ^{***}	3
Business Courses	41 units	54 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 212	Principles of Public Speaking	4
FRN LANG 120	Conversational Spanish I ^{††}	4
FRN LANG 121	Conversational Spanish II ^{††}	4
FRN LANG 264	Conversational Japanese Language I ^{***}	4
FRN LANG 265	Conversational Japanese Language II ^{***}	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	12 units	20 units
ENGL 155	College Composition and Research [†]	4
ENV SCI 225	Introduction to Environmental Science Perspectives	4
HUMNS 205	Contemporary Literature: Cultural	4
MATH 205	Modern Business Mathematics [†]	4
PSYCH 220	Introduction to Psychology	4
Campus Designated Course*		3 units
Total Required for Diploma/Degree	68 units	104 units

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

^{*}Each campus 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.

Please note that program offerings may vary depending on campus.

^{***}Honolulu campus only

^{††}Fresno only

Student Learning Outcomes

- Plan appropriate and cost effective travel for clients
- Use travel industry software and published material to source travel information
- Develop itineraries for a variety of modes of travel, including airline, ships, rail and auto
- Provide front desk services in a hotel or other accommodation facility
- Use technology, including software and the Internet, to solve business problems
- Converse in basic conversational Japanese or Spanish
- Keyboard at a basic level

Student Learning Outcomes

- Apply professional selling techniques
- Describe how product life cycles affect marketing and sales strategies
- Describe various consumer buying behaviors and explain the differences between prospects and customers
- Develop business, sales, and marketing plans for local, national and global commerce markets
- Describe the roles of sales, advertising, and marketing in the product life cycle
- Apply marketing strategies to successfully bring new products to market
- Create marketing and promotional materials to achieve business goals
- Describe the importance of professional business ethics
- Use technology, including software and the Internet, to solve business problems
- Keyboard at a basic level

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	3
BUS ADMN 145	Marketing Principles	3	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	3
Business Courses		42 units	46 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 221	Database Management	3	3
ENGL 10	Essential Language Skills [†]	3	3
ENGL 105	Composition and Reading [†]	4	4
ENGL 212	Principles of Public Speaking	4	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	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	99 units

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

*Each campus 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.

Please note that program offerings may vary depending on campus.

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 110	Networking Foundations		6
INFOTECH 115	Core Hardware Technologies	6	6
INFOTECH 125	Operating System Technologies	6	6
Business Courses		36 units	46 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 212	Principles of Public Speaking	4	4
INFOTECH 105	Introduction to Networking Concepts	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 Perspectives	4	4
HUMNS 205	Contemporary Literature: Cultural	4	4
MATH 205	Modern Business Mathematics [†]		4
PSYCH 220	Introduction to Psychology		4
Campus Designated Courses*			9 units
Total Required for Diploma/Degree		66 units	99 units

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

*Each campus 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.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Identify, troubleshoot, and resolve simple network, computer and software problems
- Utilize software applications that log and document problems
- Demonstrate proficiency with software applications, including the creation, editing, and integration of documents, spreadsheets and databases
- Apply basic concepts of business management and accounting to a business environment
- Use technology, including software and the Internet, to solve business problems
- Demonstrate communication skills that provide assistance, service, or training to aid end users in overcoming hardware, software, web or other technology related issues
- Keyboard at a basic level

Student Learning Outcomes

- Identify major threats to computer systems and networks and apply effective countermeasures to prevent such attacks, propose migration strategies, and develop recovery plans
- Support multiple operating system platforms and apply the principles of software and hardware hardening to prepare a stable and secure network infrastructure
- Recognize and evaluate changes in the security environment and security field
- Install, configure, and maintain common network security safeguards for software, hardware, and the physical environment
- Communicate to all levels of an organization concepts relating to network security
- Use teamwork, initiative, and responsibility to create a secure business infrastructure

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:

- Business Administration with an emphasis in Software Technologies
- Computer Information Technology
- Computer Technology

Major Courses

	Business Administration Software Technology	Computer Technology/ Computer Information Technology
INFOTECH 260 Introduction to Computer Security Concepts	3	3
INFOTECH 285 Disaster Recovery	3	3
INFOTECH 290 Computer Forensics	6	6
INFOTECH 295 Defensive Countermeasures	3	3
Technical Courses		
INFOTECH 215 Advanced Networking	6	
INFOTECH 270 Introduction to Routing Concepts	3	3
OFF SKLS 101 Keyboarding or Campus Designated Course**		3*

Campus Designated Course*

Total Required for Degree **24 units** **3 units**
Varies***

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

**Each campus 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 completed for the first A.A.S degree

Please note that program offerings may vary depending on campus.

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 Legal Assisting
- 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

		Associate in Applied Science Degree
CRIM JUS 105	Introduction to Criminal Justice	15 units
CRIM JUS 115	Criminology	3
CRIM JUS 150	Introduction to Corrections	3
CRIM JUS 205	Criminal Investigation	3
CRIM JUS 220	Criminal Law	3

Business Courses

CRIM JUS 240	Contemporary Issues in Criminal Justice	10 units
CRIM JUS 245	Juvenile Justice	3
ENGL 212	Principles of Public Speaking or Campus Designated Course*	4

Total Required for Degree

Varies**

*Each campus 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.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Use appropriate terminology to describe the functional areas of the criminal justice system
- Research and identify issues, trends and opportunities in the law enforcement arena
- Identify the types of punishment used in the contemporary corrections system
- Identify types and elements of crime and their defenses
- Differentiate between the treatment of adults and juveniles in their respective criminal justice systems
- Use appropriate terminology as it relates to criminal justice
- Use technology, including software and the Internet, to solve business problems

Student Learning Outcomes

- Identify facial landmarks and chart the existing conditions of teeth and their diagnosed treatment
- Use dental terminology as appropriate to the situation
- Comply with HIPAA standards and OSHA guidelines
- Practice Standard Precautions
- Project a professional image and adhere to a standard of dental ethics
- Perform dental office administrative tasks proficiently, including use of dental software
- Complete insurance claim forms and obtain referrals and pre-authorizations
- Perform basic chairside skills required for a general or specialty dental practice
- Perform clinical support procedures necessary for the general or specialty dental practice
- Manipulate and handle dental materials proficiently and fabricate temporary crowns
- Satisfactory completion of CPR training according to the American Heart Association Standards
- Take a full-mouth set of clinically diagnosable x-rays observing radiation safety standards
- Perform coronal polishing
- Use technology, including software and the Internet, to solve business problems
- Keyboard at a basic level

DENTAL ASSISTING

		Diploma	Associate in Applied Science Degree
		37 Units	37 units
Major Courses			
DENTASST 100	Dental Anatomy	3	3
DENTASST 105	Dental Sciences	3	3
DENTASST 106	Biomedical Sciences	3	3
DENTASST 110	Dental Materials	6	6
DENTASST 120	Pharmacology and Office Emergencies	3	3
DENTASST 205	Chairside Assisting I	6	6
DENTASST 211	Dental Office Management	3	3
DENTASST 215	Chairside Assisting II	3	3
DENTASST 216	Coronal Polishing	1	1
DENTASST 230	Radiology I	3	3
DENTASST 235	Radiology II	3	3
Business Courses		24 Units	42 units
COMP APP 100	Introduction to Software Applications	3	3
COMP APP 101	Word Processing Essentials		3
DENTASST 250	Dental Assisting Externship I	5**	5**
DENTASST 251	Dental Assisting Seminar I	1	1
DENTASST 255	Dental Assisting Externship II	5**	5**
DENTASST 256	Dental Assisting Seminar II	1	1
ENGL 10	Essential Language Skills†	3	3
ENGL 105	Composition and Reading†		4
ENGL 212	Principles of Public Speaking		4
MATH 10	Essential Math†	3	3
MATH 103	Elementary Algebra†		4
OFF SKLS 101	Keyboarding	3	3
PROF DEV 226	Professional Career Development		3
WORKSHOP 10	Workshop (if required)		0
General Education Courses		4 Units	20 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology	4	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 Diploma/Degree		65 Units	99 units

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

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

Please note that program offerings may vary depending on campus.

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
ELECTR 237	Industrial Electronics and Troubleshooting		6
Technical Courses		28 units	39 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 211	Graduation Project, Planning Phase		1*
INFOTECH 212	Graduation Project, Completion Phase		1*
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 Course**			3 units
Total Required for Diploma/Degree		64 units	98 units

[†]Actual number of English courses required is dependent on the student's Entrance/Placement COMPASS scores.

*INFOTECH 211 and 212 are required for all students. INFOTECH 212 may be replaced by completing an Internship, INFOTECH 280/281/282. Internships are optional and may not be available at all campuses each quarter. If available, students may substitute an Internship for INFOTECH 212 and earn additional units. Internships are typically available during the day, Monday through Friday; students should consult their campus Academic Affairs office for information on Internship availability.

**Each campus will schedule additional courses as needed to complement the student's program. Students who are enrolled in INFOTECH 282 may not be required to take a campus designated course.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Analyze electronic circuits by applying electronic theories and laws
- Demonstrate a thorough understanding of the relationship between voltage, current, resistance, and power in an electronic circuit
- Read and interpret schematic diagrams of electronic circuits; identifying components, describing operation, and tracing signal flow
- Demonstrate appropriate troubleshooting techniques using standard electronics test equipment
- Communicate technical information in a professional and comprehensible manner to internal users and external customers
- Document technical information obtained accurately while troubleshooting or analyzing an electronic circuit
- Work effectively as an individual or in collaborative groups in a technical environment

Student Learning Outcomes

- Ensure the accuracy and validity of healthcare data and records
- Ensure regulations and standards are followed for collecting, analyzing, and reporting healthcare data
- Ensure health information is available to legitimate users
- Protect patient privacy and provide information security
- Code and classify data for reimbursement
- Analyze and prepare health data and prepare reports
- Use software applications proficiently including the creation, editing, and integration of documents, spreadsheets, and databases
- Use appropriate medical terminology as it applies to health information technology

HEALTH INFORMATION TECHNOLOGY

Associate in Applied Science Degree

Major Courses

HLTH 100	Healthcare Delivery Systems	3
HLTH 140	Legal and Ethical Healthcare Issues	3
HLTH 155	Disease Pathology and Pharmacotherapy	6
HLTH 170	Healthcare Management & Supervision	3
HTH INFO 101	Introduction to Diagnostic Coding	3
HTH INFO 102	Introduction to Procedural Coding	3
HTH INFO 110	Healthcare Records and Data Structure	3
HTH INFO 160	Healthcare Statistics	3
HTH INFO 180	Healthcare Computing	3
HTH INFO 203	Advanced Coding	6
HTH INFO 205	Reimbursement Methodologies	3

39 units

Business Courses

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 212	Principles of Public Speaking	4
HTH INFO 260	Health Information Technology Externship	5
MATH 10	Essential Math [†]	3
MATH 103	Elementary Algebra [†]	4
MED ADMN 120	Fundamentals of Medical Terminology	3
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
WORKSHOP 10	Workshop (if required)	0

44 units

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

20 units

Total Required for Diploma/Degree

103 units

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

Please note that program offerings may vary depending on campus.

INFORMATION TECHNOLOGY

WITH AN EMPHASIS IN NETWORK SECURITY

Associate in Applied Science Degree

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

27 units

Technical Courses

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 110	Networking Foundations	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 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

49 units

General Education Courses

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

20 units

Campus Designated Course**

3 units

Total Required for Degree

99 units

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

*INFOTECH 211 and 212 are required for all students. INFOTECH 212 may be replaced by completing an Internship, INFOTECH 280/281/282. Internships are optional and may not be available at all campuses each quarter. If available, students may substitute an Internship for INFOTECH 212 and earn additional units. Internships are typically available during the day, Monday through Friday; students should consult their campus Academic Affairs Department for information on Internship availability.

**Each campus will schedule additional courses as needed to complement the student's program. Students who are enrolled in INFOTECH 282 may not be required to take a Campus Designated Course.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Identify major threats to computer systems and networks and apply effective countermeasures to prevent such attacks, propose migration strategies, and develop recovery plans
- Support multiple operating system platforms and apply the principles of software and hardware hardening to prepare a stable and secure network infrastructure
- Recognize and evaluate changes in the security environment and security field
- Install, configure, and maintain common network security safeguards for software, hardware, and the physical environment
- Communicate to all levels of the organization concepts relating to network security
- Use teamwork, initiative, and responsibility to create a secure business infrastructure
- Keyboard at a basic level

Student Learning Outcomes

- Discuss the technologies and concepts associated with the implementation of information technology networks
- Demonstrate knowledge of networking standards, protocols, services, and resources
- Perform common network administrative tasks associated with user and resource management, maintenance, and monitoring of systems and fault tolerance strategies
- Configure common network services
- Troubleshoot hardware and software issues
- Troubleshoot and repair network connectivity, resource access, and service issues
- Apply written, verbal, and interpersonal skills to facilitate effective support of local and remote end-users in an organization's network
- Demonstrate professional behavior that reflects integrity, dependability, and the commitment to contribute effectively as part of the Information Technology team
- Provide technical support in person and over the phone
- Recognize and avoid computer viruses, use and update anti-virus software, and recover from a virus attack
- Keyboard at a basic level

INFORMATION TECHNOLOGY

WITH AN EMPHASIS IN NETWORK SYSTEMS ADMINISTRATION

		Diploma	Associate in Applied Science Degree
Major Courses		24 units	36 units
INFOTECH 110	Networking Foundations	6	6
INFOTECH 115	Core Hardware Technologies	6	6
INFOTECH 125	Operating System Technologies	6	6
INFOTECH 215	Advanced Networking	6	6
INFOTECH 220	Introduction to Linux		6
INFOTECH 265	Advanced Database Concepts		6
Technical Courses		29 units	40 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 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
Campus Designated Course**			3 units
Total Required for Diploma/Degree		65 units	99 units

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

*INFOTECH 211 and 212 are required for all students. INFOTECH 212 may be replaced by completing an Internship, INFOTECH 280/281/282. Internships are optional and may not be available at all campuses each quarter. If available, students may substitute an Internship for INFOTECH 212 and earn additional units. Internships are typically available during the day, Monday through Friday; students should consult their campus Academic Affairs Department for information on Internship availability.

**Each campus will schedule additional courses as needed to complement the student's program. Students who are enrolled in INFOTECH 282 may not be required to take a Campus Designated Course.

Please note that program offerings may vary depending on campus.

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 A.A.S. degree by successfully completing this 25-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

Associate in Applied Science Degree

18 units

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

7 units

Business Courses

COMP APP 121	Spreadsheet Applications	3
ENGL 212	Principles of Public Speaking	4

Total Required for Degree

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 or ENGL 212. For those students, substitute Campus Designated Courses (scheduled by the Academic Affairs Department).

**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.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Apply professional selling techniques
- Describe how product life cycles affect marketing and sales strategies
- Describe various consumer buying behaviors and explain the differences between prospects and customers
- Develop business, sales, and marketing plans for local, national and global commerce markets
- Describe the roles of sales, advertising, and marketing in the product life cycle
- Apply marketing strategies to successfully bring new products to market
- Create marketing and promotional materials to achieve business goals
- Describe the importance of professional business ethics
- Use technology, including software and the Internet, to solve business problems

Student Learning Outcomes

- Interact courteously with patients when scheduling appointments, obtaining patient histories, and providing care
- Use appropriate medical terminology for front office tasks and when providing patient education
- Use diagnosis and procedural codes for medical billing
- Perform medical office administrative tasks, including use of computerized medical management software
- Complete insurance claim forms and obtain managed care referrals and pre-certifications
- Transcribe recorded dictation of medical documents and reports
- Maintain confidential patient records
- Demonstrate proficiency with software applications, including the creation and editing of documents, spreadsheets and databases
- Demonstrate knowledge of HIPAA standards and OSHA guidelines
- Apply basic concepts of business management and human resources to a medical environment

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 Legal Assisting
- 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
- Computer Technology

		Business Software Applications / Computer Business Administration	Computer Information Technology	Business Administration Program
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**

*Each campus 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.

†MED ADMIN 281 (3 units) or 282 (4 units) Healthcare Internship 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.

Please note that program offerings may vary depending on campus.

MEDICAL ASSISTING

	62-unit Diploma*	Associate in Applied Science Degree
Major Courses	33 units	33 units
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	21 units	44 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 212	Principles of Public Speaking	4
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	8 units	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
Campus Designated Courses		
Total Required for Diploma/Degree	62 units	97 units

*Actual number of math and English courses required is dependent on the student's Entrance/Placement COMPASS scores.

†Not available at all campuses

**Externships are usually available during the day, Monday through Friday

PHLEBOTOMY TECHNOLOGY***

Students who have earned a Heald Associate in Applied Science degree in Medical Assisting may earn a certificate of completion in Phlebotomy Technology by successfully completing the courses listed below:

Major Courses		5 units
PHLEB 225	Phlebotomy Principles	3
PHLEB 226	Phlebotomy Principles Lab	1
PHLEB 270	Phlebotomy Externship	1**
Total Required for Certificate		5 units

*** Not available at all campuses

Student Learning Outcomes:

- Apply principles of infection control and aseptic and sterilization techniques
- Prepare examination and treatment areas and assist with positioning and draping, treatments, examinations, and procedures, and the complete general physical examination
- Take vital signs and body measurements
- Collect and process urine and blood specimens and perform diagnostic tests
- Give injections
- Obtain an electrocardiogram (ECG)
- Identify drug classifications and calculate dosage
- Demonstrate customer service skills in patient interaction
- Perform medical office administrative tasks, including medical billing and use of computerized medical management software
- Transcribe recorded dictation of medical documents and reports
- Demonstrate competence with HIPAA standards and OSHA guidelines
- Perform first aid techniques and obtain CPR certification

Student Learning Outcomes

- Assign a code to each diagnosis and procedure in a patient's record
- Explain reimbursement payment systems and prepare medical insurance claims
- Demonstrate competence in the use of software applications to assign standardized codes
- Use ethical and legal principles in coding and billing processes

MEDICAL INSURANCE BILLING AND CODING

Major Courses

HLTH 100	Healthcare Delivery Systems	3
HLTH 140	Legal and Ethical Healthcare Issues	3
HLTH 155	Disease Pathology and Pharmacotherapy	6
HLTH 160	Quality Assurance and Reimbursement Methodologies	6
HLTH 201	Capstone Coding	3
HTH INFO 101	Introduction to Diagnostic Coding	3
HTH INFO 102	Introduction to Procedural Coding	3
HTH INFO 110	Healthcare Records and Data Structure	3

Business Courses

COMP APP 100	Introduction to Software Applications	3
HLTH 202	Professional Practice Experience	3
MED ADMN 120	Fundamentals of Medical Terminology	3
MED ADMN 200	Healthcare Billing and Coding	3
MED ADMN 230	Medical Computerized Office	3
OFF SKLS 101	Keyboarding	3

General Education Courses

ANATPHYS 215	Fundamentals of Anatomy and Physiology	4
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Total Required for Diploma

52 Units

Certification Exams

To become a Certified Coding Associate (CCA), the student must pass a certification exam. To be eligible to sit for the CCA examination, candidates must have earned a high school diploma from a United States high school or have an equivalent background.

Please note that program offerings may vary depending on campus.

MEDICAL OFFICE ADMINISTRATION

	Diploma	Associate in Applied Science Degree
Major Courses	18 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	3
MED ADMN 245 Introduction to Medical Transcription		3
Business Courses	36 units	49 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
ENGL 10 Essential Language Skills [†]	3	3
ENGL 105 Composition and Reading [†]	4	4
ENGL 212 Principles of Public Speaking	4	4
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
OFF SKLS 151 Intermediate Keyboarding	3	3
PROF DEV 226 Professional Career Development		3
WORKSHOP 10 Workshop (if required)	0	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**		9 units
Total Required for Diploma/Degree	66 units	99 units

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

*MED ADMIN 281 (3 units) or 282 (4 units) Healthcare Internship 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.

**Each campus will schedule additional courses as needed to complement the student's program.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Interact courteously with patients when scheduling appointments, obtaining patient histories, and providing care
- Use appropriate medical terminology for front office tasks and when providing patient education
- Use diagnosis and procedural codes for medical billing
- Perform medical office administrative tasks, including use of computerized medical management software
- Complete insurance claim forms and obtain managed care referrals and pre-certification
- Transcribe recorded dictation of medical documents and reports
- Maintain confidential patient records
- Demonstrate proficiency with software applications, including the creation and editing of documents, spreadsheets and databases
- Demonstrate knowledge of HIPAA standards and OSHA guidelines
- Apply basic concepts of business management and human resources to a medical environment
- Keyboard at a basic level

Student Learning Outcomes

- Design, build, and document a basic network and its structured cabling
- Install and configure Cisco® switches and routers in multi-protocol networks using local- and wide-area networks
- Provide Level 1 troubleshooting service
- Perform maintenance using the proper networking software tools and equipment in accordance with safety, building, and environmental codes

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.

		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
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 completed for the first A.A.S. degree.

Please note that program offerings may vary depending on campus.



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 Networking Technology with an emphasis in Advanced Cisco® Systems program. The total number of units required depends on those completed for the first A.A.S. degree.

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.

		Certificate	Associate in Applied Science Degree
Major Courses			
NET TECH 901	Advanced Routing Configuration	6	6
NET TECH 911	Remote Access Networks	6	6
NET TECH 921	Multi-layer Switching	6	6
NET TECH 931	Network Troubleshooting	6	6
Total Required for Certificate/Degree		24 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 completed for the first A.A.S. degree.

Please note that program offerings may vary depending on campus.



Student Learning Outcomes:

- Install, configure, and operate LANs, WANs, and remote access services for enterprise size organizations
- Implement scalable networks using multilayer switching technologies
- Create and deploy a global intranet
- Troubleshoot a network environment using Cisco® routers and switches for multiple protocol clients and services

Student Learning Outcomes

- Install and upgrade desktop and server operating systems
- Install and configure services, protocols, remote access, and routers
- Design, implement, administer, support, and monitor a network information system
- Use network systems engineering methodologies and techniques to analyze business requirements to plan a network information system
- Use problem solving and troubleshooting skills in hardware and software related issues

NETWORKING TECHNOLOGY

WITH AN EMPHASIS IN MICROSOFT® WINDOWS® 2003 SYSTEMS ADMINISTRATION

Associate in Applied Science Degree in Networking Technology

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

- Business Administration 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 completed for the first A.A.S. degree.

Please note that program offerings may vary depending on campus.

Microsoft | IT Academy Program

OFFICE SKILLS

Heald Certificate of Completion

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

		Certificate
Major Courses		15 units
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
Business Courses		6 units
ACCTG 104	Fundamentals of Accounting	3
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

Certification Exams

To become a Microsoft® Office Specialist, the student must pass one or more of the Microsoft® Office Specialist Core certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

*Each campus will schedule additional courses as needed to complement the student's program.

Please note that program offerings may vary depending on campus.



Authorized Testing
Center

Student Learning Outcomes:

- Complete the accounting cycle, including journalizing, posting, adjusting, and closing a companies accounts
- Use software applications proficiently, including the creation, editing, and integration of documents, spreadsheets, databases, and presentations

Student Learning Outcomes

- Conduct independent legal research and apply critical thinking skills to identify areas of law that are relevant and applicable to various legal issues.
- Draft legal correspondence, memoranda, pleadings and other legal documentation applying critical thinking, organizational, and legal research and legal writing skills.
- Apply modern and legal technology to the performance of legal documentation, tasks and other assignments.
- Demonstrate an ability to assist an attorney.
- Assist an attorney in preparing legal cases for trial through the use of interviewing and investigation skills, legal research and legal document preparation skills.
- Identify and analyze ethical issues that may arise in the performance of work as a paralegal.
- Perform law office management tasks such as maintaining case files and other relevant case information in an organized and effective manner suitable for the legal environment.
- Demonstrate effective communication skills and how they are used in relation to the profession of a paralegal.

PARALEGAL

Associate in Applied Science Degree

Major Courses

LEGAL 105	Introduction to Legal Terminology and the Profession	3
LEGAL 120	Legal Research	3
LEGAL 130	Legal Writing	3
LEGAL 140	Civil Litigation for Paralegals I	3
LEGAL 150	Civil Litigation for Paralegals II	3
LEGAL 205	Legal Office Management	3

18 units

Paralegal and Business Courses

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 212	Principles of Public Speaking	4
LEGAL 170	Criminal Law and Procedure	4
LEGAL 180	Torts	3
LEGAL 190	Contracts	3
LEGAL 200	Ethics for Paralegals	4
LEGAL 220	Business Organizations and Corporations	3
LEGAL 230	Family Law	4
LEGAL 295/296	Paralegal Internship**	3 or 4
MATH 10	Essential Math	3
MATH 103	Elementary Algebra	4
OFF SKLS 101	Keyboarding	3
OFF SKLS 151	Intermediate Keyboarding	3
PROF DEV 226	Professional Development	3
SUCCESS 100	Success Strategies	3

60 units

General Education Courses

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

20 units

Campus Designated Courses*

3 Units

Total Required for Degree

101 units

*Each campus will schedule one or more of the following Campus Designated Courses as needed to complement the student's program:

LEGAL 250	Real Estate Law (3 units)
LEGAL 260	Administrative Law (3 units)
LEGAL 270	Bankruptcy (3 units)
LEGAL 280	Wills, Trusts, and Probate (3 units)
LEGAL 290	Advanced Legal Research (3 units)

**LEGAL 295 Paralegal Internship (3 units) or LEGAL 296 (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.

Please note that program offerings may vary depending on campus.

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.

		Diploma	Associate in Applied Science Degree
Major Courses			
WEB TECH 725	Network and Internet Fundamentals	4	4
WEB TECH 735	Web Page Authoring Fundamentals	4	4
WEB TECH 746	Introduction to Active Server Pages	4	4
WEB TECH 825	Web Design Methodology and Technology	4	4
WEB TECH 835	E-Commerce Strategies	4	4
WEB TECH 845	E-Commerce Practices	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 completed for the first A.A.S. degree.

Please note that program offerings may vary depending on campus.

Student Learning Outcomes:

- Explain the basics of Internet technologies, network infrastructure, web design methodology, and web design technology
- Design, create, modify, and update web sites
- Use authoring and scripting languages to create content and digital media, and employ standards and technologies for both business-to-business and business-to-consumer e-commerce Web sites
- Create and manage an e-commerce web site linked to a database
- Deploy e-business and network security solutions
- Install, configure, and manage certificate services for e-commerce

Student Learning Outcomes

- Compare and contrast visual art from various cultures
- Critically analyze written, spoken, and visual arguments for argumentative strategies, logical fallacies, assumptions, key definitions, and various forms of evidence
- Apply appropriate statistical technique to sets of data
- Formulate a probability distribution
- Describe the path the United States took to become a world power
- Identify masterpieces of classical music repertoire
- Compare and contrast music of various periods for texture, rhythm, form, melodic contour, harmonic orientation, and time of composition

ASSOCIATE OF ARTS

Associate of Arts Degree

Graduates of the following Heald College Associate in Applied Science degree programs may earn an A.A. degree by successfully completing the Associate of Arts program:

- Business Administration
- Business Administration with an emphasis in Accounting
- Business Administration with an emphasis in Agribusiness
- Business Administration with an emphasis in Criminal Justice
- Business Administration with an emphasis in Hospitality and Tourism
- Business Administration with an emphasis in Legal Assisting
- Business Administration with an emphasis in Sales and Marketing
- Business Administration with an emphasis in Software Technologies
- Dental Assisting
- Electronics Technology
- Health Information Technology
- 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
- Medical Assisting
- Medical Office Administration
- Paralegal

Graduates of other Heald A.A.S. degree programs (i.e. Computer Business Administration, Business Software Administration, Computer Technology, Computer Information Technology) may be required to take prerequisite courses before entering this program.

		Business or Legal	Healthcare	Technology
Major Courses				
ANATPHYS 215	Fundamentals of Anatomy & Physiology [†]	4		4
ART 205	Art, Film, and Media [†]	4	4	4
ENGL 203	Advanced Public Speaking **	1	1	
ENGL 212	Principles of Public Speaking [†]			4
ENGL 255	Advanced Composition and Critical Thinking [†]	4	4	4
ENV SCI 225	Introduction to Environmental Science [†]		4	4
HIST 221	History of the United States (1865-Present) [†]	4	4	4
LAB 200	Physical and Life Science Laboratory [†]	1	1	1
MATH 121	Intermediate Algebra	4	4	
MATH 230	Introduction to Statistics [†]	4	4	4
MUSIC 205	History of Music: From Chants to Rap [†]	4	4	4
PHYSICS 270	Introduction to Physics [†]	4	4	

Total Required for Degree

34 units 34 units 33 units

[†]Indicated courses have been approved as CSU General Education Breadth Certification Courses.

*Students who satisfactorily completed ENGL 202 Public Speaking (3 units) will need to take ENGL 203 Advanced Public Speaking (1 unit). Students who have not previously completed ENGL 202 must be scheduled for ENGL 212 Principles of Public Speaking.

Students enrolled in the Associate of Arts degree program complete general education courses in the following CSU GE-Breadth Subject Areas:

A1	Oral Communication	Principles of Public Speaking
A2	Written Communication	College Composition and Research
A3	Critical Thinking	Advanced Composition and Critical Thinking
B1	Physical Science	Introduction to Physics
B2	Life Science	Fundamentals of Anatomy and Physiology
B3	Laboratory Activity	Physical and Life Science Laboratory
B4	Mathematics / Quantitative Reasoning	Introduction to Statistics
C1	Arts	Art, Film, and Media History of Music, from Chants to Rap
C2	Humanities	Contemporary Literature: Cultural Perspectives
D6	History	History of the United States (1865 – Present)
D7	Interdisciplinary Social or Behavioral Science	Environmental Science
D8	Psychology	Introduction to Psychology

Please note that program offerings may vary depending on campus.

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.

Student learning outcomes:

- Use accounting terms and concepts as appropriate to the accounting cycle
- Explain the double entry framework in the context of debits and credits
- Journalize transactions in general journal format and post to general ledger accounts
- Create and use financial statements
- Prepare end-of-period adjustments and closing entries

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

Student learning outcomes:

- Use navigators and functions of the QuickBooks or Peachtree accounting software
- Apply accounting concepts to computerized accounting systems
- Recognize relationship between manual and computer accounting systems
- Create and explain the importance of an audit trail
- Set up the books for a new company
- Create and modify reports including financial statements

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.

Student learning outcomes:

- Calculate gross pay including overtime pay for time-based, salaried, piece-work, and commission-based wage plans according to the Fair Labor Standards Act
- Determine employer's share of payroll taxes for FICA, SUTA, FUTA
- Identify and complete appropriate tax forms used to report and remit payroll taxes to appropriate federal and state agencies
- Calculate amounts to be withheld for federal income tax, FICA, and other payroll deductions and resulting net pay

- Prepare payroll register and employees' earnings records
- Identify basic laws affecting payroll

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

Student learning outcomes:

- Distinguish the activities of a merchandising business from those of a service business
- Journalize transactions for a merchandising business using the perpetual inventory method
- Compute the cost of inventory using FIFO, LIFO, and weighted average method
- Use accounting equation in the accounting cycle
- Use a worksheet for end-of-cycle adjustment and the preparation of financial statements
- Calculate and journalize depreciation using commonly accepted methods
- Record the acquisition and disposal of fixed assets including the calculation of the gain/loss on sale or trade
- Apply GAAP to solve accounting problems
- Identify FASB, APB, SEC, AICPA

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

Student learning outcomes:

- Differentiate and list pros and cons of various forms of organization: proprietorship, partnership, LLP, and corporation
- Analyze financial statements
- Prepare cash flow statements
- Calculate amounts and record transactions related to stocks, bonds, and other forms of capital
- Amortize bond discount (premium) using the straight-line and/or effective interest rate method
- Record transactions related to investments in stocks and bonds
- Record partnership transactions including original set up, division of profit/loss, dissolution, and liquidation

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

COURSE DESCRIPTIONS

such as break-even analysis, and other management concerns including ethical and global issues.

Prerequisite: ACCTG 206 Principles of Accounting II

Student learning outcomes:

- Compare and contrast financial and managerial accounting
- Describe the flow of costs using a job order system versus process cost system
- Use breakeven analysis to calculate the breakeven point, sales required to reach a profit, and “what if” analysis
- Classify manufacturing costs
- Identify costs for manufacturing environment
- Complete process and job order costing

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.

Prerequisite: COMP APP 121 Spreadsheet Applications

Prerequisite or Co-requisite: ACCTG 205 Principles of Accounting

Student learning outcomes:

- Use spreadsheet application to prepare standard accounting spreadsheets such as payroll registers and depreciation schedules
- Calculate values using the high-level functions such as PV and PMT of a spreadsheet application
- Edit and change worksheets as necessary
- Use spreadsheet application to produce and present financial statements and budgets
- Set up spreadsheets using appropriate business formatting and models

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

Student learning outcomes:

- Select and complete state tax forms and supporting documentation
- Select and complete federal tax forms and supporting documentation
- Identify and calculate appropriate tax allowances, exceptions, deductions, gains, losses, and credits for individuals and businesses
- Utilize a manual method or computer software to prepare individual tax returns
- Identify itemized deductions and tax credits

- Utilize appropriate tax table, schedule, or worksheet to calculate tax

- Identify taxable vs. exempt income

AGRIBUS 105

Introduction to Agribusiness 3 units

Students cover the basic principles of agribusiness including commodity markets, regulatory issues, economic principles and the management of an agribusiness.

Student learning outcomes:

- Use terminology appropriate to the agribusiness industry in written work and verbal presentations
- List and describe the types of organizational structures and relationships and the careers found throughout the industry
- Identify the types of domestic and international markets that are relevant to the agricultural industry and the regulatory bodies associated with each
- Describe the processes involved in bringing products to market

AGRIBUS 115

Agribusiness Principles 3 units

Students explore the agricultural market structures, international trade, government policy and factors that affect prices, supply, demand and allocation of farm commodities. OSHA and personnel management issues related to agribusiness are covered.

Student learning outcomes:

- Describe agricultural market structures
- Examine agribusiness international trade and government policies
- Identify factors that affect prices, supply, demand and allocation of farm commodities
- Analyze OSHA and personnel management issues related to agribusiness

AGRIBUS 120

Fundamentals of Agricultural Accounting 3 units

Students apply the basic rules of record keeping for agribusinesses including inventory depreciation, cash and accrual, tax reporting, credit and finance, and investments.

Prerequisite: ACCTG 104 Fundamentals of Accounting

Student learning outcomes:

- Describe accounting systems used by agribusiness
- Analyze the financial statements for an agribusiness
- Discuss payroll issues as they apply to an agribusiness
- Examine credit and finance options available to an agribusiness
- Make calculations for inventory as needed for financial statements
- Record fixed assets and calculate depreciation
- Discuss GAAP/FGAP as they relate to an agribusiness' record keeping

COURSE DESCRIPTIONS

AGRIBUS 125

Agricultural Sales and Marketing

3 units

Students explore selling and marketing agricultural products and public relations in agriculture. Sales presentations on agricultural equipment, supplies, and products are included.

Student learning outcomes:

- Apply marketing processes specific to the agribusiness industry
- Conduct market research
- Analyze marketing opportunities and propose strategies
- Identify food markets and consumer behavior
- Use agribusiness marketing terminology
- Develop an agribusiness marketing plan for a product or service

AGRIBUS 130

Foundations of Agricultural Science

6 units

This course explores the science of soil, the interrelationships of plants and society, the environment, pest management, animal science, and the biological and chemical foundations of agricultural science.

Student learning outcomes:

- Identify the necessary components for productive soils
- Describe the various methods of crop production
- Identify several key livestock and fowl breeds
- Identify various cover crops and define their purpose in enhancing productive soil
- Describe pest and disease management methodologies

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. (CSU area B2)

Student learning outcomes:

- Identify the body systems, organs they contain, and their basic functions
- Identify common diseases of various body systems
- Identify the four types of tissue and their functions
- Use medical terminology related to anatomy and physiology
- Find information on anatomy and physiology on the Internet

ART 205

Art, Film, and Media

4 units

Students are introduced to the study of visual arts in different mediums such as drawing, painting, sculpture, photography, film, and graphic design. The evolution of the visual arts from prehistoric times to the modern era is covered, and attention is given to western as well as nonwestern art forms, including those from the Islamic world, Asia, and Africa. The course culminates with students' critical analysis of visual art at a local museum. (CSU area C1)

Prerequisite or Co-requisite: ENGL 155 College Composition and Research

Student learning outcomes:

- Discuss the elements of art, principles of design, and the creative process
- Discuss major historical and contemporary movements in art and how art reflects its time
- Compare and contrast visual art from various cultures
- Identify the different art media

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.

Student learning outcomes:

- Identify the advantages and disadvantages of the three types of business ownership
- Identify and apply through scenarios and projects the use of management styles
- Apply time management techniques
- Understand and use business terminology
- Identify models of management structure and describe effectiveness of each
- Define business ethics and social responsibility and describe their roles in business

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.

Student learning outcomes:

- Identify the various types of sales opportunities – retail, product, and services
- Develop sales scripts and presentations
- Deliver a sales presentation
- Create reports including sales projects and contact activity
- Develop sales documents that are used to procure business

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.

Student learning outcomes:

- Discuss the marketing process
- Conduct market research
- Analyze marketing opportunities and propose strategies
- Identify target markets and consumer behavior
- Demonstrate knowledge of marketing terminology
- Create a marketing plan for a product or service

COURSE DESCRIPTIONS

BUS ADMN 150

Project Management

3 units

Students develop skills needed for effective project management. Project management stages are covered from initiation to completion. Strengths and weaknesses of various project management tools are included.

Student learning outcomes:

- Identify the steps in developing and executing a project plan
- Determine the start, duration, and finish limits for project activities
- Identify a project's critical path timeline
- Identify effective project management productivity tools
- Prepare and deliver formal project plans, presentations and reports

BUS ADMN 175

Customer Service

3 units

This course addresses the importance of customer service in the success and future of businesses. Customer service techniques and personal skills that attract and retain customers are identified and developed.

Student learning outcomes:

- Discuss the importance of customer service to attract and retain customers
- Define multi-channel customer contact points
- List ways to earn repeat business from customers
- List the steps to be used in dealing with an angry customer
- Provide examples of positive and negative language

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.

Student learning outcomes:

- Identify laws that affect employment including hiring, promoting, evaluating and terminating employees
- Analyze business problems related to human resource functions
- Use human resources terminology
- Analyze business cases

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.

Student learning outcomes:

- Design and develop an Internet-based business
- Develop an e-commerce business plan

- Describe and differentiate between internet businesses and traditional businesses

- Identify marketing and sales strategies of internet-based businesses

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.

Student learning outcomes:

- Develop an advertising campaign
- Identify a target market
- Describe the process of developing a media campaign
- Write and edit advertising copy
- Create advertising materials that are appropriate for a variety of audiences

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.

Student learning outcomes:

- Apply the concepts of contractual law, case law, civil law, jurisdiction, and ethics to business problems
- Communicate business law situations using appropriate legal terminology
- Apply law and ethics to case studies

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

Student learning outcomes:

- Plan the development of a product or service based on availability of resources and market demand
- Write a marketing plan for a new product or service
- Give an oral presentation promoting a product or service

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.

COURSE DESCRIPTIONS

Student learning outcomes:

- Prepare and present a professionally-assembled portfolio

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.

Student learning outcomes:

- Identify the pre-sales, sales, and post-sales techniques used when selling technical products
- Present technical information to potential customers
- Provide good customer service in a retail or technical setting

BUS ADMN 281

Business Administration Internship

3 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. Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms.
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

BUS ADMN 282

Business Administration Internship

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. Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms.
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

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.

Student learning outcomes:

- Use basic software applications, including word processing, spreadsheets, presentation, database, and electronic communications (email)
- Organize documents in folders on the computer
- Conduct basic Internet searches
- Produce business documents using software applications
- Use basic computer terminology

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

Student learning outcomes:

- Create, format, and edit documents
- Produce mail-merge letters labels, and envelopes
- Create newsletters, including columns, multiple selections, and graphics
- Insert and modify text, images and graphics
- Insert, view, and edit comments
- Save documents as Web pages

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

Student learning outcomes:

- Work with cells and cell data
- Manage workbooks, including files and folders, templates, naming conventions, and file formats
- Modify, format and print worksheets
- Create and revise formulas using statistical, date and time, financial, and logical functions
- Create and modify graphics

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

COURSE DESCRIPTIONS

Student learning outcomes:

- Create new presentations
- Insert and edit text-based content, tables, charts, diagrams, pictures, shapes and graphics
- Manage and deliver presentations
- Create professional documents, including business card, logo or letterhead, tri-fold brochure, and newsletter
- Insert graphics, clip art, and photographs

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

Student learning outcomes:

- Create, modify, and manage databases
- Enter and edit records
- Create and modify forms
- Develop tables and queries
- Create and modify reports

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. (CSU Area D8)

Student learning outcomes:

- Explain the American criminal justice system
- Describe the qualifications required to fill criminal justice and law enforcement jobs
- Distinguish between criminal and civil law
- Articulate the importance and application of the Bill of Rights to the criminal justice system
- Use basic criminal justice terminology

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. (CSU Area D0)

Student learning outcomes:

- Discuss theories about crime and the causes of crime
- Identify the social, economic, and psychological theories of criminal behavior
- Analyze and critique crime statistics
- Apply research methods to source current information for use when discussing or writing about criminal justice issues

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.

Student learning outcomes:

- Describe the historical development of punishment
- Identify and discuss the constitutional safeguard of prisoners
- Differentiate between the goals of rehabilitation and punishment
- Differentiate between the goals of parole and probation
- Identify the types of prisons in the United States and their organizational structure

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.

Student learning outcomes:

- Discuss the proper collection and storage of evidence
- Apply the rules applicable to the preservation, search and seizure, and processing of evidence
- Identify the ethical issues that may arise during a criminal investigation
- Use terminology common to criminal investigations and criminal evidence

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. (CSU Area D8)

Student learning outcomes:

- Identify criminal laws and their enforcement based on federal and state jurisdiction
- Use legal terminology common to criminal issues
- Determine what constitutes a crime
- Identify ethical issues in relation to criminal law
- Identify the portions of the Constitution that relate to criminal law
- Use the IRAC method of analysis

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.

COURSE DESCRIPTIONS

Student learning outcomes:

- Discuss current ethical dilemmas in the field of criminal justice
- Identify current issues and trends in the field of criminal justice
- Describe new alternatives for incarceration
- Identify social issues prevalent in society such as racial profiling, gang activities, crimes against minorities, etc

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.

Student learning outcomes:

- Differentiate between the treatment of adult and juvenile criminals in their respective criminal justice systems
- Identify ethical issues in the juvenile justice system
- Relate social factors to juvenile criminal behavior
- Analyze familial factors that relate to juvenile criminal behavior

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.

Student learning outcomes:

- Use the universal numbering system for teeth proficiently
- Identify the anatomical landmarks and structure of the head and neck
- Identify and transcribe the morphology and function of dentition
- Identify types of teeth and their functions
- Name and identify the location of each of the tooth surfaces
- Define occlusion and outline Angle's classification of malocclusion

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.

Prerequisite or Co-requisite: DENTASST 100 Dental Anatomy

Student learning outcomes:

- Recognize and explain the process of dental caries
- Recognize the etiology, risk factors, and treatment of periodontal disease

- Identify all aspects of preventive dentistry including oral hygiene, nutrition, fluoride therapy, and brushing/flossing techniques
- Recognize and differentiate between normal histology and abnormal oral pathology

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 Standard Precautions, and they process and sterilize instruments.

Student learning outcomes:

- Identify different types of microorganisms and the methods of disease transmission in a dental office
- Explain and perform disinfection and sterilization techniques using the seven steps in processing
- Identify the regulatory and advisory agencies
- Explain OSHA standards and Standard Precautions
- Identify common methods of personal protection against chemical exposure
- List the factors in bacterial contamination of dental unit water
- Define ergonomics and demonstrate the exercises that can reduce muscle fatigue and strengthen muscles

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.

Prerequisite or Co-requisite: DENTASST 100 Dental Anatomy
DENTASST 106 Biomedical Sciences

Student learning outcomes:

- Evaluate, differentiate between, and apply restorative and esthetic materials for direct and indirect restoration
- Identify uses for and manipulate liners, bases, bonding systems and cements for permanent and temporary restorations
- Identify and prepare three types of dental impressions to include preliminary, final, and bite registration
- Fabricate custom impression trays and dental models while following proper safety precautions

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.

COURSE DESCRIPTIONS

They learn to take and read vital signs along with how to recognize, prevent, and manage medical emergencies in the dental office.

Student learning outcomes:

- Take dental and medical health histories and review them to anticipate and prevent common office emergencies
- Recognize and assist in common emergencies that occur in the dental office
- Attain CPR certification and have knowledge of first aid procedures
- Record vital signs proficiently
- Demonstrate knowledge of the treatment and management of physically compromised patients

DENTASST 205

Chairside Assisting I

6 units

Students are introduced to the dental operator. They prepare the operatory 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

Prerequisite or Co-requisite: DENTASST 110 Dental Materials

Student learning outcomes:

- Identify the forms used in patient records and explain their purpose, function, and importance to dental treatment
- Use the diagnostic techniques for patient assessment
- Differentiate between anatomical and geometric diagram for charting
- Use color coding in a chart diagram
- Perform techniques used in dental care including treatment room preparation, operator/assistant positioning, and instrument transfer
- Identify and demonstrate use of dental hand instruments, handpieces, and accessories
- Demonstrate proper moisture control utilizing the oral evacuation system, air water syringe, and dental dams
- Comprehend the importance of pain control and the complications and precautions in the use of topical and local anesthetics and nitrous oxide/oxygen sedation

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

Student learning outcomes:

- Compose a letter appropriate for use in a dental practice
- Communicate with dental patients in the office and on the telephone

- Schedule appointments for maximum productivity
- Use a manual and computerized bookkeeping system
- Identify types of dental insurance and prepare claims accurately and promptly so all fees are collected from the appropriate party
- Demonstrate an understanding of HIPAA guidelines

DENTASST 215

Chairside Assisting II

3 units

Students continue to practice dental assisting techniques in support of the dentist in the operatory. Assisting techniques used in dental specialty practices are introduced.

Prerequisite: DENTASST 205 Chairside Assisting I

Student learning outcomes:

- Explain the process and principles of restorative dentistry, including use of retention pins, intermediate restoration, composite veneers, matrices, and use of the wedge
- Recognize the differences of full crowns, inlays, onlays, and veneer crowns
- Discuss the dental assistant's role in making provisional prosthesis
- Describe the steps in constructions of a full and partial denture
- Discuss dental implants and endodontics, including the procedures and medications common to each
- Identify the instruments used and role of radiographs in periodontal treatment
- Describe surgical procedures commonly performed in oral and maxillofacial surgery
- Explain the safety steps necessary for patient and assistant during sealant placement
- Identify malocclusion and the types of appliances used in corrective orthodontics

DENTASST 216

Coronal Polishing

1 unit

Students learn how to perform coronal polishing to clinical proficiency.

Prerequisite or Co-requisite: DENTASST 205 Chairside Assisting I

Student learning outcomes:

- Explain coronal polishing procedures to the patient
- Utilize proper armamentaria in an organized sequence
- Use proper techniques when polishing teeth with selected abrasives and polishing agents
- Complete a coronal polishing procedure on at least three patients within 45 minutes each to clinical proficiency (Level 4)

DENTASST 230

Radiology I

3 units

In this course, students gain knowledge of radiation safety measures. They learn how to produce diagnostic x-rays using manikins and then practice a variety of techniques taking dental x-rays for patients.

Prerequisite or Co-requisite: DENTASST 100 Dental Anatomy
DENTASST 106 Biomedical Sciences

COURSE DESCRIPTIONS

Student learning outcomes:

- Demonstrate use of radiation safety techniques
- Discuss the laws for the practice of radiography
- Identify the parts of the x-ray machine.
- Identify the critical organs sensitive to radiation exposure and be familiar with the ALARA concept
- Protect the patient and operator from excess radiation during taking of x-rays
- Use infection control principles during film exposure
- Identify and use the various types of x-ray film holders and devices
- Take a full-mouth series of x-rays of good quality
- Assemble and label film holders
- Process radiographs

DENTASST 235 Radiology II

3 units

Students continue to use radiation safety measures while exposing x-rays on patients. They prepare the equipment and supplies needed and produce x-rays using standard dental techniques. Students develop competency in processing and mounting radiographs.

Prerequisite: DENTASST 230 Radiology I

Student learning outcomes:

- Apply radiation safety guidelines when taking dental radiographs
- Identify the federal laws that govern radiation safety
- Describe digital radiography and how it differs from traditional radiography
- List indications for skull x-ray and panoramic radiography and the clinical applications of the findings
- Describe TMJ disease conditions and who treats them
- Take dental radiography for different age groups of patients and patients with physical disabilities
- Practice infection control during exposure and film processing
- Practice and follow the HIPAA rules and patient privacy regulations
- Take a full mouth series of x-rays on a patient to competency
- Process and mount a radiograph

DENTASST 250 Dental Assisting Externship I

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.

Prerequisites: DENTASST 205 Chairside Assisting I
DENTASST 230 Radiology I

Student learning outcomes:

- Assist office staff in taking and processing dental radiographs
- Practice infection control techniques and Standard Precautions
- Abide by HIPAA guidelines and maintain confidentiality
- Assist in chairside functions and recordkeeping

- Present a positive, professional image
- Welcome and seat patients
- Apply dental terminology to the dental environment

DENTASST 251 Dental Assisting Seminar I

1 Unit

This class is held in conjunction with Dental Assisting Externship I. It offers students an opportunity to discuss their experiences during the externship. In addition, students continue to expand their knowledge of dental concepts, terminology, and procedures to meet professional requirements.

Co-requisite: DENTASST 250 Dental Assisting Externship I

Student learning outcomes:

- Discuss the externship experiences they had and highlights of those experience by their peers.
- Fill out forms required to document externship
- Identify topics to be tested on the appropriate version of the RDA exam
- Complete a final project on a dental topic
- Present a professional presentation on the final project

DENTASST 255 Dental Assisting Externship II

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.

Prerequisite: DENTASST 250 Dental Assisting Externship I

Student learning outcomes:

- Assist office staff in taking and processing dental radiographs
- Practice infection control techniques and Standard Precautions
- Abide by HIPAA guidelines and maintain confidentiality
- Assist in chairside specialty functions and recordkeeping
- Present a positive, professional image
- Welcome and seat patients
- Apply dental terminology to the dental environment

DENTASST 256 Dental Assisting Seminar II

1 Unit

This class is held in conjunction with Dental Assisting Externship II. It offers students an opportunity to discuss their experiences during the externship. In addition, students continue to expand their knowledge of dental concepts, terminology, and procedures to meet professional requirements.

Co-requisite: DENTASST 255 Dental Assisting Externship II

Student learning outcomes:

- Discuss the externship experiences they had and highlights of those experience by their peers.
- Fill out forms required to document externship
- Discuss the topics to be tested on the appropriate version of the certification exam(s)
- Use test taking techniques in preparation for the appropriate version of the certification exam(s)

COURSE DESCRIPTIONS

ELECTR 106

Introduction to Electronics and Electronics Math 6 units

Students explore voltage, current, power, and resistance, and apply these concepts to simple series and parallel circuits. Students use test equipment, schematics, and basic electronics components. Students learn circuit analysis through the use of Ohm's Law. Students review basic mathematics concepts and are introduced to the tools they will need for the study and application of electronics. Mathematics topics include decimal number systems, scientific notation, logarithms, and algebraic expressions.

Student learning outcomes:

- Analyze and build series, parallel, and series-parallel circuits from schematic diagrams
- Perform circuit measurements using a digital multimeter (voltage, current, resistance)
- Demonstrate proper soldering and desoldering techniques
- Draw basic schematics utilizing electronic component symbols
- Identify electrical quantities along with the corresponding unit of measurements and their symbols
- Manipulate number values with metric, engineering, or unit notation

ELECTR 116

Digital Electronics Principles 6 units

Students examine basic building blocks of digital electronic circuits, from discrete gates, counters, multiplexers, flip-flops, and registers, through the more complex digital circuitry used in microprocessors. Students perform lab experiments that involve computer simulations, breadboarding, testing, and troubleshooting a variety of digital circuits. Topics include the binary and hexadecimal number systems, Boolean algebra, and digital circuit simplification techniques.

Prerequisite: ELECTR 106 Introduction to Electronics and Electronics Math

Student learning outcomes:

- Describe the difference between digital and analog signals
- Interpret and use digital information presented in various formats (i.e.: binary, decimal, hexadecimal, BCD, and ASCII)
- Construct, analyze, and troubleshoot digital circuits containing SSI and MSI logical integrated circuits
- Compare and contrast TTL and CMOS logic component characteristics
- Identify and describe the operation and characteristics of the basic logic (AND, NAND, OR, NOR, X-OR, X-NOR, NOT & buffer) gates
- Simplify and reduce Boolean combinational logic expressions
- Identify and describe the operation of adders/subtractors, multiplexers and demultiplexers, encoders/decoders, and multivibrator circuits
- Identify and describe the operation and characteristics of sequential logic circuits

ELECTR 117

DC and AC Electronics Principles 6 units

Students learn the principles of DC electronics, including electromagnetism, inductance and capacitance, and apply Kirchhoff's Laws to circuit analysis. Students are introduced to basic AC concepts, including reactance, impedance, and resonance. Students use trigonometry and the Pythagorean Theorem to analyze AC circuits. Students perform lab experiments that demonstrate computer-aided circuit analysis, breadboarding, testing circuits, and soldering and desoldering techniques.

Prerequisite: ELECTR 106 Introduction to Electronics and Electronics Math

Student learning outcomes:

- Use an oscilloscope to set up and measure DC voltage and AC voltage and frequency
- Recognize sine waveforms, square waveforms, and triangular waveforms and perform analysis of them
- Determine time shift and phase shift using dual-trace display oscilloscope
- Analyze and troubleshoot RL, RC, and RLC circuits
- Use schematics in analyzing and calculating series-parallel, RC, RL, and RLC AC circuits
- Demonstrate proper use of the power supply, DMM, function generator, and oscilloscope when building and analyzing AC circuits
- Identify the purpose and function of inductive components such as transformers, relays, magnetic switches, and speakers

ELECTR 226

Semiconductor Electronics Principles 6 units

Students examine the operation of PN junctions and common semiconductor components. Semiconductor components covered include diodes, bipolar junction transistors, field effect transistors, and optical devices. Students apply course concepts to power supplies, amplifiers, and switching circuits. Students complete lab experiments that demonstrate computer-aided circuit analysis, breadboarding, and the testing and troubleshooting of analog and switching circuits.

Prerequisite: ELECTR 117 DC and AC Electronics Principles

Student learning outcomes:

- Apply the principles of semiconductor theory to the operation of power supplies, amplifiers, and switching circuits
- Test circuits and produce report on results
- Build, analyze, and troubleshoot PN junction circuits, tri-terminal device circuits, and power supplies (incorporating rectifiers, filters, and regulator circuits),
- Build, analyze, and troubleshoot various classes of amplifier circuits using BJTs and FETs

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

COURSE DESCRIPTIONS

experiments in computer-aided circuit analysis, breadboarding, and testing and troubleshooting of various circuits.

Prerequisite: ELECTR 117 DC and AC Electronics Principles

Student learning outcomes:

- Describe and analyze the operation of linear electronic circuits
- Analyze and troubleshoot operational amplifier circuits, filter circuits, oscillator circuits, and analog to digital / digital to analog converter circuits
- Build an op-amp equalizer
- Describe the major sections and components of AM/FM radios
- Analyze and troubleshoot superheterodyne receivers

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

Student learning outcomes:

- Describe signaling, switching, and voice processing techniques used in telephone networks
- Identify local loop, common telephone connectivity, and safety issues
- Describe types of LAN and WAN technologies used in computer networks
- Install, configure, and create user accounts on the network operating systems Windows Server 2003 and Red Hat Linux 7.X
- Troubleshoot network problems that would require the use of PING, TRACERT, and NETSTAT

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

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

Student learning outcomes:

- Recognize standardized functional electronics circuits
- Troubleshoot complex analog and digital circuits
- Describe the architecture of microcontrollers and how they interface with other circuits
- Troubleshoot microcontrollers

- Design and troubleshoot a ladder-logic program used to control manufacturing process

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.

Student learning outcomes:

- Write paragraphs using various formats (cause and effect, comparison/contrast, persuasion, description, and narration)
- Use proper grammar, spelling, and punctuation
- Edit their written sentences and paragraphs
- Prepare and give an oral presentation

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. (Not transferable to CSU)

Prerequisite: ENGL 10 Essential Language Skills

Student learning outcomes:

- Write formal, academic essays
- Use correct grammar, spelling, and punctuation when writing
- Critically analyze readings
- Integrate new vocabulary in writing
- Prepare oral presentation(s) using principles of organization and formal language

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. (CSU area A2)

Prerequisite: ENGL 105 Composition and Reading

Student learning outcomes:

- Revise their own writing for errors in grammar, usage, and mechanics
- Describe and utilize an acceptable college-level writing style when constructing argumentative and persuasive essays
- Conduct research and integrate research findings into argumentative and/or persuasive essays
- Use correct MLA citations and Works Cited pages
- Analyze and evaluate the effectiveness of arguments in readings

COURSE DESCRIPTIONS

- Use new vocabulary encountered in readings
- Prepare and give presentations orally

ENGL 203

Advanced Public Speaking

1 unit

Students develop skills in the preparation and delivery of oral presentations in a workplace environment. Students select appropriate topics, analyze material, and organize information for public speaking. Students prepare written critical assessments of speeches. (CSU area A1)

Prerequisite: ENGL 202 Public Speaking

Student learning outcomes:

- Deliver presentations, employing appropriate body language and demonstrating confidence
- Write a critical analysis of a debate and an analysis of other speakers
- Integrate visual aids and external sources into presentations

ENGL 212

Principles of Public Speaking

4 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, written analysis, and delivery of presentations. (CSU area A1)

Prerequisite or Co-requisite: ENGL 105 Composition and Reading

Student learning outcomes:

- Employ a process approach to speech preparation
- Use audience analysis and audience adaptation techniques
- Deliver well-executed presentations, employing appropriate body language and demonstrating confidence
- Integrate visual aids and external sources into presentations
- Critically analyze outside sources and integrate them as evidence into persuasive speaking
- Write critical analyses of arguments for persuasive speeches and analyses of other speakers

ENGL 255

Advanced Composition and Critical Thinking

4 units

Students study the principles of argument as they apply to written, visual, and oral texts (both fiction and non-fiction), and apply them with increasing sophistication to their own research-based persuasive writing. Critical thinking will be developed through analysis of rhetorical strategies and Toulmin's argument structure as well as through examination of common logical fallacies. Advanced composition topics include primary research, advanced prose style, syntax analysis, cohesive strategies, audience analysis, and tone. Students write a minimum of 8,000 words. (CSU area A3)

Prerequisite: ENGL 155 College Composition and Research

Student learning outcomes:

- Critically analyze written, spoken, and visual arguments for argumentative strategies, logical fallacies, assumptions, key definitions, and various forms of evidence
- Conduct primary research and integrate it effectively with secondary research into persuasive writing

- Analyze audience characteristics and tailor specific persuasive strategies for the audience
- Identify and utilize advanced prose style and syntax in writing
- Employ techniques for persuasive argument and advanced composition in student's own writing

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. (CSU area D7)

Prerequisite: ENGL 105 Composition and Reading

Student learning outcomes:

- Describe the interrelatedness of oneself with the environment
- Recognize the ways that humans impact the environment
- Explain the earth's cycles (carbon, phosphorus, nitrogen)
- Identify the major parts of an ecosystem
- Differentiate between matter and energy and their primary place in environmental science
- Discuss emigration's and immigration's impact on population growth
- Identify renewable and non-renewable energy sources

FRN LANG 120

Conversational Spanish I

4 units

Students learn and apply basic conversational Spanish. Emphasis is placed on practical applications of vocabulary, pronunciation, and grammar.

Student learning outcomes:

- Converse in Spanish in basic conversations
- Pronounce Spanish sounds correctly
- Use basic Spanish vocabulary in spoken and written communication
- Use appropriate Spanish grammar when writing basic sentences and paragraphs

FRN LANG 121

Conversational Spanish II

4 units

Students continue the study of the Spanish language, culture, and customs. They increase their ability to converse in Spanish 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 Spanish language.

Prerequisite: FRN LANG 120 Conversational Spanish I

Student learning outcomes:

- Converse in Spanish
- Use appropriate Spanish grammar
- Discuss basic Spanish culture and history

COURSE DESCRIPTIONS

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.

Student learning outcomes:

- Pronounce Japanese syllables correctly
- Use Japanese vocabulary in basic greetings and daily conversation
- Apply grammar in the usage of copula, motion, action, locative verbs, adjectives, and particles
- Show sensitivity and understanding toward other languages and cultures.

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

Student learning outcomes:

- Listen and pronounce Japanese syllables correctly
- Continue to build vocabulary
- Form and speak simple questions and answers
- Apply I-adjectives and Na-adjectives correctly
- Express time, desires, honorifics, reasons, various counters
- Begin to expand verb inflection
- Show sensitivity and understanding toward other languages and cultures.

HIST 221

History of the United States (1865-Present)

4 units

This is a survey course that covers the development of the United States after the civil war to the present. Through a review of chronological topics, students analyze the political, economic, social, geographic, and cultural impacts upon American life. Topics include reconstruction, development of the west, industrialization, Progressivism, empire building, World War I & II, the Depression, the Cold War, and modern political events. (CSU area D6)

Prerequisite or Co-requisite: ENGL 155 College Composition and Research

Students learning outcomes:

- Describe the impact that western migration had on the development of the United States.
- Explain several of the social, economic, and cultural changes that occurred from 1865 to present.
- Discuss American involvement in major world events such as conflicts and crises.
- Describe the path the United States took to become a world power.

- Identify the role of the U.S. in the post-cold war world
- Compare and contrast the changing role of the United States on world politics from 1865 to present
- Explain the impact that immigration has had on the United States
- Discuss several major social, political, and economic events that occurred in the U.S. from 1865 to present

HLTH 100

Healthcare Delivery Systems

3 units

Students learn about the current structure, organization, activities and future direction of hospitals, mental health and ambulatory care facilities, nursing homes, and hospices in the United States. Students also explore government regulations, medical ethics, healthcare financing, and the responsibilities of healthcare professionals.

Student learning outcomes:

- Identify various healthcare organizations and healthcare providers in the United States and the communities they serve
- Explain how various healthcare organizations operate and describe their management structure
- Describe the major types of healthcare providers, health care disciplines, and occupations.
- Describe the kinds of data collected by the healthcare industry and how it is used
- Identify the healthcare payment and reimbursement systems used in the United States
- Discuss the major milestones in the history of healthcare in the United States
- Compare and contrast the various quality assessment and improvement strategies used by the healthcare industry

HLTH 140

Legal and Ethical Healthcare Issues

3 units

Students study current legal and ethical issues applicable to the healthcare industry. They are introduced to health information and the health record as a legal document. Topics included are patient confidentiality and privacy, patient rights and release of information, informed consent, advance directives, compliance, fraud and abuse, HIPAA, and e-Health.

Prerequisite for Health Information Technology program only:

HTH INFO 110 Health Records and Data Structure

Student learning outcomes:

- Describe the various means that federal and state governments use to regulate healthcare
- Explain the importance of protecting a patient's right to privacy and confidentiality
- State how ethics and professional codes of conduct impact healthcare

HLTH 150

Disease Pathology

3 units

This course focuses on the definition, cause, signs and symptoms, diagnosis, and treatment of specific diseases. Pharmacotherapy and alternative treatments are covered.

COURSE DESCRIPTIONS

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

Student learning outcomes:

- Describe common human diseases related to the major body systems
- Research common treatments for diseases and disorders of the human body
- Identify and properly use terms related to common human diseases
- Recognize the signs, symptoms, and diagnostic tests for common human diseases and disorders
- Discuss the typical course and management for a common medical disorder
- List the strengths and weaknesses of conventional therapeutic interventions and complementary & alternative medicine

HLTH 155 Disease Pathology and Pharmacotherapy 6 units

This course focuses on the definition, cause, signs and symptoms, diagnosis, and treatment of specific diseases. Alternative treatments and pharmacotherapy including the action of drugs, the absorption, distribution, metabolism and excretion of drugs by the body are covered.

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

Student learning outcomes:

- Describe common human diseases related to the major body systems
- Research common treatments for diseases and disorders of the human body
- Identify and properly use terms related to common human diseases
- Recognize the signs, symptoms, and diagnostic tests for common human diseases and disorders.
- Discuss the typical course and management for a common medical disorder
- List the strengths and weaknesses of conventional therapeutic interventions and complementary and alternative medicine
- Discuss the action of drugs, the absorption, distribution; metabolism and excretion of drugs by the body are covered.

HLTH 160 Quality Assurance and Reimbursement Methodologies 6 units

Students become familiar with health insurance terminology and the processing cycle of health insurance claims. The billing systems for various healthcare organizations including federal, Veterans Affairs, state, private and managed care health insurance plans are introduced. Legal issues and regulations related to reimbursement are covered. Strategies to ensure the accuracy and quality of coded medical documents are introduced.

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

Student learning outcomes:

- Identify the various healthcare reimbursement methodologies used in the U.S.
- Compare and contrast private, commercial, and government sponsored health care insurance
- Explain the differences between managed care and traditional healthcare delivery systems
- Describe the prospective payment systems for inpatient and outpatient settings
- Explain the revenue cycle management and how it relates to claims processing
- Recognize coding compliance issues that influence reimbursement.
- Audit medical documents for accuracy and commonly made coding errors.
- Outline the strategies used to ensure the accuracy and quality of coded medical documents.

HLTH 170 Healthcare Management and Supervision 3 units

Management principles used in healthcare organizations are covered, including supervision, budgeting, and policies and procedures. Emphasis is also on communication within the organization and problem solving.

Prerequisites: HLTH 100 Healthcare Delivery Systems
HTH INFO 110 Healthcare Records and Data Structure
Successful completion of four quarters of study.

Student learning outcomes:

- Describe the common organization structures/models used in the healthcare industry
- Explain the budgeting process used in healthcare organizations
- Explain the roles and responsibilities of executive, organizational, and strategic managers

HLTH 201 Capstone Coding 3 units

Students continue their study of diagnostic and procedural coding. The purpose and use of Healthcare Common Procedure Coding System (HCPCS) and Resource-Based Relative Value Scales (RBRVS) are covered. Students practice coding using advanced scenarios, patient records and computerized coding systems.

Prerequisites: HTH INFO 101 Introduction to Diagnostic Coding
HTH INFO 102 Introduction to Procedure Coding

Student learning outcomes:

- Describe the structure and functions of Resource-Based relative Value Scales (RBRVS), APC and HCPCS II.
- Accurately assign complex modifier codes (SNOMED, DSM, RUG, etc) to source documents
- Accurately complete the CMS-1500 form
- Assign ICD-9-CM, CPT-4 and HCPCS codes to patient scenarios

COURSE DESCRIPTIONS

HLTH 202

Professional Practical Experience

3 units

This course will include field or simulation practice with coding and billing methodologies that replicate typical patient care settings. Field based experiences will provide the student with coding practices in a hospital, physician's office, clinic or other healthcare setting with directed projects common to a clinical coding specialist on the job. Simulation practice will provide students with clinical code assignment and billing methodologies that replicate typical coding tasks. Professional Practical Experience is taken in the final module of the diploma program.

Student learning outcomes:

- Show evidence of satisfactory completion of a 80 hour field based or simulation experience in a hospital, physician's office, clinic or other health care setting
- Build speed and accuracy using actual medical records
- Explain what professional dress and behavior is required in a professional coding setting
- Discuss procedures and processes of the experience

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.

Student learning outcomes:

- Select an area of concentration that they want to pursue as a career
- Use key hospitality terms in a work environment.
- Explain the structure and relationship of hotels, restaurants, visitor industry attractions, transportation, and government involvement in the industry
- Discuss the cyclical nature of the travel industry and the trends and organizational relationship between the various areas of tourism

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.

Student learning outcomes:

- Identify what a travel agent does
- Locate information about world-wide locations, including time, location, and weather, using maps and other appropriate resources.
- Locate fares and develop itineraries for a variety of modes of travel, including airline, ship, rail, and auto, and secure reservations using appropriate systems
- Use an airline online reservation system

HOSPTOUR 103

Hotel Operations

6 units

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

Student learning outcomes:

- Identify which hotel area of concentration they would like to pursue
- Explain the organizational chart of a hotel
- Describe the relationship of hotels to the hospitality industry
- Discuss computerized operations in hotel management

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.

Student learning outcomes:

- Explain the relationship of restaurants to the hospitality industry
- Describe the progression from full-service dining to the quick-service market
- Analyze customer service in a restaurant from both the management and customer point of view

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

Student learning outcomes:

- Budget, plan, and arrange travel
- Explain the value of industry quality and customer service
- Write letters regarding site inspection to hotel, confirmation letters of site visit and luau, and thank you letters
- Book air, room, and car as a package, individually, through a traditional travel agent, or online
- Use professionalism in dealings with hospitality professionals

HTH INFO 101

Introduction to Diagnostic Coding

3 units

Students are introduced to ICD-9-CM and Diagnosis Related Groups (DRGs) coding. They learn the rules, methodology and sequencing, data sets, documentation requirements, coding ethics, and basic reimbursement methodologies. MIBC: Anat/Term

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

Student learning outcomes:

- Explain the principles and conventions of ICD-9CM codes
- Cite and apply basic ICD-9-CM rules

COURSE DESCRIPTIONS

- Accurately assign ICD-9-CM codes to provider source documents
- Identify and use coding reference books and other resources effectively
- Utilize groupers for DRG assignment
- Code diseases and procedures for all major body systems

HTH INFO 102

Introduction to Procedural Coding

3 units

Students learn the basics of procedural coding (CPT-4) and Ambulatory Patient Classifications (APCs). Fraud and abuse, coding compliance, and compliance programs are also emphasized. MIBC: Anat/Term

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

Student learning outcomes:

- Describe the structure and functions of Current Procedural Terminology (CPT-4) codes
- Explain the purpose of HCPCS
- Describe the characteristics, principles and coding conventions of CPT-4
- Describe the characteristics, principles and coding conventions of basic HCPCS
- Cite and apply basic CPT-4 and basic HCPCS rules
- Accurately assign CPT-4 and basic HCPCS codes to provider source documents

HTH INFO 110

Healthcare Records and Data Structure

3 units

Students become familiar with the design, development, and handling of health information data. They learn how information is stored, retained, and retrieved in accordance with ethical, legal and voluntary rules, regulations and standards. Numbering and filing systems, documentation and form requirements, screen designs and content, use and structure of health data sets, and how these components relate to primary and secondary record systems are covered.

Student learning outcomes:

- Identify various healthcare forms and design or revise a form for paper-based and/or electronic medical records
- Manage the accessibility, storage and retrieval of stored data, and flow of information in paper and electronic formats.
- Apply filing and numbering systems to medical records
- Apply regulatory and accreditation standards and ethical, legal, and voluntary requirements to hospital inpatient health records

HTH INFO 160

Healthcare Statistics

3 units

Students study the principles of healthcare statistics including sources, definitions, collection, reporting, presentation, and analysis of data. They learn the process of abstracting data from medical records and how to interpret reports. Vital statistics and healthcare registries are also examined.

Prerequisites: MATH 103 Elementary Algebra
HTH INFO 110 Healthcare Records and Data Structure

Student learning outcomes:

- List the common types of data that is used in Healthcare statistical analysis
- Describe how statistical data is collected and used in healthcare
- Identify the common abbreviations used in healthcare statistics
- Explain how healthcare statistics are interpreted by health care professionals
- Demonstrate familiarity with the basic principles and concepts of healthcare statistics
- Collect basic statistical data used in healthcare
- Describe the ways that statistical data is displayed in health care reporting
- Use terms, formulae, and computations for hospital statistics

HTH INFO 180

Healthcare Computing

3 units

Students learn how computers and technology are used in various healthcare settings and about software applications that are specific to health information technology. Security, privacy, electronic healthcare records, electronic data, and technology implementation issues are also covered.

Prerequisites: COMP APP 100 Introduction to Software Applications
HTH INFO 110 Healthcare Records and Data Structure

Student learning outcomes:

- Describe the various roles of the health information manager within the healthcare organization
- Describe the use of technology in healthcare and explain its importance to delivering quality healthcare
- List the commonly used healthcare information systems and application tools (hardware and software) and explain how they are used
- Explain the processes and procedures used to maintain the accuracy, confidentiality, integrity and security of healthcare data
- List the legal/ethical requirements for storing, processing, retrieving and maintaining healthcare data
- Describe the basic principles of planning, designing, selecting, implementing and supporting a health information system

HTH INFO 203

Advanced Coding

6 units

Students continue their study of diagnostic and procedural coding. The purpose and use of Healthcare Common Procedure Coding System (HCPCS) and Resource-Based Relative Value Scales (RBRVS) are covered. Students practice coding using advanced scenarios, patient records, and computerized coding systems.

Prerequisites: HTH INFO 101 Introduction to Diagnostic Coding
HTH INFO 102 Introduction to Procedural Coding

COURSE DESCRIPTIONS

Student learning outcomes:

- Describe the structure and functions of Resource-Based Relative Value Scales (RBRVS), APC and HCPCS II
- Audit medical documents for accuracy and commonly made coding errors
- Accurately assign complex modifier codes (SNOMED, DSM, RUG, etc.) to source documents
- Outline the strategies used to ensure the accuracy and quality of coded medical documents
- Accurately complete the CMS-1500 form
- Assign ICD-9CM, CPT-4, and HCPCS codes to patient scenarios

HTH INFO 205

Reimbursement Methodologies

3 units

Students become familiar with health insurance terminology and the processing cycle of health insurance claims. The billing systems for various healthcare organizations including federal, Veterans Affairs, state, private, and managed care health insurance plans are introduced. Legal issues and regulations related to reimbursement are covered.

Prerequisites: HTH INFO 110 Healthcare Records and Data Structure

Successful completion of four quarters of study

Student learning outcomes:

- Identify the various healthcare reimbursement methodologies used in the U.S.
- Compare and contrast private, commercial, and government-sponsored healthcare insurance
- Explain the differences between managed care and traditional healthcare delivery systems
- Describe the prospective payment systems for inpatient and outpatient settings
- Explain revenue cycle management and how it relates to claims processing
- Recognize coding compliance issues that influence reimbursement

HTH INFO 260

Health Information Technology Externship

5 units

Students gain work experience through on-the-job training situations in the health information technology department. Health Information Technology externships 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. Externships are taken in the final quarter of the degree program.

Student learning outcomes:

- Collect and interpret healthcare data and statistics
- Maintain accuracy and completeness of the patient health record as defined by organizational policy and external regulations and standards
- Apply patient confidentiality processes and regulations
- Accurately apply ICD-9-CM and CPT/HCPCS codes
- Employ reimbursement methodologies
- Use common software applications as well as specialized software applications for HIM processes

- Apply principles of healthcare supervision and management

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. (CSU area C2)

Prerequisite: ENGL 155 College Composition and Research

Student learning outcomes:

- Analyze cultural aspects of various types of literature including prose, poetry, music, film, and drama
- Identify analogies, metaphors, and symbols within written and visual texts
- Write coherent analyses of literature in academic essays
- Analyze issues raised in literature for both discussion and academic essays

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.

Student learning outcomes:

- Assemble, measure, and test Category 5 UTP network cables
- Connect two or more computers together in a basic peer-to-peer network
- Install and configure basic network services and protocols
- Establish and configure resource sharing in a peer-to-peer network
- Describe the functions of the seven layers of the Open Systems Interconnection Model

INFOTECH 110

Networking Foundations

6 units

This course covers the foundations of designing, building, and maintaining a network. Topics include the OSI Networking Model, network architectures, physical and logical topologies, network media and connectivity devices, network standards and protocols, LAN installation, and WAN basics. Students install and configure basic client/server environments and troubleshoot connectivity issues.

Prerequisite: INFOTECH 105 Introduction to Networking Concepts

Student learning outcomes:

- Identify and describe the function of the major components of personal computing devices, including desktop computers and laptop computers
- Identify common peripheral ports, associated cabling, and connectors

COURSE DESCRIPTIONS

- Disassemble and assemble a working computer
- Install and configure internal and external peripheral devices
- Recognize, troubleshoot, and resolve common hardware problems
- Perform preventative maintenance
- Document maintenance procedures
- Identify fundamental principals of security
- Identify fundamental safety and environmental issues
- Demonstrate professional communication skills

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

Student learning outcomes:

- Identify and describe the function of the major components of personal computing devices, including desktop computers and laptop computers
- Identify common peripheral ports, associated cabling, and connectors
- Disassemble and assemble a working computer
- Install and configure internal and external peripheral devices
- Recognize, troubleshoot, and resolve common hardware problems
- Perform preventative maintenance
- Document maintenance procedures

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

Student learning outcomes:

- Identify the structure of various operating systems, including memory, file systems, partitioning, storage, utility programs, and upgrades
- Choose and install the operating system appropriate to the objective
- Describe basic system boot sequences
- Install drivers and system patches
- Interpret basic error codes and resolve common software problems

- Describe basic network protocols, connectivity issues, and utilities

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.

Student learning outcomes:

- Use common programming concepts universal to all programming languages
- Apply the use of variables, IF statements, and loops to multiple programming languages
- Demonstrate logical thought processes in writing computer programs
- Apply programming logic using appropriate control structures

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 or Co-requisite: INFOTECH 145 Optical Fiber Installation and Techniques

Student learning outcomes:

- Identify FTT(x)/PON network components
- Draw a schematic of a typical FTT(x)/PON network
- Cross-reference FTT(x)/PON components with a typical PON network
- Create, ruggedize, and test a 1x2 Singlemode bi-directional dual window coupler and a 1x8 cascaded “even split” coupler
- Create, ruggedize, and test Singlemode Wavelength Division Multiplexer 1x2 (250µm) @1310/1550nm (dual window) or Singlemode Wavelength Division Multiplexer 2x2 (250µm) @1310/1550nm (dual window) and/or 1x2 (900µm) @1310/1550nm (dual window)
- Install customer premise FTT(x)/PON enclosure
- Create and test all required cable plants including drop cables
- Finalize and test FTT(x)/PON deployment per TIA/EIA standards

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 time-lines, and petition for approval by the assigned project advisor. Students also complete an Internship Exploration packet.

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

Student learning outcomes:

- Determine whether to pursue an Internship
- Complete the required documents for the Graduation Project Documentation Portfolio: Proposal; References; Project Log; Progress Report
- Work collaboratively with the Technical Advisor

COURSE DESCRIPTIONS

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

Student learning outcomes:

- Take a technical project concept and develop it into a finished product
- Develop documents that detail the process followed to complete the Graduation Project
- Deliver an oral presentation of the Graduation Project

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 110 Networking Foundations

Student learning outcomes:

- Install, configure, and administer Windows 2000 Advanced Server
- Define Active Directory physical and logical components
- Create and configure Group Policy Objects
- Implement and manage critical network services
- Manage user and group accounts
- Configure and troubleshoot access to network resources
- Use system monitor to document and troubleshoot system performance

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.

Student learning outcomes:

- Install the Linux operating system successfully
- Manage processes, schedule system tasks, and install software
- Configure Linux network services using both command-line and graphical utilities
- Create and manage user and group accounts
- Configure and troubleshoot access to network resources
- Use the command line to successfully implement and manage the file system structure
- Create files and simple scripts through the use of a text editor

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

Student learning outcomes:

- Identify threats and risks to network security and detect directed attacks
- Describe security hardware and software components
- Define cryptographic concepts including public and private keys, message digests, and digital signatures
- Install, configure, and update virus protection software
- Configure network and resource authentication and authorization
- Evaluate, develop, and configure security policies for Internet, intranet, LAN/WAN infrastructure, and remote access connections

INFOTECH 261

Introduction to Ethical Hacking

3 units

This course covers the fundamentals of computer and network penetration testing as it is used to reveal security weaknesses in corporate digital assets and to provide a basis for improving corporate digital security. Topics include the legal aspects of ethical hacking, footprinting, port scanning, system enumeration, Microsoft and Linux system vulnerabilities, Web application and wireless network vulnerabilities, network and computer attacks, and basic programming for security.

Prerequisite: INFOTECH 260 Introduction to Computer Security Concepts

Student learning outcomes:

- Describe the strategies and tactics used by hackers skilled at computer and network attacks
- Identify, enumerate, and determine possible vulnerabilities of remote systems using common hacking tools
- Exploit remote system vulnerabilities and control remote systems using common hacking tools
- Create simple penetration testing programs and scripts using C and Perl programming languages
- Research system vulnerabilities and exploits and devise defensive countermeasures

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

Student learning outcomes:

- Install, configure, and administer SQL Server
- Create and modify a relational database
- Write queries to retrieve information from a database
- Import/export data to and from databases
- Backup and restore databases

COURSE DESCRIPTIONS

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

Student learning outcomes:

- Identify and describe the features of routers
- Connect to a router through the console port and/or telnet
- Perform basic router configuration
- Use a TFTP Server to download a configuration file to a router
- Configure a RIP-based network
- Create appropriate subnets given an IP network address and network design requirements
- Install and configure a multihomed Windows 2000 Server as a router

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.

Student learning outcomes:

- Use the Internet to aid in researching and solving various technical issues
- Collect appropriate data in a problem-solving environment
- Complete the processing of trouble tickets including receiving the incident, processing the data, resolving the incident, and providing appropriate documentation
- Communicate effectively and calmly with customers
- Perform remote troubleshooting
- Key text accurately at 35 words per minute

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. Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

INFOTECH 280

2 units

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms.
- Explain to prospective employers the on-the-job experience received through the internship

- Update resume to include work experience gained during the internship

INFOTECH 281

3 units

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms.
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

INFOTECH 282

4 units

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms.
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

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

Student learning outcomes:

- Plan, design, and implement a disaster recovery strategy
- Communicate the disaster recovery plan to entire company to ensure its successful implementation
- Identify, remove, and recover from known viruses, Trojans, spyware, malware, and adware by using standard tools and procedures
- Create a secure network by implementing business policies and procedures
- Install and configure software RAID using Microsoft Windows 2000 Server
- Configure a backup and restore strategy using removable media

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.

Prerequisites: INFOTECH 110 Networking Foundations
INFOTECH 115 Core Hardware Technologies
INFOTECH 125 Operating System Technologies

Student learning outcomes:

- Acquire and analyze digital data from multiple media types
- Identify common data hiding techniques

COURSE DESCRIPTIONS

- Collect evidence that may be used in criminal investigations
- Recover data intentionally hidden or deleted
- Establish a proper chain of custody for evidence

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

Student learning outcomes:

- Develop a plan for risk analysis
- Install and configure host and network based intrusion detection systems
- Install and configure software firewalls
- Plan for and implement secure remote access connections
- Install and configure Microsoft ISA Server to function as a firewall
- Create a firewall rule base to protect computers and networks

LAB 200

Physical and Life Science Laboratory

1 unit

Students develop quantitative and critical thinking skills through scientific research using hands-on data collection, analysis, and preparation of laboratory reports. Laboratory experiments focus on areas pertinent to physical and life sciences. (CSU area B3)

Prerequisites ANATPHYS 215 Fundamentals of Anatomy and Physiology
or Co-requisites: PHYSICS 270 Introduction to Physics

Student learning outcomes:

- Use microscopes to identify the normal structure of an organ cell.
- Describe the different types of cells in the human body
- Identify the normal structure of an organ cell
- Recognize the pathological changes in an abnormal cell
- Calculate and measure the value of acceleration caused by an inclined plane
- Measure pulling force with a spring scale
- Measure and compare starting friction versus sliding friction
- Measure the influence of weight upon friction
- Calculate and measure the weight of an object
- Measure the value of the earth's gravitational acceleration (g)

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.

Student learning outcomes:

- Use appropriate legal terms in written and verbal communication
- Describe the related functions and responsibilities of the American judicial system
- Differentiate between federal, state and local court systems
- List the steps in the appeal process
- Distinguish between criminal, civil, and business law

LEGAL 120

Legal Research

3 units

Students learn the basics of legal research including how to locate sources of federal and state law, sources of primary and secondary law, statutes, legislative history and court reports. Students practice proper citation for the various legal authorities. The course also covers how to conduct legal research online using both computerized databases as well as the Internet. Emphasis is placed on the proper use of legal terminology, technology, and critical reasoning as well as how to analyze legal authority in order to develop proper and useful legal arguments.

Prerequisites LEGAL 105 Introduction to Legal Terminology
or Co-requisites: and the Profession

Student learning outcomes:

- Locate and identify the various sources of both federal and state law
- Identify primary and secondary sources of law
- Research case law and apply it analytically in writing to form the basis of a persuasive argument
- Apply appropriate legal principles of law to the facts of a case
- Check a case or statute citation to ensure that it is good law
- Conduct legal research using computerized databases and the Internet

LEGAL 130

Legal Writing

3 units

Students examine the various categories of legal writing and acquire legal writing skills necessary to perform in a law office. Students develop research and analytical skills, persuasive writing, and appropriate document formats and structure. Students will learn to draft and write legal documents including case briefs, memorandums of law and points and authorities. Emphasis is placed on the proper use of legal terminology, legal research and writing, analytical skills, and the review and application of Standard English grammatical principles.

Prerequisites LEGAL 105 Introduction to Legal Terminology
or Co-requisites: and the Profession

Student learning outcomes:

- Identify the various categories of legal writing
- Create case briefs and memoranda of law
- Research case law and apply it analytically in writing to form the basis of a persuasive argument in a points and authorities
- Apply the appropriate formats and structures to legal documents
- Apply correct legal principles of law to the facts of a case

COURSE DESCRIPTIONS

LEGAL 140

Civil Litigation for Paralegals I

3 units

Students are introduced to the law and procedures that are involved in identifying and prosecuting civil actions. Students become familiar with codes of civil procedure, jurisdiction, and venue. They learn to identify and produce pleadings that are typically required for the initiation of a civil lawsuit. Through practical application assignments, students learn the proper procedures for interviewing clients and witnesses, preparation of legal documentation, correspondence, and discovery. Emphasis is placed on the proper use of legal terminology, legal technology, legal research, and legal writing.

Prerequisites: LEGAL 105 Introduction to Legal Terminology
or Co-requisites: and the Profession

Student learning outcomes:

- Conduct meaningful interviews of clients and witnesses
- Identify the elements necessary for jurisdictional and venue requirements in order to bring a civil action
- Compose correspondence directed at clients, opposing parties and witnesses
- Research the proper codes of civil procedure that govern a civil action
- Create representative summons, complaints, answers and other types of legal documents
- Locate and choose appropriate legal forms necessary for civil actions
- Create the legal documents necessary for discovery

LEGAL 150

Civil Litigation for Paralegals II

3 units

Students explore the law and procedures that are involved in bringing a civil case to trial and collecting judgments. Students learn the principles of trial preparation, trial strategy, preparing exhibits, subpoenas, contacting and locating witnesses and preparing witnesses to testify at trial, preparation of trial briefs, motions to exclude evidence, and jury instructions. This course also covers trial setting procedures, arbitration, judgments, and appeals.

Prerequisite: LEGAL 140 Civil Litigation for Paralegals I

Student learning outcomes:

- Demonstrate proper organizational skills required for proper trial preparation including the creation of a trial notebook
- Draft appropriate litigation documentation including trial and arbitration briefs as well as judgment forms
- Research the proper codes of civil procedure that govern a civil action and dictate motion and trial setting procedures and timelines
- Create representative subpoenas and jury instructions
- Locate and choose appropriate legal forms necessary for civil actions

LEGAL 170

Criminal Law and Procedures

4 units

Students will be provided with an overview of the criminal justice process including the substantive and procedural rights of the accused. Topics include probable cause, arrest, charging offenses, arraignment, pre-trial and trial process as well as sentencing and

appeal. Students will explore the definitions and elements of the various categories and types of crimes. Criminal procedure topics that will be covered include Miranda admonitions, Sixth, Fifth, and Fourth Amendments. Emphasis will be placed on critical thinking, legal document preparation, discovery issues, and ethical concerns specific to criminal legal actions.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Analyze substantive and procedural criminal law
- Locate, evaluate, and analytically apply relevant sources of law to a criminal law problem
- Draft legal forms relating to the criminal process
- Identify and define the basic components of a crime
- Describe the procedures and rights that affect the accused from the investigation of a crime through trial

LEGAL 180

Torts

3 units

In this course students will be introduced to the civil wrongs and their remedies. Students will learn tort law and principles as they relate to the areas of intentional torts against the person and property, negligence, damages, vicarious liability, strict liability, product liability, nuisance, and other types of torts. Defenses and remedies to torts will also be discussed.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Analyze tort law and how it relates to litigation in the area of torts
- Analyze a factual client situation and apply the appropriate tort law
- Describe the defenses to different types of torts
- Identify the types of remedies available in legal situations that involve torts

LEGAL 190

Contracts

3 units

Students will be provided with a thorough analysis of the law pertaining to contract formation, resolution of contractual disputes and the impact of the Uniform Commercial Code on contract law. Students will explore the elements of a valid contract, enforceability of agreements, affirmative defenses relating to contracts including the Statute of Frauds, performance obligations, breaches and remedies.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Describe elements necessary to contract formation
- Identify problems that are encountered in contract performance
- Apply the Uniform Commercial Code to contractual issues
- Draft contract provisions
- Identify contractual remedies

COURSE DESCRIPTIONS

LEGAL 200

Ethics for Paralegals

4 units

Students are provided an overview of the ethical responsibilities and rules that regulate the legal profession. Topics include rules of conduct for attorneys and paralegals, attorney-client privilege, work product doctrine, confidentiality, professionalism, and conflicts of interest. Emphasis will be placed on the unauthorized practice of law as it relates to paralegals as well as the issues of confidentiality and technology.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Identify the ethical issues paralegals may face
- Analyze a client situation and determine if a conflict of interest has arisen
- Describe professionalism and the need for confidentiality
- Analyze the ethical rules that govern the legal profession and paralegals
- Analyze the rules and regulations surrounding the unauthorized practice of law

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.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Use legal terminology appropriately in written and oral communication
- Evaluate case reviews and write case analyses
- Describe calendaring, docket control, and case management
- Describe attorneys' separate trust and business operating accounts
- Apply principles of timekeeping and billing management

LEGAL 220

Business Organizations and Corporations

3 units

This course introduces students to the laws applicable to business institutions and corporations. Topics include various business entities including sole proprietorships, general and limited partnerships, (S) corporations, privately and publicly held corporations, and limited liability companies. Students will learn the characteristics of each type of business entity as well as the forms and procedures necessary for formation and dissolution of a corporation.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Analyze the law pertaining to business organizations and corporations
- Communicate business organizational situations using appropriate legal terminology
- Draft a partnership agreement

- Draft articles of incorporation

- File a fictitious business name certificate

- Draft bylaws

- Draft an operating agreement

- Locate and complete the necessary forms to have an EIN issued by the Internal Revenue Service

LEGAL 230

Family Law

4 units

Students are introduced to the fundamental common law and statutory concepts of family law. Topics include formal and informal marriages, annulments, legal separations, dissolutions, marital property, separate property, community property as it relates to certain states, spousal and child support, child custody, adoption, and guardianship. Emphasis will be placed on a paralegal's role in a family law setting including the preparation of family law documents and time limits for filing these documents as they relate to the practice of family law.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Analyze substantive family law concepts governing marriage, dissolution, parent-child relationships, and other matters that are controlled by a family law court
- Describe the procedures and processes of a family law court
- Draft legal forms and documents relating to the practice of family law
- Apply interpersonal skills to challenging client situations
- Recognize and appreciate the ethical obligations of a paralegal or non-lawyer relating to family law

LEGAL 250

Real Estate Law

3 units

Students are provided with an introduction to the law and practice of real estate. Topics include areas in real estate law such as property rights, types of land ownership, easements, licenses, title, agreements for sale, financing real property transactions, and closing of real property transactions. Students learn about leasing situations, tenancy, condominiums, cooperative and timeshares as well as regulations and encumbrances.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Analyze substantive real estate law as well as be familiar with concepts and terminology
- Describe the procedures and processes of a real estate closing
- Draft legal forms and documents relating to real estate
- Write a legal description of property
- Describe the various types of property ownerships and estates

LEGAL 260

Administrative Law

3 units

Students are introduced to the basic concepts of administrative law and procedure in both federal and state administrative agencies. Topics include administrative law, delegation of power, rule

COURSE DESCRIPTIONS

making, agency discretionary powers, remedies, and judicial review of administrative agency decisions. Emphasis will be placed on the paralegal's role in an administrative law environment including advocacy techniques and when a paralegal may represent a client before an administrative body.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Compare and contrast the federal and state administrative law and terminology
- Describe basic administrative procedures
- Draft legal forms and documents relating to administrative proceedings
- Research sources of administrative law
- Describe the types of administrative procedures where a paralegal may represent a client

LEGAL 270 Bankruptcy **3 units**

Students will explore the concepts of bankruptcy law and procedure. This course covers the commencement of a bankruptcy case, preparing schedules, operating and liquidating procedures, adversary matters, and litigation in bankruptcy court, debtor's and creditor's rights and obligations, secured transactions, UCC transactions, and the unique position of real estate. Emphasis will be placed on the paralegal's role in bankruptcy document preparation.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Distinguish between creditor and debtor rights
- Describe the different bankruptcy chapters
- Describe bankruptcy procedures
- Draft legal forms and documents relating to bankruptcy proceedings
- Perfect liens on real and personal property

LEGAL 280 Wills, Trusts and Probate **3 units**

Students are provided with an overview of the practical aspects of estate planning and administration. Topics include the legal principles that are involved with estates, laws that govern property during life and after death, intestacy, wills, trusts, fiduciary responsibilities, and the drafting of various legal documents in this area of the law. Emphasis will be placed on the paralegal's role in the estate planning practice.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Analyze the laws that govern the areas of will, trusts, and probate
- Draft and complete estate planning documents
- Recognize the potential tax implications involved in estate planning

- Describe the procedures involved in probating a will or intestate estate
- Describe the role of a paralegal in an estate administration and planning practice

LEGAL 290 Advanced Legal Research **3 units**

Students are provided with additional experience in legal research and analysis, including both traditional and online resources of law. Topics include legal strategies and methods for identifying and analyzing more complex legal issues using both primary and secondary resources of law. Emphasis is placed on developing skill levels to perform complex legal research and extensive legal analysis.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Utilize advanced legal research techniques to identify the various sources of both federal and state law applicable to a complicated legal issue
- Apply legal research analytically in writing to form the basis of a persuasive argument
- Apply appropriate legal principles of law to the facts of a case
- Apply advanced computerized legal research techniques

LEGAL 295 & 296 Paralegal Internship **3 or 4 units**

Students gain work experience through on-the-job training situations relevant to their major field of study. Paralegal 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. Usually scheduled in the final quarter of the program.

Prerequisites: LEGAL 120 Legal Research
LEGAL 130 Legal Writing

Student learning outcomes:

- Document the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

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.

Student learning outcomes:

- Add, subtract, multiply, and divide whole numbers and fractions without a calculator
- Perform standard order of operations
- Identify the prime factors of a number
- Reduce fractions

COURSE DESCRIPTIONS

- Convert percents to decimals, and vice versa
- Calculate percents

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. *(Not transferable to CSU)*

Prerequisite: MATH 10 Essential Math

Student learning outcomes:

- Add, subtract, multiply, and divide signed numbers
- Solve for an unknown value
- Manipulate equations to solve for variables
- Factor numbers
- Solve algebraic word problems
- Add, subtract, evaluate and factor polynomials
- Solve problems involving exponents
- Express numbers using scientific notation

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. *(Not transferable to CSU)*

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

Student learning outcomes:

- Solve equations with absolute value symbols
- Graph ordered pairs on a rectangular coordinate system
- Find the slope of a line from its graph form
- Solve systems of linear equations in two variables by graphing
- Factor by grouping
- Find function values for rational functions

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. *(Not transferable to CSU)*

Prerequisite: MATH 103 Elementary Algebra

Students learning outcomes:

- Calculate business formulas such as trade discount amounts, chain discounts, interest, and depreciation
- Calculate present value (PV) and future value (FV) for annuities

- Find the cost for the purchase of investments and compute the proceeds from the sale of investments
- Identify the components of central tendency – mean, median, and mode – used in statistics Determine the probability of events
- Explain the value of sampling and sampling distributions

MATH 230

Introduction to Statistics

4 units

Students perform statistical computations in a wide range of topics, including descriptive analysis, probability, statistical inference, normal and chi-square distribution, and hypothesis testing. Additionally, students present data in various formats (tables, graphs, charts) and apply statistical analysis to real-world data to assess statistical validity. *(CSU area B4)*

Prerequisite: MATH 121 Intermediate Algebra

Student learning outcomes:

- Describe the goals of various statistical methodologies conceptually
- Apply appropriate statistical technique to sets of data
- Determine sample size needed for analysis
- Apply basic laws of probability
- Formulate a probability distribution
- Perform hypothesis testing of one, two, and more than two populations
- Formulate and analyze point and interval estimates for parameters
- Find the correlation between two variables and the linear regression equation describing the relation between the two variables
- Interpret data analysis accurately

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.

Student learning outcomes:

- Manage the reception area and use customer service techniques.
- Function as a productive member of the medical team
- Communicate with patients and medical professionals in a confidential, professional, and ethical manner
- Use professional telephone techniques when interfacing with patients to schedule appointments and answer questions.
- Identify legal and ethical issues pertaining to the medical field
- File records using alphabetical and numbering systems
- Practice HIPAA guidelines regarding confidentiality of patient records.
- Perform banking procedures such as check writing, completing a deposit, and reconciling a bank statement.
- Use pegboard to input daily financial activities

COURSE DESCRIPTIONS

- Enter information from account form to billing and to the appropriate claim forms for insurance
- Use of billing methods and collection procedures appropriate to a medical practice
- Use medical terminology and abbreviations

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.

Student learning outcomes:

- Use the universal language of medicine by being able to identify prefixes and suffixes and the meanings of words when in combined forms
- Recognize and interpret medical abbreviations, acronyms, and eponyms
- Pronounce, spell, and use medical terms
- Use terminology associated with body systems, conditions, disorders, diseases, and procedures
- Access and use appropriate reference materials

MED ADMN 200

Healthcare Billing and Coding **3 units**

Students learn the fundamentals of medical insurance billing, including billing and collection procedures and insurance claim filing. Emphasis is placed on accuracy in completing forms for major health plans.

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

Student learning outcomes:

- Discuss health insurance provided in the United States and the various types of plans available.
- Fill out CMS-1500 claim forms for patients.
- Process insurance claims.
- Cite the basic eligibility requirements of patients for Medicare, Medicaid, Tricare, and Workers' Compensation.
- Use terminology related to health insurance topics and issues

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.

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

Student learning outcomes:

- Prepare and process insurance claims
- Use procedure and diagnostic reference books to code insurance claims

- Abstract relevant information from patient records to complete appropriate forms.
- Post information on the patient's ledger after an insurance payment has been received
- Interpret information from an insurance plan's Explanation of Benefits
- Use billing methods and collection procedures appropriate to a medical practice
- Use terminology related to insurance claims and medical billing and coding
- Explain HIPAA and its effect on medical records.

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

Student learning outcomes:

- Use specialized medical software to enter, edit, analyze, and retrieve patients' data
- Post procedure and diagnosis codes in software and run the daily report
- Schedule and cancel individual and multiple appointments
- Print Hospital Rounds Report
- Print claim forms for insurance carriers
- Interpret information from an insurance plan's Explanation of Benefits
- Identify the various reports available through use of the software

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 100 Introduction to Software Applications
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Format and transcribe medical reports as dictated from a transcription machine
- Transcribe documents using proper medical terminology and medical abbreviations
- Use medical reference materials
- Edit transcribed medical documents using proofreader's marks

COURSE DESCRIPTIONS

MED ADMN 281 Healthcare Internship **MED ADMN 282**

3 units
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. Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Discuss the on-the-job experience gained during internship at a medical facility
- Evaluate the internship work experience by filling out appropriate forms.
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

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 levels. Students develop skills in injection, venipuncture, and other methods of blood collection. Students learn the principles of IV therapy. 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

Student learning outcomes:

- Practice Standard Precautions at all times.
- Perform handwashing
- Perform laboratory techniques including the collection of specimens, preparation and examination of samples for diagnostic purposes, and recognition of normal laboratory values and abnormal levels
- Apply aseptic techniques when appropriate
- Properly handle and use a microscope
- Give injections, including Intramuscular, Intradermal, and Subcutaneous
- Perform Phlebotomy procedures using venipuncture and capillary puncture techniques
- Identify the principles of IV therapy
- Set up a sterile field
- Assist in minor surgery
- Assemble equipment and supplies, record and mount ECG, and recognize serious deviations
- Instruct patient on a urine "clean catch" and perform various tests on urine.
- Use Basic Life Support CPR techniques when necessary based on completion of the American Heart Association CPR course

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
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Demonstrate broad knowledge of the classification of drugs
- Explain drug side effects, interactions, and desired actions
- Provide patient education regarding medications
- Calculate simple dosages of medications to administer and be able to convert units.
- Identify C class medications and refill protocols
- Read a prescription

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

Student learning outcomes:

- Practice Standard Precautions at all times
- Perform aseptic hand washing and surgical scrubbing
- Take vital signs
- Communicate with and instruct patients
- Place patients in treatment rooms and prepare them for examination, including positioning and draping
- Prepare the examination room and conduct basic procedures for complete physical and other procedures
- Practice precautions in accordance with OSHA standards
- Use bandaging techniques and administer First Aid
- Wrap and label instruments for sterilization and identify the instruments and their purposes
- Operate and maintain an autoclave.
- Perform ophthalmic/otic irrigation
- Perform vision and auditory tests

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

COURSE DESCRIPTIONS

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

Student learning outcomes:

- Show evidence of satisfactory completion of a 160-hour externship in a medical facility
- Discuss the administrative and clinical tasks completed on the externship
- Explain what professional dress & behavior is required in a medical practice or facility
- Fill out the forms required to complete the externship

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

Student learning outcomes:

- Share information about the externship experience that will benefit peers
- Fill out forms required to document externship
- Research medical topics using a variety of methods
- Complete a final project on a medical topic
- Present a professional presentation
- Recognize topics covered on the Certified Medical Assistant (CMA) certification exam
- Fill out an application for the CMA certification exam

MUSIC 205

History of Music: From Chants to Rap

4 units

Students survey the evolution of western music from the middle ages to the present by identifying and analyzing musical compositions. The course explores basic elements of music, including structure of musical compositions as well as orchestral instrumentation. For each musical period, students explore styles, characteristics, and major composers. Emphasis is placed on becoming a knowledgeable and discerning listener. (CSU area C1)

Prerequisite or Co-requisite: ENGL 155 College Composition and Research

Student learning outcomes:

- Identify masterpieces of classical music repertoire
- Distinguish the important compositional characteristics between several stylistic periods of music history

- Compare and contrast music of various periods for texture, rhythm, form, melodic contour, harmonic orientation, and time of composition
- Evaluate the elements of a live performance
- Define the elements that make up the classical performance tradition

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.

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

Student learning outcomes:

- Plan the implementation of Windows® XP Professional in a stand-alone or networked environment
- Install and configure Windows® XP Professional
- Manage computer and network resources
- Support users and troubleshoot common system issues
- Manage accounts and resources in a Microsoft® Windows® Server 2003 environment
- Maintain server resources in a Microsoft® Windows® Server 2003 environment
- Monitor and configure server performance in a Microsoft® Windows® Server 2003 environment
- Safeguard data in a Microsoft® Windows® Server 2003 environment
- Plan, implement, and troubleshoot a Microsoft® Windows® Server 2003 Active Directory infrastructure
- Create and manage sites, forests, domains, and organizational units
- Use Group Policy to deploy and manage software
- Configure and troubleshoot Active Directory replication

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.

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

Student learning outcomes:

- Implement, manage, and maintain IP addressing, name resolution, network security, and Routing and Remote Access
- Plan, implement and maintain server roles, server security, network infrastructure, Routing and Remote Access, and server availability
- Create a conceptual design by gathering and analyzing business and technical requirements
- Create a logical and physical design for an Active Directory infrastructure
- Create a logical and physical design for a network services infrastructure
- Implement, manage, and troubleshoot security policies, patch management infrastructure, and network communications security

COURSE DESCRIPTIONS

- Plan, configure, and troubleshoot authentication, authorization, and PKI

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.

Student learning outcomes:

- Use correct network terminology
- Construct cables and terminations for LANs and WANs
- Troubleshoot network connectivity problems using appropriate tools
- Connect to and configure a basic router
- Subnet an IP address and design a network addressing scheme

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.

Student learning outcomes:

- Perform initial router configuration
- Manage Cisco® IOS software
- Configure routing protocols and TCP/IP
- Create access control lists to manage access to network and routers

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.

Student learning outcomes:

- Perform advanced IP addressing using VLSM techniques
- Configure intermediate routing protocols RIPv2, single-area OSPF, and EIGRP
- Perform command-line configuration of Cisco® switches
- Configure Ethernet switching, Virtual LANs, Spanning Tree Protocol, and Virtual Trunking Protocol

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 LMIs, map, and subinterfaces on a Cisco® router.

Student learning outcomes:

- Configure advanced IP addressing schemes Network Address Translation, Port Address Translation, and Dynamic Host Configuration Protocol
- Describe and configure the following WAN technologies: PPP, ISDN, DDR, and Frame Relay
- Troubleshoot network connectivity using the appropriate tools and software

NET TECH 901

Advanced Routing Configuration

6 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.

Student learning outcomes:

- Describe impact of variable length subnetting on inter-networks
- Implement OSPF, EIGRP, and BGP routing protocols
- Configure CISCO® routers

NET TECH 911

Remote Access Networks

6 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.

Student learning outcomes:

- Identify CISCO® products for remote productivity
- Configure asynchronous connections with modems
- Access a central site with Windows
- Control access with PAP and CHAP.
- Use ISDN and DDR to enhance remote connectivity
- Troubleshoot a remote access network

NET TECH 921

Multi-layer Switching

6 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.

Student learning outcomes:

- Build scalable multi-layer switched networks
- Implement basic troubleshooting techniques in environments

COURSE DESCRIPTIONS

that use Cisco® multilayer switches for client hosts and services

- Improve traffic flow, reliability, redundancy, and performance for LAN switching that is self-supported or transported via a service provider

NET TECH 931

Network Troubleshooting

6 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.

Student learning outcomes:

- Establish a baseline, so that the topology and configuration is diagrammed and tabulated.
- Determine and document a troubleshooting strategy so that internetwork problems can be detected and corrected consistently
- Use Cisco IOS commands and applications to resolve optimization and failure problems at the physical or data link layer
- Use Cisco IOS commands and applications to resolve optimization and failure problems at the network layer
- Resolve an optimization or failure problem at the transport or application layer

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.

Student learning outcomes:

- Use proper touch keyboarding techniques on a keyboard to attain acceptable speed and accuracy
- Type a minimum of 20 wpm

OFF SKLS 151

Intermediate Keyboarding

3 units

This class provides students the opportunity to review keyboarding techniques and to improve accuracy. Students build on existing skills to increase keyboarding speed.

Prerequisite: OFF SKLS 101 Keyboarding

Student learning outcomes:

- Increase keyboarding speed and accuracy
- Use proper touch keyboarding techniques

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
COMP APP 121 Spreadsheet Applications
COMP APP 221 Database Management

Prerequisite or Co-requisite: COMP APP 215 Professional Document Production

Student learning outcomes:

- Integrate software applications into business documents
- Proofread documents
- Use functions and features of Outlook
- Link applications from one document to another
- Use the Discussion Board in Blackboard

PHLEB 225

Phlebotomy Principles

3 units

Students explore the legal and ethical aspects related to phlebotomy and learn about the duties and responsibilities of a phlebotomist. They examine various techniques used in venipuncture. They study the unique factors facing a phlebotomist including safety for the patient and technician and patient education. Focus is on complications in obtaining blood in a variety of clinical situations. Students are introduced to their state's requirements for a position as a phlebotomist.

Prerequisite: MED ASST 260 Medical Assisting Externship

Student learning outcomes:

- Define phlebotomy and identify health professionals who perform phlebotomy procedures
- Identify the importance of phlebotomy procedures and health care settings where phlebotomy services are routinely performed
- List examples of positive and negative body language
- Define "informed consent"
- Explain how to avoid litigation as it relates to blood collection
- Identify key elements of the Health Insurance Portability and Accountability Act (HIPAA) and OSHA guidelines
- Use medical terminology pertinent to phlebotomy.

PHLEB 226

Phlebotomy Principles Lab

1 unit

Students practice venipuncture and finger sticks on teaching aids and, after mastery, on each other. They use infection control and Standard Precautions before, during, and after each procedure.

Co-requisite: PHLEB 225 Phlebotomy Principles

Student learning outcomes:

- Use infection control techniques and Standard Precautions
- Draw blood (venipuncture) to competency
- Perform a finger stick to competency
- Use appropriate medical terminology when performing venipuncture and finger sticks on patients

PHLEB 270

Phlebotomy Externship

1 unit

Students gain practical work experience performing various venipuncture and skin punctures for a minimum of 40 hours in a state-approved medical facility. This required externship is taken after successful completion of a phlebotomy principles course.

Prerequisite: PHLEB 225 Phlebotomy Principles

COURSE DESCRIPTIONS

Student learning outcomes:

- Show evidence of satisfactory completion of a 40-hour externship performing at least 50 venipuncture draws and 10 finger sticks in a medical laboratory
- Discuss blood draws and finger sticks completed on the externship
- Explain what dress and behavior is required in a medical laboratory
- Fill out the forms required to complete the externship
- Update resume to include work experience gained during the externship

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. (CSU area B1)

Prerequisite: MATH 121 Intermediate Algebra

Student learning outcomes:

- Convert measurements from English units to metric units and vice versa
- Perform simple calculations based on constant speed of motion and gravity
- Explain how sound waves travel through different media
- Explain the cause of static electricity and its importance in technical industries
- Describe the nature of magnetism and the magnetic effect of electric currents
- Describe the characteristics of mechanical waves

PROF DEV 226

Professional Career Development

3 units

Students focus on career strategies including resume writing, interviewing, and employment research. Students explore career and industry opportunities, use job-search tools, and prepare business documents such as reports and memos. 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

Student learning outcomes:

- Demonstrate professionalism in business writing and interpersonal communication, including in an interview
- Apply professional career skills to an effective job search
- Compile career development documents including a resume, cover letter, references list, and thank you letter

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. (CSU area D9)

Prerequisite: ENGL 10 Essential Language Skills

Student learning outcomes:

- Apply an understanding of human behavior to relationships with others
- Name the basic units of the nervous system and how sensory input affects human behavior
- Describe how heredity, conditioning, and environment affect development
- Identify the dynamics of group behavior

SUCCESS 20

Student Success

0 units

This course introduces principles that lead to success in college, at work, and in life. It includes time management, effective study habits, career and academic planning, and other beneficial topics. Students will be actively involved in practicing techniques that promote success.

Student learning outcomes:

- Apply college survival skills
- Schedule tasks using a preferred system
- Apply time management techniques
- Demonstrate effective active listening skills
- Demonstrate memory improvement techniques
- Use test-taking techniques
- Use available campus resources
- Set long and short term goals

SUCCESS 100

Success Strategies

3 units

This course introduces students to the basic ideas, skills, and strategies necessary for academic achievement and successful professional careers. Emphasis is placed on effective study habits, communication skills, critical thinking and problem solving, as well as on learning styles, time management, personal health and wellness, and career planning. Students will also learn to utilize Heald College's library and other available resources.

Student learning outcomes:

- Demonstrate communication, time management, critical thinking, and study skills that support academic success
- Recognize the benefits of self-motivation, self-management, and personal responsibility on career planning and development
- Explore the interrelationship between physical health, psychological well-being, and healthy-lifestyles to personal growth and development
- Prepare a career plan
- Utilize Heald College's resources to develop information literacy skills
- Demonstrate use of transferable skills and abilities that will lead to academic and lifetime professional success

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

COURSE DESCRIPTIONS

performance and usability issues, as well as issues effecting cost such as server space and website traffic. They plan a website using a team development approach and project management skills.

Student learning outcomes:

- Write error-free HTML code
- Develop an effective website using a variety of methods
- Use web graphics effectively
- Research information on web design using the Internet

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.

Student learning outcomes:

- Differentiate between HTTP and FTP and between e-mail and newsgroups
- Use a variety of search engines effectively
- Discuss networking protocols such as TCP/IP
- Explain server-side scripting and how it differs from client-side scripting

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.

Student learning outcomes:

- Create web pages using a text editor
- Create web pages using a GUI editor
- Use Cascading Style Sheets (CSS)
- Explain the basics of XHTML, DHTML, the Document Object Model, and JavaScript

WEB TECH 746

Introduction to Active Server Pages

4 units

Students learn about database-driven websites, specifically how Active Server Pages (ASP) function. Students also explore how to add functionality to a website utilizing design and web authoring programs.

Student learning outcomes:

- Explain how an Active Server Page (ASP) works and how it differs from an HTML page

- Discuss the advantages and disadvantages of using ASPs
- Discuss database-driven websites

WEB TECH 825

Web Design Methodology and Technology

4 units

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

Student learning outcomes:

- Explain the incompatibilities of different web browsers and how to write code that will work on a majority of browsers
- Use Macromedia Dreamweaver and Flash
- Use Microsoft® FrontPage
- Discuss future technology standards

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.

Student learning outcomes:

- Discuss technological issues in constructing an e-commerce website
- Research methods and products used to build an e-commerce site
- Create a B-to-C website

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.

Student learning outcomes:

- Explain the security requirements for online commerce
- Create an e-commerce site with an online catalog and transaction security
- Discuss 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

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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.

Student learning outcomes:

- Demonstrate increased skill or knowledge in designated content area

POLICIES AND PROCEDURES

This is an official document publishing the policies, procedures, and regulations of Heald College (The College). Each student is responsible for knowing and complying with the information contained in this publication, other campus information bulletins, and the online catalog. Copies of this document and other printed bulletins are available online at Heald College's website, www.heald.edu or in the Academic Affairs Department on campus.

The College reserves the right to change or modify its regulations, curricula, courses, tuition, fees, or any aspect of its Academic Calendars, programs, policies, and procedures. The Policies and Procedures published in the catalog on the Heald web site (www.heald.edu) is the official Heald Publication and supersedes previously printed material.

ENROLLMENT

Admission to Heald College requires that applicants do the following:

- Interview with an Admissions Advisor.
- Indicate that they are a high school graduate or possess a GED or state certificate, or possess a certificate of completion of a home-study program recognized by the student's home state, or demonstrate Ability to Benefit (ATB) by achieving a passing score on a U.S. Department of Education approved ATB examination, or can produce a postsecondary academic transcript showing the successful completion of a minimum of an associate degree program at another institution. All ATB applicants must be beyond the age of compulsory school attendance prior to the start of the enrollment quarter (18 years of age in CA, HI and OR).
- Complete an enrollment agreement for admission.
- Pass the entrance examination(s) required for the desired program of study.

The Admissions Advisor reviews the applicant's qualifications and recommends admission to the Campus President whose decision is considered final. Heald College reserves the right to deny admission to any person for any nondiscriminatory reason. Applicants are notified promptly of their acceptance status.

TUITION AND FEES

Tuition is charged for each quarter for most programs and is assessed based on the number of units the student is registered for at the conclusion of the Add/Drop Period of each Enrollment Period with the exception of the Medical Insurance Billing and Coding Program, which is assessed by program. Tuition and fees for subsequent quarters will be charged at the published rate in effect at the beginning of each quarter. Arrangements to cover the cost of tuition, books, and fees must be completed prior to registration each quarter.

Cost of textbooks and program specific fees are charged separately and are not included in the tuition cost.

YOU ARE RESPONSIBLE FOR PAYMENT OF TUITION, FEES, AND OTHER EXPENSES AS CHARGED BY HEALD COLLEGE. IF YOU GET A STUDENT LOAN, YOU ARE RESPONSIBLE FOR REPAYING THE LOAN PLUS ANY INTEREST.

Heald College offers a standard and an alternative schedule option. The alternative schedule option is designed for students to take a lower unit load each quarter while remaining enrolled full-time. The alternative schedule requires

additional terms of study to complete as compared to the standard schedule, while the number of units required for program completion remains the same as the standard schedule option.

STUDENT FINANCING

Heald College tuition is due in full at the beginning of each quarter. Heald assists students in applying for government grants and student loans. Interested students should see a financial aid advisor. In order to apply, students must complete the Free Application for Federal Student Aid. Eligibility is determined using the Federal Needs Analysis Methodology.

Eligible students may apply for the following financial aid programs:

Government Grants and Loans

- Federal Pell Grants
- Federal SEOG Grants
- Academic Competitiveness Grant
- State of California Grants
- CA Chaffee Grants
- Federal Stafford Student Loans (subsidized and unsubsidized)
- Federal PLUS Loans
- Alternative Student Loans
- Federal Work-Study
- Federal Work-Study for Community Service
- Other Aid Opportunities

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

All first-year, first-time recipients of student loans may be required to attend loan entrance advising prior to the first disbursement. The Financial Aid Award Letter informs students of their maximum loan eligibility. Heald College encourages students to borrow the minimum amount necessary to cover the direct cost of attendance which includes tuition, books, and fees.

The College operates a bookstore for the convenience of its students. Each student is assigned a retail bookstore account to facilitate the purchase of books.

At the time of graduation or early withdrawal, the student is responsible for any outstanding tuition or book balances and any repayment of loan or grant funds determined by the federal return of funds calculation, as well as any student loan obligations. Upon leaving Heald College, loan borrowers are required to attend a loan exit counseling session in which loan obligations and requirements for repayment are discussed.

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The College reserves the right to withhold certain services and eligibility from students who owe a financial obligation to the institution but otherwise meet the College's graduation requirements. This can include, but is not limited to, withholding the student's transcript, utilization of job placement services, re-enrollment privileges at any Heald campus, or other reasonable measures. Payment in full will reinstate the services and eligibility otherwise afforded to Heald graduates. With acceptable satisfactory arrangements for repayment, the College also has the discretion to determine whether any or all of these privileges can be prematurely reinstated in anticipation of full payment.

Students must meet satisfactory academic progress requirements described in this document to remain eligible for federal and state financial assistance programs. For a student to receive financial aid at a second academic year level, 36 units must be earned in a minimum of thirty-six weeks of the program.

Other Aid Opportunities

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

- Scholarships
- Private Loans
- Alternative Loan Programs from various lenders

Federal Work-Study jobs are available on and off campus. Each Heald campus offers community service work-study job opportunities. If interested, a student should talk to his/her Financial Aid Advisor to determine eligibility.

Merit Scholarship Award Program

Heald College offers a Merit Scholarship Program for high school students in their senior year of high school. Scholarship awards vary and apply towards tuition at Heald. In order to be eligible for a Heald College Merit Scholarship, the applicant must:

1. Meet the admissions requirements of Heald College;
2. Successfully complete the requirements for graduation from high school;
3. Submit an enrollment agreement; and
4. Meet with a financial planning officer.

Students who meet these eligibility requirements are encouraged to complete the Merit Scholarship Application process:

1. Complete the Merit Scholarship Award Application and Essay and submit this information to the College;
2. Interview with the Scholarship Committee at the campus at which the student intends to enroll;
3. Using the form provided by the College, provide two letters of recommendation from a teacher, high school counselor, employer, or other adult professional;
4. Provide a current high school transcript or grade report.

Merit Scholarship recipients are selected by the Scholarship Committee on the basis of academic achievement, prior work experience, and evaluation of the written essay.

ORIENTATION

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

CLASS SCHEDULES

Most courses at Heald College typically are scheduled Monday through Thursday. Day and evening sessions are available. Some campuses offer selected courses on Friday and/or Saturday. For courses offered Monday through Thursday, Friday is an optional attendance day for students who want to work on coursework. Students requiring additional academic support may be requested to attend on Fridays as a condition of continued enrollment.

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

ADD/DROP PERIODS

11-week classes (quarter-based enrollments): Heald College has a five-day Add/Drop Period at the beginning of each 11-week class during which students can increase or decrease their unit load for the quarter. Tuition and fees for the quarter are billed after Add/Drop Period closes, and no adjustments are processed after billing occurs.

5 and 6 week classes (first-term mid-quarter enrollments): Heald College has a two-day Add/Drop Period at the beginning of each five and six week class during which students can increase or decrease their unit load for the quarter. Tuition and fees for the quarter are billed after the Add/Drop Period closes, and no adjustments are processed after billing occurs.

ENROLLMENT PERIODS

Quarter-based Programs: 11 calendar weeks beginning on the first day of classes each academic quarter.

Mid-quarter starts (Initial enrollment only): 5 and 6 calendar weeks beginning on the first day of classes. After the first 5 or 6 weeks of classes, students starting during mid-quarter starts will follow policies according to those designed for students enrolled in quarter-based programs.

Modular Programs: 5 or 6 calendar weeks beginning on the first day of classes, and each 5 or 6 week class registration period thereafter.

EXTERNSHIPS/CLINICALS

Externship/clinical classes are generally completed during the day but are not restricted to regular business hours and may require distant travel, different shifts or weekend work. All Externships are unpaid.

COURSE CREDIT POLICY

Heald College, with the exception of the campus in Portland, Oregon, accepts a maximum of 50% of the units required for the completion of a selected program in transfer units. The State of Oregon mandates that no more than 25% of any degree program may be earned through challenge examinations which are considered part of the total transfer units.

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Heald students may have an opportunity to earn credit by demonstrating proficiency in some courses in their major. Students wishing to pursue these opportunities should contact the Academic Affairs Department. Students can attempt to demonstrate proficiency for course credit only once. Students who withdraw from a class after the last day of the Add/Drop period – as published in the College catalog – are ineligible to challenge the class from which they withdrew.

Credit is given for courses for which proof of successful completion of any of the following areas is submitted:

- An Advanced Placement (AP) test score of three or higher.
- High school courses taken in accordance with approved Heald partnerships and alliances that have been completed with a “C” grade or better.
- An equivalent College Level Examination Program (CLEP) examination.
- An equivalent course which has been completed with a “C” grade or better at an institution with regional, national, or specialized accreditation which is currently recognized by the Council for Higher Education Accreditation (CHEA) and/or the U.S. Department of Education.

A student must provide official documentation of the above in order to receive credit for a course. Not all Heald courses are eligible for alternative credit.

Heald College does not accept experiential learning for course credit.

CAMPUS DESIGNATED COURSES AND ELECTIVES

In certain programs, each campus will schedule additional courses or electives as needed to complement the student’s program and help fulfill the total required units of study for that program. An internship is a designated course option for some programs.

ACADEMIC SUPPORT SERVICES

The Learning Resource Center is an integral part of Heald’s academic support services. The support system includes faculty-guided workshops, individual and group tutoring, informal study groups, open labs, and other academic assistance programs that help students achieve their goals.

GRADING POLICIES, COURSE WORK, AND UNITS

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

Achievement may be measured by a variety of criteria, such as tests, practice sets, textbook/workbook exercises, class participation, special team and individual projects, presentations, portfolios, and other assessments. Satisfactory completion of a course is based on achieving a grade of at least “D.” However, a minimum grade of “C” is required in the major courses of the student’s program or courses that are prerequisites for advanced courses. The major courses for each program are listed in the catalog, and prerequisites are noted on the course description pages of the catalog.

If a student attends class for the entire quarter and has not completed the required assignments by the end of the quarter, an incomplete grade may be granted at the discretion of the instructor. The request for an incomplete must be submitted in writing to the instructor prior to the scheduled final.

If granted, the student must arrange to complete all work – and a grade must be awarded – no later than the end of the ensuing quarter. If the incomplete course is a prerequisite for an advanced course in which the student is enrolled, the incomplete work must be completed and a grade awarded no later than the end of the first week of the current quarter in which the student is enrolled. If the incomplete grade remains by the end of the first week, the student must withdraw from the advanced course.

The degree will not be awarded until course requirements are completed. If the requirements are not met the student must re-enroll in a currently offered program and complete the requirements for the current program of study in order to be awarded a diploma or degree.

Students who attend class during the Add/Drop Period and then withdraw prior to the end of the Add/Drop Period will receive a grade of “NS” to designate “No Show.” The units associated with a grade of “NS” are not calculated in GPA or included in measuring quantitative progress.

A	90% – 100%	=	Superior
B	80% – 89%	=	Above Average
C	70% – 79%	=	Average
D	60% – 69%	=	Below Average
F	59% or below	=	Failing - Class performance and subject knowledge are below academic and job acceptability; class must be repeated
CR		=	Credit
NC		=	No Credit
INC		=	Incomplete
W		=	Withdrawal after the Add/Drop Period
WF		=	Withdrawal with a failing grade after the published last to drop without a failing grade period
NS		=	Withdrawal during the Add/Drop Period
TR		=	Transfer Credit

If an enrolled student withdraws from a course after the end of the Add/Drop Period, a grade of “W” is recorded. If a student withdraws from a course after the published “Last Day to Withdraw without a Failing Grade,” a grade of “WF” is recorded.

The units associated with a grade of “W” are not calculated in the Grade Point Average (GPA) in measuring “qualitative progress”; however, the WF grade is included in the GPA calculation. The units associated with a “W” or “WF” grade are included as units attempted in measuring “quantitative progress.” Quantitative progress is the ratio of the units attempted to units completed. Further information on measuring qualitative and quantitative progress, may be found under Satisfactory Academic Progress in this catalog.

Students can view their grades online at any time using the Heald Student Portal.

GRADE POINT AVERAGE

The Cumulative Grade Point Average (CGPA) indicates the overall achievement of the student for all courses in which a letter grade was earned. It

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is computed by dividing the sum of the grade points earned by the sum of graded units taken. For courses that are repeated, only the higher grade is used in computing the GPA. Grade points are earned as follows:

- A earns 4 points
- B earns 3 points
- C earns 2 points
- D earns 1 point
- F earns 0 points
- W earns 0 points
- WF earns 0 points

REPEATING COURSES

If a grade of “F,” “WF,” or “W” is received, the course must be repeated. If a grade of “D” is received, the course must be repeated if it is noted as a major course in the program of study or is a prerequisite for an advanced course. A course in which a student earned a “D” grade may be repeated to improve the Grade Point Average (GPA) at the student’s option. Students who withdraw from a class after the last day to add a class, as published in the College catalog, are ineligible to challenge the class from which they withdrew.

All repeated courses may delay the student’s graduation date and result in additional tuition and other costs. The student is also responsible for purchasing any new, updated, or additional textbooks or materials. All repeated courses are counted as units attempted in determining satisfactory quantitative progress. A student is encouraged to agree to meeting with the instructor and/or a tutor on each Friday to assess current progress in the repeated course and to receive additional academic support if needed.

SATISFACTORY ACADEMIC PROGRESS

All students are required to make satisfactory academic progress towards completion of his or her program of study.

Satisfactory Academic Progress (SAP) has two components, a qualitative standard and a quantitative standard. The qualitative standard is based on the minimum graduation requirement of a 2.0 Cumulative Grade Point Average (CGPA). The quantitative standard requires progress sufficient to graduate within 150% of the program units. This policy applies to all students enrolled in all programs.

The Academic Performance Standards shown in the table below define the minimum requirements for academic progress. Performance below any one of the Measurement Levels listed in the table will place the student on Warning or Probation. Students may continue to be eligible to receive financial aid during warning and probationary quarters, but eligibility is restricted to 150% of the units attempted for their programs.

ACADEMIC PERFORMANCE STANDARDS

Measurement Levels	Qualitative	Quantitative
Degree Programs		
After attempting 32 units	1.5	40%
After attempting 48 units	1.75	50%
After attempting 74 units	1.75	60%
After attempting 90 units	2.0	66.67%
Diploma Programs		
After attempting 24 units	1.75	50%
After attempting 36 units	2.0	66.67%
Certificate Programs		
After attempting 12 units	1.75	50%
After attempting 24 units	2.0	66.67%

Qualitative Standard

Qualitative progress is based on a student’s Cumulative Grade Point Average (CGPA) for all courses taken at Heald. For continued enrollment a student must meet the minimum CGPA listed in the Academic Performance Standards Table. To maintain qualitative progress in the degree programs, a student must have a CGPA of 1.5 at the completion of 32 units. Continued progress is based on a CGPA of 1.75 through the completion of 74 units. After the completion of 90 units, the student must maintain a CGPA of 2.0 to be making satisfactory academic progress.

To maintain qualitative progress in the diploma programs, a student must have a CGPA of 1.75 at the completion of 24 units. Continued progress is based on a CGPA of 2.0 at the completion of 36 units.

To maintain qualitative progress in the certificate programs, a student must have a CGPA of 1.75 at the completion of 12 units. Continued progress is based on a CGPA of 2.0 at the completion of 24 units.

Quantitative Standard

Quantitative progress is based on the number of units attempted and the number of units completed in the student’s program. Students must achieve quantitative progress sufficient to graduate within 150% of the required units to complete their programs of study (e.g. student’s program requires 100 units; student must not exceed a total of 150 units attempted in completing program). This means that to maintain satisfactory quantitative progress, a student must successfully complete at least two-thirds of all units attempted in progressing toward his/her degree, diploma, or certificate objective. Units attempted include all units for which the student has been enrolled at Heald College, regardless of the grade earned.

After attempting 32 units but prior to attempting 48 units, the student enrolled in a degree program must have achieved quantitative progress of 40%. After attempting 48 units but prior to attempting 74 units, the student must have achieved quantitative progress of 50%. After attempting 74 units but prior to attempting 90 units, the student must have achieved quantitative progress of

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60%. After attempting 90 units, the student must maintain quantitative progress of 66.67% to be making satisfactory academic progress.

Quantitative progress for diploma programs is based on attempting 24 units and achieving 50% quantitative progress. After attempting 36 units the student must maintain quantitative progress of 66.67%.

Quantitative progress for certificate programs is based on attempting 12 units and achieving 50% quantitative progress. After attempting 24 units the student must maintain quantitative progress of 66.67%

The quantitative measurement of satisfactory academic progress will be re-evaluated if the student changes program of study, reenrolls in a new program, or enrolls having transfer credits from another institution. Only units from courses that apply to the new program will be used for calculation of units attempted and completed to measure the quantitative progress.

Warning, Probation, and Dismissal

If satisfactory progress is not being achieved in either the Qualitative or Quantitative Standard, the student will be placed on Warning. At the completion of the warning period, an academic review will determine if the student meets the minimum academic progress standard. If progress is acceptable, the student will be removed from Warning. If the student does not meet the minimum academic progress standard after the academic review, the student will be placed on Probation.

While on Warning or Probation the student will commit to an Academic Improvement Plan outlining quarterly expectations, and progress in meeting these expectations will be documented. If there is documented progress in meeting the Academic Improvement Plan, the student remains on Probation until the appropriate minimum standard for academic progress as listed in the table has been met. At that time the student will be removed from Probation. If expectations as outlined in the Academic Improvement Plan are not being met, the student will be dismissed from the College. During Warning and Probation periods, the student will remain eligible for Financial Aid and Satisfactory Academic Progress is measured based on units attempted as shown in the Academic Performance Standards Table rather than quarters attended.

Furthermore, if the student is dismissed for failing Academic Probation and decides to re-enter in a future term, the student will not be eligible for Financial Aid until SAP is met.

Appeals

Appeals of adverse satisfactory academic progress determinations may be requested if students have not reached 150% of the program units. Appeals must be submitted in writing to the Campus President, and documentation to support the mitigating circumstances which have prevented satisfactory academic progress must be included. The decision of the Campus President is final. If an appeal is approved, it will be granted for a specific period of time as documented by the Campus President. An approval for an appeal for mitigating circumstances does not eliminate or disregard accumulated grades, nor does it in any way modify the student's permanent academic record. If an appeal is approved, the student will be eligible for financial aid even though the student may fall below the minimum academic progress requirement. If an appeal is granted, a copy of the appeal must be placed in the student's Financial Aid file.

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

Heald College works with the Veterans' Administration to ensure the success of students enrolled for veterans' benefits under Title 38 U.S. Code. A veteran or eligible person who remains on probation for grade point deficiency below a 2.0 CGPA beyond one quarter will have his/her veteran's educational benefits discontinued. There will be no further certification of benefits until the student's cumulative academic standing reflects improvement to a 2.0 CGPA.

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

PROGRAM COMPLETION REQUIREMENTS

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

1. Complete the courses as outlined in the academic catalog under which the student enrolled.
2. Complete unit and course requirements with a minimum 2.0 CGPA.
3. Complete within 150% of the program units.
4. Achieve a minimum grade of "C" in the program's major courses. Refer to the Programs and Course Descriptions in a separate section of this catalog for identification of major courses.
5. Complete at least 50% (except Portland which is 25%) of the units while attending Heald College.
6. Be in attendance at Heald College the last full quarter prior to completing the requirements for graduation.

CAREER SERVICES

Career Services Department offers a variety of services to include assisting actively enrolled students with pursuing part-time employment and internships.

Heald College graduates with documented right to work in the United States receive lifetime career services assistance as is then available at time of request. Those who postpone an active career search or relocate outside Heald's geographic area should note that the level of career services assistance they receive is reduced.

Graduates utilizing student or career services are expected to maintain the same standards of conduct as Heald students. Violations are subject to a two-step process: first offense – written warning; second offense – suspension of privileges, subject to Campus President's discretion.

ADDITIONAL TRAINING, EDUCATION, AND CERTIFICATION DISCLOSURES

Some industries may require additional training, education, and/or certifications even after completion of a program at Heald College. Certain cities, counties, states and employers may have specific regulations for employment and may require a minimum number of training hours, education (including a high school diploma or equivalent), certification, and/or successful completion of a written and/or practical exam. This might impact the availability of externship and employment positions. Students who wish to enroll in the Medical Insurance Billing and Coding Program should note that examinations admin-

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istered by the American Health Information Management Association (AHIMA) require that students be a high school graduate or equivalent prior to being able to take certification examinations.

GRADUATION CEREMONY REQUIREMENTS

Prior to participating in graduation ceremonies, graduates may be asked to clear departmental requirements with career services, academic affairs, financial aid, the business office and/or other campus functional areas.

ATTENDANCE STANDARDS

Absences should occur only in the event of illness or unforeseen and unavoidable situations or emergencies. Students should inform faculty and staff of such absences in advance if at all possible via e-mail and/or telephone. To emphasize the importance of those behaviors, Heald College has an established Attendance Policy. Students are expected to attend all classes as scheduled, to arrive on time, and to remain until the end of each class. This section applies only to residential courses offered on campus. Courses offered online have a separate attendance policy below.

Perfect Attendance

Students who achieve 100 percent attendance in all classes for the quarter and are present for the full meeting for all classes are recognized at the quarterly awards program for maintaining Perfect Attendance. Students who continue this standard in all classes for the duration of their programs are recognized at their graduation ceremony for Perfect Attendance.

Monitoring Attendance Standards

A record of attending at least 85 percent of the scheduled class meetings generally supports student success academically and in the work place. Students are encouraged to monitor their attendance by using the following table to maintain at least 85 percent attendance.

Guidelines to Maintain 85% Attendance – Maximum Number of Absences

Number of Class Meetings per week	Quarter Schedule 11 week term	Modular Schedule 5/6 week term
1	2	1
2	3	2
3	4	2
4	6	3

Guidelines to Maintain 70% Attendance – Maximum Number of Absences

Number of Class Meetings per week	Quarter Schedule 11 week term	Modular Schedule 5/6 week term
1	3	2
2	6	3
3	9	4
4	12	6

Students who exceed the absence limits specified in the 85% attendance guidelines listed above will not be admitted to class without following the steps shown below.

1. The student will present documentation for his/her absence(s) as well as a written attendance commitment for the duration of the quarter. The Academic Affairs Department will review with the student the reason for absence(s), the documentation, and the student's communication with the Academic Affairs Department when absent. Note: All Heald students are expected to contact the Academic Affairs Department when absent and to communicate with their instructors as well.
2. A consultation will be conducted with the instructor to determine if continued enrollment is in the student's best interest academically.
3. The student may return to class with the approval of the Academic Affairs Department and the instructor.

Heald College has set 70 percent as the minimum attendance standard for a student to continue to be enrolled in a course. Using 70 percent as a guideline, students will be withdrawn from any course when their absences exceed those in the 70% Attendance table.

Withdrawal for Unsatisfactory Attendance

If attendance in all classes for the quarter falls below 70 percent, students will be withdrawn from the College. If re-admitted, students will re-enter on attendance probation for one quarter. They will make an attendance commitment with the Academic Affairs Department and must meet this commitment to continue for the quarter.

A student who is absent 14 or more consecutive calendar days in a course will be withdrawn from the course. Students who are absent from all classes for 14 or more consecutive calendar days will be withdrawn from school. Fridays, Saturdays, and Sundays are included in the consecutive absence count. Holidays and break days are excluded.

All students are expected to attend classes beginning with the first day of each quarter or module. A new or continuing student who has not attended during the add/drop period must attend the first class meeting(s) immediately following the add/drop period in order to remain enrolled in the course or courses for the module or quarter. If there is no attendance in any courses at the completion of the first class meeting(s) following the add/drop period, the student's enrollment will be cancelled.

If there is attendance in some, but not all of the courses at the completion of the first class meeting immediately following the add/drop period, the student may continue his/her enrollment in the courses attended. Registration in those courses not attended will be cancelled and the grade of NS will be recorded on the student's academic record for that quarter or module.

Tardies or Early Departures

There may be occasions when students enter after a class has started or may have reason to leave before the end of a class. Students are expected to enter or leave class quietly, minimizing any disruption. Heald College has established a maximum number of tardies and early departures for a course as shown in the table.

POLICIES AND PROCEDURES

Attendance advising will be required when students reach the maximum tardies or early departures shown in the table. The student will not be admitted to class without first meeting with a representative of the Academic Affairs Department and following the same steps as shown for absences.

Students will be withdrawn from any course when their tardies or early departures exceed those in the table.

Number of Class Meetings per week	Maximum Tardies or Early Departures	
	Attendance Advising Required	Limit for Continued Enrollment
1	2	3
2	4	6
3	7	9
4	10	12

Appeals

Appeals of adverse attendance determinations must be submitted in writing to the Campus President, and documentation must be included to support the mitigating circumstances which have prevented satisfactory attendance. If the appeal process occurs during the quarter, students will receive permission from the Director of Academic Affairs to continue attending classes while the appeal is pending. Incurring additional absences is unacceptable. A timely appeal will be important to a decision that serves the best interest of the student. The decision of the Campus President is final. If an appeal is approved, it will be granted for a specific period of time as documented by the Campus President.

ATTENDANCE STANDARDS (ONLINE COURSES)

Attendance and participation in online courses is an important determinant of success in completing courses online. Students must actively participate and complete the coursework in order to be successful. Courses offered online have a different attendance standard than courses offered on campus:

- The attendance posted by the instructor is based on the student's participation in the online course, not login minutes. Attendance starts when the term starts, not on the day the student was enrolled.
- During the first week, in order to be marked present, the student must email their instructor and post to their Class Thread.
- Thereafter, in order to be marked present, the student must demonstrate that they are making sufficient progress toward the successful completion of the Module.

A student who is absent (i.e. does not attend as defined above) 14 or more consecutive calendar days in a course will be withdrawn from the course. Students who are absent from all classes for 14 or more consecutive calendar days will be withdrawn from school. Fridays, Saturdays, and Sundays are included in the consecutive absence count. Holidays and break days are excluded.

PROFESSIONAL APPEARANCE

At Heald College, student appearance standards have been established to

be at or above those normally required in a professional business, industry, or healthcare workplace. The dress standard helps prepare a student for the workplace and fosters a professional appearance, which is a positive factor in job placement. The professional appearance policy is discussed in the enrollment process and is available in the campus Academic Affairs Department. Following medical or dental professional dress practices, healthcare students are required to wear appropriate medical or dental uniforms.

STUDENT CONDUCT AND DISCIPLINE

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

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

ACADEMIC FREEDOM STATEMENT

The primary object of Heald College is to provide quality education to our students. Students are encouraged to explore, discuss, and participate in thoughtful learning experiences that examine differing perspectives. All Heald students are expected to be honest, responsible, and respectful of others and their opinions.

ACADEMIC INTEGRITY

True learning can take place only when students do their own work honestly, without copying from other students or other sources. Heald College enforces the highest standards of academic integrity, both to preserve the value of the education offered and to prepare students to become productive members of the workforce and society. At Heald, it is considered a breach of academic honesty for students to employ any form of deception in the completion of academic work, including but not limited to:

- copying work, ideas, or projects from any other person or media
- allowing another person to copy or borrow original work in any form
- allowing another person to copy answers on a quiz or test or to communicate with another person during a quiz or a test
- representing the work of another team member as one's own
- stopping or delaying another student in the completion of any work
- plagiarism in any form, including failing to give credit to the source of thoughts, words, ideas, or work from any other person, printed material, or website

When a violation of this policy occurs, disciplinary action will be taken. Subject to the severity of the violation or repeated/multiple occurrences, academic

POLICIES AND PROCEDURES

dishonesty may result in an “F” grade for an assignment, project, assessment, or the course itself, or may result in dismissal from the College. All violations of the Academic Integrity Policy are documented and made a permanent part of a student’s record. Further information is available from the Academic Affairs Department.

STUDENT RECORDS AND PRIVACY RIGHTS

The Family Educational Rights and Privacy Act of 1974 (FERPA), 20 USC § 1232g, protects the student from having his/her records released to persons or institutions without the student’s written consent and allows the student to review his/her own official education records to make sure that no misleading, inaccurate, or otherwise inappropriate information has been included in his/her file. Heald may disclose, without consent, “directory” information. Heald College defines directory information as:

- Name
- Address
- Email address
- Phone
- Major field of study
- Quarters of attendance
- Degrees and honors received
- Name of the most recent educational institution attended
- Photograph
- Other information defined as “directory information”

A student has the right to refuse release of “directory information.” The refusal must be presented in writing to the campus Academic Affairs office prior to the student’s first quarter of classes or indicated electronically through Heald’s computer information system. A student may review his/her records with the Director of Academic Affairs upon request. A student requesting copies of records may be charged a copying fee. A student has the right to ask for amendments to records that he/she feels are inaccurate or misleading. Heald’s Student Records Access policy, as required under FERPA, is distributed annually to students. It may also be obtained by contacting the campus Academic Affairs Department.

STUDENT RECORDS

An official academic transcript for each student provides:

- a complete history of all attempted or completed courses taken at all Heald Colleges attended
- grades earned for each course
- percentage of attendance for each class

Students may review their academic records at any time with the Academic Affairs Department.

Financial records chronicle a student’s tuition charges, payment, refunds, and financial transactions. A student may review these records at any time with a Financial Aid Advisor.

INFORMATION TECHNOLOGY POLICY

The use of any computer software or information technology equipment by students shall be in compliance with all laws and Heald policies. The policy is distributed to all students prior to their attending class. Students may not violate any intellectual property rights and may not compromise, tamper with,

or utilize the software or equipment for inappropriate or unauthorized purposes. All such property belonging to Heald or under Heald’s control may be inspected or monitored by Heald personnel at any time and for any purpose. When a violation of this policy occurs, disciplinary action may be taken. Heald College’s complete information technology policy is distributed to all new students at Orientation, and a copy may be obtained at any time by contacting the campus Academic Affairs Department.

EXTRACURRICULAR ACTIVITIES

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

SMOKING

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

DRUG AND ALCOHOL ABUSE

The use of illicit drugs and abuse of alcohol are dangerous to students, employees, and the general welfare of Heald College. There are local, state, and federal sanctions for unlawful possession, use, or distribution of illicit drugs and abuse of alcohol. Such sanctions include fines and imprisonment. The College maintains a drug and alcohol-free environment and considers the dangers of drug and alcohol abuse a serious concern. A copy of the College’s drug and alcohol abuse policy is distributed to students annually with the Campus Security Report, and a copy may be obtained at any time by contacting the campus Academic Affairs Department.

SAFE WORKPLACE AND CAMPUS POLICIES

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

NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY

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

HARASSMENT

Heald College is committed to providing an educational environment that is free of fear, intimidation, or hostility. In keeping with this commitment, Heald

POLICIES AND PROCEDURES

maintains a strict policy prohibiting unlawful harassment, including sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation. This policy prohibits harassment in any form, including verbal, physical, and visual harassment and applies to all Heald College students, employees, and agents. Students are encouraged to report incidences of harassment to campus administration.

STUDENTS WITH DISABILITIES

It is the student's responsibility to make his/her disability known and to present certified documentation of the disability. A student who chooses to make his/her disability known and seeks accommodation should contact the Academic Affairs Department immediately upon recognizing the need for an accommodation. An Academic Affairs Department Representative will discuss the recommended accommodations with the student to determine a reasonable means for delivering a specific accommodation. Documentation of recommended accommodations from a physician or other healthcare professional will be required prior to provision of the accommodation.

STUDENT ISSUE RESOLUTION, HEALD STUDENT HELP LINE, AND GRIEVANCE POLICY

Open communications

It is not uncommon for a student to encounter an obstacle or feel the need for extra assistance in his or her experience at a campus. Heald College seeks to address student issues as issues arise and works to partner with a student to arrive at effective, timely resolution to a student's issues. Heald College campus instructors, managers and campus leaders maintain an open door policy for students to communicate about any school-related issue. During the admissions and new student orientation process, Heald College begins to set student expectations about where at the campus students may go for what type of help. Heald College encourages and expects students to bring up issues as they arise in a professional manner and to work with campus instructors and staff to resolve any school-related issues in as timely a manner as possible. Heald College seeks to create an open and positive educational environment where students may communicate concerns at anytime.

Student health/safety issues

Students should immediately report to campus instructor, Director of Academic Affairs, Campus President or Heald College Student Help Line any instance where the student feels he/she has been threatened, harmed, harassed, discriminated against, or otherwise mistreated at the campus. The Campus President will take appropriate measures in accordance with applicable campus procedures and in coordination with Heald College departments to, first, insure student safety and a positive learning environment.

Other types of Student Issues

Heald College strives to provide a positive, professional learning environment. Heald College encourages and expects students to follow campus professional level guidelines for resolving issues. For example, students generally should address issues with the appropriate person at the campus before escalating the issue to the level of Campus Manager, Director of Academic Affairs or Campus President. For example, students should generally see his/her instructor for assistance with classroom learning issues. Students may also

see campus Academic staff (the Program Director or Director of Academic Affairs, for example) for help with course or program issues, including but not limited to issues with a course, course scheduling or academic progress issues; attendance or grading issues; help with campus student services; any help with any other academic-related issues. Students may see Financial Aid or Business Office staff for assistance with finance issues. Students may see the office of Career Services for assistance with career placement. In general, students should communicate with departments any concerns specific to the department. The Campus President and department leaders also maintain an open door policy for student concerns.

The Heald College Student Help Line

Heald College maintains a Heald College Student Help Line. The student should first attempt to resolve any issues with the appropriate campus staff as outlined above; however, a student may contact the Heald College Office of Student Affairs with school related concerns by contacting the following number:

The Heald College Student Help Line: 1-866-579-2874

Grievance Procedure

If a student has communicated concerns to appropriate campus instructors/staff/Help Line and still does not feel his/her issues have been resolved, the student may choose to file a grievance, or formal complaint, with the campus.

The formal grievance process works as follows:

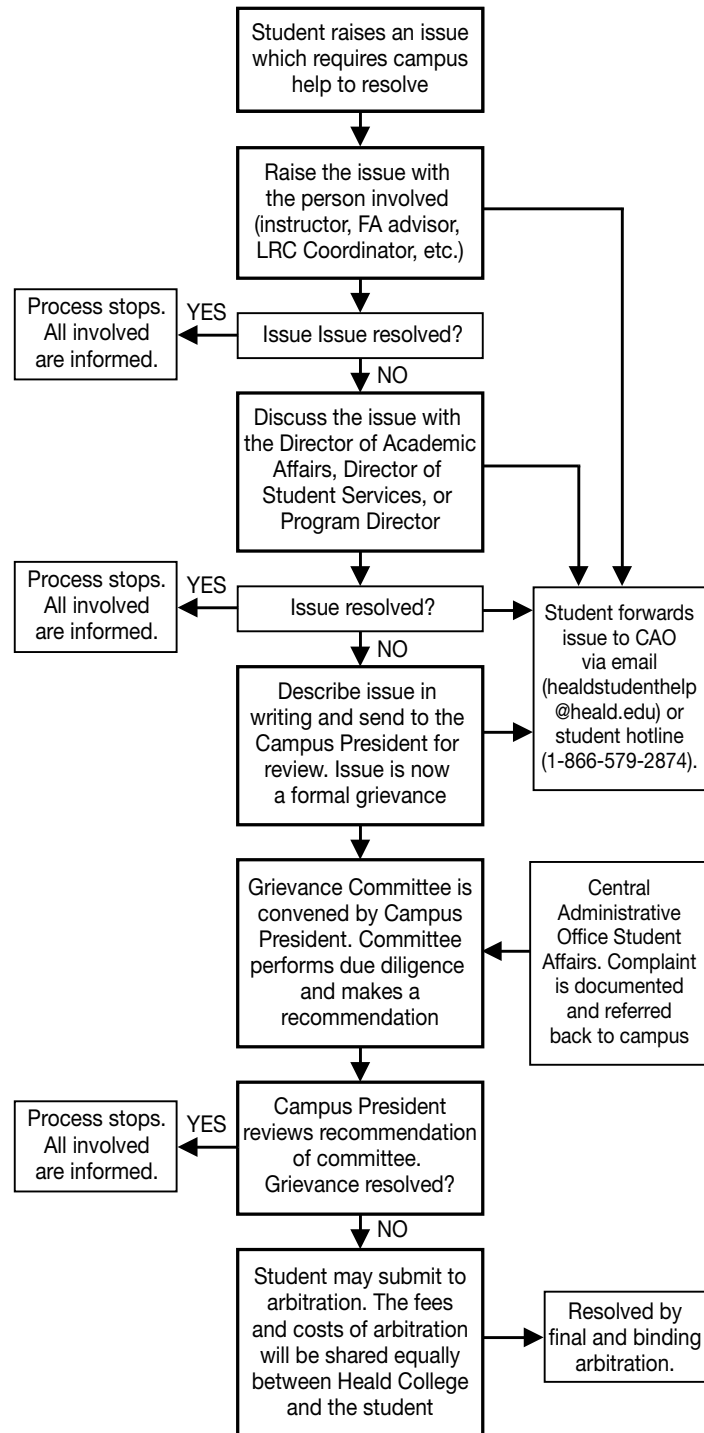
1. Student may file a grievance by writing a letter to the Campus President. The letter should outline the student's concerns, the steps taken to resolve the issue with the campus, and the specific assistance or resolution that the student is seeking.
2. The Campus President will review the issues and convene a campus Grievance Committee. The Grievance Committee shall be made up of disinterested campus faculty/staff.
3. The Grievance Committee shall investigate the issue, review all applicable records, the issues in light of Heald policy, and speak with the complaining student to allow the student an opportunity to explain his/her issues.
4. The Grievance Committee shall within a reasonable amount of time reach a decision based on the facts as can be determined, records, and Heald College policy.
5. The Grievance Committee shall make a recommendation for a resolution to the student's complaint to the Campus President.
6. The Campus President and Heald College Chief Academic Officer or designee shall have the authority to review the recommendation of the Grievance Committee in light of applicable college policy and then make a decision on the issues.
7. The Campus President shall communicate the decision to the student in writing within a reasonable time once the decision has been reached.
8. The decision reached after the Grievance Committee process shall be considered final as between the student and the campus. *

POLICIES AND PROCEDURES

*Please note: A student may also seek formal complaint resolution through the arbitration process according to the terms of the student's enrollment at the campus and an agreement to submit to the arbitration process. The student should see his/her Campus President for details about the arbitration process.

STUDENT ISSUE RESOLUTION PROCESS AND GRIEVANCE¹ PROCEDURE

This flow chart is designed to provide a visual representation of Heald College's student issue resolution process and grievance procedures.



¹A grievance is a formal student complaint about a disability accommodation, harassment, discrimination, or school-related matter.

TRANSFERABILITY OF HEALD COLLEGE CREDIT

Heald makes no representation or guarantee that credits that you earn at Heald will be transferable to any other college or university. Acceptance of credits is determined entirely by the receiving institution, at their complete discretion, and should not be assumed. If your educational plans rely on another college or university's acceptance of Heald credits, you should check with that institution prior to enrollment.

INTERCAMPUS TRANSFER POLICY

Transfer from one Heald College campus to another is subject to a review and approval process. Before a transfer is approved, the student interviews with staff in Admissions, Academic Affairs, Financial Aid, and the Business Office of the transferring and receiving schools. They review areas that include, but are not limited to: conduct, attendance, academic progress, financial status, and impact upon the student's financial aid eligibility. Both Campus Presidents must agree to the transfer, and their decision is considered final. A student's official transcript will include a complete history of all attempted or completed courses taken at all Heald Colleges attended and percentage of attendance for each class in which the student was enrolled.

BRUSH-UP PRIVILEGES

Brush-up privileges are offered to degree and diploma graduates who wish to refresh the skills they learned at Heald College. The privilege applies only to those courses successfully completed in the student's original program, provided space is available and such courses are currently offered. Due to continuing changes in the technology field, brush-up privileges do not include training in software upgrades or networking technology courses. Neither internship nor externship experiences are eligible for brush up.

WITHDRAWAL FROM SCHOOL

A student may withdraw from Heald College at any time for any reason. A withdrawal is considered to have occurred on the earlier of a) the date the student officially notifies the school of his or her intent to withdraw, or b) the point at which the student fails to meet the published academic policies outlined in the College catalog ("Date of Determination"). Notice of withdrawal may be given by mail, hand delivery or telegram. The notice of withdrawal, if sent by mail, is effective when deposited in the mail, properly addressed with postage prepaid. The written notice of withdrawal need not take any particular form and, however expressed, is effective if it states that a student no longer wishes to be bound by the Enrollment Agreement.

Heald College reserves the right to withdraw a student if, at any time, the student fails to meet Heald College policies as outlined in the Academic Catalog as published by Heald College. The refund computation will be based on the date the school determines the student to be withdrawn ("Date of Determination" or "DOD") and will vary depending on the type of withdrawal. For example, if a student begins the official withdrawal process or provides official notification to the College of his or her intent to withdraw, the DOD will be the date the student began the official withdrawal process, or the date of the notification, whichever is later. If a student does not begin the official withdrawal process or provide notification of his or her intent to withdraw, the DOD will be the date that Heald College becomes aware that the student ceased attendance. Upon a student's withdrawal, Heald College performs a calculation to determine unearned tuition and return of corresponding funds.

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A reasonable administrative fee not to exceed \$100 or 5% of the total institutional charges, whichever is less, will be excluded from the institutional charges used to calculate the pro-rata refund. The institution may retain the entire contract price for the period of enrollment—including tuition, fees, books, and other charges—if the student terminates their enrollment after completing more than 60% of the period of enrollment. Heald College credits tuition and fee charges based on the table on the following page:

LEAVE OF ABSENCE

The purpose of a Leave of Absences (LOA) is to provide students with the opportunity to leave school for an extended period of time without withdrawing from school. The student will incur no additional tuition charges during an approved LOA.

The Director of Academic Affairs or a designee may authorize an LOA in writing under the following circumstances:

- An LOA must be requested by a student who has completed a quarter of school and has not been in class past the end date of the published Add/Drop Period of the current quarter he/she wishes to take the LOA in.
- The student must resume attendance at the same point at which they exited the program (typically the start date of the subsequent quarter).
- The student must provide a signed written request (on a form provided by the college) for the LOA accompanied by appropriate supporting documentation. The last date of attendance and return date must be clearly identified on the request.
- The student may not have completed his/her program to be eligible for an LOA.
- The LOA may not extend beyond 180 days.

Multiple LOAs may be granted during any 12-month period beginning with the start of the most recent LOA, provided that the total days of the absence do not exceed 180 days during the student enrollment with Heald College.

Reasons for granting an LOA are limited to:

- Serious and documented student medical problems that significantly impair or interfere with a student's ability to attend school.
- Pregnancy/childbirth
- Military duty
- Death of an immediate family member (typically a parent, child, spouse, domestic partner, aunt, uncle or grandparent).

If a student does not resume classes on or before the approved return date, the student will be withdrawn from his/her program of study.

Note: If a student does not return from an approved LOA, the grace period for Stafford and Perkins loans will begin with the last date of attendance. The length of the remaining eligibility of the grace period is contingent upon any portion of the time frame previously used for the LOA.

RE-ENTRY POLICY

A student who was enrolled in a Heald College program within the previous 18 months and withdrew prior to completion of requirements may apply for re-entry by contacting the campus Academic Affairs Department. Re-entry students are subject to the programs, policies, procedures, tuition, and fees outlined in the catalog in effect at the time of re-entry. The Academic Affairs Department evaluates the student's Heald transcript of courses previously completed, or for which previous alternative credit was awarded, to determine whether the content satisfies current course/program requirements. After meeting with a Representative of the Academic Affairs Department and completing a re-entry application, the student must meet with the business office representative to clear any prior financial obligation to the institution. After financial obligations have been cleared, the re-entering student meets with a financial aid advisor. Heald College reserves the right to deny re-entry to any person for any nondiscriminatory reason.

REFUND OF STUDENT FINANCIAL AID

Heald College is certified by the U.S. Department of Education as an eligible participant in the Federal Student Financial Aid (SFA) programs established under the Higher Education Act of 1965 (HEA), as amended.

When a student withdraws, the institution must complete two calculations. First, the institution must determine how much federal grant and loan assistance the student has earned under the Federal Return of Title IV Funds Policy, if the student is a Title IV recipient. Then, the institution must determine how much of the tuition and fees it is eligible to retain using the institutional refund policy.

If the student or parent (in the case of a PLUS loan) is eligible for additional funds at the time of withdrawal, the student may receive additional student financial aid (SFA) funds. If the student received more SFA funds than he or she earned under the Federal Return of Title IV Funds Policy, the institution, and in some cases the student, is required to return the unearned funds to the Federal program(s) or lender, as applicable.

Any unpaid balance of tuition and fees that remains after calculating the institutional refund policy and applying the amount of SFA funds earned based on the Federal Return of Title IV Funds Policy must be paid by the student to the institution.

POLICIES AND PROCEDURES

<i>A student who withdraws...</i>	<i>Heald College is eligible to retain...</i>	<i>Student is entitled to a refund of...</i>
During the Add/Drop Period	0%	100%
After the Add/Drop Period and through and including 10% of the Enrollment Period	5%	95%
After 10% and through and including 20% of the Enrollment Period	15%	85%
After 20% and through and including 30% of the Enrollment Period	25%	75%
After 30% and through and including 40% of the Enrollment Period	35%	65%
After 40% and through and including 50% of the Enrollment Period	45%	55%
After 50% and through and including 60% of the Enrollment Period	55%	45%
After 60% of the Enrollment Period	100%	0%

enrollment period, in the following order, up to the net amount disbursed from each source:

1. Unsubsidized Federal Stafford loans
2. Subsidized Federal Stafford loans
3. Federal Perkins loans
4. Federal PLUS loans
5. Federal Pell Grants for which a return of funds is required
6. Federal Academic Competitiveness Grant
7. Federal Supplemental Educational Opportunity Grants (FSEOG)
8. Other Federal programs governed under Title IV regulations

RE-ADMIT POLICY

A student who was enrolled previously in a Heald College program, who has been out of school longer than 18 months and who withdrew prior to completion of requirements, may apply for re-enrollment by contacting the campus admissions department. Re-admitted students are subject to the programs, policies, procedures, tuition, and fees outlined in the catalog in effect at the time of re-enrollment. Re-admitted students may be asked to sit for the current entrance examination for course placement purposes. After meeting with an admissions advisor and completing the Enrollment Agreement for re-admission, the student meets with a Representative of the Academic Affairs Department for a Heald transcript evaluation of courses completed to determine whether course content satisfies current course/program requirements. Before a re-admit will be approved, the student must meet with a financial aid advisor and business office representative to clear any prior financial obligation to the institution. The re-admitted student must meet with a financial aid advisor to complete the enrollment process. Heald College reserves the right to deny re-enrollment to any person for any nondiscriminatory reason.

GRADE FORGIVENESS POLICY

If a student is applying for re-enrollment and five or more years have elapsed since the student last attended classes at Heald College, the student may petition the Academic Affairs Department in writing to have all former grades removed from the cumulative grade point average (CGPA). If granted, all former grades remain on the student's official transcript but are not calculated in the CGPA. A student may petition for this grade forgiveness only once.

FEDERAL RETURN OF TITLE IV FUNDS

Heald College will perform a pro-rata refund calculation unless the student has cancelled his/her enrollment or withdrawn and received a full refund under the provisions above. Under a pro-rata refund calculation, the institution is entitled to retain only the percentage of Federal Aid proportional to the period of enrollment completed by the student. The period of enrollment completed by the student is calculated by dividing the total number of days in the period of enrollment into the number of days completed in that period (as of the withdrawal date). The percentage of days attended is rounded up to the nearest 0.1% and multiplied by the institutional charges for the period of enrollment.

The percentage of days attended indicates the percentage of aid earned by the student and therefore the school. This percentage is calculated against the Title IV aid that was disbursed or could have been disbursed (if the student was eligible at the time of withdrawal) to determine the amount of aid earned by the student and the amount of aid, if any, is due back to the fund source (i.e. Pell Grant or Stafford Loan). In some cases the student may be eligible for a post-withdrawal disbursement of aid. The financial aid office will communicate with the student to determine the appropriate disbursement criteria. In other cases the return of Federal and/or state aid and refund calculation of tuition may create a balance of tuition due. This balance will be due and payable by the student.

REFUNDS

Any monies due back to Title IV funds, state grants or the student will be refunded within 45 days of the date of withdrawal. Heald College must return Title IV funds to the programs from which the student received aid during the

ACADEMIC CALENDAR

{QUARTER SCHEDULE}

JANUARY QUARTER

	2008	2009	2010
Orientation	January 17, 2008	January 15, 2009	January 14, 2010
Martin Luther King – Holiday	January 21, 2008	January 19, 2009	January 18, 2010
First Day of Instruction	January 22, 2008	January 20, 2009	January 19, 2010
Last Day to Add/Drop a Class	January 25, 2008	January 23, 2009	January 22, 2010
President’s Day – Holiday	February 18, 2008	February 16, 2009	February 15, 2010
Last Day to Drop Class without Failing Grade	February 29, 2008	February 27, 2009	February 26, 2010
Final Exams	April 7-8, 2008	April 6-7, 2009	April 5-6, 2010
Last Day of Instruction	April 8, 2008	April 7, 2009	April 6, 2010

APRIL QUARTER

Orientation	April 17, 2008	April 16, 2009	April 15, 2010
First Day of Instruction	April 21, 2008	April 20, 2009	April 19, 2010
Last Day to Add/Drop a Class	April 25, 2008	April 24, 2009	April 23, 2010
Memorial Day – Holiday	May 26, 2008	May 25, 2009	May 31, 2010
Last Day to Drop Class without Failing Grade	May 30, 2008	April 29, 2009	May 28, 2010
Kamehameha Day*	June 11, 2008	June 11, 2009	June 11, 2010
Final Exams	July 1-2, 2008	June 30-July 1, 2009	June 30-July 1, 2010
Last Day of Instruction	July 2, 2008	July 1, 2009	July 1, 2010

JULY QUARTER

Orientation	July 17, 2008	July 16, 2009	July 15, 2010
First Day of Instruction	July 21, 2008	July 20, 2009	July 19, 2010
Last Day to Add/Drop a Class	July 25, 2008	July 24, 2009	July 23, 2010
Statehood Day*	August 15, 2008*	August 21, 2009*	August 20, 2010*
Last Day to Drop Class without Failing Grade	August 29, 2008	August 28, 2009	August 27, 2010
Labor Day – Holiday	September 1, 2008	September 7, 2009	September 6, 2010
Final Exams	October 1-2, 2008	September 30 - October 1, 2009	September 29-30, 2010
Last Day of Instruction	October 2, 2008	October 1, 2009	September 30, 2010

OCTOBER QUARTER

Orientation	October 9, 2008	October 8, 2009	October 7, 2010
First Day of Instruction	October 13, 2008	October 12, 2009	October 11, 2010
Last Day to Add/Drop a Class	October 17, 2008	October 16, 2009	October 15, 2010
Veterans Day – Holiday	November 10, 2008	November 9, 2009	November 11, 2010
Last Day to Drop Class without Failing Grade	November 21, 2008	November 20, 2009	November 19, 2010
Thanksgiving – Holiday	November 27–28, 2008	November 26–27, 2009	November 25-26, 2010
Winter Break - No Classes	December 22, 2008- January 2, 2009	December 21, 2009- January 1, 2010	December 20, 2010 - December 30, 2010
Classes Resume	January 5, 2009	January 4, 2010	January 3, 2011
Final Exams	January 7-8, 2009	January 6-7, 2010	January 5-6, 2011
Last Day of Instruction	January 8, 2009	January 7, 2010	January 6, 2011

*Honolulu Campus Only

ACADEMIC CALENDAR

{FOR STUDENTS STARTING MID-QUARTER ONLY}

JANUARY QUARTER

	2008	2009	2010
Orientation	February 21, 2008	February 19, 2009	February 18, 2010
First Day of Instruction	February 25, 2008	February 23, 2009	February 22, 2010
Last Day to Add/Drop a Class	February 26, 2008	February 24, 2009	February 23, 2010
Last Day to Drop Class without Failing Grade	March 14, 2008	March 13, 2009	March 12, 2010
Final Exams	April 7-8, 2008	April 6-7, 2009	April 5-6, 2010
Last Day of Instruction	April 8, 2008	April 7, 2009	April 6, 2010

APRIL QUARTER

Orientation	May 22, 2008	May 21, 2009	May 20, 2010
Memorial Day – Holiday	May 26, 2008	May 25, 2009	May 31, 2010
First Day of Instruction	May 27, 2008	May 26, 2009	May 24, 2010
Last Day to Add/Drop a Class	May 28, 2008	May 27, 2009	May 25, 2010
Kamehameha Day*	June 11, 2008	June 11, 2009	June 11, 2010
Last Day to Drop Class without Failing Grade	June 13, 2008	June 12, 2009	June 11, 2010
Final Exams	July 1-2, 2008	June 30-July 1, 2009	June 30-July 1, 2010
Last Day of Instruction	July 2, 2008	July 1, 2009	July 1, 2010

JULY QUARTER

Orientation	August 21, 2008	August 20, 2009	August 19, 2010
Statehood Day*	August 15, 2008*	August 15, 2009*	August 15, 2010*
First Day of Instruction	August 25, 2008	August 24, 2009	August 23, 2010
Last Day to Add/Drop a Class	August 26, 2008	August 25, 2009	August 24, 2010
Labor Day – Holiday	September 1, 2008	September 7, 2009	September 6, 2010
Last Day to Drop Class without Failing Grade	September 12, 2008	September 11, 2009	September 10, 2010
Final Exams	October 1-2, 2008	September 30- October 1, 2009	September 29-30, 2010
Last Day of Instruction	October 2, 2008	October 1, 2009	September 30, 2010

OCTOBER QUARTER

Veterans Day – Holiday	November 10, 2008	November 9, 2009	November 11, 2010
Orientation	November 13, 2008	November 12, 2009	November 10, 2010
First Day of Instruction	November 17, 2008	November 16, 2009	November 15, 2010
Last Day to Add/Drop a Class	November 18, 2008	November 17, 2009	November 16, 2010
Thanksgiving – Holiday	November 27–28, 2008	November 26–27, 2009	November 25-26, 2010
Last Day to Drop Class without Failing Grade	December 5, 2008	December 4, 2009	December 3, 2010
Winter Break - No Classes	December 22, 2008- January 2, 2009	December 21, 2009- January 1, 2010	December 20, 2010- December 30, 2010
Classes Resume	January 5, 2009	January 4, 2010	January 3, 2011
Final Exams	January 7-8, 2009	January 6-7, 2010	January 5-6, 2011
Last Day of Instruction	January 8, 2009	January 7, 2010	January 6, 2011

*Honolulu Campus Only

ACADEMIC CALENDAR

{MEDICAL INSURANCE BILLING AND CODING DIPLOMA PROGRAM ONLY}

JANUARY QUARTER MODULE I	2008	2009	2010
Orientation	January 17, 2008	January 15, 2009	January 14, 2010
Martin Luther King – Holiday	January 21, 2008	January 19, 2009	January 18, 2010
First Day of Instruction	January 22, 2008	January 20, 2009	January 19, 2010
Last Day to Add/Drop a Class	January 23, 2008	January 21, 2009	January 20, 2010
Last Day to Drop Class without Failing Grade	February 8, 2008	February 6, 2009	February 5, 2010
President's Day – Holiday	February 18, 2008	February 16, 2009	February 15, 2010
Final Exams	February 20-21, 2008	February 18-19, 2009	February 17-18, 2010
JANUARY QUARTER MODULE II	2008	2009	2010
Orientation	February 21, 2008	February 19, 2009	February 18, 2010
First Day of Instruction	February 25, 2008	February 23, 2009	February 22, 2010
Last Day to Add/Drop a Class	February 26, 2008	February 24, 2009	February 23, 2010
Last Day to Drop Class without Failing Grade	March 14, 2008	March 13, 2009	March 12, 2010
Final Exams	April 7-8, 2008	April 6-7, 2009	April 5-6, 2010
Last Day of Instruction	April 8, 2008	April 7, 2009	April 6, 2010
APRIL QUARTER MODULE I	2008	2009	2010
Orientation	April 17, 2008	April 16, 2009	April 15, 2010
First Day of Instruction	April 21, 2008	April 20, 2009	April 19, 2010
Last Day to Add/Drop a Class	April 22, 2008	April 21, 2009	April 20, 2010
Last Day to Drop Class without Failing Grade	May 9, 2008	May 8, 2009	May 7, 2010
Final Exams	May 21-22, 2008	May 20-21, 2009	May 19-20, 2010
APRIL QUARTER MODULE II	2008	2009	2010
Orientation	May 22, 2008	May 21, 2009	May 20, 2010
Memorial Day – Holiday	May 26, 2008	May 25, 2009	May 31, 2010
First Day of Instruction	May 27, 2008	May 26, 2009	May 24, 2010
Last Day to Add/Drop a Class	May 28, 2008	May 27, 2009	May 25, 2010
Kamehameha Day*	June 11, 2008	June 11, 2009	June 11, 2010
Last Day to Drop Class without Failing Grade	June, 13, 2008	June 12, 2009	June 11, 2010
Final Exams	July 1-2, 2008	June 30-July 1, 2009	June 30-July 1, 2010
Last Day of Instruction	July 2, 2008	July 1, 2009	July 1, 2010

{MEDICAL INSURANCE BILLING AND CODING DIPLOMA PROGRAM ONLY CONTINUED}

JULY QUARTER MODULE I	2008	2009	2010
Orientation	July 17, 2008	July 16, 2009	July 15, 2010
First Day of Instruction	July 21, 2008	July 20, 2009	July 19, 2010
Last Day to Add/Drop a Class	July 22, 2008	July 21, 2009	July 20, 2010
Last Day to Drop Class without Failing Grade	August 8, 2008	August 7, 2009	August 6, 2010
Statehood Day*	August 15, 2008*	August 21, 2009*	August 20, 2010*
Final Exams	August 20-21, 2008	August 19-20, 2009	August 18-19, 2010
JULY QUARTER MODULE II	2008	2009	2010
Orientation	August 21, 2008	August 20, 2009	August 19, 2010
First Day of Instruction	August 25, 2008	August 24, 2009	August 23, 2010
Last Day to Add/Drop a Class	August 26, 2008	August 25, 2009	August 24, 2010
Labor Day – Holiday	September 1, 2008	September 7, 2009	September 6, 2010
Last Day to Drop Class without Failing Grade	September 12, 2008	September 11, 2009	September 10, 2010
Final Exams	October 1-2, 2008	September 30 - October 1, 2009	September 29-30, 2010
Last Day of Instruction	October 2, 2008	October 1, 2009	September 30, 2010
OCTOBER QUARTER MODULE I	2008	2009	2010
Orientation	October 9, 2008	October 8, 2009	October 7, 2010
First Day of Instruction	October 13, 2008	October 12, 2009	October 11, 2010
Last Day to Add/Drop a Class	October 14, 2008	October 13, 2009	October 12, 2010
Last Day to Drop Class without Failing Grade	October 31, 2008	October 30, 2009	October 29, 2010
Veterans Day – Holiday	November 11, 2008	November 11, 2009	November 11, 2010
Final Exams	November 12-13, 2008	November 10&12, 2009	November 9-10, 2010
OCTOBER QUARTER MODULE II	2008	2009	2010
Veterans Day – Holiday	November 10, 2008	November 9, 2009	November 11, 2010
Orientation	November 13, 2008	November 12, 2009	November 10, 2010
First Day of Instruction	November 17, 2008	November 16, 2009	November 15, 2010
Last Day to Add/Drop a Class	November 18, 2008	November 17, 2009	November 16, 2010
Thanksgiving – Holiday	November 27–28, 2008	November 26–27, 2009	November 25-26, 2010
Last Day to Drop Class without Failing Grade	December 5, 2008	December 4, 2009	December 3, 2010
Winter Break - No Classes	December 22, 2008- January 2, 2009	December 21, 2009- January 1, 2010	December 20, 2010- December 30, 2010
Classes Resume	January 5, 2009	January 4, 2010	January 3, 2011
Final Exams	January 7-8, 2009	January 6-7, 2010	January 5-6, 2011
Last Day of Instruction	January 8, 2009	January 7, 2010	January 6, 2011



Rancho Cordova Campus



Roseville Campus



Portland Campus



Fresno Campus



Hayward Campus



San Jose Campus



Honolulu Campus



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