



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

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## BOARD OF TRUSTEES

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## { HEALD COLLEGE IS A NONPROFIT, REGIONALLY ACCREDITED CAREER COLLEGE }

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

Heald College is accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges (WASC), 10 Commercial Boulevard, Suite 204, Novato, California 94949, (415) 506-0234, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the U.S. Department of Education. A student may receive a copy of the document describing this information by contacting the director of academic affairs at a Heald campus.

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

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



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

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

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

## CREDIT TRANSFERS FOR BACHELOR'S DEGREES

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

California State University, Monterey

Chaminade University

City University

DeVry University, Fremont

Franklin University

Golden Gate University

Hawai'i Pacific University

Marylhurst University

Menlo College

National University

Notre Dame de Namur University

Nova Southeastern University

Sonoma State University

University of Phoenix

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

## { CAREER-FOCUSED CURRICULUM }

### Heald College offers a variety of educational options.

#### THE ASSOCIATE IN APPLIED SCIENCE DEGREE

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

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

#### THE DIPLOMA

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

#### THE CERTIFICATE

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

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

- Business Accounting (Degree, Certificate)
- Business Administration (Degree, Diploma)
- Business Administration, Accounting (Degree, Diploma)
- Business Administration, Criminal Justice (Degree, Diploma)
- Business Administration, Hospitality and Tourism (Degree, Diploma)
- Business Administration, Office Technologies (Degree, Diploma)
- Business Administration, Sales and Marketing (Degree, Diploma)
- Business Administration, Software Technologies (Degree, Diploma)
- Electronics Technology (Degree, Diploma)
- Information Technology, Network Systems Administration (Degree, Diploma)
- Information Technology, Technical Support (Degree, Diploma)
- Medical Assisting (Degree only)
- Medical Office Administration (Degree, Diploma)
- Networking Technology, Cisco Systems (Degree, Certificate)
- Networking Technology, Advanced Cisco Systems (Degree, Certificate)
- Networking Technology, Microsoft® Windows® 2000 (Degree, Certificate)
- Office Skills (Certificate only)
- Web Design and Administration, Web Design (Degree, Certificate)
- Web Design and Administration, Web Security (Degree, Certificate)

#### CERTIFICATION EXAMS

Heald College is an authorized provider of educational programs that help students prepare for the official certification tests created by the Microsoft, Cisco, or Certified Internet Webmaster (CIW) organizations. To become a Microsoft Certified Systems Engineer (MCSE), a Cisco Certified Network Associate (CCNA®), a Cisco Certified Network Professional (CCNP®), a CIW Master Designer, a CIW Master Administrator, a Microsoft Office Specialist, or Internet and Computing Core Certification (IC<sup>3™</sup>) certified, students must pass a series of certification exams at a designated Heald campus or at an off-site authorized testing center.

#### INTERNSHIPS

Heald College's internship programs provide opportunities for Heald's A.A.S. degree students to have on-the-job training while earning school credit. Students interview for internship positions, and assignments are agreed upon by the campus and the student. Internship candidates must demonstrate excellent attendance, professionalism, ability to work well in teams, satisfactory academic progress, and the ability to comply with site requirements. Internships are optional and may not be provided by all campuses each quarter. Interns are selected by the company and positions may be paid or unpaid.

## { GENERAL EDUCATION PHILOSOPHY }

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

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

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

## { GENERAL EDUCATION REQUIREMENTS }

#### Business Programs

#### Communication Skills

College Composition and Research  
Contemporary Literature: Cultural Perspectives

#### Computational Skills

Modern Business Mathematics

#### Social Science

Introduction to Psychology

#### Natural Science

Introduction to Environmental Science  
Fundamentals of Anatomy and Physiology  
(Healthcare programs only)

#### Humanities/Fine Arts

Contemporary Literature: Cultural Perspectives

#### Technology Programs

#### Communication Skills

College Composition and Research  
Contemporary Literature: Cultural Perspectives

#### Computational Skills

Intermediate Algebra

#### Social Science

Introduction to Psychology

#### Natural Science

Introduction to Physics

#### Humanities/Fine Arts

Contemporary Literature: Cultural Perspectives

## BUSINESS ACCOUNTING

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

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

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

## { BUSINESS ACCOUNTING }

### Associate in Applied Science Degree in Business Accounting

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional A.A.S. degree by successfully completing the 24-unit Business Accounting program:

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

### Heald Certificate of Completion

Students interested in pursuing a non-degree program in Business Accounting may earn a certificate of completion by successfully completing the three-quarter, 36-unit Business Accounting program.

		Certificate	Associate in Applied Science Degree
<b>Major Courses</b>		<b>30 Units</b>	<b>24 Units</b>
A104	Fundamentals of Accounting	3	0
A106	Computerized Accounting Concepts	3	0
A115	Payroll Accounting Concepts	3	3
A205	Principles of Accounting I	6	6
A206	Principles of Accounting II	6	6
A215	Accounting Spreadsheet Applications	3	3
A223	Federal and State Income Taxes	6	6
<b>Business Courses</b>		<b>6 Units</b>	<b>0 Units</b>
D121	Spreadsheet Applications	3	0
S101	Keyboarding or campus designated course	3	0
<b>Total Required for Certificate/Degree</b>		<b>36 Units</b>	<b>24 Units</b>

Keyboarding requirement: 30 WPM (Words Per Minute)

### CTEC Registered Tax Preparer

Heald College curriculum has been approved by the California Tax Education Council (CTEC) to offer A223 Federal and State Income Taxes which fulfills the 60-hour "qualifying education" requirement imposed by the State of California to become a tax preparer. Students enrolled at California campuses who successfully complete this course can apply to become a CTEC Registered Tax Preparer. Each student is responsible for applying to CTEC within 18 months of course completion.

## { BUSINESS ADMINISTRATION }

		Diploma	Associate in Applied Science Degree
<b>Major Courses</b>		<b>15 Units</b>	<b>21 Units</b>
B115	Principles of Business Management	3	3
B216	Principles of Human Resources	3	3
B225	Integrated Office Projects	0	6
D121	Spreadsheet Applications	3	3
D221	Database Management	3	3
W101	Word Processing Essentials	3	3
<b>Business Courses</b>		<b>32 Units</b>	<b>43 Units</b>
A104	Fundamentals of Accounting	3	3
A106	Computerized Accounting Concepts	3	3
B220	E-Commerce	0	3
B235	Business Law and Ethics	0	3
B250	Portfolio	0	1
D104	Introduction to Software Applications	3	3
D215	Professional Document Production	3	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E202	Public Speaking	3	3
E226	Professional Career Development	0	4
M010	Essential Math	3	3
M103	Elementary Algebra	4	4
P010	Workshop (if required)	0	0
S101	Keyboarding	3	3
<b>General Education Courses</b>		<b>8 Units</b>	<b>20 Units</b>
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	0	4
G220	Introduction to Psychology	0	4
G225	Introduction to Environmental Science	4	4
M205	Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>		<b>9 Units</b>	<b>15 Units</b>
<b>Total Required for Diploma/Degree</b>		<b>64 Units</b>	<b>99 Units</b>
Keyboarding requirement: 40 WPM (Words Per Minute)			

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

## BUSINESS ADMINISTRATION

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

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

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

## ACCOUNTING

The field of accounting today is full of job opportunities that combine financial recordkeeping and the use of computers to calculate and record data.

The Bureau of Labor Statistics reports there are about two million jobs in this field, so job opportunities are plentiful.\* An Associate Degree in Business Administration with an emphasis in Accounting from Heald College will prepare you to be an immediate asset to the financial department of just about any kind of business.

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

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

\*Bureau of Labor Statistics

## { BUSINESS ADMINISTRATION }

### WITH AN EMPHASIS IN ACCOUNTING

		Diploma	Associate in Applied Science Degree
<b>Major Courses</b>		<b>15 Units</b>	<b>27 Units</b>
A104	Fundamentals of Accounting	3	3
A115	Payroll Accounting Concepts	3	3
A205	Principles of Accounting I	6	6
A206	Principles of Accounting II	0	6
A207	Principles of Accounting III	0	6
D121	Spreadsheet Applications	3	3
<b>Business Courses</b>		<b>32 Units</b>	<b>49 Units</b>
A106	Computerized Accounting Concepts	3	3
A215	Accounting Spreadsheet Applications	0	3
A223	Federal and State Income Taxes	0	6
B115	Principles of Business Management	3	3
B250	Portfolio	0	1
D104	Introduction to Software Applications	3	3
D221	Database Management	0	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E202	Public Speaking	3	3
E226	Professional Career Development	0	4
M010	Essential Math	3	3
M103	Elementary Algebra	4	4
S101	Keyboarding	3	3
W101	Word Processing Essentials	3	3
<b>General Education Courses</b>		<b>12 Units</b>	<b>20 Units</b>
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	4	4
G220	Introduction to Psychology	0	4
G225	Introduction to Environmental Science	4	4
M205	Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>		<b>3 Units</b>	<b>3 Units</b>
<b>Total Required for Diploma/Degree</b>		<b>62 Units</b>	<b>99 Units</b>
Keyboarding requirement: 40 WPM (Words Per Minute)			
Ten-key requirement: 150 NSPM (Net Strokes Per Minute)			

### CTEC Registered Tax Preparer

Heald College curriculum has been approved by the California Tax Education Council (CTEC) to offer A223 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.

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

## { BUSINESS ADMINISTRATION }

### WITH AN EMPHASIS IN CRIMINAL JUSTICE

		Diploma	Associate in Applied Science Degree
<b>Major Courses</b>		<b>9 Units</b>	<b>15 Units</b>
J105	Introduction to Criminal Justice	3	3
J115	Criminology	3	3
J150	Introduction to Corrections	3	3
J205	Criminal Investigation	0	3
J220	Criminal Law	0	3
<b>Business Courses</b>		<b>41 Units</b>	<b>55 Units</b>
A104	Fundamentals of Accounting	3	3
A106	Computerized Accounting Concepts	3	3
B115	Principles of Business Management	3	3
B250	Portfolio	0	1
D104	Introduction to Software Applications	3	3
D121	Spreadsheet Applications	3	3
D215	Professional Document Production	0	3
D221	Database Management	3	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E202	Public Speaking	3	3
E226	Professional Career Development	0	4
J240	Contemporary Issues in Criminal Justice	0	3
J245	Juvenile Justice	0	3
M010	Essential Math	3	3
M103	Elementary Algebra	4	4
S101	Keyboarding	3	3
W101	Word Processing Essentials	3	3
<b>General Education Courses</b>		<b>12 Units</b>	<b>20 Units</b>
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	4	4
G220	Introduction to Psychology	0	4
G225	Introduction to Environmental Science	4	4
M205	Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>		<b>3 Units</b>	<b>9 Units</b>
<b>Total Required for Diploma/Degree</b>		<b>65 Units</b>	<b>99 Units</b>
Keyboarding requirement: 35 WPM (Words Per Minute)			

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

## CRIMINAL JUSTICE

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

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

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

**HOSPITALITY AND TOURISM**  
(OFFERED ONLY AT THE HONOLULU CAMPUS)

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

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

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

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

\*State of Hawaii, Hawaii Tourism Authority

{ **BUSINESS ADMINISTRATION** }

**WITH AN EMPHASIS IN HOSPITALITY AND TOURISM**

		Diploma	Associate in Applied Science Degree
<b>Major Courses</b>		<b>23 Units</b>	<b>32 Units</b>
G264	Conversational Japanese Language I	4	4
G265	Conversational Japanese Language II	4	4
T100	Introduction to Hospitality and Tourism	3	3
T102	Travel Procedures	6	6
T103	Hotel Operations	6	6
T104	Food Service	0	6
T107	Hospitality and Tourism Field Experience	0	3
<b>Business Courses</b>		<b>32 Units</b>	<b>46 Units</b>
A104	Fundamentals of Accounting	0	3
A106	Computerized Accounting Concepts	0	3
B115	Principles of Business Management	3	3
B250	Portfolio	0	1
D104	Introduction to Software Applications	3	3
D121	Spreadsheet Applications	3	3
D221	Database Management	0	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E202	Public Speaking	3	3
E226	Professional Career Development	0	4
M010	Essential Math	3	3
M103	Elementary Algebra	4	4
S101	Keyboarding	3	3
W101	Word Processing Essentials	3	3
<b>General Education Courses</b>		<b>12 Units</b>	<b>20 Units</b>
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	4	4
G220	Introduction to Psychology	4	4
G225	Introduction to Environmental Science	0	4
M205	Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>		<b>0 Units</b>	<b>3 Units</b>
<b>Total Required for Diploma/Degree</b>		<b>67 Units</b>	<b>101 Units</b>
Keyboarding requirement: 40 WPM (Words Per Minute)			

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

{ **BUSINESS ADMINISTRATION** }

**WITH AN EMPHASIS IN OFFICE TECHNOLOGIES**

		Diploma	Associate in Applied Science Degree
<b>Major Courses</b>		<b>15 Units</b>	<b>24 Units</b>
B120	Office Procedures	6	6
B125	Office Technologies	3	3
B225	Integrated Office Projects	0	6
D121	Spreadsheet Applications	3	3
D221	Database Management	0	3
W101	Word Processing Essentials	3	3
<b>Business Courses</b>		<b>35 Units</b>	<b>43 Units</b>
A104	Fundamentals of Accounting	3	3
A106	Computerized Accounting Concepts	3	3
B115	Principles of Business Management	3	3
B250	Portfolio	0	1
D104	Introduction to Software Applications	3	3
D215	Professional Document Production	3	3
D225	Web Page Development	0	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E202	Public Speaking	3	3
E226	Professional Career Development	0	4
M010	Essential Math	3	3
M103	Elementary Algebra	4	4
P010	Workshop (if required)	0	0
S101	Keyboarding	3	3
<b>General Education Courses</b>		<b>12 Units</b>	<b>20 Units</b>
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	4	4
G220	Introduction to Psychology	0	4
G225	Introduction to Environmental Science	4	4
M205	Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>		<b>3 Units</b>	<b>12 Units</b>
<b>Total Required for Diploma/Degree</b>		<b>65 Units</b>	<b>99 Units</b>
Keyboarding requirement: 40 WPM (Words Per Minute)			

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

**OFFICE TECHNOLOGIES**

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

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

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

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

\*Occupational Outlook Quarterly

## SALES AND MARKETING

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

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

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

## { BUSINESS ADMINISTRATION }

### WITH AN EMPHASIS IN SALES AND MARKETING

	Diploma	Associate in Applied Science Degree
<b>Major Courses</b>	<b>9 Units</b>	<b>18 Units</b>
B140 Salesmanship	3	3
B145 Marketing Principles	3	3
B230 Advertising	0	3
B240 Product Development	0	3
B255 Technical Sales	0	3
D215 Professional Document Production	3	3
<b>Business Courses</b>	<b>41 Units</b>	<b>46 Units</b>
A104 Fundamentals of Accounting	3	3
A106 Computerized Accounting Concepts	3	3
B115 Principles of Business Management	3	3
B250 Portfolio	0	1
D104 Introduction to Software Applications	3	3
D121 Spreadsheet Applications	3	3
D221 Database Management	3	3
E010 Essential Language Skills	3	3
E105 Composition and Reading	4	4
E202 Public Speaking	3	3
E226 Professional Career Development	0	4
M010 Essential Math	3	3
M103 Elementary Algebra	4	4
P010 Workshop (if required)	0	0
S101 Keyboarding	3	3
W101 Word Processing	3	3
<b>General Education Courses</b>	<b>8 Units</b>	<b>20 Units</b>
E155 College Composition and Research	4	4
E205 Contemporary Literature: Cultural Perspectives	0	4
G220 Introduction to Psychology	0	4
G225 Introduction to Environmental Science	4	4
M205 Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>	<b>6 Units</b>	<b>12 Units</b>
<b>Total Required for Diploma/Degree</b>	<b>64 Units</b>	<b>96 Units</b>
Keyboarding requirement: 35 WPM (Words Per Minute)		

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

## { BUSINESS ADMINISTRATION }

### WITH AN EMPHASIS IN SOFTWARE TECHNOLOGIES

	Diploma	Associate in Applied Science Degree
<b>Major Courses</b>	<b>18 Units</b>	<b>24 Units</b>
C115 Core Hardware Technologies	6	6
C125 Operating Systems Technologies	6	6
C205 Introduction to Client/Server Networking	0	6
D121 Spreadsheet Applications	3	3
W101 Word Processing Essentials	3	3
<b>Business Courses</b>	<b>35 Units</b>	<b>49 Units</b>
A104 Fundamentals of Accounting	3	3
A106 Computerized Accounting Concepts	3	3
B115 Principles of Business Management	3	3
B250 Portfolio	0	1
C105 Introduction to Networking Concepts	3	3
C275 Technical Support	0	3
D104 Introduction to Software Applications	3	3
D215 Professional Document Production	0	3
D221 Database Management	0	3
E010 Essential Language Skills	3	3
E105 Composition and Reading	4	4
E202 Public Speaking	3	3
E226 Professional Career Development	0	4
M010 Essential Math	3	3
M103 Elementary Algebra	4	4
S101 Keyboarding	3	3
<b>General Education Courses</b>	<b>12 Units</b>	<b>20 Units</b>
E155 College Composition and Research	4	4
E205 Contemporary Literature: Cultural Perspectives	4	4
G220 Introduction to Psychology	0	4
G225 Introduction to Environmental Science	4	4
M205 Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>	<b>0 Units</b>	<b>6 Units</b>
<b>Total Required for Diploma/Degree</b>	<b>65 Units</b>	<b>99 Units</b>
Keyboarding requirement: 40 WPM (Words Per Minute)		

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

## SOFTWARE TECHNOLOGIES

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

On the job, graduates may perform a variety of administrative and computer support tasks. You might create presentation materials or troubleshoot problems with computer software and hardware. You will receive a foundation in general office skills with computer application knowledge that will help you perform a wide variety of tasks. Jobs you might pursue include Software Specialist, Computer Support Specialist, Technology Coordinator, Help Desk Operator, Customer Service Representative, or Administrative Assistant. As computers and software become more complex, computer support specialists are more in demand to provide technical assistance to users. In fact, computer specialists are projected to be among the fastest-growing occupations over the 2000–2010 period.\*

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

\*Bureau of Labor Statistics

## ELECTRONICS TECHNOLOGY

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

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

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

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

## { ELECTRONICS TECHNOLOGY }

		Diploma	Associate in Applied Science Degree
Major Courses		24 Units	36 Units
K106	Introduction to Electronics and Electronics Math	6	6
K116	Digital Electronics Principles	6	6
K117	DC and AC Electronics Principles	6	6
K226	Semiconductor Electronics Principles	6	6
K227	Analog Electronics	0	6
K237	Industrial Electronics and Troubleshooting	0	6
Technical Courses		28 Units	40 Units
C105	Networking Concepts	3	3
C115	Core Hardware Technologies	6	6
C125	Operating System Technologies	6	6
C130	Introduction to Programming Concepts	3	3
D104	Introduction to Software Applications	3	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E226	Professional Career Development	0	4
K236	Telecommunications and Networks	0	6
K280	Electronics Internship*	0	2
General Education Courses		12 Units	20 Units
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	0	4
G220	Introduction to Psychology	0	4
G270	Introduction to Physics	4	4
M121	Intermediate Algebra	4	4
Campus Designated Courses**		0 Units	3 Units
<b>Total Required for Diploma/Degree</b>		<b>64 Units</b>	<b>99 Units</b>

\*A G211 and G212 Graduation Project will be substituted when an Electronics Internship is not available.

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

## { INFORMATION TECHNOLOGY }

WITH AN EMPHASIS IN NETWORK SYSTEMS ADMINISTRATION

		Diploma	Associate in Applied Science Degree
Major Courses		24 Units	36 Units
C115	Core Hardware Technologies	6	6
C125	Operating System Technologies	6	6
C205	Introduction to Client/Server Networking	6	6
C215	Advanced Networking	6	6
C220	Introduction to Unix	0	6
C265	Advanced Database Concepts	0	6
Technical Courses		29 Units	44 Units
C105	Networking Concepts	3	3
C130	Introduction to Programming Concepts	3	3
C260	Introduction to Computer Security Concepts	0	3
C270	Introduction to Routing Concepts	0	3
C275	Technical Customer Support	0	3
C280	Technical Internship	0	2*
D104	Introduction to Software Applications	3	3
D221	Database Management	3	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E226	Professional Career Development	0	4
G211	Graduation Project, Planning Phase	0	1
G212	Graduation Project, Completion Phase	0	1
M010	Essential Math	3	3
M103	Elementary Algebra	4	4
S101	Keyboarding	3	3
General Education Courses		12 Units	20 Units
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	4	4
G220	Introduction to Psychology	0	4
G270	Introduction to Physics	0	4
M121	Intermediate Algebra	4	4
<b>Total Required for Diploma/Degree</b>		<b>65 Units</b>	<b>100 Units</b>

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

## NETWORK SYSTEMS ADMINISTRATION

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

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

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

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

\*Occupational Outlook Quarterly

## TECHNICAL SUPPORT

As offices become more automated, qualified technical support professionals become even more in demand. Heald's Information Technology with an emphasis in Technical Support program will help prepare you to pursue a career in this valued field. Computer support specialists and systems administrators are projected to be among the fastest-growing occupations during the 2000 – 2010 period. Employment is expected to increase much faster than the average (36% or more) for all occupations.\*

In this program, you'll be instructed in how to install hardware and software, troubleshoot basic programming issues, configure and maintain basic network functions, support Windows® and Unix networks, enable security protocols, develop web pages, and work with databases. Typically, technical support specialists are responsible for Tier I support. Job duties can include staffing a call center, answering questions, managing customer support databases, installing hardware and software, and performing general server maintenance.

After completing this program you can pursue the following certifications: CompTIA A+, Network+, Linux+, Security+, and Microsoft Certified Professional (MCP). As a graduate, you will be qualified to pursue positions such as Technical Support Specialist/ Tier I, Technical Support Analyst I, Technical Support Engineer I, Help Desk Engineer I, or Desktop Support Specialist.

\*Occupational Outlook Quarterly

## { INFORMATION TECHNOLOGY }

### WITH AN EMPHASIS IN TECHNICAL SUPPORT

Major Courses	Associate in Applied Science Degree	
	Diploma 18 Units	30 Units
C115 Core Hardware Technologies	6	6
C125 Operating System Technologies	6	6
C205 Introduction to Client/Server Networking	6	6
C215 Advanced Networking	0	6
C220 Introduction to Unix	0	6
Technical Courses	35 Units	50 Units
C105 Networking Concepts	3	3
C130 Introduction to Programming Concepts	3	3
C260 Introduction to Computer Security Concepts	0	3
C275 Technical Customer Support	0	3
C280 Technical Internship	0	2*
D104 Introduction to Software Applications	3	3
D121 Spreadsheet Applications	3	3
D221 Database Management	3	3
D225 Web Page Development	0	3
E010 Essential Language Skills	3	3
E105 Composition and Reading	4	4
E226 Professional Career Development	0	4
G211 Graduation Project, Planning Phase	0	1
G212 Graduation Project, Completion Phase	0	1
M010 Essential Math	3	3
M103 Elementary Algebra	4	4
S101 Keyboarding	3	3
W101 Word Processing Essentials	3	3
General Education Courses	12 Units	20 Units
E155 College Composition and Research	4	4
E205 Contemporary Literature: Cultural Perspectives	4	4
G220 Introduction to Psychology	0	4
G270 Introduction to Physics	0	4
M121 Intermediate Algebra	4	4
<b>Total Required for Diploma/Degree</b>	<b>65 Units</b>	<b>100 Units</b>

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

## { MEDICAL ASSISTING }

Associate in Applied Science Degree		40 Units
Major Courses		
H101 Medical Office Procedures		6
H120 Fundamentals of Medical Terminology		3
H201 Medical Billing and Coding		6
H220 Medical Laboratory Procedures		6
H230 Medical Computerized Office		3
H235 Pharmacology and Dosage Calculations		3
H240 Medical Clinical Procedures		3
H245 Introduction to Medical Transcription		3
H250 Medical Assisting Externship		6
H251 Medical Assisting Seminar/Project		1
Business Courses		36 Units
B115 Principles of Business Management		3
D104 Introduction to Software Applications		3
D121 Spreadsheet Applications		3
E010 Essential Language Skills		3
E105 Composition and Reading		4
E202 Public Speaking		3
E226 Professional Career Development		4
M010 Essential Math		3
M103 Elementary Algebra		4
P010 Workshop (if required)		0
S101 Keyboarding		3
W101 Word Processing Essentials		3
General Education Courses		20 Units
E155 College Composition and Research		4
E205 Contemporary Literature: Cultural Perspectives		4
G215 Fundamentals of Anatomy and Physiology		4
G220 Introduction to Psychology		4
M205 Modern Business Mathematics		4
<b>Total Required for Degree</b>		<b>96 Units</b>
Keyboarding requirement: 40 WPM (Words Per Minute)		

## MEDICAL ASSISTING

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

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

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

\*Occupational Outlook Quarterly

**MEDICAL OFFICE ADMINISTRATION**

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

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

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

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

{ **MEDICAL OFFICE ADMINISTRATION** }

		<b>Diploma</b>	<b>Associate in Applied Science Degree</b>
<b>Major Courses</b>		<b>15 Units</b>	<b>21 Units</b>
H101	Medical Office Procedures	6	6
H120	Fundamentals of Medical Terminology	3	3
H201	Medical Billing and Coding	6	6
H240	Medical Computerized Office	0	3
H245	Introduction to Medical Transcription	0	3
<b>Business Courses</b>		<b>35 Units</b>	<b>46 Units</b>
B115	Principles of Business Management	3	3
B216	Principles of Human Resources	0	3
B250	Portfolio	0	1
D104	Introduction to Software Applications	3	3
D121	Spreadsheet Applications	3	3
D215	Professional Document Production	0	3
D221	Database Management	3	3
E010	Essential Language Skills	3	3
E105	Composition and Reading	4	4
E202	Public Speaking	3	3
E226	Professional Career Development	0	4
M010	Essential Math	3	3
M103	Elementary Algebra	4	4
S101	Keyboarding	3	3
W101	Word Processing Essentials	3	3
<b>General Education Courses</b>		<b>12 Units</b>	<b>20 Units</b>
E155	College Composition and Research	4	4
E205	Contemporary Literature: Cultural Perspectives	0	4
G215	Fundamentals of Anatomy and Physiology	4	4
G220	Introduction to Psychology	4	4
M205	Modern Business Mathematics	0	4
<b>Campus Designated Courses*</b>		<b>3 Units</b>	<b>12 Units</b>
<b>Total Required for Diploma/Degree</b>		<b>65 Units</b>	<b>99 Units</b>
Keyboarding requirement: 40 WPM (Words Per Minute)			

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

{ **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 20-unit Networking Technology with an emphasis in Cisco Systems program:

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

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

<b>Major Courses</b>		<b>Certificate</b>	<b>Associate in Applied Science Degree</b>
Q700	Network Essentials and Cisco Networking Fundamentals	6	6
Q750	Routing Technologies	4	4
Q800	Advanced Routing and Switching	4	4
Q850	WAN Technologies and Project-Based Learning	6	6
<b>Total Required for Certificate of Completion/Degree</b>		<b>20 Units</b>	<b>Varies*</b>

**Certification Exams**

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

**Heald Certificate of Completion**

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



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

**CISCO SYSTEMS**

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

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

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

**ADVANCED  
CISCO SYSTEMS**

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

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

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

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

**{ NETWORKING TECHNOLOGY }**

**WITH AN EMPHASIS IN ADVANCED CISCO SYSTEMS**

**Associate in Applied Science Degree in Networking Technology**

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

**Prerequisites**

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

<b>Major Courses</b>		<b>Certificate</b>	<b>Associate in Applied Science Degree</b>
Q900	Configuring Scalable Inter-Networks	10	10
Q910	Configuring Remote Access Networks	10	10
Q920	Advanced Switching Concepts	5	5
Q930	Troubleshooting a Cisco Network	5	5
<b>Total Required for Certificate/Degree</b>		<b>30 Units</b>	<b>Varies*</b>

**Certification Exams**

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

**Heald Certificate of Completion**

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



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

**{ NETWORKING TECHNOLOGY }**

**WITH AN EMPHASIS IN MICROSOFT® WINDOWS® 2000**

**Associate in Applied Science Degree in Networking Technology**

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional A.A.S. degree by successfully completing the 32-unit Networking Technology with an emphasis in Microsoft® Windows® 2000 program:

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

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

<b>Major Courses</b>		<b>Certificate</b>	<b>Associate in Applied Science Degree</b>
N725	Network and Operating System Essentials	3	3
N735	Windows® 2000 Implementation	5	5
N747	Administering a Network Infrastructure	5	5
N826	Directory Services Implementation	4	4
N837	Managing a Windows® 2000 Network Environment	4	4
N925	Directory Services Design	3	3
N935	Network Security	5	5
N946	Network Upgrade Strategies	3	3
<b>Total Required for Certificate/Degree</b>		<b>32 Units</b>	<b>Varies*</b>

**Certification Exams**

**Heald Certificate of Completion**

To become a Microsoft Certified Professional (MCP), a Microsoft Certified Systems Administrator (MCSA), and a Microsoft Certified Systems Engineer (MCSE), the student must pass a series of seven certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

**Heald Certificate of Completion**

Students who have equivalent training or experience in the field, but who have not earned a Heald Associate in Applied Science degree, may earn a certificate of completion by successfully completing the Networking Technology with an emphasis in Microsoft® Windows® 2000 program.



\*The A.A.S. in Networking Technology with an emphasis in Microsoft® Windows® 2000 is available only as an additional Heald A.A.S. degree. The total number of units required depends on those required for the first A.A.S. degree.

**MICROSOFT®  
WINDOWS® 2000**

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

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

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

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

## OFFICE SKILLS

Familiarity with computers and software applications can give job applicants a distinct competitive edge. Because the business world is so reliant on computers, employers need to be assured of a prospective employee's skill level in working with typical hardware and software. Industry-recognized certification such as Microsoft Office Specialist and/or Internet and Computing Core Certification (IC<sup>3</sup><sup>™</sup>) ensures that an applicant has the core skills necessary to be productive on the job.

Heald's Office Skills Certificate of Completion program addresses workplace skills and organizational environments. You'll learn about how computers and technology are used in the workplace, and how to structure and transmit data related to the Internet. Its special focus on Microsoft Word, Excel, Access, and PowerPoint will help you develop the desktop application skills needed to take the Microsoft Office Specialist and IC<sup>3</sup> certification exams.

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

## { OFFICE SKILLS }

### Heald Certificate of Completion

Students interested in pursuing a non-degree program which includes training for Microsoft Office Specialist certification and IC<sup>3</sup> certification may earn a certificate of completion by successfully completing the two-quarter, 24-unit Office Skills program.

		<b>Certificate</b>
		<b>15 Units</b>
<b>Major Courses</b>		
D104	Introduction to Software Applications	3
D121	Spreadsheet Applications	3
D215	Professional Product Development	3
D221	Database Management	3
W101	Word Processing Essentials	3
<b>Business Courses</b>		<b>6 Units</b>
A104	Fundamentals of Accounting	3
S101	Keyboarding	3
	or campus designated course	

**Campus Designated Courses\*** **3 Units**

**Total Required for Certificate of Completion** **24 Units**

Keyboarding requirement: 35 WPM (Words Per Minute)

### Certification Exams

To become a Microsoft Office Specialist, the student must pass one or more of the Microsoft Office Specialist Core certification exams. To become IC<sup>3</sup> certified, the student must pass a series of three certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

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

## { 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
- 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.

<b>Major Courses</b>		<b>Certificate</b>	<b>Associate in Applied Science Degree</b>
I725	Network and Internet Fundamentals	4	4
I735	Web Page Authoring Fundamentals	4	4
I745	TCP/IP Concepts and Practices	4	4
I825	Web Design Methodology and Technology	4	4
I835	E-Commerce Strategies	4	4
I845	E-Commerce Practices	4	4
<b>Total Required for Certificate/Degree</b>		<b>24 Units</b>	<b>Varies*</b>

### Certification Exams

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

### Heald Certificate of Completion

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



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

## WEB DESIGN

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

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

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

## WEB SECURITY

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

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

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

## { WEB DESIGN AND ADMINISTRATION }

### WITH AN EMPHASIS IN WEB SECURITY

#### Associate in Applied Science Degree in Web Design and Administration

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional A.A.S. degree by successfully completing the 24-unit Web Design and Administration with an emphasis in Web Security program:

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

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

Major Courses		Certificate	Associate in Applied Science Degree
I725	Network and Internet Fundamentals	4	4
I735	Web Page Authoring Fundamentals	4	4
I745	TCP/IP Concepts and Practices	4	4
I925	Internet System Management	4	4
I935	Network and Operating System Security and Firewalls	4	4
I945	Security Auditing, Attacks, and Threat Analysis	4	4
<b>Total Required for Certificate/Degree</b>		<b>24 Units</b>	<b>Varies*</b>

#### Certification Exams

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

#### Heald Certificate of Completion

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



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

## { COURSE DESCRIPTIONS }

### A104 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.

### A106 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: A104 Fundamentals of Accounting

### A115 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.

### A205 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: A104 Fundamentals of Accounting

### A206 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: A205 Principles of Accounting I

### A207 Principles of Accounting III 6 Units

Students expand their study of accounting principles to a manufacturing environment. Topics include job cost and process costing methods, budgeting, managerial accounting concepts such as break-even analysis, and other management concerns including ethical and global issues.  
Prerequisite: A206 Principles of Accounting II

### A215 Accounting Spreadsheet Applications 3 Units

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

Prerequisites:

A205 Principles of Accounting I  
D121 Spreadsheet Applications

### A223 Federal and State Income Taxes 6 Units

This course includes instruction in and application of current federal and state income tax laws related to the preparation of personal income taxes. Emphasis is on the 1040 and related forms and schedules for the preparation of income taxes for individuals, including itemized deductions, credits, rental income, capital gains/losses, and business income and expenses including the calculation of depreciation.  
Prerequisite: A205 Principles of Accounting I

### B115 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.

### B120 Office Procedures 6 Units

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

### B125 Office Technologies 3 Units

Students are exposed to equipment, software, and supplies used in a business office. Students apply language usage and proofreading skills to assigned projects. An office simulation is included.

### B140 Salesmanship 3 Units

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

### B145 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.

## { COURSE DESCRIPTIONS }

### B216 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.

### B220 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.

### B225 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:  
D121 Spreadsheet Applications  
D215 Professional Document Production  
D221 Database Management  
W101 Word Processing Essentials

### B230 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.

### B235 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.

### B240 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:

B145 Marketing Principles  
B230 Advertising

### B250 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.

### B255 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.

### B280 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.  
Prerequisite: Successful completion of four quarters of study in a Heald A.A.S. degree program.

### C105 Networking Concepts 3 Units

Students create peer-to-peer networks from scratch. 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.

### C115 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: C105 Networking Concepts

### C125 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: C105 Networking Concepts

### C130 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.

## { COURSE DESCRIPTIONS }

### C205 Introduction to Client/Server Networking 6 Units

Students configure basic client/server environments, including installation and configuration of client and server software and necessary protocols, troubleshooting connectivity issues, and creation of user accounts. Students study standard local area network (LAN) and wide area network (WAN) architectures. Prerequisite: C105 Networking Concepts

### C215 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: C205 Introduction to Client/Server Networking

### C220 Introduction to Unix 6 Units

Students design, install, and configure Unix 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.

### C260 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: C215 Advanced Networking

### C265 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: D221 Database Management

### C270 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: C215 Advanced Networking

### C275 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.

### C280 Technical Internship (optional) 2 Units

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

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

### D104 Introduction to Software Applications 3 Units

Students acquire introductory skills in major software applications used in professional environments: word processing, spreadsheets, presentation, database, and electronic communications. Additionally, the computer operating system, the World Wide Web, data storage, and file management are addressed.

### D121 Spreadsheet Applications 3 Units

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

### D215 Professional Document Production 3 Units

Students develop skills to create a multimedia presentation using presentation software. They incorporate graphics, fonts, styles, layout techniques, and online resources in electronic presentations. In addition, they use desktop publishing functions and features to create pieces, such as flyers, brochures, and business cards, that communicate with an audience. Prerequisite: W101 Word Processing Essentials

### D221 Database Management 3 Units

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

### D225 Web Page Development 3 Units

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

## { COURSE DESCRIPTIONS }

### E010 Essential Language Skills 3 Units

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

### E105 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 creation of a college writing style. Various texts are analyzed to develop critical thinking skills. Prerequisite: E010 Essential Language Skills

### E155 College Composition and Research 4 Units

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

Prerequisite: E105 Composition and Reading

### E202 Public Speaking 3 Units

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

Prerequisite: E010 Essential Language Skills

### E205 Contemporary Literature: Cultural Perspectives 4 Units

Students examine selected readings of fiction, essays, and novels by important contemporary writers with an emphasis on social and cultural issues. The course takes a humanities approach in the exploration of culture and its origins, values, and changing status. Discussions, essays, group projects, presentations, and peer critiques assist students in developing the skills to present sensitive and controversial topics to an audience. Students write a minimum of 5,000 words in essays, response papers, and a final research project. Prerequisite: E155 College Composition and Research

### E226 Professional Career Development 4 Units

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

### G211 Graduation Project, Planning Phase 1 Unit

Students select and plan the final graduation project. Students begin the process of identifying and selecting topics for their final graduation projects, develop preliminary plans and timelines, and petition for approval by the assigned project advisor.

### G212 Graduation Project, Completion Phase 1 Unit

Students develop and complete the graduation project approved by the project advisor. The completed final project emphasizes demonstration of technical knowledge, research and analytic processes, time and project management, and creativity. Prerequisite: G211 Graduation Project, Planning Phase

### G215 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.

### G220 Introduction to Psychology 4 Units

Students learn theories and concepts of behavior, perception, and personality. Topics include biological, physiological, and cognitive processes, learning and motivation, emotion, lifespan development, social behavior, and applied psychology. Prerequisite: E105 Composition and Reading

### G225 Introduction to Environmental Science 4 Units

Students explore contemporary environmental issues within a global context. Topics covered include energy, ecosystems, resource management, and population impact. Students explore scientific, ethical, political, economic, and social implications of environmental science to develop an understanding of current environmental issues. Prerequisite: E105 Composition and Reading

### G264 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.

### G265 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: G264 Conversational Japanese Language I

## { COURSE DESCRIPTIONS }

### G270 Introduction to Physics 4 Units

Students explore a variety of topics in the field of physics: mechanics, momentum, properties of matter, heat, sound, electricity, magnetism, and light.  
Prerequisite: M121 Intermediate Algebra

### H101 Medical Office Procedures 6 Units

This course covers the development of business administration skills important to the effective management of a medical office. Procedures and topics examined include pegboard accounting, ethics, appointment scheduling, medical records, and patient interactions. Focus is on development of the organizational skills utilized by the medical receptionist.

### H120 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.

### H201 Medical Billing and Coding 6 Units

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

Prerequisites:  
G215 Fundamentals of Anatomy and Physiology  
H120 Fundamentals of Medical Terminology

### H220 Medical Laboratory Procedures 6 Units

Students practice laboratory techniques, including the collection of routine specimens, the preparation and examination of samples for diagnostic purposes, and the recognition of normal laboratory values and abnormal limits. Students develop skills in injection, venipuncture, and other methods of blood collection. The areas of urology and endocrinology are studied, including the structure and function of the lymphatic, renal, and reproductive systems. Electrocardiograms (ECG) are introduced, and students learn to recognize serious deviations on the ECG. Students are trained to recognize emergency situations and supply lifesaving measures through the study of CPR (cardiopulmonary resuscitation).

Prerequisites:  
G215 Fundamentals of Anatomy and Physiology  
H120 Fundamentals of Medical Terminology

### H230 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:  
G215 Fundamentals of Anatomy and Physiology  
H120 Fundamentals of Medical Terminology

### H235 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:  
G215 Fundamentals of Anatomy and Physiology  
H120 Fundamentals of Medical Terminology  
M010 Essential Math

### H240 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:  
G215 Fundamentals of Anatomy and Physiology  
H120 Fundamentals of Medical Terminology

### H245 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:  
H120 Fundamentals of Medical Terminology  
W101 Word Processing Essentials

### H250 Medical Assisting Externship 6 Units

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

Prerequisites:  
H220 Medical Laboratory Procedures  
H240 Medical Clinical Procedures

## { COURSE DESCRIPTIONS }

### H251 Medical Assisting Seminar/Project 1 Unit

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

### I725 Network and Internet Fundamentals 4 Units

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

### I735 Web Page Authoring Fundamentals 4 Units

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

### I745 TCP/IP Concepts and Practices 4 Units

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

### I825 Web Design Methodology and Technology 4 Units

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

### I835 E-Commerce Strategies 4 Units

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

### I845 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.

### I925 Internet System Management 4 Units

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

### I935 Network and Operating System Security and Firewalls 4 Units

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

## { COURSE DESCRIPTIONS }

1945 Security Auditing, Attacks, and Threat Analysis 4 Units

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

J105 Introduction to Criminal Justice 3 Units

Students explore the American system of justice. They are exposed to the subsystems in criminal justice. The roles of criminal justice agents and their interrelationships in society are included.

J115 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.

J150 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, the jails, the courts, the prison system, and probation.

J205 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.

J220 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.

J240 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.

J245 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.

K106 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.

K116 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:

K106 Introduction to Electronics and Electronics Math

K117 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:

K106 Introduction to Electronics and Electronics Math

K226 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: K117 DC and AC Electronics Principles

K227 Analog Electronics 6 Units

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

Prerequisite: K117 DC and AC Electronics Principles

## { COURSE DESCRIPTIONS }

K236 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: K117 DC and AC Electronics Principles

K237 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:

C130 Introduction to Programming Concepts

K116 Digital Electronics Principles

Co-requisites:

K226 Semiconductor Electronics Principles

K227 Analog Electronics

K280 Electronics Internship 2 Units

Students gain work experience through on-the-job training situations in the technology industry. Electronics 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. A G211 and G212 Graduation Project will be substituted when an Electronics Internship is not available. Electronics Internships may not be available at all campuses each quarter. Students must meet eligibility requirements to be assigned to an Electronics Internship. Planning for the Electronics Internship or Graduation Project begins in the fifth quarter of the associate degree program.

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

M010 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.

M103 Elementary Algebra 4 Units

Students practice fundamental algebraic operations with number systems and formulas: factoring, linear equations and inequalities, exponents and square roots, polynomials, radicals, functions, and quadratic equations.

Prerequisite: M010 Essential Math

M121 Intermediate Algebra 4 Units

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

Prerequisite: M103 Elementary Algebra

M205 Modern Business Mathematics 4 Units

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

Prerequisite: M103 Elementary Algebra

N725 Network and Operating System Essentials 3 Units

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

N735 Windows® 2000 Implementation 5 Units

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

N747 Administering a Network Infrastructure 5 Units

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

N826 Directory Services Implementation 4 Units

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

## { COURSE DESCRIPTIONS }

### N837 Managing a Windows® 2000 Network Environment 4 Units

Students learn to manage a Windows® 2000 network. Topics include delegating administrative control, introduction to Active Directory™, managing shared network resources, managing DNS, examining Active Directory™ replication, implementing Group Policy, network security, managing web services, and DHCP.

### N925 Directory Services Design 3 Units

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

### N935 Network Security 5 Units

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

### N946 Network Upgrade Strategies 3 Units

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

### P010 Workshop 0 Units

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

### Q700 Network Essentials and Cisco Networking Fundamentals 6 Units

This course is the first course in the Microsoft MCSE series and the Cisco 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.

### Q750 Routing Technologies 4 Units

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

### Q800 Advanced Routing and Switching 4 Units

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

### Q850 WAN Technologies and Project-Based Learning 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 LMI, map, and subinterfaces on a Cisco router. The course emphasizes project-based activities and final preparation for the CCNA® certification exam. Students synthesize knowledge from the previous courses to create various types of networks for different situations. Trends and new developments in the field of networking are also examined.

### Q900 Configuring Scalable Inter-Networks 10 Units

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

### Q910 Configuring Remote Access Networks 10 Units

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

## { COURSE DESCRIPTIONS }

### Q920 Advanced Switching Concepts 5 Units

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

### Q930 Troubleshooting a Cisco Network 5 Units

Students 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.

### S101 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.

### T100 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.

### T102 Travel Procedures 6 Units

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

### T103 Hotel Operations 6 Units

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

### T104 Food Service 6 Units

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

### T107 Hospitality and Tourism Field Experience 3 Units

Students demonstrate ability to budget, plan, and arrange travel by coordinating a class trip. By experiencing the hospitality industry as a consumer, the student develops perspective on the value of industry quality and service. Prerequisites: T102 Travel Procedures

### W101 Word Processing Essentials 3 Units

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

## { POLICIES AND PROCEDURES }

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

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

### ENROLLMENT

Admission to Heald College requires that applicants do the following:

- Interview with an admissions advisor.
- Indicate that they are a high school graduate; possess a GED or state certificate; possess a certification of completion of a home-study program recognized by the student's home state; or can produce a postsecondary academic transcript showing the successful completion of a minimum of an associate degree program at another institution.
- Complete an application for admission and submit the application fee.
- Pass the admissions examination(s) required for the desired program of study.

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

### TUITION

Tuition is paid quarterly.

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

Technology fee, paid quarterly: \$150

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

Quarterly tuition:

Varies by program and quarter of enrollment

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

#### Part-Time Tuition

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

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

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

### STUDENT FINANCING

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

Eligible students may apply for the following financial aid programs:

#### Government Grants and Loans

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

## { POLICIES AND PROCEDURES }

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

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

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

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

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

#### Other Aid Opportunities

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

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

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

#### Trustees' Scholarship Program

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

#### Director's Scholarships

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

### ORIENTATION

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

## { POLICIES AND PROCEDURES }

### CLASS SCHEDULES

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

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

### ALTERNATIVES TO COURSE CREDIT

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

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

### CAMPUS DESIGNATED COURSES

In certain programs, the director of academic affairs will schedule additional courses as needed that complement the student's program and help fulfill the total required units of study for that program.

### ACADEMIC SUPPORT SERVICES

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

### GRADING POLICIES, COURSE WORK, AND UNITS

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

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

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

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

## { POLICIES AND PROCEDURES }

### REPEATING COURSES

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

### GRADE POINT AVERAGE

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

### SATISFACTORY ACADEMIC PROGRESS

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

#### Academic - Qualitative Progress

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

#### Academic - Quantitative Progress

A student must be achieving quantitative progress sufficient to graduate within 150% of the published length of the program of study. This means that to maintain satisfactory quantitative progress, a student must complete at least two-thirds of all units in progressing toward his/her degree, diploma, or certificate objective. Units attempted include all Heald units completed, units not completed (but attempted), or units that are repeated, regardless of the

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

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

Grade reports are provided to students quarterly.

### KEYBOARDING POLICY

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

## { POLICIES AND PROCEDURES }

grade earned. If the student is not making satisfactory quantitative progress, one quarter is allowed in which to earn sufficient units to résumé satisfactory quantitative progress or the student is subject to dismissal. The student may continue to be eligible to receive financial aid during this probationary quarter, but eligibility is restricted to 150% of the published units to complete the program.

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

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

### Exception

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

### RE-ENROLLMENT AFTER DISMISSAL FOR UNSATISFACTORY ACADEMIC PROGRESS

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

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

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

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

### PROGRAM COMPLETION REQUIREMENTS

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

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

### CAREER SERVICES GRADUATION CEREMONY REQUIREMENT

Each student must complete a Career Services online application and have completed a cover letter, thank-you letter, references, and résumé. Those who request placement assistance must submit an updated résumé with the online application prior to participating in the graduation ceremonies.

## { POLICIES AND PROCEDURES }

### ATTENDANCE STANDARDS

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

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

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

### PROFESSIONAL APPEARANCE

At Heald College, student appearance standards have been established to be at or above those normally required for professional business or industry in the area. The dress 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 Academic Affairs Office.

### STUDENT CONDUCT AND DISCIPLINE

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

Heald maintains the right, at its sole discretion, to discipline a student in violation of college standards or policies. Violations are subject to a two-step process: first offense – written warning; second offense – dismissal, subject to the campus director's discretion. Some violations may warrant immediate

dismissal. These include, but are not limited to: threatening the safety of others; possessing alcohol, drugs, other foreign substances, or dangerous weapons on campus; theft, misuse, or vandalism of The College or another's property; academic dishonesty; or harassment or intimidation of others.

### ACADEMIC INTEGRITY

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

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

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

### STUDENT RECORDS AND PRIVACY RIGHTS

The Family Educational Rights and Privacy Act of 1974 (FERPA), 20 USC § 1232g, protects the student from having his/her records released to persons or institutions without the student's written consent, and allows the student to review his/her own official education records to make sure that no misleading, inaccurate, or otherwise inappropriate information has been included in his/her file. FERPA does not require the student's written consent for the release of "directory information," which includes (1) name, (2) address, (3) e-mail address, (4) major field of study, (5) dates of attendance, (6) degrees and honors received, (7) name of the most recent educational institution attended, and (8) other information defined as "directory information" by FERPA. A student has the right to refuse release of "directory information." The refusal must be presented in writing to the director of

## { POLICIES AND PROCEDURES }

academic affairs within 10 days of the beginning of the student's first quarter of classes. A student may review his/her records with the director of academic affairs or designee upon request. A student has the right to ask for amendments to records that he/she feels are inaccurate or misleading. A complete copy of the Heald student records policy under FERPA is distributed annually to students and may be obtained by contacting the director of academic affairs.

### INFORMATION TECHNOLOGY POLICY

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

### EXTRACURRICULAR ACTIVITIES

The College supports extracurricular activities that are consistent with its mission and appropriate to its business, technology, 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.

### SAFE WORKPLACE AND CAMPUS POLICIES

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

### NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY

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

### HARASSMENT

Heald College is committed to providing an educational environment that is free of fear, intimidation, or hostility. In keeping with this commitment, Heald maintains a strict policy prohibiting unlawful harassment, including sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation. This policy prohibits harassment in any form, including verbal, physical, and visual harassment and applies to all Heald College students, employees, and agents.

### STUDENTS WITH DISABILITIES

It is the student's responsibility to make his/her disability known and to present certified documentation of the disability. A student who chooses to make his/her disability

## { POLICIES AND PROCEDURES }

known and needs accommodation should contact the director of academic affairs immediately upon recognizing the need for an accommodation. The director of academic affairs will discuss the recommended accommodations with the student to determine a reasonable means for delivering a specific accommodation.

### GRIEVANCE PROCEDURE

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

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

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

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

### TRANSFERABILITY OF HEALD COLLEGE CREDIT

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

The College has articulation agreements with a number of regionally accredited institutions. Some provide for

transfer of most of the A.A.S. degree program; others evaluate equivalencies on a course-by-course basis. A student should talk with the director of academic affairs for additional information about the transferability of credit to local institutions.

### INTERCAMPUS TRANSFER POLICY

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

### CAREER SERVICES

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

### BRUSH-UP PRIVILEGES

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

## { POLICIES AND PROCEDURES }

### WITHDRAWAL FROM SCHOOL

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

### RETURN OF FUNDS POLICY AND PROCEDURES

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

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

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

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

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

- The return of funds will first be from federal loans for the withdrawal quarter (Unsubsidized Stafford, Subsidized Stafford, Perkins, PLUS). Any return from

loans will not have to be returned immediately but will be returned as the student repays the loan.

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

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

1. Heald College determines the last date of attendance (LDA) from the student's attendance record.
2. The LDA establishes the percent earned and unearned based upon the number of calendar days completed in the quarter. Vacation periods of longer than five days that occur during the quarter are excluded.
3. All future quarter charges are reversed.
4. Any credit balance is returned. It is Heald College policy to return these funds to the lender to reduce the student's indebtedness.
5. After resolving any credit balance, the Federal Return of Funds Policy Calculation is applied.
6. If this calculation indicates that not all funds that were due to the student have been disbursed, a post-withdrawal disbursement may be done.
  - If a balance is due on the student's account, an appropriate amount will be credited to the student's account and the student will be notified.
  - If a balance is due the student, an offer of the additional funds will be made within 30 days.
  - The student will have 14 days to respond. If the student requests the funds, a disbursement will be done within 90 days

## { POLICIES AND PROCEDURES }

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

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

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

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

### CREDIT BALANCES ON THE STUDENT ACCOUNT

Periodically a credit balance may appear on the student's tuition account because certain expenses (such as books) must be estimated at the time the student is financed.

A student may authorize these funds to be carried over to a subsequent quarter to cover expected charges. However, at the end of each loan period for federal student loan balances, and June 30 each year for Pell or FSEOG balances, these funds are returned. In order to assist the student in minimizing indebtedness, it is Heald College policy to return credit balances in the same priority order as the Federal Return of Funds policy.

### RE-ENROLLMENT POLICY

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

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

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# { ACADEMIC CALENDAR }

July Quarter	2003	2004
Orientation	July 21, 2003	July 19, 2004
First Day of Instruction	July 22, 2003	July 20, 2004
Last Day to Add a Class	July 28, 2003	July 26, 2004
Labor Day	September 1, 2003	September 6, 2004
Last Day to Withdraw From a Class	September 2, 2003	August 31, 2004
Final Exams	October 1 and 2, 2003	September 29 and 30, 2004
Last Day of Instruction	October 2, 2003	September 30, 2004

October Quarter	2003	2004
Orientation	October 13, 2003	October 11, 2004
First Day of Instruction	October 14, 2003	October 12, 2004
Last Day to Add a Class	October 20, 2003	October 18, 2004
Last Day to Withdraw From a Class	November 24, 2003	November 22, 2004
Thanksgiving	November 27, 2003	November 25, 2004
No Classes	December 22, 2003 – January 1, 2004	December 20 – 30, 2004
Final Exams	January 7 and 8, 2004	January 5 and 6, 2005
Last Day of Instruction	January 8, 2004	January 6, 2005

January Quarter	2004
Orientation	January 20, 2004
First Day of Instruction	January 21, 2004
Last Day to Add a Class	January 27, 2004
President's Day	February 16, 2004
Last Day to Withdraw From a Class	March 2, 2004
Heald Day	TBA
Final Exams	March 31 and April 1, 2004
Last Day of Instruction	April 1, 2004

April Quarter	2004
Orientation	April 14, 2004
First Day of Instruction	April 15, 2004
Last Day to Add a Class	April 20, 2004
Memorial Day	May 31, 2004
No Classes	June 1, 2004
Last Day to Withdraw From a Class	June 2, 2004
Final Exams	June 30 and July 1, 2004
Last Day of Instruction	July 1, 2004

Upcoming Events	
Trustees' Scholarship Application Period	September 2003, March 2004, and September 2004
Cal Grant Application Deadline	March 2, 2004