

# **COURSE CATALOG**

## **Creating IT Futures Foundation IT-Ready Technical Support Program**

Minnesota

October 2019

## Table of Contents

Introduction .....	3
Staff and Board Officials .....	3
Location and Hours of Operation .....	4
Program Schedule .....	4
Facilities and Equipment.....	4
IT-Ready Technical Support Program .....	5-7
Admissions Requirements .....	8-9
Application Procedure .....	9
Financial Information .....	9-11
Attendance Policies.....	11-12
Other Policies .....	12-14
Grading and Graduation Standards .....	14-15
Conduct Policies .....	15-17
Cancellation and Refund Policy .....	17-18
Grievance Policy.....	19
Consumer Information and Disclosures .....	20
<i>Appendix A: documents to establish identity and employment eligibility.....</i>	<i>21</i>

## Introduction

As the philanthropic arm of CompTIA, Creating IT Futures (CITF) is a nonprofit organization that provides educational training and certification opportunities to those who seek an upwardly mobile career in the IT field. The IT-Ready Technical Support program was designed to help unemployed and under-employed individuals improve their lives through tech careers.

### **CITF Staff:**

Kathy Brennan, Director of Career Services  
Caroline Conlon, Bursar  
Chrissy Grabek, Registrar  
Tracie Michoff, Student Services Coordinator  
Kathleen Mrazek, Manager, Alumni Affairs  
Lauren Pierce, Manager, Admissions and Student Services  
Ben Rohling, Manager, Academic Affairs  
Joelle Szyszka, Manager, Faculty Affairs  
Adam Turner, Chief Academic Officer  
Sue Wallace, VP, Student and Career Services  
Kate Kirschner, Manager of Career Placement, Minnesota

### **CITF Board Officials:**

Guy Fruda, Chair  
James Afdahl, Past Chair  
Tracey Welson-Rossman, Vice-Chair  
Colleen Crino, Chief Development Officer  
Brian Laffey, Board Treasurer  
Scott Barlow, CompTIA Board Liaison  
Paul Cronin, Founder  
Vicki Greene, VP of Operations Management  
John Malonson, Lead Project Manager  
Sonia Ng, Director of Leadership & Professional Skill Solutions  
Franklin Reed, Director of Inclusion and Diversity  
Todd Thibodeaux, Board Director and CEO of CompTIA

## Location and Hours of Operation

### Edina (Twin Cities) Branch Campus

**Location:** The CITF Twin Cities campus is located at 7505 Metro Blvd., Suite 430, Edina MN 55439. The campus is on the fourth floor of a six-story building at the intersection of Highway 100 and 494, which is southwest of Minneapolis.

**Hours of Operation:** 8:30 AM to 4:30 PM Central Standard Time (CST), Monday through Friday.

Closed Saturdays, Sundays and major holidays.

**Phone number:** 866-251-4487, extension 2.

## 2019 IT-Ready Technical Support Program Schedule

IT-Ready Technical Support Program Schedule	
April 1, 2019	Class begins
May 24, 2019	Class ends
June 10, 2019	Class begins
August 2, 2019	Class ends
October 14, 2019	Class begins
December 6, 2019	Class ends

Holidays	
Memorial Day	May 27, 2019
Independence Day	July 4, 2019
Thanksgiving Break	November 28, 2019
Thanksgiving Break	November 29, 2019

## Facilities & Equipment

### Edina (Twin Cities) Branch Campus

CITF's IT-Ready Technical Support program is held at 7505 Metro Blvd., Suite 430, Edina MN 55439. Each program session can accommodate up to 25 students and one instructor per class. Students have access to a computer, the internet, and required software for classroom assignments and labs.

# IT-Ready Technical Support Program

## Program Description

The IT-Ready Technical Support program is an eight-week classroom-based program which consists of 240 clock hours of classroom instruction.

This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). CompTIA A+ 220-1002 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.

Individuals who successfully complete the eight-week training program and achieve their CompTIA A+ certification have the opportunity to apply to jobs that our partners offer; Creating IT Futures Foundation does not guarantee job placement after successful completion of the program.

## Objectives

The IT-Ready Technical Support program seeks to teach technical and professional skills to students to prepare them for a career in the IT field. The program teaches curriculum to students for CompTIA A+ certification, and includes topics such as:

- **Security:** Supporting and securing access to data by properly using authentication, access control, and encryption for an organization.
- **Networking:** Applying core concepts and protocols and subnet mask to set up and support wired and wireless networks.
- **Operating systems:** Working with mobile, server, and traditional operating systems ranging from Android and iOS to Windows and Linux.
- **IT Operations:** Using the basics of virtualization, cloud computing, desktop imaging, and deployment to support today's IT infrastructures.
- **Troubleshooting:** Following and using decision trees for diagnosing, resolving, and documenting common hardware and software issues across a variety of devices.
- **Technical Support:** Applying principles of customer service to help resolve IT issues.

## Subjects

The IT-Ready Technical Support program teaches students a variety of technical and professional business skills topics over the course of the program. The topics covered in the program include the following:

### Technical Topics

- Hardware Fundamentals
- Operating Systems
- Networking and Security Fundamentals
- Safety and Operational Procedures

- Supporting Display Devices
- Installing and Configuring Peripheral Components
- Managing System Components
- Managing Data Storage
- Installing and Configuring Microsoft Windows
- Optimizing and Maintaining Microsoft Windows
- Working with Other Operating Systems
- Customized Client Environments
- Networking Technologies
- Installing and Configuring Network Capabilities
- Supporting Mobile Digital Devices
- Supporting Printers and Multifunction Devices
- Security Threats, Vulnerabilities, and Controls
- Implementing Security Controls
- Troubleshooting System-Wide Issues

**Professional Business Skills Topics**

- Communications
- Creative Problem Solving
- Conflict Resolution
- Time Management
- Interviewing

## Breakdown of Clock Hours

Technical Training Hours	Soft Skills Training Hours	Training Topics
3		Program introduction, overview
	3	SoftSkills 101
7.5		Installing and configuring PC components
4.5		Installing, configuring and troubleshooting display and multimedia devices
9		Installing, configuring and troubleshooting storage devices
	3	Developing your work brand
1.25		Week 1 quiz and review
4.5		Installing, configuring and troubleshooting internal system components
7.25		Network infrastructure concepts
	4.5	Communication
6		Microsoft Office: Word, Excel
2.75		Configure and troubleshoot networks
3		Break/Fix desktop computers lab
4.25		Implementing client-side virtualization and cloud computing
4.25		Supporting and troubleshooting laptops
3		Supporting and troubleshooting mobile devices
	3	Customer service
7.25		Installing, configuring and troubleshooting print devices
3		Core 1 review
3		Midterm exam, review and 1 on 1 check-ins
1		Week 3 quiz and review
10.25		Supporting operating systems
	6	Reducing anxiety and conflict
5.75		Installing, configuring and maintaining operating systems
5.75		Maintaining and troubleshooting Microsoft Windows
5.75		Configure and troubleshoot networks
6		Manage users, workstations and shared resources
	3	Resumes and job interviews
3		Security concepts
	5.75	Behavioral interview questions
3		Securing workstations and data
3		Troubleshooting workstation security issues
3		Supporting and troubleshooting mobile devices
	3	Social styles
6		Microsoft Office: Outlook, PowerPoint
9		Implementing operational procedures
	3	Soft skills recap
9		Comprehensive Core 1 review
9		Comprehensive Core 2 review
3		Final exam and review
9		Group review and review games
30		Participants sit for CompTIA A+ exams, small group study
	4.75	Mock interviews
6		Tech talks
201	39	<b>Total clock hours: 240</b>

## **Admissions Requirements**

Prospective IT-Ready Technical Support program students must meet the following enrollment requirements:

- Be at least be 18 years of age
- High School graduate or holder of GED
  - Must be able to provide proof, copy of transcripts or diploma
- Eligible to work in the United States
- Able to provide a valid government issued photo identification or driver's license
  - Please see Appendix A for a list of acceptable documents to establish identity and employment eligibility
- Participate in an online interview
- Take an aptitude test and achieve the minimum acceptable score
- Able to demonstrate basic math and literacy skills
- Able to use a computer to navigate in the Windows environment

### **Aptitude Test Requirement**

The Wonderlic test is an aptitude test that is used to determine an individual's ability/potential to succeed in a certain task, with no prior knowledge or training. A minimum passing score is 19.

All applicants must take and pass the Wonderlic test. Prospective students must achieve the minimum acceptable score of 19.

### **Language Requirements**

IT-Ready Technical Support program sessions are offered in the English language. The institution does not offer English as a Second Language (ESL). The student must be able to speak, read/write and understand the English language to enroll in any CITF program. The student's signature on the enrollment agreement signifies that they attest to their ability to be able to speak, read/write, and understand the English language. In addition, CITF verifies English language skills through the admissions process.

### **Special Needs Accommodations**

Any prospective student who has a special needs request or accommodation must submit the request in writing via email or postal mail to the Manager of Admissions and Student Services at least six weeks prior to enrollment to determine if the school can accommodate the request.

Email requests must be submitted to the Manager of Admissions and Student Services at: [lpearce@comptia.org](mailto:lpearce@comptia.org).

Or via postal mail to:

Manager of Admissions and Student Services  
3500 Lacey Road, Suite 100  
Downers Grove, IL 60515



## **Non-discrimination Policy**

Creating IT Futures Foundation (CITF) will not discriminate for or against any applicant on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions), transgender status, gender identity), national origin (including Limited English Proficiency [LEP]), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only on the basis of either citizenship status or participation.

## **Application Procedure**

Prospective students who are interested in enrolling in the IT-Ready Technical Support program must submit a formal application on the CITF website ([www.creatingitfutures.org](http://www.creatingitfutures.org)). The IT-Ready Technical Support program has ongoing enrollment throughout the year, so there are not application deadline dates. Students can refer to the CITF website to view the upcoming program schedule in their area.

As the first step in the application process, all applicants will take an aptitude test online. The Wonderlic is an aptitude test that is used to determine an individual's ability/potential to succeed in a certain task, with no prior knowledge or training. Applicants must achieve a passing score of at least 19 in order to move forward in the application process.

Eligible applicants who have requested financial assistance will receive an email with a list of documents that they will be required to provide in order to continue with the financial assistance process (e.g., W-2 forms, pay stubs, public assistance documentation). Once all the documentation is received, an applicant will then be scheduled to complete an online interview with an Admissions Advisor.

During the interview, an Admissions Advisor will review information about the IT-Ready Technical Support program with the prospective student. Admissions Advisors will evaluate the prospective student's overall interest in the program, his or her communication skill level, and general computer knowledge.

## **Enrollment Dates**

The IT-Ready Technical Support program has ongoing enrollment throughout the year, and prospective students can apply anytime. Individuals interested in participating in the IT-Ready Technical Support program must complete an online application at [www.creatingitfutures.org](http://www.creatingitfutures.org) as the first step of the enrollment process.

## **Tuition, Fees, and Other Costs**

### **Tuition**

Tuition for the IT-Ready Technical Support program is charged at a flat rate of \$8,500.00. The cost of the tuition includes instruction, content, the CompTIA A+ 220-1001 Core 1 examination voucher and the CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination, if necessary).

## **Books, Virtual Labs, and Other Materials**

Creating IT Futures Foundation does not charge students for books, virtual labs, or other materials.

## **Technology**

Computer equipment is provided to each student in the IT-Ready Technical Support program for classroom use only. Any software required for the classroom-based program will be provided by CITF at no cost to the student. This software is provided under licenses that allow for its use only in pursuit of the program.

## **Lab Fees**

Creating IT Futures Foundation does not charge any lab fees.

## **Supplies**

Students are expected to provide their own pens, pencils, note-taking materials, etc. for use in the IT-Ready Technical Support program.

## **Certification Exams**

Students must successfully pass the CompTIA A+ 220-1001 Core 1 examination and the CompTIA A+ 220-1002 Core 2 examination within 30 days after completing their training in order to pass the IT-Ready Technical Support program. Exam vouchers will be issued to students two weeks prior to the conclusion of the course.

Students must register their own accounts and schedule their own exam with PearsonVue (<https://home.pearsonvue.com/>). See Creating IT Futures Foundation's Certification Exam Policy <https://certification.comptia.org/testing/test-policies> for more information.

## **Grants**

Some students will need help paying tuition. Financial assistance—up to the full tuition amount—is available through grants from our generous donor organizations including CompTIA, Creating IT Futures Foundation, Team Logic and Pearson. Private foundations help to support students at specific campus locations.

### **CompTIA Grants**

CompTIA Grants are available to students who qualify in at least one of the following categories:

- **\$1,000:** Individuals who have been historically under-represented in the tech industry (African Americans, Hispanic/LatinX and Native Americans);
- **\$1,000:** U.S. military veterans, their spouses, or caregivers;
- **\$1,000:** Women;

- **Partial tuition amount (50%):** Annual income above 200% but below 300% of the federal poverty threshold.
- **Full tuition amount:** Annual income below 200% of the federal poverty threshold.

Applicants must be a U.S. citizen or eligible non-citizen with authorization to work in the U.S. Applicants must meet all other eligibility requirements.

The grants do not have any monetary value and CITF can only apply the grant to students' accounts.

## **Attendance Policies**

Program attendance is an essential part of the educational process at Creating IT Futures Foundation, and students are expected to attend each classroom session on time in order to facilitate their academic success. Attendance will be monitored and recorded throughout the program.

### **Absences**

Students are permitted one absence while enrolled in the IT-Ready Technical Support program. An absence is defined as missing more than 50% of a single day's class.

### **Consecutive Absences**

A student who is absent for two consecutive calendar days without an approved leave of absence will be dismissed from the IT-Ready Technical Support program.

### **Tardiness**

Students are expected to be on time for each classroom session. Students will be considered tardy anytime they miss class time, due to arriving late or leaving early. Students are permitted up to two tardies while enrolled in the IT-Ready Technical Support program.

### **Leave of Absence**

A leave of absence (LOA) may be granted to a student if s/he faces certain conditions that are beyond his or her control. Such conditions include military deployment, jury duty, and medical leave. Documentation is required for all leave of absence requests. Refer to the Leave of Absence Policy for more information.

### **Tracking Attendance**

Instructors for the IT-Ready Technical Support program will take attendance at the start of every classroom session. Students will be required to sign out for lunch and sign in again before the classroom session resumes. Students who do not sign back in after lunch will be marked as tardy.

### **Make-up Work**

Students are required to complete missing assignments if they are absent. Make-up work for an absence must be prearranged with the IT-Ready Technical Support program instructor and must be completed outside of normally scheduled class hours.

## **Other Policies**

### **Leave of Absence Policy**

A leave of absence (LOA) may be permitted when a student faces certain life events, such as military deployment, jury duty, serious illness, debilitating injury, or a death in the immediate family. Any student who seeks a leave of absence must submit this request via email to the Manager of Admissions and Student Services. A reason for the request and the expected timeframe of leave must be clearly identified on the form so the institution has a reasonable expectation of the student's return.

Students should submit the request prior to the beginning date of the LOA, unless unforeseen circumstances prevent a student from doing so. Corroborating documentation may be required. If a student does not request a LOA within a timeframe consistent with the institution's Absence Policy, s/he will be withdrawn from the program. Any refunds for a withdrawal will be issued per state requirements.

In order for a LOA to be granted to a student, the institution must have a reasonable expectation that the student will return to the program at the end of a LOA. The granting, denial, and duration of a leave of absence will be done on a case-by-case basis at the sole discretion of the institution.

A leave of absence is limited to a maximum of 180 calendar days. Multiple LOAs may be permitted. An approved LOA may be extended for an additional period of time provided the extension request meets the above requirements, and the total length of the LOA does not exceed 365 calendar days.

Students returning from a LOA will need to contact his/her academic advisor or the Manager of Admissions and Student Services at [lpearce@comptia.org](mailto:lpearce@comptia.org) to re-enroll and start from the beginning of a new cohort. Students who fail to re-enter the program at the end of an approved LOA will be withdrawn from the program.

### **Student Readmission**

Students who have previously withdrawn from the IT-Ready Technical Support program, have been dropped from their academic program, or have been dismissed from their respective program for any reason may choose to petition the institution for consideration of re-enrollment. In order to be considered for reenrollment, individuals must complete a new application in its entirety.

### **Requirements for Consideration of Readmission**

1. Update application in the SONIS student portal.
2. If an applicant previously requested financial assistance and was awarded a grant, s/he would need to request that assistance again in the updated application. There are no guarantees an applicant will be awarded another grant.
3. The applicant must submit an essay with a minimum of 250 words detailing his/her academic and career goals, how CITF can assist with attaining these goals, if any obstacles were encountered during the previous enrollment (e.g., academic, personal and/or scheduling difficulties), and how

such obstacles to academic success will be addressed and overcome given the opportunity for readmission at CITF.

All essay submissions must be emailed to the Manager of Admissions and Student Services at [lpearce@comptia.org](mailto:lpearce@comptia.org) and include the subject line of ATTN: Manager of Admissions and Student Services – Readmissions Request.

4. Applicants will be required to complete an online interview with the Manger of Admissions and Student Services once their essay has been reviewed.
5. All outstanding balances must be paid in full and the applicant is responsible, whether through scholarship and/or self-pay, for the full amount of the course if readmitted.

Once an applicant has completed all the readmission requirements, the Manager of Admissions and Student Services will review the essay along with the applicant’s previous academic history, attendance record, and reason for prior program departure.

Each readmission request will be reviewed on a case-by-case basis. A student is not guaranteed readmission into the IT-Ready Technical Support program. The final decision regarding readmission will be provided to the student in writing via email within ten business days of the completed interview.

Should an applicant be approved for readmission into the program, s/he will start that program over again from the beginning. No prior coursework or progress will be transferred to the current program.

### **Course Cancellation**

In the event that the institution determines that a scheduled IT-Ready Technical Support program needs to be cancelled, all enrolled students will be notified as soon as possible and will be automatically enrolled in the next available program.

In the event that a program is not available, a full refund will be issued to the source from which the tuition payment was received.

### **Credit for Previous Experience**

The IT-Ready Technical Support program does not offer credit for previous education, training, work, or life experience (experiential credit).

### **Job Placement Assistance**

Creating IT Futures Foundation (CITF) does not guarantee job placement after successful completion of the IT-Ready Technical Support program. After students graduate from the program (by passing the program and earning their CompTIA A+ certification), they may apply to jobs that our partners offer.

CITF has dedicated staff members who work with local employers to connect students to jobs, but is unable to make any guarantee, expressed or implied, of future employment.

### **Grading and Graduation Standards**

The IT-Ready Technical Support program grading is Pass/Fail. The institution monitors student progress frequently and provides feedback to students over the course of the program. Students will have a variety of activities, including quizzes and mid-terms, that will be reviewed to ensure that the students are progressing appropriately, but no grade will be assigned. If a student is struggling with the curriculum, the instructor and academic advisors are available to discuss the best course of action, including the suggestion of additional study materials that may benefit the student.

A Pass (P) final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours and the achievement of the CompTIA A+ certification. The CompTIA A+ certification is awarded to those who take and pass the two certification exams, CompTIA A+ 220-1001 and CompTIA A+ 220-1002. Students will have up to 30 days after the completion of the classroom training to achieve CompTIA A+ certification.

Those who successfully complete the training but fail to obtain the CompTIA A+ certification within 30 days post instruction will receive a Fail (F) grade.

Students who apply and are approved for a leave of absence (see Leave of Absence policy for criteria and process) but who are not able to complete the classroom training in the assigned timeframe will receive a grade of Incomplete (I). Students who have not received an approved leave of absence and do not complete the classroom training will receive a Withdraw (W) grade.

### **Failure to Complete Program**

A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours and pass their certification exams within 30 days of the end of the program.

Students who fail to complete the program may reapply.

### **Graduation Requirements**

To graduate from the IT-Ready Technical Support program, students must be in good standing and complete the program with a passing grade.

A Pass (P) final grade will be based on the combination of successful completion of the program hours and the achievement of the CompTIA A+ certification. The CompTIA A+ certification is awarded to those who take and pass the two certification exams, CompTIA A+ 220-1001 and CompTIA A+ 220-1002. Students will receive one certification voucher (with one retake) per exam. Students will have up to 30 days after the completion of the classroom training to achieve CompTIA A+ certification.

Students who successfully complete the program hours but fail to successfully obtain the CompTIA A+ certification within 30 days post instruction will receive a Fail (F) grade and will not graduate from the program.

### **Student Conduct Policy**

Students are expected to conduct themselves in a professional manner and to act, speak, and demonstrate respect to others while enrolled in the IT-Ready Technical Support program. Students are required to be aware of and abide by the following rules of conduct:

- Theft of company property or property of any Creating IT Futures Foundation (CITF) staff or fellow students will result in immediate termination from the program.
- Willful destruction of company property or property of CITF staff or fellow students will result in immediate termination from the program.
- No alcohol or illegal drug consumption is allowed before or during classroom hours. Students who appear to be under the influence of illegal drugs or alcohol will be immediately terminated from the program. No possession, use, sale, or distribution of alcohol or illegal drugs on the school premises is permitted.
- Possession of any type of object that can reasonably be assumed to be a weapon or explosive device while on school premises will result in immediate termination from the program.
- Threatening, intimidating, or physically harming any CITF staff, affiliate, or fellow student will result in immediate termination from the program.
- Disorderly conduct is forbidden on the school premises. This includes, but is not limited to, inappropriate, disrespectful, insulting and/or obscene language and lewd, indecent, or obscene conduct. Any discriminating or derogatory remarks or behavior against CITF staff or another student in reference to religion, culture, race, sex, or sexual orientation are grounds for immediate termination from the program.
- Be friendly and respectful to your instructor, fellow participants, and CITF staff members. IT-Ready Technical Support program participants should conduct themselves in a professional manner. Students who are deemed disruptive, argumentative, or otherwise unprofessional will face disciplinary action, up to and including termination from the program.
- Willful violation of safety rules and/or safety procedures that places students and/or CITF staff in danger will result in immediate termination from the program.
- Inappropriate or unauthorized use of school technology is prohibited. Under no circumstances should a student enter websites with obscene or pornographic content. Internet usage is monitored internally and entering a website forbidden by this policy will result in immediate termination from the program.
- The IT-Ready Technical Support program does not condone cheating in any form or the use of outside study materials. Students enrolled in the IT-Ready Technical Support program will be provided approved study materials. Materials that are not approved by CompTIA or CITF may not be correct or legal. Any student found to be cheating or to be using or distributing unauthorized materials will be immediately terminated from the program.
- While attending classroom sessions (including IT Lab), students are required to dress in appropriate business casual attire. Flip-flops, sandals, and open-toed shoes should not be worn.

- All cellular devices must be muted or turned off and placed out of sight to avoid unnecessary disruptions in the learning environment. Students may use their cellular devices during breaks and lunch.
- No food is allowed in the classroom. Food is only allowed in the designated kitchen areas. Drinks are allowed in the classroom with a secure lid. Students are not allowed to congregate or have lunch in the common areas of the building unless they are designated for this use.

Additionally, the following occurrences shall also be grounds for discipline, up to and including, termination of enrollment:

1. Non-payment of tuition
2. Failure to complete the program
3. Lack of attendance
4. Missed assignments

### **Student Probation, Suspension, or Expulsion**

Creating IT Futures Foundation (CITF) reserves the right to dismiss students for activities detrimental to themselves, other students, instructors, and the school.

CITF does not put students on probation or suspension if they do not act in accordance with institutional policies. Individuals who fail to comply with the program policies may be terminated from the program. Individuals who have previously been terminated from the program for any reason are ineligible for re-enrollment in the IT-Ready Technical Support program.

### **Disciplinary Actions**

Whenever it has been determined that good cause exists for student discipline, the institution shall notify the student in writing. The Manager of Academic Affairs will review the incident details and shall have the right to dismiss the charge(s) of misconduct or recommend appropriate disciplinary action. The Chief Academic Officer shall review the recommended disciplinary action and then either affirm, modify, or dismiss the disciplinary action.

Disciplinary actions may include:

1. Verbal warning
2. Written warning
3. Removal by the instructor – Suspension from the class for good cause, for the remainder of the day's class. The instructor's decision is final and may not be appealed.
4. Termination of enrollment (expulsion) at CITF, with or without the possibility of readmission.
5. Criminal prosecution – CITF will refer to the local authorities for prosecution any criminal activity that occurs on CITF premises. This is in addition to any other disciplinary action taken.



# **Cancellation and Refund Policy**

## **Buyer's Right to Cancel**

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give notice that you are cancelling your contract within five business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to effective on the date of that the institution notifies you that you have been accepted into the institution and you have signed the contract or enrollment agreement. If the notification of acceptance into the institution is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than five days after you signed the contract, but before the start of the program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program. You will be provided a prorated tuition, fees, and other charges refund minus 25%, up to \$100 administrative if you give notice of your withdrawal after your program has begun, but before 75% program has completed. If you withdraw from your program after 75% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Written notice is effective of the date of the postmark if sent by mail or the day it has been communicated to the institution. If you do not withdraw or contact the institution about your absence, and you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

## **Refund After the Commencement of Classes**

### **Procedure for Program Withdrawal and Withdrawal Date**

1. A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Office of the Registrar. The notice is to indicate the expected last date of attendance and be signed and dated by the student. The notice should also include the name of the program the student wishes to withdraw from, the reason for the withdrawal request, the student's full name, the student's telephone number, and the student's address.

The withdrawal request can be submitted to CITF via email to [cgrabek@comptia.org](mailto:cgrabek@comptia.org) or postal mail to:

Creating IT Futures Foundation  
Attn: Withdrawal Notice  
3500 Lacey Road, Suite 100  
Downers Grove IL 60515

2. For a student who is on authorized leave of absence (LOA), the withdraw date is the date the student was scheduled to return from the LOA and failed to do so.

3. A student will be determined to be withdrawn from the institution if the student has not attended class for two days.
4. All refunds will be issued to the source from which tuition payment was received within 30 days of the determination of the withdrawal date.

### **Tuition Refund Amount**

An approved reimbursement for withdrawal during the first calendar week of the program will result in a full tuition refund. An approved reimbursement for withdrawal during the second week of the program onward will result in none of the tuition being refunded.

**Refunds** will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return. Refunds are issued directly to the source (person/organization) from which the tuition payment was received.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the school of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The school terminates the student's enrollment for failure to maintain academic progress, failure to abide by the rules and policies stated in the catalog, absences in excess of maximum set forth by the institution, and/or failure to meet financial obligations to the school.
- The student has failed to attend class for two days and failed to inform the school.
- The student fails to return as scheduled from an approved leave of absence.

### **Involuntary Withdrawal**

Involuntary withdrawal occurs when a student is forced to drop from the program by the school. This can be due to the student's misconduct, lack of attendance, or cancellation of the program by the institution.

Students who are forced to involuntarily withdraw from the program for misconduct or lack of attendance will have their refund calculated in the same manner as a voluntary withdrawal.

### **Certification Exam Fees**

Fees paid by the student for certification exams, when no exam voucher has been issued to the student, will be refunded.

## **Grievance Policy**

Every student is encouraged to discuss his or her concerns or complaints with his/her academic advisor or the CITF instructor or staff most able to assist the student in resolving the matter. If, however, the student is not satisfied with the result of these efforts, then the student may pursue a formal grievance by following the procedure below:

1. Make a **signed**, written complaint to the Chief Academic Officer describing the basis of the complaint in sufficient detail to allow an investigation under this procedure. The complaint should also include the student's name, telephone number, email address, and the date of the complaint.
2. The Chief Academic Officer or designee will schedule an appointment with the student within three working days to discuss the complaint.
3. The Chief Academic Officer or designee will confirm the completion of the investigation with a written report of the disposition of the complaint mailed to the student within five working days of the first meeting with the student.
4. If the student is not satisfied with the Chief Academic Officer or designee's report of disposition of the complaint, the student may appeal this result in writing to the Chief Executive Officer of CITF within 10 working days of receipt. The appeal letter must include a copy of the written disposition report and an explanation why the student is not satisfied with that outcome.
5. The Chief Executive Officer or designee will review the written disposition report and the student's appeal letter and will conduct any further investigation necessary, including requesting additional information from the student or Chief Academic Officer.
6. The Chief Executive Officer or designee will provide both the student and the Chief Academic Officer with a written appeal finding mailed within 10 working days of the receipt of the appeal letter. This written decision is the final disposition of the complaint.

Complaints should be submitted in writing to the following address:

**Creating IT Futures Foundation**

Attn: Complaint Department  
3500 Lacey Road, Suite 100  
Downers Grove, IL 60515

### **Minnesota**

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Minnesota Office of Higher Education. Additional information regarding the complaint process can be obtained by contacting the Board at:

**Minnesota Office of Higher Education**

1450 Energy Park Drive-Ste. 350  
St. Paul, MN 55108  
<https://www.ohe.state.mn.us>

Phone Number: (217) 782-2551 Fax Number: (217) 782-8548

## **Disclosures**

### **State Authorization**

Creating IT Futures Foundation is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

### **Accreditation**

Creating IT Futures Foundation is not an institution that has received accreditation from an accrediting body recognized by the U.S. Department of Education.

### **Academic Credits**

Graduates of the IT-Ready Technical Support program will not be issued academic credits that can be transferred to other academic institutions.

### **Employment Disclaimer**

Successful completion of the IT-Ready Technical Support program does not guarantee or otherwise assure that its graduates will become employed.

## Appendix A

List of acceptable documents used to establish identity and employment eligibility are below.

<b>LIST A</b> Documents that Establish Both Identity <u>and</u> Employment Eligibility	<b>OR</b>	<b>LIST B</b> Documents that Establish Identity	<b>AND</b>	<b>LIST C</b> Documents that Establish Employment Eligibility
1. U.S. Passport (unexpired or expired)		1. Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		1. U.S. Social card issued by the Social Security Administration ( <i>other than a card stating it is not valid for employment</i> )
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		2. Certification of Birth Abroad issued by the Department of State ( <i>form FS-545 or Form DS-1350</i> )
3. An unexpired foreign passport with a temporary I-551 stamp		3. School ID card with a photograph		3. Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal
4. An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B)		4. Voter's registration card		4. Native American tribal document
		5. U.S. Military card or draft record		5. U.S. Citizen ID Card ( <i>Form I-197</i> )
5. An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I94, bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, if that status authorizes the alien to work for the employer		6. Military dependent's ID card		6. ID Card for use of Resident Citizen in the United States ( <i>Form I-179</i> )
		7. U.S. Coast Guard Merchant Mariner Card		
		8. Native American tribal document		7. Unexpired employment authorization document issued by DHS ( <i>other than those listed under List A</i> )
	9. Driver's license issued by a Canadian government authority			
		<b>For persons under age 18 who are unable to present a document listed above:</b>		
		10. School record or report		
		11. Clinic, doctor, or hospital record		
		12. Daycare or nursery school record		