

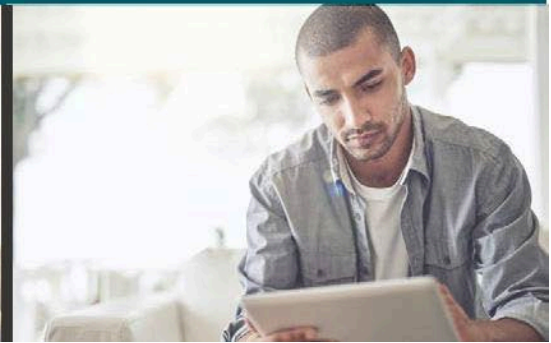
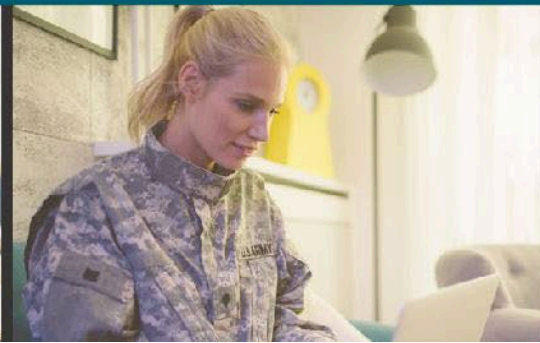
New Horizons Computer Learning Centers School Catalog



Workforce Development



Knoxville, Chattanooga and Tri-Cities Campuses



NEW HORIZONS COMPUTER LEARNING CENTERS

C A T A L O G



KNOXVILLE CAMPUS

408 NORTH CEDAR BLUFF ROAD, SUITE 555, KNOXVILLE, TN 37923
PHONE 865.691.1515 • FAX 865.381-0706

CHATTANOOGA CAMPUS

651 E 4TH ST 2ND FLOOR, CHATTANOOGA, TN 37403
PHONE 423.212.6993 • FAX 865.381-0706

JOHNSON CITY CAMPUS

2109 WEST MARKET STREET, SUITE 100-R, JOHNSON CITY, TN 37604
PHONE 865.691.1515 • FAX 865.381-0706

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NEW HORIZONS COMPUTER LEARNING CENTERS IS AUTHORIZED BY THE TENNESSEE HIGHER EDUCATION COMMISSION.
THIS AUTHORIZATION MUST BE RENEWED EACH YEAR AND IS BASED ON AN EVALUATION OF MINIMUM STANDARDS
CONCERNING QUALITY OF EDUCATION, ETHICAL BUSINESS PRACTICES AND FISCAL RESPONSIBILITY.

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About New Horizons

With 300 centers in 70 countries, New Horizons is the world's largest independent IT training company. Our innovative, award-winning learning methods have revolutionized the way students learn, retain, and apply new knowledge; and we offer the largest Guaranteed-to-Run course schedule in the world. Our real-time, cloud-based lab solution allows students to access their labs anytime and anywhere. And we offer an extensive selection of vendor-authorized training and certifications for Microsoft, Cisco, CompTIA, and VMware, ensuring that students can train on the latest products and technologies. Over our 30-year history, New Horizons has trained over 30 million people worldwide.

History

New Horizons Computer Learning Center of Knoxville was originally established in 1979 as a development and consulting company under the name Computer Assisted Services (CAS), providing computerized accounting and programming services to Knoxville area businesses. In 1983, the company held its first software training classes and has been in continuous operation since then, teaching hundreds of thousands of students from thousands of companies and organizations.

On January 1, 2000, Computer Learning Centers of Knoxville purchased the franchise and became New Horizons Computer Learning Center of Knoxville. New Horizons Computer Learning Center is the world's largest computer training company. Our objective is to provide the training needed to improve the skills of people employed or seeking employment in the IT industry.

Throughout our history, we have established ourselves as the quality supplier of personal computer training in Knoxville and East Tennessee in general—a position we will constantly strive to maintain.

Corporate Headquarters

1900 South State College Blvd.
Anaheim, CA 92806-6135
714.940.8000
www.newhorizons.com

Management

Shannon Byars, Director and Managing Member
Jeff Cheek, Alternate Director for Chattanooga and Johnson City

Knoxville Facilities

New Horizons Computer Learning Centers maintains a first-class training facility at 408 North Cedar Bluff Road, Suite 555. The facility has adequate on-site parking and is handicap accessible and meets or exceeds all federal, state, and local ordinances and regulations for public safety and health. With over 7,000 square feet, the center offers 4 classrooms, testing room and a conference room in addition to administration and faculty offices. The student break-area, with free fresh coffee along with snack and soft drink machines is centrally located with restrooms and telephones nearby. Restaurants and overnight accommodations can be found in the immediate vicinity.

Chattanooga Facilities

New Horizons Computer Learning Centers maintains a first-class training facility at its Chattanooga campus. The facility has free on-site parking and is handicap accessible and meets or exceeds all federal, state, and local ordinances and regulations for public safety and health. The campus has 2 private training rooms for students. The break-area includes free fresh coffee, snack machines and centrally located restrooms. Restaurants and overnight accommodations can be found in the immediate vicinity.

Johnson City Facilities

New Horizons Computer Learning Centers maintains a first-class training facility at its Johnson City campus. The facility has free on-site parking and is handicap accessible and meets or exceeds all federal, state, and local ordinances and regulations for public safety and health. The campus has 4 private training rooms for students. The break-area includes full kitchen accommodations and centrally located restrooms. Restaurants and overnight accommodations can be found in the immediate vicinity.

Equal Opportunity

New Horizons affirms a policy of equal employment opportunity, equal education opportunity and nondiscrimination in the provision of educational services to the public. New Horizons administers all educational programs and related supporting services and benefits in a manner that does not discriminate because of a student's race, color, national origin, handicap, sex, or age.

Instructors

Our instructors are not only professional educators but also outstanding presenters. They know how to mix patience, humor, and enthusiasm to achieve maximum comprehension. Our instructors adjust their pace and instruction to meet their students' needs. They also bring their own real-world experience into the classroom, creating a rich learning environment. Below you will find a list of our trainers.

| Instructors (Knoxville, Chattanooga & Johnson City) | Certifications |
|---|---|
| Shannon Byars | Bachelor's Degree in Organizational Communications & Information Technology, Master MOS, MCSA, MCDST |
| El'tis Capel | CTT+, MCT, MOS, TESOL |
| Jeff Cheek | Bachelor's Degree(s) in Business Administration & Organizational Leadership |
| Kristina Corbitt | Bachelor's Degree of Science, ITF+, A+, Network+, Security+ |
| Eric Duncan | Bachelor's Degree of Science, CISSP, Security+, Network+, A+, ITF+ |
| Barry Mulhraj | Project Management Professional Certification |
| J. Orvil Ownby | Bachelor's Degree of Science, ITF+, A+ |
| Phyllis Sander | M.Ed. Education Community College Human Resource emphasis in Instructional Technology, IC3, MCP, MCSE, MOS, CCNA, QuickBooks |

Admissions Representatives

Our Admissions Representatives are another excellent resource for our students. From the time you contact New Horizons the first time, our Admissions Representatives are trained to help you decide on the best possible training path. They aid with information on class prerequisites, course descriptions and schedule planning in addition to providing a plethora of resource information to achieve your training goals.

| Admissions Representatives | Phone Numbers | E-Mail Addresses |
|----------------------------|----------------|--------------------------|
| Kristi Walts (Knoxville) | (865) 219-3727 | kwalts@etnewhorizons.com |
| Jeff Cheek (Chattanooga) | (423) 212-6993 | jcheek@etnewhorizons.com |

Management and Support Staff

Always feel free to contact any of our support staff if you have any questions or issues along the way. Our Administrative staff is in Knoxville but available to assist students attending in Chattanooga or Johnson City as well.

| Staff | Phone Numbers | E-Mail Addresses |
|---|----------------|----------------------------|
| Shannon Byars, Director | (865) 686-6052 | sbyars@etnewhorizons.com |
| Jeff Cheek, Alternate Director for Chattanooga and Johnson City | (423) 212-6993 | jcheek@etnewhorizons.com |
| Sherri Tidwell, Student Services Coordinator | (865) 691-1515 | stidwell@etnewhorizons.com |
| Kristi Walts, Career Specialist | (865) 219-3727 | kwalts@etnewhorizons.com |

New Horizons Customer Commitment

New Horizons is in the business of helping people attain knowledge in the form of personal computer training. By providing the technical and application training that develops a more skilled and productive workforce, New Horizons is helping businesses and individuals keep pace with the rapid and complex technological changes taking place in operating systems, software, and hardware.

New Horizons Computer Learning Centers provides customer-focused computer training choices in multiple formats and delivery methods. Businesses and individuals receive top-quality computer training tailored to meet their specific needs – when and how they want to learn. As a result, customers have the freedom to personalize training programs to best suit individual learning styles and needs with a variety of training products and services.

Our Vision

To be the leader in innovative computer training solutions wherein our internal and external customers receive impeccable service and support. Our guiding values are trust, honor, and respect, developed and sustained through a motivated team of managers and employees, each contributing and building unrivaled internal and external customer service and support. We see New Horizons as a great place to work, a great place to learn and a great partner to have, where a lifetime of personal and professional growth provides a lifetime of opportunities for all our students and employees.

Our Mission

By providing exceptional classroom and e-learning training backed by superior customer service, New Horizons Computer Learning Centers offer training solutions to customers worldwide that significantly improve their businesses and careers.

Training Equipment

As the world leader of IT Training, New Horizons continuously upgrades equipment and software systems to ensure students are introduced to the latest technology. In the classroom, students are situated at independent and networked workstations and led by a qualified instructor. Our classrooms are equipped with group viewing apparatus such as whiteboards, overhead projectors, and video accessories.

Training Materials

In the classroom, New Horizons helps prepare students for both job skills and potentially certification exams with hands-on, personal training using professionally developed courseware. Classroom equipment is loaded with the software necessary to follow lessons presented in the manuals and to complete lab exercises.

For each course students generally receive a digital Learning Guide designed to be used during class and as an after-class resource. Learning Guides are typically 100-300 pages of reference material that may be electronically searched, saved, or printed.

Office Administration Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga | Johnson City

Overview

The Office Administration Program offers hands-on classroom computer training on the Microsoft Office products Excel, Word, PowerPoint, Outlook, and business skills classes. This program also includes eLearning, labs, exam preparation, online resources, resume and interviewing assistance.

Key Courses

- [Using Windows](#)
- [Word Part 1](#)
- [Word Part 2](#)
- [Word Part 3](#)
- [Outlook Part 1](#)
- [Outlook Part 2](#)
- [Excel Part 1](#)
- [Excel Part 2](#)
- [Excel Part 3](#)
- [PowerPoint Part 1](#)
- [PowerPoint Part 2](#)
- [Time Management](#)



Who's It For?

The goal of this career training program is to prepare you for positions such as Receptionists, Bookkeeping, Accounting, Auditing, Customer Service Representative, Computer Operator, Executive Assistant, or Information Clerks.

Certifications and Exams

| MOS Certification |
|------------------------|
| Microsoft Office Excel |
| Microsoft Office Word |

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance (up to 1 exam retake per exam).

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2 Months | Part-time Length: 4 Months | 96 hours
Tuition with Book(s) \$3,745 | Optional Exam Certification Fees: \$250
Knoxville Graduation/Placement Rate: N/A / N/A
Chattanooga Graduation/Placement Rate: N/A / N/A
Johnson City Graduation/Placement Rate: N/A / N/A

Adobe Graphic & Web Specialist Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga

Overview

The Adobe Graphic & Web Specialist Program offers instructor-led computer training on the Adobe Creative Suite products Acrobat, Illustrator, InDesign, Photoshop, Dreamweaver plus HTML and CSS. This program includes hands-on instruction, eLearning, labs, exam preparation, online resources, resume and interviewing assistance.

Key Courses

- [Adobe Acrobat Part 1](#)
- [Adobe Acrobat Part 2](#)
- [Adobe Illustrator Part 1](#)
- [Adobe Illustrator Part 2](#)
- [Adobe InDesign Part 1](#)
- [Adobe InDesign Part 2](#)
- [Adobe Photoshop Part 1](#)
- [Adobe Photoshop Part 2](#)
- [Business Soft skills](#)
- [Workplace Fundamentals](#)
- [HTML Fundamentals](#)
- [HTML Advanced](#)



Who's It For?

The goal of this career training program is to prepare you for positions such as Graphic Designer, Graphic Artist, Website Content Editor, Multimedia Artist, Web Developer, or Desktop Publisher.

Certifications and Exams

New Horizons will help you prepare for the following certifications exams (select one):

| Adobe ACA Certifications |
|-----------------------------------|
| Adobe Illustrator |
| Adobe InDesign |
| Adobe Photoshop |

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance (up to 1 exam retake per exam).

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2 Months | Part-time Length: 4 Months | 160 hours
Tuition with Book(s): \$4,880 | Optional Exam Certification Fees: \$115
Knoxville Graduation/Placement Rate: N/A / N/A
Chattanooga Graduation/Placement Rate: N/A / N/A

Computer Support Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga | Johnson City

Overview

CompTIA is the most widely recognized organization granting entry-level certifications in the IT industry. Career training program Computer Support from New Horizons prepares students with the knowledge and skills for the A+ exams. Microsoft Office training in Excel, Word, PowerPoint, Outlook & Access equips students to deal with the most common user questions. This program includes hands-on instruction, eLearning, labs, exam preparation, online resources, resume and interviewing assistance.



Key Courses

- [Word Part 1](#)
- [Word Part 2](#)
- [Outlook Part 1](#)
- [Outlook Part 2](#)
- [Excel Part 1](#)
- [Excel Part 2](#)
- [PowerPoint Part 1](#)
- [PowerPoint Part 2](#)
- [Access - Part 1](#)
- [CompTIA A+ Certification](#)

Who's It For?

The goal of this career training program is to prepare you for positions such as Computer Support Specialist, Helpdesk Support Specialist or PC Support Specialist.

Certifications and Exams

New Horizons will help you prepare for the following exams and certifications.

| Certification | Exams |
|--|--|
| CompTIA A+ Certification | A+ Certification (2 exams) |

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance (up to 1 exam retake per exam).

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2 Months | Part-time Length: 4 Months | 120 hours
Tuition with Book(s): \$4,557 | Optional Exam Certification Fees: \$438
Knoxville Graduation/Placement Rate: N/A / N/A
Chattanooga Graduation/Placement Rate: N/A / N/A
Johnson City Graduation/Placement Rate: N/A / N/A

IT Foundation Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga

Overview

The IT Foundation Program is a two-and-a-half-month program offering hands-on classroom computer training and vendor certification preparation for entry to mid-level jobs as computer PC and/or network support specialists. Students will learn how to analyze and secure PC and network data, configure network settings, and evaluate network performance. The training content is based on the following industry certification standard: CompTIA A+ and CompTIA Network+. This program includes hands-on instruction, eLearning, labs, exam preparation, exam vouchers, test pass insurance, online resources, resume and interviewing assistance.



Key Courses & Certifications

- [CompTIA A+ Part 1](#)
- [CompTIA A+ Part 2](#)
- [CompTIA Network+](#)

Who's It For?

The goal of this career training program is to prepare you for entry to mid-level positions such as Technical Support Analyst, PC/Desktop Support Technician, or Help Desk Support.

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance (up to 1 exam retake per exam).

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2.5 Months | 175.5 hours

Tuition with Book(s): \$6,600 | Optional Exam Certification Fees: \$781

Knoxville Graduation/Placement Rate: N/A / N/A

Chattanooga Graduation/Placement rate: N/A / N/A

Project Management Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga | Johnson City

Overview

The target student for this program is any individual who may need to perform project management activities in their job role on either a formal or informal basis, or any project team members who want to enhance their knowledge of project management to interact more productively with a project manager and perform more effectively on a project team. The courses will include preparation for the Project Management Institute's Project Management Professional (PMP) Certification.



Key Courses

- [Project Management Fundamentals](#)
- [Microsoft Project Part 1](#)
- [Microsoft Project Part 2](#)
- [Project Management Professional \(PMP\) Certification Preparation](#)

Who's It For?

This program is for students who need to perform project management activities in their job role on either a formal or informal basis, or any project team members who want to enhance their knowledge of project management to interact more productively with a project manager and perform more effectively on a project team.

Certifications and Exams

New Horizons will help you prepare for the following exams and certifications:

| Certification |
|---|
| Project Management Professional (PMP) |

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 1 Month | Part-time Length: 2 Months | 64 hours
Tuition with Book(s): \$4,140 | Optional Exam Certification Fees: \$555
Knoxville Graduation/Placement Rate: 100% / 50%
Chattanooga Graduation/Placement Rate: N/A / N/A
Johnson City Graduation/Placement Rate: N/A / N/A

IT Infrastructure Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville

Overview

This program is designed to train students the basic aspects of fundamental IT infrastructure technologies, usage and best practices through hands-on training and intensive content review to support PCs, networks, and end-users. This program includes hands-on instruction, eLearning, labs, exam preparation, online resources, resume and interviewing assistance.



Key Courses & Certifications

New Horizons will help you prepare for the following exams and certifications (Your exact program may vary depending on experience or your specific career goals).

- [CompTIA IT Fundamentals+](#)
- [CompTIA A+ Part 1](#)
- [CompTIA A+ Part 2](#)
- [CompTIA Network+](#)
- [CompTIA Security+](#)

Who's It For?

The goal of this career training program is to prepare you for positions such as Network Administrator, Desktop Administrator, IT Specialist, LAN Administrator, and Network Specialist. You may supervise other network support and client server specialists and plan, coordinate, and implement network policy measures.

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance (up to 1 exam retake per exam).

Program Details

Full-time Length: 4 Months | 292.5 hours

Tuition with Book(s): \$11,000 | Optional Exam Certification Fees: \$1,000

Knoxville Graduation/Placement Rate: N/A / N/A

IT Security Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville

Overview

This program offers instructor-led, hands-on classroom computer training and vendor certification preparation on fundamental IT security technologies and best practices. This program includes eLearning, labs, exam preparation, online resources, resume and interviewing assistance.



Key Courses & Certifications

New Horizons will help you prepare for the following exams and certifications (Your exact program may vary depending on experience or your specific career goals).

- [CompTIA IT Fundamentals+](#)
- [CompTIA Security+](#)
- [CompTIA Net+](#)
- [CompTIA Cloud+](#)
- [CompTIA CySA+](#)

Who's It For?

The goal of this career training program is to prepare you for positions such as Cyber Security Specialist, Security Support, Network Administrator, Desktop Administrator, IT Specialist, LAN Administrator, and Network Specialist. You may supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance (up to 1 exam retake per exam).

Program Details

Full-time Length: 4 Months | 292.5 hours

Tuition with Book(s): \$11,000 | Optional Exam Certification Fees: \$1,000

Knoxville Graduation/Placement Rate: N/A / N/A

Microsoft Certified: Developer Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville

Overview

Career training at New Horizons for Microsoft ASP.NET web developers will help you prepare for the Microsoft Certified Solutions Developer (MCSD): Web Applications certification. Today's customers need high-quality, interactive line-of-business and consumer web solutions. Get recognized for your expertise in creating and deploying modern web applications and services by earning the Microsoft Certified Solutions Developer (MCSD): Web Applications certification.



Key Courses

New Horizons can customize any program to fit your prior experience level and specific career goals.

- [Introduction to Programming](#)
- [HTML Fundamentals](#)
- [HTML Advanced](#)
- [Building Applications and Solutions with Microsoft](#)
- [Developing PowerApps](#)
- [Developing Solutions for Microsoft Azure](#)

Certifications and Exams

New Horizons will help you prepare for the following certifications exams (select two):

| Certification | Exams |
|---|--|
| Microsoft Certified: Azure Fundamentals | Microsoft Azure Fundamentals |
| Microsoft Certified: Azure Developer Associate | Developing Solutions for Microsoft Azure |
| Microsoft 365 Certified: Fundamentals | Microsoft 365 Fundamentals |
| Microsoft 365 Certified: Developer Associate | Building Applications and Solutions with Microsoft 365 |
| Microsoft Certified: Power Platform Fundamentals | Core Services |
| Microsoft Certified: Power Platform App Maker Associate | Microsoft Power Platform Fundamentals |
| | Microsoft Power Platform App Maker |

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance (up to 1 exam retake per exam).

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 6 Months | 176 hours

Tuition with Book(s): \$9,775 | Optional Exam Certification Fees: \$330

Knoxville Graduation/Placement Rate: N/A / N/A

School Policies

Scheduled Operations

Classes are scheduled frequently for day and evening - not in semesters or blocks. Thus, there is no restrictive enrollment period; students may register for any class prior to the first day of the class. We are closed for all major holidays.

New Horizons Computer Learning Centers offers day and evening classroom training. Full-day weekday classes normally begin at 9:00 AM and conclude by 5:00 PM. Half-day weekday classes are normally scheduled from 12:00 PM to 4:45 PM. Evening classes are scheduled 5:15 PM to 10:00 PM for technical and application courses.

New Horizons facilities are closed each year in observance of the following National Holidays:

| | | |
|------------------|---------------|---------------|
| New Year's Eve | Labor Day | Christmas Day |
| New Year's Day | Thanksgiving | Memorial Day |
| Independence Day | Christmas Eve | |

Note: Additional holidays may be declared at the discretion of the General Manager.

Admissions

A student may be admitted into a New Horizons Career Education Program upon satisfying all the following requirements:

1. The student must provide proof of or complete an affidavit of a high school diploma, GED, or pass an Ability-to-Benefit Test approved by the U.S. Department of Education.
2. The student must have a consultation with a New Horizons Admissions Representative to evaluate skill and experience levels and identify education and career goals.
3. The student must sign the Student Enrollment Agreement. One copy will be retained in the student's file.
4. The student must sign the Transfer of Credits Disclosure statement. One copy will be retained in the student's file.
5. The student must sign the Pre-Enrollment Checklist. One copy will be retained in the student's file.
6. The student must sign the Enrollment Agreement. One copy will be retained in the student's file.
7. A payment method must be established and agreed upon by the student and New Horizons.

Payment - Payment of cash, check, MasterCard, Visa, Discover, AMEX, private loan, or government funding.

Rescheduling - If it becomes necessary to reschedule or cancel a registered class, students must give advanced notice in writing to the Student Services Representative five business days prior to the start of the class. For rescheduling purposes, this action will allow the student to select an alternate class without penalty.

Testing Procedures

Many students choose to take certification tests to validate their newfound knowledge. New Horizons Computer Learning Centers is a testing administrator for Vue. Your Educational Consultant may have already included tests as a part of your training goal. If they have, you can schedule tests when you are ready.

To schedule certification tests: Request a voucher number from the Student Services Manager. It may take 24 hours to process the request, so be sure to call or email earlier than the day you would like to

take your test. After you get the voucher, you will call Vue to schedule your test. The Student Services Manager will advise appropriate phone numbers or web addresses for Vue. You will need to provide your name, address, phone numbers, email address, social security number, the test you are registering for, and the voucher number. They will then schedule your test at one of their testing centers. New Horizons Computer Learning Centers is a testing center you want to select– so make sure to tell them you would like to take your exam here! Then, on test day, arrive approximately 15 minutes prior to your test, check in with the receptionist and provide them with 2 forms of identification. One must be a picture ID such as a state approved driver's license.

Career Services

The Placement Service is designed to assist you with all aspects of your new career search. Shortly after you enter one of our career programs, we will sit down with you and discuss your career path and various current opportunities. We will rewrite your resume to reflect your new career objectives, or even build your resume from scratch. Once you have passed a pre-determined number of exams, the placement director will work with you on how to get noticed. The placement director will coach you on the following: Resume Writing, Interviewing, Hiring tips, Local career market and how to get noticed.

Test Pass Insurance

Available for certain programs, see program descriptions for more information.

If the following requirements are met, and the student fails to pass the exam, New Horizons will supply a free exam voucher (see program descriptions for more information).

- Student must successfully complete the traditional Instructor-led, Online LIVE or Mentored Learning class associated with the subject exam.
- Student must complete in full each module covering the exam.
- Student must score 90% on a practice test in Exam Mode within a 2-week period for the subject exam and then take the real test within 2 weeks of completing the practice test. The practice tests must be taken at New Horizons and the results verified and recorded by our personnel.
- Test pass insurance is valid for the term of your program.

Cancellation and Refund Policy

Should a student be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:

1. When computing refunds pursuant to this refund policy, the last day of attendance for a student shall be one of the following: (a) The date on the expulsion notice if a student is expelled; (b) The date New Horizons receives a written notice of withdrawal from a student; (c) When no written notice of withdrawal is given, the last day of attendance shall be the date of withdrawal; or (d) The date the student fails to return from an approved leave of absence.
2. All monies will be refunded and any loans forgiven, if the student cancels within three (3) business days after signing the enrollment application and making initial payment.
3. Cancellation after the third (3rd) business day from signing the enrollment application and making initial payment, including on or before the first day of class or fails to begin class, will result in a refund of all monies paid and any student loans forgiven less a \$100.00 administrative fee.
4. If New Horizons discontinues the program at any time during the program term, the student will receive a full refund of all monies paid and loans, if any, will be forgiven.
5. If after the program has begun and before the expiration of 10% of their program for which he or she was charged, a student withdraws, drops out, or otherwise fails to attend classes, the refund shall equal 75% of all amounts paid and loan balance, if any, forgiven or to be paid by or on behalf of the student for the program, less a \$100 administrative fee.
6. If after expiration of 10% of the program for which he or she was charged, and before expiration of 25% of the period, a student withdraws, drops out or otherwise fails to attend classes, the refund shall equal 50% of all amounts paid or to be paid on behalf of the student for the program and loan balance, if any, forgiven, less a \$100 administrative fee.

7. If after expiration of 25% of the program for which he or she was charged, and before expiration of 50% of the period, a student withdraws, drops out or otherwise fails to attend classes, the refund shall equal 25% of all amounts paid or to be paid on behalf of the student for the program and loan balance, if any, forgiven, less a \$100 administrative fee.
8. If after expiration of 50% of the program for which he or she was charged, a student withdraws, drops out or otherwise fails to attend classes, the student may be deemed obligated for 100% of the tuition, fees and other charges assessed by the institution including any loans.
9. Percentage of program completion will be based either on class hours completed with programs of a defined length in hours or months completed for Club programs. Hours completed is calculated on the standard course length even if the student started but did not complete the entire course.
10. Refunds will be made within 7 days of termination or receipt of cancellation notice.

Student Feedback and Grievance Procedure

At the end of a course, each student completes a course evaluation for the course, the instructor, our facilities, and our customer service. This line of feedback is very important to us, and we encourage all students to feel comfortable using this system. We use these evaluations as a tool to improve our services. We welcome all comments and feedback.

It is important for the student to be satisfied with our services. Part of achieving this satisfaction requires the quick and amicable resolution of any dispute between the student and New Horizons Computer Learning Center. The best way this task can be accomplished is through immediate discussion between the parties. However, we also have a formal student feedback procedure in place that can be utilized at any time.

A student wishing to escalate his/her complaint should follow the steps listed below:

The student may take the grievance directly to the instructor or their Student Services Representative at any time or submit a written complaint. Most situations can be resolved quickly as soon as the instructor or staff becomes aware of the problem. If the student is not satisfied with the solution, the student may contact our management. Grievance meetings can be conducted over the phone or in person. For students located in Chattanooga or Johnson City, the Director can offer a convenient day and time to be at the Chattanooga or Johnson City school location for the meeting. The Director will oversee the gathering of additional data about the issue or incident as necessary to determine a final decision. The final decision will be made by the Director within seven (7) calendar days of receiving the verbal or written complaint. The student will receive a formal written resolution within (7) days.

Students may register any complaints to:

Shannon Byars, Director
New Horizons Computer Learning Centers
408 North Cedar Bluff, Suite 555
Knoxville, TN 37923
(865) 691-1515

Students may contact:

Tennessee Higher Education Commission
312 Rosa L. Park Avenue, 9th Floor
Nashville, TN 37243-1102
(615) 741-5293

Any person claiming damage or loss because of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20, or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization.

Late Withdrawal, Cancellation, Tardy & No-Show Policies:

We request that you notify your Student Services Representative five or more business days prior to your scheduled class if you need to cancel your registration as there is normally a waiting list. Cancellations may be made by calling 865-691-1515 and asking for your Student Services Representative.

Students should make every effort to arrive to class on time in consideration of instructors and classmates. So that instructors may properly prepare, students who anticipate being late to or absent from class should call or email the Student Services Representative by providing their name, class, and expected arrival time. Students who give notification will still be able to attend class that day. Please note that arriving more than 15 minutes late to class is disruptive for instructors and other students. Without notification, a student arriving 30 minutes or more late will not be permitted into class that day.

Attendance Policy

Good attendance and academic performance are crucial for a successful learning experience. As each course includes material, labs, and other exercises that build upon each other throughout the duration of the course and program, it is important that students attend all courses and lab sessions for which they are enrolled. Students are required to complete at least 80% of the course hours for the course to be considered successfully completed. Students will be dismissed for unsatisfactory attendance.

Attendance Verification

In-person classes will require that students sign the course roster for each day of course so attendance can be monitored. Attendance will be taken by roll call in the online, connected classroom environment.

Temporary Leave

Students may voluntarily, or involuntarily based upon Satisfactory Progress, be placed on Temporary Leave. Students on Temporary leave will have their Career Education Program put on hold for up to nine months based on the sole discretion of the Director. Should a student not resume their Career Education Program within the agreed upon duration, the student's enrollment will be terminated.

Academic Probation

When a student has 1 Incomplete ("I") or Failure ("F") grades as part of their academic record, the student is automatically placed on academic probation pending the conclusion of their next scheduled course within the program. If the student successfully achieves a Passing grade for the next scheduled course and can remove the "I" or "F" grades from his/her academic record during this period, then the student will be removed from academic probation. The students who are placed on academic probation are required to develop a Satisfactory Progress Plan with Student Affairs which will be agreed upon by both parties and be placed in the student file. Students will have the opportunity to repeat and complete a course after receiving an "F". If the student fails to create a Satisfactory Progress Plan and/or is unable to successfully pass the current course or remove "I" or "F" grades while on academic probation, the student's enrollment will be terminated.

Appeal Process

A student who wishes to appeal his/her probation status or termination of enrollment must submit a written request to the Director of Student Affairs (see Staff Section of this catalog) within ten (10) days of the non-satisfactory progress status determination and must describe any circumstances that the student believes deserve special consideration.

New Horizons will evaluate the appeal within seven (7) business days and notify the student in writing of the decision. All decisions are final. Any student who prevails upon the appeal process will be returned to good standing.

Educational Credit Policy

New Horizons Computer Learning Centers is a special purpose institution. The purpose is to provide personal computer and technical training leading to professional skills development. This purpose does not include preparing students for further college study. Students should be aware transfer of credit is always the responsibility of the receiving institution. Whether or not credits transfer is solely up to the receiving institution. Any student interested in transferring credit hours should check with the receiving institution directly to determine to what extent, if any credit hours can be transferred. New Horizons does not currently offer training

that offers education credits and does not require such for entry into its programs. New Horizons does offer CEU (Continuing Education Units). Check with your Student Services Representative for further details.

Prior Credit Policy

Previous training and experience will be considered and granted credit if appropriate for veterans and other eligible students. Veterans must submit a copy of their DD214 discharge certificate.

Grading

Students will receive grades for courses attended based on the following system:

'P' – Pass. Student has completed at least 75% of the required course hours, lab work and curriculum and has maintained a satisfactory level of participation in the course based on instructor evaluation.

'I' – Incomplete. Student has not completed at least 75% of the required course hours, lab work, and curriculum and/or has not maintained a satisfactory level of participation in the course based on instructor evaluation. The student has 30 days from course end to meet the minimum requirements.

'F' – Failure. Student has failed to complete the 75% minimum course hours, lab work and curriculum and has not made up the requirements within the 30-day period.

'W' – Withdraw/Withdrew. Student dropped course.

It is the expectation as part of each Career Education Program that students will pursue one or more internationally recognized professional certifications. As such, the New Horizons' programs are designed for students to pursue these certifications versus a letter grade from our institution.

Satisfactory Progress

Satisfactory Progress will be evaluated for each student at the conclusion of each course within his/her Career Education Program. Students with no more than 1 Incomplete ("I's") and/or Failure ("F's") as part of their academic record will be in good standing.

Re-Admittance into a Program

If a student is dismissed from a program for any reason, the following procedure should be followed to re-enter the program:

1. The student submits a letter or email to his/her Admissions Representative requesting re-admittance to the program.
2. After reviewing the letter/email, the Admissions Representative meets with the student to discuss the reason(s) he/she was removed from or stopped attending the program and how similar issues can be prevented should re-admission be granted.
3. The Admissions Representative will discuss the student's request with the Director for a final decision to be made.

Student Conduct Policy

While New Horizons is fully committed to preparing students for computer-related job skills and new careers, it cannot succeed without participation and commitment from each student. The attitudes and behaviors exhibited during training are essential elements of program success.

No student will act in a manner that interferes with:

- Another student's opportunity or ability to learn
- Any instructor's opportunity or ability to teach
- School personnel's opportunity or ability to perform job functions
- Any disruptions to neighboring businesses or their employees

New Horizons' computer equipment and network systems are to be respected. Students cannot use equipment for inappropriate reasons or content. Students are not allowed to:

- Use another's username or password
- Place software onto any New Horizons equipment without being properly authorized to do so
- Copy files from New Horizons' systems or install them at home without proper authorization and licensure
- Violate the copyright laws of any software publisher
- Solicit, spam; or distribute any type of computer virus
- Facilitate in any way obscene, objectionable, demeaning or offensive content
- Penetrate or attempt to penetrate any of New Horizon's security systems or any other of its systems, whether electronic, business, or otherwise expect for those to which the student is authorized

Additional unacceptable behaviors include, but are not limited to the following:

- Disclosure of New Horizons' business methods and internal systems to unauthorized individuals and/or companies
- Borrowing equipment without written authorization from the School Director
- Theft or any other crime against New Horizons, its employees, or other students
- Inappropriate comments, verbal abuse of any person, physical abuse/misuse of any property or person
- Participates in hate speech or bigotry of any kind, whether written or spoken while in the facility and or in class
- Failure to follow directions from faculty, the school director or management
- Use of recording devices
- New Horizons does not permit firearms on the premises

Cell phones must be set on silent or vibrate during every class. Emergency phone calls can be taken during class, but the student must step outside the classroom to respond. Students with excessive cell phone or electronic equipment usage resulting in missing information and/or disrupting other students in the class will be asked to leave their device outside of the classroom or turn it off completely.

Sexual or intimate physical contact between any student and any employee of New Horizons is prohibited, as is the development of a romantic or dating relationship during such time as a student is taking courses at New Horizons. Such behavior is not only a violation of New Horizons Computer Learning Centers' rules, but also of personnel policies for New Horizons employees. Any student involved in such behavior will have their program terminated and the employee will be subject to normal New Horizons disciplinary procedures, up to and including termination of employment.

Conduct Violation Policy

1. Warning: Student will be notified in writing of noncompliance with policy. Corrective action plan will be developed with the student.
2. Probation: After failure to comply with a warning, a student will be placed on probation. The student will meet with the instructor or member of school management to discuss the reasons for and terms of probation. At that time, they will be given written notice identifying the length of the probationary period, and the specific area of deficiency. The school and student will develop a written agreement documenting needed corrective action. A copy is given to the student; the original is kept in the student's file.
3. Suspension: Failure to comply with terms of the probationary period will result in suspension from school for one (1) week.
4. Termination: Termination will occur if after all steps above have been taken, a student continues to be noncompliant with school policy.

Although the school has established a progressive notification process, New Horizons can impose immediate probation, suspension, or termination for serious violations of school policy.

New Horizons Veteran Student Addendum

This catalog addendum applies to those students receiving U.S. Department of Veterans Affairs education benefits while attending New Horizons Computer Learning Center. Please acknowledge by your signature below that you have read and understand the information in this addendum, and have received, read, and understand the policies, rules, and regulations of New Horizons:

Attendance Policy: Daily attendance records are maintained by New Horizons Computer Learning Center. Students are expected to attend all classes. If circumstances prevent attendance at a particular class, prior notification is expected in order to arrange for make-up sessions. If attendance falls below 80%, VA education benefits will be terminated. Students whose absences result from authorized mitigating circumstances, as determined by the school Director, will not be terminated. Re-admittance after dismissal for unsatisfactory attendance requires reapplication to the school. To receive full time VA education benefits at New Horizons Computer Learning Center, VA students must attend class at least 18 hours per week. Attending less than 18 hours per week reduces VA education payment rates, and in some cases, could result in overpayments that you will owe to VA. For this reason, ensure that you keep the school certifying official fully apprised of any anticipated attendance issues and make sure you meet the attendance standard explained above.

Conduct Policy: Students must always conduct themselves in a respectable manner. Disruptive or inappropriate behavior deemed unsatisfactory conduct by school officials will result in termination of VA education benefits, and possible dismissal from New Horizons Computer Learning Center. Re-admittance after conduct dismissal requires reapplication to the school.

Academic Progress Policy: New Horizons Computer Learning Center is a special purpose institution aimed at preparing students to pass the certification exams. As such, courses are graded on a pass/fail basis. For VA purposes, students receiving VA Education benefits may be certified no more than three times for a single course, that is, the first attempt, and if necessary, two repeats. Progress records are maintained by New Horizons Computer Learning Center and are available to the veteran upon request.

Pro-Rata Refund Policy for Veterans and other Eligible Students: New Horizons Computer Learning Center has a pro-rata refund policy for the refund of the unused portion of tuition, fees, and other charges in the event the veteran or eligible person fails to enter the course or withdraws or is discontinued therefrom at any time prior to completion.

Prior Credit Policy: Previous training and experience will be considered, and granted if appropriate, for veterans and other eligible students. On enrollment, veterans must submit a copy of their DD 214 discharge certificate and copies of transcripts from all previous post-secondary training.

Public Law 115-407, Sections 103 & 104: Any covered individual will be able to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 (a “certificate of eligibility” can also include a “Statement of Benefits” obtained from the Department of Veterans Affairs’ (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:

1. The date on which payment from VA is made to the institution.
2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

New Horizons Computer Learning Center will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual’s

inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33.

Graduation Requirements: New Horizons Computer Learning Center will release a Program Completion Certificate to students who have passed all recommended courses and tests and paid all outstanding fees.

Equal Opportunity Statement: New Horizons Computer Learning Center does not discriminate based on race, color, religion, sex, age, disability, veteran status, or national origin.

Student Signature/Date

Printed Name

Office Administration Program Course Outlines

Microsoft Windows 11: Using Windows 11

COURSE OUTLINE/DESCRIPTION

ACCESSING WINDOWS 11

Log In to Windows 11
Navigate the Windows 11 Desktop
Use the Start Menu

ACCESSING LOCALLY INSTALLED APPS

Use Apps
Multitask with Open Apps
Install Apps

ACCESSING CLOUD-BASED APPS AND CONTENT

Browse the Web
Use Cloud-Based Apps

MANAGING FILES AND FOLDERS

Manage Files and Folders with File Explorer
Find Files, Folders, and Apps
Store and Share Files with OneDrive
Manage Removable Storage Devices

CONFIGURING WINDOWS 11

Configure Settings
Use Windows System Commands
Manage Printers and Other Devices
Use Accessibility Features
Use Windows Tools

SECURING YOUR COMPUTER

Manage Passwords and Sign-In Options
Manage Windows Security
Manage Windows Updates
Use Other Security Features

USING BACKUP AND RECOVERY TOOLS

Create Backups
Troubleshoot and Repair Your System

Microsoft Word - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH WORD

Navigate in Microsoft Word
Create and Save Word Documents
Manage Your Workspace
Edit Documents
Preview and Print Documents
Customize the Word Environment

FORMATTING TEXT AND PARAGRAPHS

Apply Character Formatting
Control Paragraph Layout
Align Text Using Tabs
Display Text in Bulleted or Numbered Lists
Apply Borders and Shading

WORKING MORE EFFICIENTLY

Make Repetitive Edits
Apply Repetitive Formatting
Use Styles to Streamline Repetitive Formatting Tasks

MANAGING LISTS

Sort a List
Format a List

ADDING TABLES

Insert a Table
Modify a Table
Format a Table
Convert Text to a Table

INSERTING GRAPHIC OBJECTS

Insert Symbols and Special Characters
Add Images to a Document

CONTROLLING PAGE APPEARANCE

Apply a Page Border and Color
Add Headers and Footers
Control Page Layout
Add a Watermark

PREPARING TO PUBLISH A DOCUMENT

Check Spelling, Grammar, and Readability
Use Research Tools
Check Accessibility
Save a Document to Other Formats

Microsoft Word - Part 2

COURSE OUTLINE/DESCRIPTION

ORGANIZING CONTENT USING TABLES AND CHARTS

Sort Table Data
Control Cell Layout
Perform Calculations in a Table
Create a Chart
Add an Excel Table to a Word Document (Optional)

CUSTOMIZING FORMATS USING STYLES AND THEMES

Create and Modify Text Styles
Create Custom List or Table Styles
Apply Document Themes

INSERTING CONTENT USING QUICK PARTS

Insert Building Blocks
Create and Modify Building Blocks
Insert Fields Using Quick Parts

USING TEMPLATES TO AUTOMATE DOCUMENT FORMATTING

Create a Document Using a Template
Create and Modify a Template
Manage Templates with the Template Organizer

CONTROLLING THE FLOW OF A DOCUMENT

Control Paragraph Flow
Insert Section Breaks
Insert Columns
Link Text Boxes to Control Text Flow

SIMPLIFYING AND MANAGING LONG DOCUMENTS

Insert Blank and Cover Pages
Insert an Index
Insert a Table of Contents
Insert an Ancillary Table
Manage Outlines
Create a Master Document

USING MAIL MERGE TO CREATE LETTERS, ENVELOPES, AND LABELS

Use Mail Merge
Merge Envelopes and Labels

Microsoft Word - Part 3

COURSE OUTLINE/DESCRIPTION

MANIPULATING IMAGES

Integrate Pictures and Text
Adjust Image Appearance
Insert Other Media Elements

USING CUSTOM GRAPHIC ELEMENTS

Create Text Boxes and Pull Quotes
Add WordArt and Other Text Effects
Draw Shapes
Create Complex Illustrations with SmartArt

COLLABORATING ON DOCUMENTS

Prepare a Document for Collaboration
Mark Up a Document
Review Markups
Merge Changes from Other Documents

ADDING DOCUMENT REFERENCES AND LINKS

Add Captions
Add Cross-References
Add Bookmarks
Add Hyperlinks
Insert Footnotes and Endnotes
Add Citations and a Bibliography

SECURING A DOCUMENT

Suppress Information
Set Formatting and Editing Restrictions
Restrict Document Access
Add a Digital Signature to a Document

USING FORMS TO MANAGE CONTENT

Create Forms
Modify Forms

AUTOMATING REPETITIVE TASKS WITH MACROS

Automate Tasks by Using Macros
Topic B: Create a Macro

Microsoft Outlook: Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH OUTLOOK 2019

Navigate the Outlook Interface

Work with Messages

Access Outlook Help

FORMATTING MESSAGES

Add Message Recipients

Check Spelling and Grammar

Format Message Content

WORKING WITH ATTACHMENTS AND ILLUSTRATIONS

Attach Files and Items

Add Illustrations to Messages

Manage Automatic Message Content

CUSTOMIZING MESSAGE OPTIONS

Customize Reading Options

Track Messages

Recall and Resend Messages

ORGANIZING MESSAGES

Mark Messages

Organize Messages Using Folders

MANAGING YOUR CONTACTS

Create and Edit Contacts

View and Print Contacts

WORKING WITH THE CALENDAR

View the Calendar

Create Appointments

Schedule Meetings

Print the Calendar

WORKING WITH TASKS AND NOTES

Create Tasks

Create Notes

Microsoft Outlook: Part 2

COURSE OUTLINE/DESCRIPTION

MODIFYING MESSAGE PROPERTIES AND CUSTOMIZING OUTLOOK

Insert Advanced Characters and Objects
Modify Message Properties
Add Email Accounts to Outlook
Customize Outlook Options

ORGANIZING, SEARCHING, AND MANAGING MESSAGES

Group and Sort Messages
Filter and Manage Messages
Search Outlook Items

MANAGING YOUR MAILBOX

Manage Junk Email Options
Manage Your Mailbox Size

AUTOMATING MESSAGE MANAGEMENT

Use Automatic Replies
Use Rules to Organize Messages
Create and Use Quick Steps

WORKING WITH CALENDAR SETTINGS

Set Advanced Calendar Options
Create and Manage Additional Calendars
Manage Meeting Responses

MANAGING CONTACTS

Import and Export Contacts
Use Electronic Business Cards
Forward Contacts

MANAGING ACTIVITIES BY USING TASKS

Assign and Manage Tasks

SHARING OUTLOOK ITEMS

Delegate Access to Outlook Folder
Share Your Calendar
Share Your Contacts

MANAGING OUTLOOK DATA FILES

Use Archiving to Manage Mailbox Size
Work with Outlook Data Files

Microsoft Excel - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH EXCEL

Navigate the Excel User Interface
Use Excel Commands
Create and Save a Basic Workbook
Enter Cell Data
Use Excel Help

PERFORMING CALCULATIONS

Create Worksheet Formulas
Insert Functions
Reuse Formulas and Functions

MODIFYING A WORKSHEET

Insert, Delete, and Adjust Cells, Columns, and Rows
Search for and Replace Data
Use Proofing and Research Tools

FORMATTING A WORKSHEET

Apply Text Formats
Apply Number Formats
Align Cell Contents
Apply Styles and Themes
Apply Basic Conditional Formatting
Create and Use Templates

PRINTING WORKBOOKS

Preview and Print a Workbook
Set Up the Page Layout
Configure Headers and Footers

MANAGING WORKBOOKS

Manage Worksheets
Manage Workbook and Worksheet Views
Manage Workbook Properties

Microsoft Excel - Part 2

COURSE OUTLINE/DESCRIPTION

WORKING WITH FUNCTIONS

Work with Ranges

Use Specialized Functions

Work with Logical Functions

Work with Date and Time Functions

Work with Text Functions

WORKING WITH LISTS

Sort Data

Filter Data

Query Data with Database Functions

Outline and Subtotal Data

ANALYZING DATA

Create and Modify Tables

Apply Intermediate Conditional Formatting

Apply Advanced Conditional Formatting

VISUALIZING DATA WITH CHARTS

Create Charts

Modify and Format Charts

Use Advanced Chart Features

USING PIVOTTABLES AND PIVOTCHARTS

Create a PivotTable

Analyze PivotTable Data

Present Data with PivotCharts

Filter Data by Using Timelines and Slicers

Microsoft Excel - Part 3

COURSE OUTLINE/DESCRIPTION

WORKING WITH MULTIPLE WORKSHEETS AND WORKBOOKS

Use Links and External References

Use 3-D References

Consolidate Data

SHARING AND PROTECTING WORKBOOKS

Collaborate on a Workbook

Protect Worksheets and Workbooks

AUTOMATING WORKBOOK FUNCTIONALITY

Apply Data Validation

Search for Invalid Data and Formulas with Errors

Work with Macros

USING LOOKUP FUNCTIONS AND FORMULA AUDITING

Use Lookup Functions

Trace Cells

Watch and Evaluate Formulas

FORECASTING DATA

Determine Potential Outcomes Using Data Tables

Determine Potential Outcomes Using Scenarios

Use the Goal Seek Feature

Forecast Data Trends

CREATING SPARKLINES AND MAPPING DATA

Create Sparklines

Map Data

Microsoft PowerPoint - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH POWERPOINT

Navigate the PowerPoint Environment
View and Navigate a Presentation
Create and Save a Basic Presentation
Navigate in PowerPoint for the Web
Use PowerPoint Help

DEVELOPING A POWERPOINT PRESENTATION

Create Presentations
Edit Text
Work with Slides
Design a Presentation

FORMATTING TEXT

Format Characters
Format Paragraphs

ADDING AND ARRANGING GRAPHICAL ELEMENTS

Insert Images
Insert Shapes
Create SmartArt
Insert Stock Media, Icons, and 3D Models
Size, Group, and Arrange Objects

MODIFYING GRAPHICAL ELEMENTS

Format Images
Format Shapes
Customize SmartArt
Format Icons
Format 3D Models
Animate Objects

PREPARING TO DELIVER YOUR PRESENTATION

Review Your Presentation
Apply Transitions
Print or Export a Presentation
Deliver Your Presentation

Microsoft PowerPoint - Part 2

COURSE OUTLINE/DESCRIPTION

CUSTOMIZING DESIGN TEMPLATES

Modify Slide Masters and Slide Layouts

Modify the Notes Master and the Handout Master

Add Headers and Footers

ADDING TABLES

Create a Table

Format a Table

Insert a Table from Other Office Applications

ADDING CHARTS

Create a Chart

Format a Chart

Insert a Chart from Microsoft Excel

WORKING WITH MEDIA

Add Audio to a Presentation

Add Video to a Presentation

Add a Screen Recording

BUILDING ADVANCED TRANSITIONS AND ANIMATIONS

Use the Morph Transition

Customize Animations

COLLABORATING ON A PRESENTATION

Review a Presentation

Co-author a Presentation

CUSTOMIZING PRESENTATION DELIVERY

Enhance a Live Presentation

Record a Presentation

Set Up a Slide Show

MODIFYING PRESENTATION NAVIGATION

Divide a Presentation into Sections

Add Links

Create a Custom Slide Show

SECURING AND DISTRIBUTING A PRESENTATION

Secure a Presentation

Create a Video or a CD

Time Management

COURSE OUTLINE/DESCRIPTION

SETTING SMART GOALS

The Three P's
The SMART Way
Prioritizing Your Goals
Visualization

PRIORITIZING YOUR TIME

The 80/20 Rule
The Urgent/Important Matrix
Being Assertive

PLANNING WISELY

Creating Your Productivity Journal
Maximizing the Power of Your Productivity Journal
The Glass Jar: Rocks, Pebbles, Sand, and Water
Chunk, Block, and Tackle
Ready, Fire, Aim!

TACKLING PROCRASTINATION

Why We Procrastinate
Nine Ways to Overcome Procrastination
Eat That Frog!

CRISIS MANAGEMENT

When the Storm Hits
Creating a Plan
Executing the Plan
Lessons Learned

ORGANIZING YOUR WORKSPACE

De-Clutter
Managing Workflow
Dealing with E-mail
Using Calendars

DELEGATING MADE EASY

When to Delegate
To Whom Should You Delegate?
How Should You Delegate?
Keeping Control
The Importance of Full Acceptance

SETTING A RITUAL

What is a Ritual?
Ritualizing Sleep, Meals, and Exercise

Example Rituals

Using Rituals to Maximize Time

MEETING MANAGEMENT

Deciding if a Meeting is Necessary

Using the PAT Approach

Building the Agenda

Keeping Things in Track

Making Sure the Meeting Was Worthwhile

ALTERNATIVES TO MEETINGS

Instant Messaging and Chat Rooms

Teleconferencing

E-mail Lists and Online Groups

Collaboration Applications

WRAPPING UP

Words from the Wise

Review of Parking Lot

Lessons Learned

Completion of Action Plans and Evaluations

Adobe Graphic & Web Specialist Program Course Outlines

Adobe Acrobat Pro DC - Introduction

COURSE OUTLINE/DESCRIPTION

ACCESSING PDF DOCUMENTS

Open a PDF Document
Browse a PDF Document

CREATING AND SAVING PDF DOCUMENTS

Create and Save a PDF Document from an Existing Document
Create a PDF Document from a Web Page
Combine Multiple PDF Documents

NAVIGATING CONTENT IN A PDF DOCUMENT

Perform a Search in a PDF Document
Search Multiple PDF Documents
Work with Bookmarks
Create Links and Buttons

MODIFYING PDF DOCUMENTS

Manipulate PDF Document Pages
Edit Content in a PDF Document
Add Page Elements

REVIEWING PDF DOCUMENTS

Add Comments and Markup
Compare PDF Documents
Initiate and Manage a Review
Digitally Sign PDF Documents

CONVERTING PDF FILES

Reduce the File Size of a PDF Document
Optimize PDF Files
Convert and Reuse PDF Document Content

Adobe Acrobat Pro DC - Advanced

COURSE OUTLINE/DESCRIPTION

CUSTOMIZING THE ADOBE ADOBE PRO DC WORKSPACE

Customize the Toolbars
Create Custom Tool Sets

CREATING PDFS FROM TECHNICAL DOCUMENTS

Create PDF Documents by Using Autodesk AutoCAD
Measure Technical Drawings

CREATE PDF DOCUMENTS BY USING AUTODESK AUTOCAD

Embed Multimedia
Enhance PDF Document Accessibility
Use Actions
Manage the Security of PDF Documents

CREATING INTERACTIVE PDF FORMS

Create a PDF Form
Compile and Manage PDF Form Data

FINALIZING PDF FILES FOR COMMERCIAL PRINTING

Apply Color Management Settings
Preview Printed Effects
Perform Preflight on a PDF Document
Create PDF/X, PDF/A, and PDF/E Compliant Files
Create a Composite and Color Separations
Export a PDF Document to Other Formats

Adobe Illustrator CC - Part 1

COURSE OUTLINE/DESCRIPTION

INTRODUCING ILLUSTRATOR CC

Apply Design Principles, Elements, and Graphics Composition
Evaluate Graphics Scalability
Navigate the User Interface
Customize the User Interface

CREATING DOCUMENTS CONTAINING BASIC SHAPES

Create Documents
Save Documents
Draw Basic Shapes

CREATING DOCUMENTS CONTAINING CUSTOMIZED PATHS

Draw Paths
Modify Paths

CREATING GRAPHICS CONTAINING CUSTOMIZED TEXT

Insert Text
Apply Flow Text Along a Path
Insert Bounded and Threaded Text
Apply Text Styles
Insert Typographical Characters

CUSTOMIZING OBJECTS

Import, Place, and Link Graphics
Alter the Appearance of Objects

CUSTOMIZING BASIC SHAPES

Apply Strokes and Brushes
Fill Shapes
Apply Graphics Styles
Distort Text with Text Envelopes

PREPARING DOCUMENTS FOR DEPLOYMENT

Update Text
Wrap Text
Hyphenate Text
Optimize Content for Print
Optimize Content for the Web
Optimize Content for PDF Documents

Adobe Illustrator CC - Part 2

COURSE OUTLINE/DESCRIPTION

DRAWING COMPLEX ILLUSTRATIONS

Apply the Grid, Guides, and Info Panel
Combine Objects to Create Complex Illustrations
Organize Artwork with Layers
Create a Perspective Drawing
Trace Artwork

ENHANCING ARTWORK USING PAINTING TOOLS

Paint Objects Using Fills and Strokes
Paint Objects Using Live Paint Groups
Paint with Custom Brushes
Add Transparency and Blending Modes
Apply Meshes to Objects
Apply Patterns

CUSTOMIZING COLORS AND SWATCHES

Manage Colors
Customize Swatches
Manage Color Groups
Adjust Color

FORMATTING TYPE

Set Character Formats
Apply Advanced Formatting Options to Type

ENHANCING THE APPEARANCE OF ARTWORK

Apply Effects to an Object
Create Graphic Styles
Apply a Mask to an Object
Apply Symbols and Symbol Sets

PREPARING CONTENT FOR DEPLOYMENT

Prepare Artwork for Printing
Prepare Transparency and Colors for Printing
Create Slices and Image Maps
Save Graphics for the Web
Prepare Documents for Video
Prepare Files for Other Applications

SETTING PROJECT REQUIREMENTS

Identify the Purpose, Audience, and Audience Needs
Determine and Evaluate Standard Copyright Rules for Artwork, Graphics, and Graphics Use
Determine and Evaluate Project Management Tasks and Responsibilities

Adobe InDesign CC - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH INDESIGN

Identify Components of the InDesign Interface
Customize the InDesign Interface
Apply the Navigation Controls and Set Preferences

DESIGNING A DOCUMENT

Establish Project Requirements
Apply Design Principles
Create a New Document
Add Text to a Document
Add Graphics to a Document

CUSTOMIZING A DOCUMENT

Format Characters and Paragraphs
Apply Colors, Swatches, and Gradients
Create and Apply Styles

WORKING WITH PAGE ELEMENTS

Arrange and Align Objects
Apply Layers
Transform and Manipulate Objects
Thread Text Frames
Edit Text

BUILDING TABLES

Create and Modify a New Table
Format a Table

PREPARING A DOCUMENT FOR DELIVERY

Resolve Errors in a Document
Export Files for Printing and for the Web

Adobe InDesign CC - Part 2

COURSE OUTLINE/DESCRIPTION

PREPARING DOCUMENTS FOR MULTIPLE FORMATS

Build Layout Versions

Link Content

MANAGING ADVANCED PAGE ELEMENTS

Create Repeating Content

Change Text Layouts

Create Transparency

Anchor Objects and Manage a Library

MANAGING STYLES

Import Styles from Microsoft Word Documents

Manage Styles

BUILDING COMPLEX PATHS

Create Bezier Paths

Create Clipping Paths

Create Compound Paths

MANAGING EXTERNAL FILES AND CREATING DYNAMIC DOCUMENTS

Import External Files

Create Document Sections

Insert Text Variables

Create Interactive Documents

MANAGING LONG DOCUMENTS

Create a Book

Build a Table of Contents

Create Hyperlinks and Cross-References

Generate an Index and Insert Footnotes

PUBLISHING INDESIGN FILES FOR OTHER FORMATS AND CUSTOMIZING PRINT SETTINGS

Export PDF Files for Print

Export Interactive PDF Files and Files for Animation

Export Files for the Web

Manage Colors

Preview the Print Output

Create Print Presets

Adobe Photoshop CC - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH PHOTOSHOP

Organize Photoshop Assets by Using Adobe Bridge
Organize the Photoshop Workspace
Customize the Photoshop Workspace

CREATING BASIC IMAGES

Manage Image Elements and Formats
Apply Design Principles, Elements, and Graphic Composition
Work with Digital Devices

MANAGING SELECTIONS AND LAYERS

Use Selection Tools
Manage Layers

ADJUSTING IMAGES

Modify Images
Repair Images
Implement Color Management

REFINING IMAGES

Adjust Layers
Apply Camera Raw
Refine Images by Using Advanced Tools

MANAGING FILES IN A PRODUCTION WORKFLOW

Import, Export, and Organize Files
Save Images for the Web
Save Images for Print
Format Images for Other Programs

Adobe Photoshop CC - Part 2

COURSE OUTLINE/DESCRIPTION

CREATING RASTER IMAGES

Draw with Brushes

Create Gradients

Apply Tool Presets

APPLYING VECTOR IMAGE TOOLS

Create Images with Vector Paths

Apply the Shape Drawing Tools

Work with Type

Apply Type Special Effects

APPLYING ADVANCED LAYER TECHNIQUES

Modify Images with Masks

Apply Special Effects by Using Filters

Apply Special Effects to Layers

Apply Smart Objects for Nondestructive Editing

AUTOMATING TASKS

Create and Apply Actions

Batch Process Files with Photoshop and Adobe Bridge

EDITING VIDEO

Edit Video

Add Graphics, Titles, and Animation to Video

SETTING PROJECT REQUIREMENTS

Identify Purpose, Audience, and Audience Needs

Adhere to Copyright Rules for Artwork, Graphics, and Graphics Use

Determine and Evaluate Project Management Tasks and Responsibilities

Workplace Fundamentals and Business Soft Skills Training

COURSE OUTLINE/DESCRIPTION

In today's business, soft skills are just as important as technical skills. Today's business world calls for a balanced skill set to be productive within an organization and competitive in the local to global marketplace. Workplace Fundamentals and business soft skills combine soft skills, communication, social intelligence, compliance, attention to detail, time management and more skills that will help a team or individual their roles. Together, these skills will help you build relationships and improve productivity with internal and external clients. It's important for you to recognize the vital role soft skills and workplace fundamentals play within your team and not only work on developing them within yourself but encourage their development throughout your organization.

Learn how to:

- Motivate teams
- Negotiate with vendors
- Accomplish conflict resolution
- Ensure a positive work environment
- Improve business processes
- Communicate more effectively
- Better customer service
- Improve productivity
- Improve in staff loyalty and retention
- Healthier team performance
- Increase competitive advantage

Computer Support Program Course Outlines

Microsoft Word - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH WORD

Navigate in Microsoft Word
Create and Save Word Documents
Manage Your Workspace
Edit Documents
Preview and Print Documents
Customize the Word Environment

FORMATTING TEXT AND PARAGRAPHS

Apply Character Formatting
Control Paragraph Layout
Align Text Using Tabs
Display Text in Bulleted or Numbered Lists
Apply Borders and Shading

WORKING MORE EFFICIENTLY

Make Repetitive Edits
Apply Repetitive Formatting
Use Styles to Streamline Repetitive Formatting Tasks

MANAGING LISTS

Sort a List
Format a List

ADDING TABLES

Insert a Table
Modify a Table
Format a Table
Convert Text to a Table

INSERTING GRAPHIC OBJECTS

Insert Symbols and Special Characters
Add Images to a Document

CONTROLLING PAGE APPEARANCE

Apply a Page Border and Color
Add Headers and Footers
Control Page Layout
Add a Watermark

PREPARING TO PUBLISH A DOCUMENT

Check Spelling, Grammar, and Readability
Use Research Tools
Check Accessibility
Save a Document to Other Formats

Microsoft Word - Part 2

COURSE OUTLINE/DESCRIPTION

ORGANIZING CONTENT USING TABLES AND CHARTS

Sort Table Data
Control Cell Layout
Perform Calculations in a Table
Create a Chart
Add an Excel Table to a Word Document (Optional)

CUSTOMIZING FORMATS USING STYLES AND THEMES

Create and Modify Text Styles
Create Custom List or Table Styles
Apply Document Themes

INSERTING CONTENT USING QUICK PARTS

Insert Building Blocks
Create and Modify Building Blocks
Insert Fields Using Quick Parts

USING TEMPLATES TO AUTOMATE DOCUMENT FORMATTING

Create a Document Using a Template
Create and Modify a Template
Manage Templates with the Template Organizer

CONTROLLING THE FLOW OF A DOCUMENT

Control Paragraph Flow
Insert Section Breaks
Insert Columns
Link Text Boxes to Control Text Flow

SIMPLIFYING AND MANAGING LONG DOCUMENTS

Insert Blank and Cover Pages
Insert an Index
Insert a Table of Contents
Insert an Ancillary Table
Manage Outlines
Create a Master Document

USING MAIL MERGE TO CREATE LETTERS, ENVELOPES, AND LABELS

Use Mail Merge
Merge Envelopes and Labels

Microsoft Outlook: Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH OUTLOOK 2019

Navigate the Outlook Interface

Work with Messages

Access Outlook Help

FORMATTING MESSAGES

Add Message Recipients

Check Spelling and Grammar

Format Message Content

WORKING WITH ATTACHMENTS AND ILLUSTRATIONS

Attach Files and Items

Add Illustrations to Messages

Manage Automatic Message Content

CUSTOMIZING MESSAGE OPTIONS

Customize Reading Options

Track Messages

Recall and Resend Messages

ORGANIZING MESSAGES

Mark Messages

Organize Messages Using Folders

MANAGING YOUR CONTACTS

Create and Edit Contacts

View and Print Contacts

WORKING WITH THE CALENDAR

View the Calendar

Create Appointments

Schedule Meetings

Print the Calendar

WORKING WITH TASKS AND NOTES

Create Tasks

Create Notes

Microsoft Outlook: Part 2

COURSE OUTLINE/DESCRIPTION

MODIFYING MESSAGE PROPERTIES AND CUSTOMIZING OUTLOOK

Insert Advanced Characters and Objects
Modify Message Properties
Add Email Accounts to Outlook
Customize Outlook Options

ORGANIZING, SEARCHING, AND MANAGING MESSAGES

Group and Sort Messages
Filter and Manage Messages
Search Outlook Items

MANAGING YOUR MAILBOX

Manage Junk Email Options
Manage Your Mailbox Size

AUTOMATING MESSAGE MANAGEMENT

Use Automatic Replies
Use Rules to Organize Messages
Create and Use Quick Steps

WORKING WITH CALENDAR SETTINGS

Set Advanced Calendar Options
Create and Manage Additional Calendars
Manage Meeting Responses

MANAGING CONTACTS

Import and Export Contacts
Use Electronic Business Cards
Forward Contacts

MANAGING ACTIVITIES BY USING TASKS

Assign and Manage Tasks

SHARING OUTLOOK ITEMS

Delegate Access to Outlook Folder
Share Your Calendar
Share Your Contacts

MANAGING OUTLOOK DATA FILES

Use Archiving to Manage Mailbox Size
Work with Outlook Data Files

Microsoft Excel - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH EXCEL

Navigate the Excel User Interface
Use Excel Commands
Create and Save a Basic Workbook
Enter Cell Data
Use Excel Help

PERFORMING CALCULATIONS

Create Worksheet Formulas
Insert Functions
Reuse Formulas and Functions

MODIFYING A WORKSHEET

Insert, Delete, and Adjust Cells, Columns, and Rows
Search for and Replace Data
Use Proofing and Research Tools

FORMATTING A WORKSHEET

Apply Text Formats
Apply Number Formats
Align Cell Contents
Apply Styles and Themes
Apply Basic Conditional Formatting
Create and Use Templates

PRINTING WORKBOOKS

Preview and Print a Workbook
Set Up the Page Layout
Configure Headers and Footers

MANAGING WORKBOOKS

Manage Worksheets
Manage Workbook and Worksheet Views
Manage Workbook Properties

Microsoft Excel - Part 2

COURSE OUTLINE/DESCRIPTION

WORKING WITH FUNCTIONS

Work with Ranges

Use Specialized Functions

Work with Logical Functions

Work with Date and Time Functions

Work with Text Functions

WORKING WITH LISTS

Sort Data

Filter Data

Query Data with Database Functions

Outline and Subtotal Data

ANALYZING DATA

Create and Modify Tables

Apply Intermediate Conditional Formatting

Apply Advanced Conditional Formatting

VISUALIZING DATA WITH CHARTS

Create Charts

Modify and Format Charts

Use Advanced Chart Features

USING PIVOTTABLES AND PIVOTCHARTS

Create a PivotTable

Analyze PivotTable Data

Present Data with PivotCharts

Filter Data by Using Timelines and Slicers

Microsoft PowerPoint - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH POWERPOINT

Navigate the PowerPoint Environment
View and Navigate a Presentation
Create and Save a Basic Presentation
Navigate in PowerPoint for the Web
Use PowerPoint Help

DEVELOPING A POWERPOINT PRESENTATION

Create Presentations
Edit Text
Work with Slides
Design a Presentation

FORMATTING TEXT

Format Characters
Format Paragraphs

ADDING AND ARRANGING GRAPHICAL ELEMENTS

Insert Images
Insert Shapes
Create SmartArt
Insert Stock Media, Icons, and 3D Models
Size, Group, and Arrange Objects

MODIFYING GRAPHICAL ELEMENTS

Format Images
Format Shapes
Customize SmartArt
Format Icons
Format 3D Models
Animate Objects

PREPARING TO DELIVER YOUR PRESENTATION

Review Your Presentation
Apply Transitions
Print or Export a Presentation
Deliver Your Presentation

Microsoft PowerPoint - Part 2

COURSE OUTLINE/DESCRIPTION

CUSTOMIZING DESIGN TEMPLATES

Modify Slide Masters and Slide Layouts

Modify the Notes Master and the Handout Master

Add Headers and Footers

ADDING TABLES

Create a Table

Format a Table

Insert a Table from Other Office Applications

ADDING CHARTS

Create a Chart

Format a Chart

Insert a Chart from Microsoft Excel

WORKING WITH MEDIA

Add Audio to a Presentation

Add Video to a Presentation

Add a Screen Recording

BUILDING ADVANCED TRANSITIONS AND ANIMATIONS

Use the Morph Transition

Customize Animations

COLLABORATING ON A PRESENTATION

Review a Presentation

Co-author a Presentation

CUSTOMIZING PRESENTATION DELIVERY

Enhance a Live Presentation

Record a Presentation

Set Up a Slide Show

MODIFYING PRESENTATION NAVIGATION

Divide a Presentation into Sections

Add Links

Create a Custom Slide Show

SECURING AND DISTRIBUTING A PRESENTATION

Secure a Presentation

Create a Video or a CD

Microsoft Access - Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH ACCESS

Launch Access and Open a Database
Use Tables to Store Data
Use Queries to Combine, Find, Filter, and Sort Data
Use Forms to View, Add, and Update Data
Use Reports to Present Data
Get Help and Configure Options in Microsoft Access

CREATING TABLES

Plan an Access Database
Start a New Access Database
Create a New Table
Establish Table Relationships

CREATING QUERIES

Create Basic Queries
Perform Calculations in a Query
Sort and Filter Data in a Query

CREATING FORMS

Start a New Form
Enhance a Form

CREATING REPORTS

Start a New Report
Enhance Report Layout

CompTIA A+ Certification

COURSE OUTLINE

INSTALLING MOTHERBOARDS AND CONNECTORS

Explain Cable Types and Connectors
Install and Configure Motherboards
Explain Legacy Cable Types

INSTALLING SYSTEM DEVICES

Install and Configure Power Supplies and Cooling
Select and Install Storage Devices
Install and Configure System Memory
Install and Configure CPUs

TROUBLESHOOTING PC HARDWARE

Apply Troubleshooting Methodology
Configure BIOS/UEFI
Troubleshoot Power and Disk Issues
Troubleshoot System and Display Issues

COMPARING LOCAL NETWORKING HARDWARE

Compare Network Types
Compare Networking Hardware
Explain Network Cable Types
Compare Wireless Networking Types

CONFIGURING NETWORK ADDRESSING AND INTERNET CONNECTIONS

Compare Internet Connection Types
Use Basic TCP/IP Concepts
Compare Protocols and Ports
Compare Network Configuration Concepts

SUPPORTING NETWORK SERVICES

Summarize Services Provided by Networked Hosts
Compare Internet and Embedded Appliances
Troubleshoot Networks

SUMMARIZING VIRTUALIZATION AND CLOUD CONCEPTS

Summarize Client-Side Virtualization
Summarize Cloud Concepts

SUPPORTING MOBILE DEVICES

Set Up Mobile Devices and Peripherals
Configure Mobile Device Apps
Install and Configure Laptop Hardware
Troubleshoot Mobile Device Issues

SUPPORTING PRINT DEVICES

Deploy Printer and Multifunction Devices



Replace Print Device Consumables
Troubleshoot Print Device Issues

CONFIGURING WINDOWS

Configure Windows User Settings
Configure Windows System Settings

MANAGING WINDOWS

Use Management Consoles
Use Performance and Troubleshooting Tools
Use Command-line Tools

IDENTIFYING OS TYPES AND FEATURES

Explain OS Types
Compare Windows Editions

SUPPORTING WINDOWS

Perform OS Installations and Upgrades
Install and Configure Applications
Troubleshoot Windows OS Problems

MANAGING WINDOWS NETWORKING

Manage Windows Networking
Troubleshoot Windows Networking
Configure Windows Security Settings
Manage Windows Shares

MANAGING LINUX AND MACOS

Identify Features of Linux
Identify Features of macOS

CONFIGURING SOHO NETWORK SECURITY

Explain Attacks, Threats, and Vulnerabilities
Compare Wireless Security Protocols
Configure SOHO Router Security
Summarize Security Measures

MANAGING SECURITY SETTINGS

Configure Workstation Security
Configure Browser Security
Troubleshoot Workstation Security Issues

SUPPORTING MOBILE SOFTWARE

Configure Mobile OS Security
Troubleshoot Mobile OS and App Software
Troubleshoot Mobile OS and App Security

USING SUPPORT AND SCRIPTING TOOLS

Use Remote Access Technologies
Implement Backup and Recovery



Explain Data Handling Best Practices

Identify Basics of Scripting

IMPLEMENTING OPERATIONAL PROCEDURES

Implement Best Practice Documentation

Use Proper Communication Techniques

Use Common Safety and Environmental Procedures

IT Foundation Program Course Outlines

CompTIA A+ Part 1

COURSE OUTLINE/DESCRIPTION

INSTALLING MOTHERBOARDS AND CONNECTORS

Explain Cable Types and Connectors
Install and Configure Motherboards
Explain Legacy Cable Types

INSTALLING SYSTEM DEVICES

Install and Configure Power Supplies and Cooling
Select and Install Storage Devices
Install and Configure System Memory
Install and Configure CPUs

TROUBLESHOOTING PC HARDWARE

Apply Troubleshooting Methodology
Configure BIOS/UEFI
Troubleshoot Power and Disk Issues
Troubleshoot System and Display Issues

COMPARING LOCAL NETWORKING HARDWARE

Compare Network Types
Compare Networking Hardware
Explain Network Cable Types
Compare Wireless Networking Types

CONFIGURING NETWORK ADDRESSING AND INTERNET CONNECTIONS

Compare Internet Connection Types
Use Basic TCP/IP Concepts
Compare Protocols and Ports
Compare Network Configuration Concepts

SUPPORTING NETWORK SERVICES

Summarize Services Provided by Networked Hosts
Compare Internet and Embedded Appliances
Troubleshoot Networks

SUMMARIZING VIRTUALIZATION AND CLOUD CONCEPTS

Summarize Client-Side Virtualization
Summarize Cloud Concepts

SUPPORTING MOBILE DEVICES

Set Up Mobile Devices and Peripherals
Configure Mobile Device Apps
Install and Configure Laptop Hardware
Troubleshoot Mobile Device Issues

SUPPORTING PRINT DEVICES

Deploy Printer and Multifunction Devices



Replace Print Device Consumables
Troubleshoot Print Device Issues

CompTIA A+ Part 2

COURSE OUTLINE/DESCRIPTION

CONFIGURING WINDOWS

Configure Windows User Settings
Configure Windows System Settings

MANAGING WINDOWS

Use Management Consoles
Use Performance and Troubleshooting Tools
Use Command-line Tools

IDENTIFYING OS TYPES AND FEATURES

Explain OS Types
Compare Windows Editions

SUPPORTING WINDOWS

Perform OS Installations and Upgrades
Install and Configure Application
Troubleshoot Windows OS Problems

MANAGING WINDOWS NETWORKING

Manage Windows Networking
Troubleshoot Windows Networking
Configure Windows Security Settings
Manage Windows Shares

MANAGING LINUX AND MACOS

Identify Features of Linux
Identify Features of macOS

CONFIGURING SOHO NETWORK SECURITY

Explain Attacks, Threats, and Vulnerabilities
Compare Wireless Security Protocols
Configure SOHO Router Security
Summarize Security Measures

MANAGING SECURITY SETTINGS

Configure Workstation Security
Configure Browser Security
Troubleshoot Workstation Security Issues

SUPPORTING MOBILE SOFTWARE

Configure Mobile OS Security
Troubleshoot Mobile OS and App Software
Troubleshoot Mobile OS and App Security

USING SUPPORT AND SCRIPTING TOOLS

Use Remote Access Technologies



Implement Backup and Recovery

Explain Data Handling Best Practices

Identify Basics of Scripting

IMPLEMENTING OPERATIONAL PROCEDURES

Implement Best Practice Documentation

Use Proper Communication Techniques

Use Common Safety and Environmental Procedures

CompTIA Network+ Certification

COURSE OUTLINE/DESCRIPTION

COMPARING OSI MODEL NETWORK FUNCTIONS

Compare and Contrast OSI Model Layers
Configure SOHO Networks

DEPLOYING ETHERNET CABLING

Summarize Ethernet Standards
Summarize Copper Cabling Types
Summarize Fiber Optic Cabling Types

DEPLOYING ETHERNET SWITCHING

Deploy Networking Devices
Explain Network Interfaces
Deploy Common Ethernet Switching Features

TROUBLESHOOTING ETHERNET NETWORKS

Explain Network Troubleshooting Methodology
Troubleshoot Common Cable Connectivity Issues

EXPLAINING IPV4 ADDRESSING

Explain IPv4 Addressing Schemes
Explain IPv4 Forwarding
Configure IP Networks and Subnets

SUPPORTING IPV4 AND IPV6 NETWORKS

Use Appropriate Tools to Test IP Configuration
Troubleshoot IP Networks
Explain IPv6 Addressing Schemes

CONFIGURING AND TROUBLESHOOTING ROUTERS

Compare and Contrast Routing Concepts
Compare and Contrast Dynamic Routing Concepts
Install and Troubleshoot Routers

EXPLAINING NETWORK TOPOLOGIES AND TYPES

Explain Network Types and Characteristics
Explain Tiered Switching Architecture
Explain Virtual LANs

EXPLAINING TRANSPORT LAYER PROTOCOLS

Compare and Contrast Transport Protocols
Use Appropriate Tools to Scan Network Ports

EXPLAINING NETWORK SERVICES

Explain the Use of Network Addressing Services
Explain the Use of Name Resolution Services
Configure DNS Services

EXPLAINING NETWORK APPLICATIONS

Explain the Use of Web, File/Print, and Database Services

Explain the Use of Email and Voice Services

ENSURING NETWORK AVAILABILITY

Explain the Use of Network Management Services

Use Event Management to Ensure Network Availability

Use Performance Metrics to Ensure Network Availability

EXPLAINING COMMON SECURITY CONCEPTS

Explain Common Security Concepts

Explain Authentication Methods

SUPPORTING AND TROUBLESHOOTING SECURE NETWORKS

Compare and Contrast Security Appliances

Troubleshoot Service and Security Issues

DEPLOYING AND TROUBLESHOOTING WIRELESS NETWORKS

Summarize Wireless Standards

Install Wireless Networks

Troubleshoot Wireless Networks

Configure and Troubleshoot Wireless Security

COMPARING WAN LINKS AND REMOTE ACCESS METHODS

Explain WAN Provider Links

Compare and Contrast Remote Access Methods

EXPLAINING ORGANIZATIONAL AND PHYSICAL SECURITY CONCEPTS

Explain Organizational Documentation and Policies

Explain Physical Security Methods

Compare and Contrast Internet of Things Devices

EXPLAINING DISASTER RECOVERY AND HIGH AVAILABILITY CONCEPTS

Explain Disaster Recovery Concepts

Explain High Availability Concepts

APPLYING NETWORK HARDENING TECHNIQUES

Applying Network Hardening Techniques

Apply Network Hardening Techniques

SUMMARIZING CLOUD AND DATACENTER ARCHITECTURE

Summarize Cloud Concepts

Explain Virtualization and Storage Area Network Technologies

Explain Datacenter Network Architecture

Project Management Program Course Outlines

Project Management Fundamentals

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH PROJECT MANAGEMENT

Describe a Project

Describe the Project Management Life Cycle

Identify the Role of a Project Manager

INITIATING A PROJECT

Determine the Scope of a Project

Identify the Skills for a Project Team

Identify the Risks to a Project

PLANNING FOR TIME AND COST

Create a Work Breakdown Structure

Sequence the Activities

Create a Project Schedule

Determine Project Costs

PLANNING FOR PROJECT RISKS, COMMUNICATION, AND CHANGE CONTROL

Analyze the Risks to a Project

Create a Communication Plan

Plan for Change Control

MANAGING A PROJECT

Begin Project Work

Execute the Project Plan

Track Project Progress

Report Performance

Implement Change Control

EXECUTING THE PROJECT CLOSEOUT PHASE

Close a Project

Create a Final Report

Microsoft Project: Part 1

COURSE OUTLINE/DESCRIPTION

GETTING STARTED WITH MICROSOFT PROJECT

Identify Project Management Concepts
Navigate in the Microsoft Project Desktop Environment

DEFINING A PROJECT

Create a New Project Plan File
Set Project Plan Options
Assign a Project Calendar

ADDING PROJECT TASKS

Add Tasks to a Project Plan
Enter Task Duration Estimates

MANAGING TASKS

Create a Work Breakdown Structure
Define Task Relationships
Schedule Tasks

MANAGING PROJECT RESOURCES

Add Resources to a Project
Create a Resource Calendar
Enter Costs for Resources
Assign Resources to Tasks
Resolve Resource Conflicts

FINALIZING A PROJECT PLAN

Optimize a Project Plan
Set a Baseline
Share a Project Plan

Microsoft Project: Part 2

COURSE OUTLINE/DESCRIPTION

UPDATING A PROJECT PLAN

Enter Task Progress
Enter Overtime Work
Edit Tasks
Update Cost Rate Tables
Update a Baseline

VIEWING PROJECT PROGRESS

Use View Commands
Add a Custom Field
Create Custom Views
Format and Share the Timeline View

REPORTING ON PROJECT PROGRESS

View Built-in Reports
Create Custom Reports
Create a Visual Report

REUSING PROJECT PLAN INFORMATION

Create a Project Plan Template
Share Project Plan Elements with Other Plans

WORKING WITH MULTIPLE PROJECTS

Share Resources
Link Project Plans

Project Management Professional (PMP)® Training

COURSE OUTLINE/DESCRIPTION

DEFINING PROJECT MANAGEMENT BASICS

Identify the Concepts of Project Management
Identify the Relationship Between Project Management and the Business
Identify Project Stakeholders and Governance
Define Interpersonal and Team Skills

DEFINING PROJECT MANAGEMENT WITHIN THE ORGANIZATION

Identify Organizational Influences
Identify the Project Team
Define the Project Life Cycle
Define Agile Methodology

DEFINING THE PMI® PROJECT MANAGEMENT METHODOLOGY

Define the Project Management Processes
Define the Knowledge Areas
Identify Project Information

INITIATING A PROJECT

Initiating Process Group Map
Develop a Project Charter
Identify Project Stakeholders

PLANNING A PROJECT

Planning Process Group Map
Develop a Project Management Plan
Plan Scope Management
Collect Project Requirements
Define Project Scope
Create a Work Breakdown Structure

PLANNING A PROJECT SCHEDULE

Planning Process Group Map
Plan Schedule Management
Define Project Activities
Sequence Project Activities
Estimate Activity Durations
Develop a Project Schedule

PLANNING PROJECT COSTS

Planning Process Group Map
Plan Project Cost Management
Estimate Project Costs
Determine the Project Budget

PLANNING PROJECT QUALITY, RESOURCES, AND PROCUREMENTS

Planning Process Group Map
Plan Quality Management
Plan Resource Management
Estimate Activity Resources
Plan Project Procurements
PLANNING FOR RISK

Planning Process Group Map
Plan Risk Management
Identify Risks
Perform Qualitative Risk Analysis
Perform Quantitative Risk Analysis
Plan Risk Responses

PLANNING STAKEHOLDER ENGAGEMENT AND COMMUNICATIONS

Planning Process Group Map
Plan Stakeholder Engagement
Plan Communications Management

EXECUTING A PROJECT

Executing Process Group Map
Direct and Manage Project Work
Manage Project Knowledge
Manage Quality
Implement Risk Responses
Conduct Procurements

WORKING WITH STAKEHOLDERS

Executing Process Group Map
Acquire Resources
Develop a Team
Manage a Team
Manage Stakeholder Engagement
Manage Communications

MONITORING A PROJECT

Monitoring Process Group Map
Monitor and Control Project Work
Validate Project Scope
Monitor Risks
Monitor Stakeholder Engagement
Monitor Communications

CONTROLLING A PROJECT

Controlling Process Group Map
Perform Integrated Change Control
Control Project Scope



Control the Project Schedule
Control Project Costs
Control Project Quality
Control Resources
Control Project Procurements

CLOSING A PROJECT

Closing Process Group Map
Close Project or Phase

IT Infrastructure Program Course Outlines

CompTIA IT Fundamentals+ Certification

COURSE OUTLINE/DESCRIPTION

USING COMPUTERS

Common Computing Devices
Using a Workstation
Using an OS
Managing an OS
Troubleshooting and Support
Summary

USING APPS AND DATABASES

Using Data Types and Units
Using Apps
Programming and App Development
Using Databases
Summary

USING COMPUTER HARDWARE

System Components
Using Device Interfaces
Using Peripheral Devices
Using Storage Devices
Using File Systems
Summary

USING NETWORKS

Networking Concepts
Connecting to a Network
Secure Web Browsing
Using Shared Storage
Using Mobile Devices
Summary

SECURITY CONCEPTS

Security Concerns
Using Best Practices
Using Access Controls
Behavioral Security Concepts
Summary

CompTIA A+ Part 1

COURSE OUTLINE/DESCRIPTION

INSTALLING MOTHERBOARDS AND CONNECTORS

Explain Cable Types and Connectors
Install and Configure Motherboards
Explain Legacy Cable Types

INSTALLING SYSTEM DEVICES

Install and Configure Power Supplies and Cooling
Select and Install Storage Devices
Install and Configure System Memory
Install and Configure CPUs

TROUBLESHOOTING PC HARDWARE

Apply Troubleshooting Methodology
Configure BIOS/UEFI
Troubleshoot Power and Disk Issues
Troubleshoot System and Display Issues

COMPARING LOCAL NETWORKING HARDWARE

Compare Network Types
Compare Networking Hardware
Explain Network Cable Types
Compare Wireless Networking Types

CONFIGURING NETWORK ADDRESSING AND INTERNET CONNECTIONS

Compare Internet Connection Types
Use Basic TCP/IP Concepts
Compare Protocols and Ports
Compare Network Configuration Concepts

SUPPORTING NETWORK SERVICES

Summarize Services Provided by Networked Hosts
Compare Internet and Embedded Appliances
Troubleshoot Networks

SUMMARIZING VIRTUALIZATION AND CLOUD CONCEPTS

Summarize Client-Side Virtualization
Summarize Cloud Concepts

SUPPORTING MOBILE DEVICES

Set Up Mobile Devices and Peripherals
Configure Mobile Device Apps
Install and Configure Laptop Hardware
Troubleshoot Mobile Device Issues

SUPPORTING PRINT DEVICES

Deploy Printer and Multifunction Devices



Replace Print Device Consumables
Troubleshoot Print Device Issues

CompTIA A+ Part 2

COURSE OUTLINE/DESCRIPTION

CONFIGURING WINDOWS

Configure Windows User Settings
Configure Windows System Settings

MANAGING WINDOWS

Use Management Consoles
Use Performance and Troubleshooting Tools
Use Command-line Tools

IDENTIFYING OS TYPES AND FEATURES

Explain OS Types
Compare Windows Editions

SUPPORTING WINDOWS

Perform OS Installations and Upgrades
Install and Configure Application
Troubleshoot Windows OS Problems

MANAGING WINDOWS NETWORKING

Manage Windows Networking
Troubleshoot Windows Networking
Configure Windows Security Settings
Manage Windows Shares

MANAGING LINUX AND MACOS

Identify Features of Linux
Identify Features of macOS

CONFIGURING SOHO NETWORK SECURITY

Explain Attacks, Threats, and Vulnerabilities
Compare Wireless Security Protocols
Configure SOHO Router Security
Summarize Security Measures

MANAGING SECURITY SETTINGS

Configure Workstation Security
Configure Browser Security
Troubleshoot Workstation Security Issues

SUPPORTING MOBILE SOFTWARE

Configure Mobile OS Security
Troubleshoot Mobile OS and App Software
Troubleshoot Mobile OS and App Security

USING SUPPORT AND SCRIPTING TOOLS

Use Remote Access Technologies



Implement Backup and Recovery

Explain Data Handling Best Practices

Identify Basics of Scripting

IMPLEMENTING OPERATIONAL PROCEDURES

Implement Best Practice Documentation

Use Proper Communication Techniques

Use Common Safety and Environmental Procedures

CompTIA Network+ Certification

COURSE OUTLINE/DESCRIPTION

COMPARING OSI MODEL NETWORK FUNCTIONS

Compare and Contrast OSI Model Layers
Configure SOHO Networks

DEPLOYING ETHERNET CABLING

Summarize Ethernet Standards
Summarize Copper Cabling Types
Summarize Fiber Optic Cabling Types

DEPLOYING ETHERNET SWITCHING

Deploy Networking Devices
Explain Network Interfaces
Deploy Common Ethernet Switching Features

TROUBLESHOOTING ETHERNET NETWORKS

Explain Network Troubleshooting Methodology
Troubleshoot Common Cable Connectivity Issues

EXPLAINING IPV4 ADDRESSING

Explain IPv4 Addressing Schemes
Explain IPv4 Forwarding
Configure IP Networks and Subnets

SUPPORTING IPV4 AND IPV6 NETWORKS

Use Appropriate Tools to Test IP Configuration
Troubleshoot IP Networks
Explain IPv6 Addressing Schemes

CONFIGURING AND TROUBLESHOOTING ROUTERS

Compare and Contrast Routing Concepts
Compare and Contrast Dynamic Routing Concepts
Install and Troubleshoot Routers

EXPLAINING NETWORK TOPOLOGIES AND TYPES

Explain Network Types and Characteristics
Explain Tiered Switching Architecture
Explain Virtual LANs

EXPLAINING TRANSPORT LAYER PROTOCOLS

Compare and Contrast Transport Protocols
Use Appropriate Tools to Scan Network Ports

EXPLAINING NETWORK SERVICES

Explain the Use of Network Addressing Services
Explain the Use of Name Resolution Services
Configure DNS Services

EXPLAINING NETWORK APPLICATIONS

Explain the Use of Web, File/Print, and Database Services

Explain the Use of Email and Voice Services

ENSURING NETWORK AVAILABILITY

Explain the Use of Network Management Services

Use Event Management to Ensure Network Availability

Use Performance Metrics to Ensure Network Availability

EXPLAINING COMMON SECURITY CONCEPTS

Explain Common Security Concepts

Explain Authentication Methods

SUPPORTING AND TROUBLESHOOTING SECURE NETWORKS

Compare and Contrast Security Appliances

Troubleshoot Service and Security Issues

DEPLOYING AND TROUBLESHOOTING WIRELESS NETWORKS

Summarize Wireless Standards

Install Wireless Networks

Troubleshoot Wireless Networks

Configure and Troubleshoot Wireless Security

COMPARING WAN LINKS AND REMOTE ACCESS METHODS

Explain WAN Provider Links

Compare and Contrast Remote Access Methods

EXPLAINING ORGANIZATIONAL AND PHYSICAL SECURITY CONCEPTS

Explain Organizational Documentation and Policies

Explain Physical Security Methods

Compare and Contrast Internet of Things Devices

EXPLAINING DISASTER RECOVERY AND HIGH AVAILABILITY CONCEPTS

Explain Disaster Recovery Concepts

Explain High Availability Concepts

APPLYING NETWORK HARDENING TECHNIQUES

Applying Network Hardening Techniques

Apply Network Hardening Techniques

SUMMARIZING CLOUD AND DATACENTER ARCHITECTURE

Summarize Cloud Concepts

Explain Virtualization and Storage Area Network Technologies

Explain Datacenter Network Architecture

CompTIA Security+ Certification

COURSE OUTLINE/DESCRIPTION

COMPARING SECURITY ROLES AND CONTROLS

Compare and Contrast Information Security Roles
Compare and Contrast Security Control and Framework Types

EXPLAINING THREAT ACTORS AND THREAT INTELLIGENCE

Explain Threat Actor Types and Attack Vectors

PERFORMING SECURITY ASSESSMENTS

Assess Organizational Security with Network Reconnaissance Tools
Explain Security Concerns with General Vulnerability Types
Summarize Vulnerability Scanning Techniques
Explain Penetration Testing Concepts

IDENTIFYING SOCIAL ENGINEERING AND MALWARE

Compare and Contrast Social Engineering Techniques
Analyze Indicators of Malware-Based Attacks

SUMMARIZING BASIC CRYPTOGRAPHIC CONCEPTS

Compare and Contrast Cryptographic Ciphers
Summarize Cryptographic Modes of Operation
Summarize Cryptographic Use Cases and Weaknesses
Summarize Other Cryptographic Technologies

IMPLEMENTING PUBLIC KEY INFRASTRUCTURE

Implement Certificates and Certificate Authorities
Implement PKI Management

IMPLEMENTING AUTHENTICATION CONTROLS

Summarize Authentication Design Concepts
Implement Knowledge-Based Authentication
Implement Authentication Technologies
Summarize Biometrics Authentication Concepts

IMPLEMENTING IDENTITY AND ACCOUNT MANAGEMENT CONTROLS

Implement Identity and Account Types
Implement Account Policies
Implement Authorization Solutions
Explain the Importance of Personnel Policies

IMPLEMENTING SECURE NETWORK DESIGNS

Implement Secure Network Designs
Implement Secure Switching and Routing
Implement Secure Wireless Infrastructure
Implement Load Balancers

IMPLEMENTING NETWORK SECURITY APPLIANCES

Implement Firewalls and Proxy Servers

Implement Network Security Monitoring
Summarize the Use of SIEM

IMPLEMENTING SECURE NETWORK PROTOCOLS

Implement Secure Network Operations Protocols
Implement Secure Application Protocols
Implement Secure Remote Access Protocols

IMPLEMENTING HOST SECURITY SOLUTIONS

Implement Secure Firmware
Implement Endpoint Security
Explain Embedded System Security Implications

IMPLEMENTING SECURE MOBILE SOLUTIONS

Implement Mobile Device Management
Implement Secure Mobile Device Connections

SUMMARIZING SECURE APPLICATION CONCEPTS

Analyze Indicators of Application Attacks
Analyze Indicators of Web Application Attacks
Summarize Secure Coding Practices
Implement Secure Script Environments
Summarize Deployment and Automation Concepts

IMPLEMENTING SECURE CLOUD SOLUTIONS

Summarize Secure Cloud and Virtualization Services
Apply Cloud Security Solutions
Summarize Infrastructure as Code Concepts

EXPLAINING DATA PRIVACY AND PROTECTION CONCEPTS

Explain Privacy and Data Sensitivity Concepts
Explain Privacy and Data Protection Controls

PERFORMING INCIDENT RESPONSE

Summarize Incident Response Procedures
Utilize Appropriate Data Sources for Incident Response
Apply Mitigation Controls

EXPLAINING DIGITAL FORENSICS

Explain Key Aspects of Digital Forensics Documentation
Explain Key Aspects of Digital Forensics Evidence Acquisition

SUMMARIZING RISK MANAGEMENT CONCEPTS

Explain Risk Management Processes and Concepts

IMPLEMENTING CYBERSECURITY RESILIENCE

Implement Redundancy Strategies
Implement Backup Strategies
Implement Cybersecurity Resiliency Strategies

EXPLAINING PHYSICAL SECURITY

Explain the Importance of Physical Site Security Controls
Explain the Importance of Physical Host Security Controls

IT Security Program Course Outlines

CompTIA IT Fundamentals+ Certification

COURSE OUTLINE/DESCRIPTION

USING COMPUTERS

Common Computing Devices
Using a Workstation
Using an OS
Managing an OS
Troubleshooting and Support
Summary

USING APPS AND DATABASES

Using Data Types and Units
Using Apps
Programming and App Development
Using Databases
Summary

USING COMPUTER HARDWARE

System Components
Using Device Interfaces
Using Peripheral Devices
Using Storage Devices
Using File Systems
Summary

USING NETWORKS

Networking Concepts
Connecting to a Network
Secure Web Browsing
Using Shared Storage
Using Mobile Devices
Summary

SECURITY CONCEPTS

Security Concerns
Using Best Practices
Using Access Controls
Behavioral Security Concepts
Summary

CompTIA Security+ Certification

COURSE OUTLINE/DESCRIPTION

COMPARING SECURITY ROLES AND CONTROLS

Compare and Contrast Information Security Roles

Compare and Contrast Security Control and Framework Types

EXPLAINING THREAT ACTORS AND THREAT INTELLIGENCE

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Implement Secure Network Operations Protocols

Implement Secure Application Protocols

Implement Secure Remote Access Protocols

IMPLEMENTING HOST SECURITY SOLUTIONS

Implement Secure Firmware



Implement Endpoint Security
Explain Embedded System Security Implications

IMPLEMENTING SECURE MOBILE SOLUTIONS

Implement Mobile Device Management
Implement Secure Mobile Device Connections

SUMMARIZING SECURE APPLICATION CONCEPTS

Analyze Indicators of Application Attacks
Analyze Indicators of Web Application Attacks
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Implement Secure Script Environments
Summarize Deployment and Automation Concepts

IMPLEMENTING SECURE CLOUD SOLUTIONS

Summarize Secure Cloud and Virtualization Services
Apply Cloud Security Solutions
Summarize Infrastructure as Code Concepts

EXPLAINING DATA PRIVACY AND PROTECTION CONCEPTS

Explain Privacy and Data Sensitivity Concepts
Explain Privacy and Data Protection Controls

PERFORMING INCIDENT RESPONSE

Summarize Incident Response Procedures
Utilize Appropriate Data Sources for Incident Response
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Implement Backup Strategies
Implement Cybersecurity Resiliency Strategies

EXPLAINING PHYSICAL SECURITY

Explain the Importance of Physical Site Security Controls
Explain the Importance of Physical Host Security Controls

CompTIA Server+ Certification

COURSE OUTLINE/DESCRIPTION

UNDERSTANDING SERVER ADMINISTRATION CONCEPTS

Understand Server Administration Concepts
Understand Troubleshooting Methods
Explain the troubleshooting theory and methodology
Manage License
Explain Licensing Concepts

UNDERSTANDING VIRTUALIZATION AND CLOUD COMPUTING

Understand Virtualization Concepts
Summarize the purpose and operation of virtualization
Understanding Cloud Concepts
Understand On-Premises versus Cloud Deployments
Summarize the purpose and operation of virtualization.

UNDERSTANDING PHYSICAL AND NETWORK SECURITY CONCEPTS

Understand Physical Security Concepts
Summarize Physical Security Concepts
Understand Network Security Concepts
Given a scenario, configure servers to use network infrastructure services

MANAGING PHYSICAL ASSETS

Understand Asset Management Concepts
Explain the importance of asset management and documentation
Manage Documentation
Explain the importance of asset management and documentation

MANAGING SERVER HARDWARE

Manage the Physical Server
Given a scenario, install physical hardware
Administer the Server and Storage
Given a scenario, install physical hardware
Given a scenario, perform server hardware maintenance
Troubleshoot Server Hardware
Given a scenario, troubleshoot common hardware failures

CONFIGURING STORAGE MANAGEMENT

Manage Storage
Given a scenario, deploy and manage storage
Troubleshoot Storage
Given a scenario, troubleshoot storage problems

INSTALLING AND CONFIGURING AN OPERATING SYSTEM

Install an Operating System
Given a scenario, install server operating systems
Configure Storage

Given a scenario, install server operating systems
Configure Network Settings
Given a scenario, configure servers to use network infrastructure services
Use Scripts to Configure Servers
Given a scenario, install server operating systems
Summarize scripting basics for server administration

TROUBLESHOOTING OS, APPLICATION, AND NETWORK CONFIGURATIONS

Troubleshoot an Operating System and Applications
Given a scenario, troubleshoot common OS and software problems
Troubleshoot Network Configurations
Given a scenario, troubleshoot network connectivity issues

MANAGING POST-INSTALLATION ADMINISTRATIVE TASKS

Understand Secure Administration Practices
Explain important concepts pertaining to identity and access management for server administration
Manage Server Functions
Given a scenario, configure and maintain server functions and features
Configure Server Hardening
Given a scenario, apply server hardening methods

MANAGING DATA SECURITY

Understand Data Security Concepts
Summarize data security concepts
Manage Data Security
Explain data security risks and mitigation strategies
Troubleshoot Data Security
Given a scenario, troubleshoot security problems

MANAGING SERVICE AND DATA AVAILABILITY

Manage Data Backup and Restore
Explain the importance of backups and restores
Manage High Availability
Explain the key concepts of high availability for servers
Manage Disaster Recovery
Explain the importance of disaster recovery

DECOMMISSIONING SERVERS

Decommission Servers
Summarize proper server decommissioning concepts

CompTIA Cloud+ Certification

COURSE OUTLINE/DESCRIPTION

UNDERSTANDING CLOUD CONCEPTS

Recognize Cloud Concepts
Recognize Cloud Terms
Understand the Troubleshooting Methodology

PLANNING AND DESIGNING A CLOUD ENVIRONMENT

Meet Cloud Business Requirements
Design Capacity Planning and Requirements

ADMINISTERING CLOUD RESOURCES

Manage Cloud Administration
Manage Compute Resources in the Cloud
Manage Memory Resources

MANAGING CLOUD STORAGE

Understand Cloud Storage Types
Configure Cloud Storage Solutions
Configure Cloud Storage Protocols and RAID

MANAGING NETWORKS IN THE CLOUD

Deploying Cloud Network Services
Identify Cloud Network Infrastructure Components

SECURING AND TROUBLESHOOTING NETWORKS IN THE CLOUD

Secure a Network in a Cloud Environment
Troubleshooting Cloud Connectivity

MANAGING CLOUD MIGRATIONS AND TROUBLESHOOTING CLOUD DEPLOYMENTS

Manage Cloud Migrations
Troubleshoot Cloud Deployment and Migration Issues

MANAGING CLOUD AUTOMATION AND ORCHESTRATION

Understand Cloud Automation and Orchestration Techniques
Troubleshoot Automation and Orchestration in the Cloud

UNDERSTANDING CLOUD SECURITY CONCEPTS

Administer Identity and Access Management in the Cloud
Manage Cloud Operating System and Application Security
Manage Data Security and Compliance in the Cloud

MANAGING CLOUD SECURITY

Implement Security Measures in the Cloud Domain
Troubleshoot Cloud Security

MANAGING CLOUD PERFORMANCE

Operate Efficiently in the Cloud
Accomplish Cloud Operations Tasks



Optimize Cloud Resources
Troubleshoot Common Cloud Performance Problems

MANAGING MAINTENANCE IN THE CLOUD

Configure Logs, Monitoring, and Alerting for Cloud Services
Manage Backup and Restore in the Cloud

IMPLEMENTING HIGH AVAILABILITY AND DISASTER RECOVERY IN THE CLOUD

Understand High Availability and Scaling in the Cloud
Manage Disaster Recovery in the Cloud
Incident Response

CompTIA Cybersecurity Analyst Certification

COURSE OUTLINE/DESCRIPTION

THREAT AND VULNERABILITY MANAGEMENT

Explain the importance of threat data and intelligence.

Given a scenario, utilize threat intelligence to support organizational security.

Given a scenario, perform vulnerability management activities

Given a scenario, analyze the output from common vulnerability assessment tools.

Explain the threats and vulnerabilities associated with specialized technology.

Explain the threats and vulnerabilities associated with operating in the cloud.

Given a scenario, implement controls to mitigate attacks and software vulnerabilities.

SOFTWARE AND SYSTEMS SECURITY

Given a scenario, apply security solutions for infrastructure management.

Explain software assurance best practices.

Explain hardware assurance best practices.

SECURITY OPERATIONS AND MONITORING

Given a scenario, analyze data as part of security monitoring activities.

Given a scenario, implement configuration changes to existing controls to improve security.

Explain the importance of proactive threat hunting.

Compare and contrast automation concepts and technologies.

INCIDENT RESPONSE

Explain the importance of the incident response process.

Given a scenario, apply the appropriate incident response procedure.

Given an incident, analyze potential indicators of compromise.

Given a scenario, utilize basic digital forensics techniques

COMPLIANCE AND ASSESSMENT

Understand the importance of data privacy and protection.

Given a scenario, apply security concepts in support of organizational risk mitigation.

Explain the importance of frameworks, policies, procedures, and controls.

Microsoft Certified: Developer Program Course Outlines

Introduction to Programming

COURSE OUTLINE/DESCRIPTION

Microsoft Azure Fundamentals

CLOUD CONCEPTS

Cloud Computing
Cloud benefits
Cloud service types

AZURE ARCHITECTURE AND SERVICES

Azure architectural components
compute and networking services
storage services
identity, access, and security

CORE SOLUTIONS

Cost management in Azure
Features and tools in Azure for governance and compliance
Feature and tools for managing and deploying Azure resources
Monitoring tools in Azure

Microsoft Power Platform Fundamentals

INTRODUCTION TO MICROSOFT POWER PLATFORM

Identify when to use each Microsoft Power Platform component application to create business solution
Learn the value of using Microsoft Power Platform to create business solutions
Learn the components and features of Microsoft Power Platform

INTRODUCTION TO MICROSOFT DATAVERSE

Microsoft Dataverse Overview

GET STARTED WITH POWER APPS

Introduction to Power Apps
How to build a canvas app
How to build a model-driven app

GET STARTED WITH POWER AUTOMATE

Power Automate Overview
How to Build an Automated Solution

GET STARTED WITH POWER BI

Power BI Overview
How to Build a Simple Dashboard

INTRODUCTION TO POWER VIRTUAL AGENTS

Power Virtual Agents overview

Microsoft 365 Fundamentals

CLOUD CONCEPTS

Principles of cloud computing
What is Microsoft 365?
Select a cloud deployment

MICROSOFT 365 PRODUCTIVITY AND TEAMWORK CAPABILITIES

Microsoft 365 productivity and teamwork solutions
Engage employees with Microsoft Stream, Teams, and Yammer
Get more done with Office across all devices
File storage and sharing with OneDrive and SharePoint

MICROSOFT 365 BUSINESS MANAGEMENT CAPABILITIES

Manage your business with Microsoft 365
Simplify device management with Microsoft Endpoint Manager
Get more done and stay secure with Windows 10
Harness business intelligence with Microsoft 365 analytics and reporting

MICROSOFT 365 SECURITY AND COMPLIANCE

Security principles and solution areas
Identity and access management
Threat protection
Cloud security
Information protection and governance
Compliance management
Manage risk, discovery, and audit

MICROSOFT 365 LICENSING AND SUPPORT

Identify licensing options available in Microsoft 365
Describe support offerings in Microsoft 365 services
Describe the service life cycle in Microsoft 365

SharePoint - Site User

INTERACTING WITH SHAREPOINT SITES

Access SharePoint Sites
Navigate a SharePoint Site
Access SharePoint from Your Mobile Device

WORKING WITH DOCUMENTS, CONTENT, AND LISTS

Store, Access, and Modify Documents and Files
Add and Populate Lists
Configure List Views, Filters, and Grouping

SEARCHING, SHARING, AND FOLLOWING CONTENT

Configure Your Delve Profile
Share and Follow Content
Search for Content

INTERACTING WITH OFFICE 365 FILES

Synchronize SharePoint Files with OneDrive
Save and Share Office 365 Documents
Manage File Versions and Document Recovery

MANAGING OFFICE 365 APPS WITH SHAREPOINT

Manage Microsoft Outlook with SharePoint
Manage Microsoft Teams with SharePoint
Manage Tasks with Planner and SharePoint

SharePoint - Site Owner

CREATING AND CONFIGURING A NEW SITE

Create a Site in SharePoint
Configure Site Look and Layout

CREATING AND CONFIGURING DOCUMENT LIBRARIES

Create Document Libraries
Configure File Versioning and Checkout
Configure Content Approval

CREATING AND CONFIGURING LISTS

Add List Apps to a Site
Create Custom Lists
Create Calculated and Validated Columns

ASSIGNING PERMISSIONS AND ACCESS RIGHTS

Secure Sites with Permissions
Secure Apps, Documents, and Files

CREATING AND CONFIGURING A COMMUNICATION SITE

Create a Communication Site
Configure a Communication Site

IMPLEMENTING WORKFLOWS WITH FORMS AND FLOW

Capture Data with Forms

Store Form Data in SharePoint with Flow

Automate Business Processes with Forms, Flow, and SharePoint

HTML Fundamentals

COURSE OUTLINE/DESCRIPTION

AUTHORING CONTENT IN HTML

Web Development Standards

Create an HTML Page

Apply HTML Attributes

EMBEDDING AND LINKING CONTENT

Embed Content within an HTML Page

Link HTML Pages

Create Image Maps

FORMATTING CONTENT WITH CSS

Apply Style Sheets to HTML

Use CSS to Create Multiple Column Layouts

AUTHORING COMPLEX CONTENT STRUCTURES

Author Table Content

Construct and Format Forms

TESTING AND PUBLISHING HTML CONTENT

Identify and Correct Structural and Compatibility Problems

Make HTML Content Accessible

Publish and Deploy Web Content

HTML Advanced

COURSE OUTLINE/DESCRIPTION

CREATING HTML5 CONTENT

Develop Web Content to Follow Standards

Update Legacy Web Content to Meet HTML5 Requirements

USING ADVANCED TECHNIQUES TO SELECT AND APPLY STYLES

Use Advanced CSS Selectors

Provide Alternate Layouts Based On Device Characteristics

USING ADVANCED BACKGROUND AND BORDER TECHNIQUES

Use Advanced Techniques to Create Backgrounds

Use Advanced Techniques to Create Borders

INCORPORATING ADVANCED TEXT FORMATS

Use Web Fonts

Apply Advanced Text Styles

ADDING ANIMATION AND MULTIMEDIA

Use 2D Transforms

Use Animation Styles

Embed Audio and Video in a Web Page

MAKING HTML READABLE AND ACCESSIBLE

Support Various Browsers

Improve Markup to Benefit Human and Machine Readers

Building Applications and Solutions with Microsoft

COURSE OUTLINE/DESCRIPTION

Building Applications and Solutions with Microsoft 365 Core Services

IMPLEMENT MICROSOFT IDENTITY

Microsoft Identity platform
Register an Application
Implement Authentication
Configure Permissions to consume an API
Implement Authorization to consume an API
Implement Authorization in an API
Create a Service to access Microsoft Graph

WORK WITH MICROSOFT GRAPH

What is Microsoft Graph
Access user data from Microsoft Graph
Data usage with query parameters
Manage a group lifecycle on Microsoft Graph
Access files with Microsoft Graph
Optimize network traffic

EXTEND AND CUSTOMIZE SHAREPOINT

SharePoint Framework web parts
SharePoint Framework extensions
Package and deploy a SPFx solution
Consumption of Microsoft Graph
Consumption of 3rd party APIs secured with Azure AD from within SPFx
Web Parts as Teams Tabs
Branding and theming in SharePoint

EXTEND TEAMS

Microsoft Teams App
Webhooks in Microsoft Teams
Tabs in Microsoft Teams
Messaging extensions in Microsoft Teams
Conversational bots in Microsoft Teams

EXTEND OFFICE

Office Add-ins
Office JS APIs
Customization of Add-ins
Testing, debugging, and deployment options
Actionable message

Developing PowerApps

COURSE OUTLINE/DESCRIPTION

Microsoft® PowerApps

AN INTRODUCTION TO POWERAPPS

What is PowerApps?

The benefits of apps

How to get PowerApps

Canvas Apps and Model-Driven Apps

License Options and Costs

Discover PowerApps with Templates

GETTING STARTED WITH POWERAPPS

Building a new app from a data source

Add, edit and remove controls

Intro to Formulas

Testing an app

App Settings

Publish and Share Apps

Version History and Restore

PowerApps Mobile App

BRANDING AND MEDIA

Less is more

Duplicate Screens

Fonts

Screen Colours and Matching Colours

Screen Backgrounds

Buttons and Icons

Hide on Timer

Size and Alignment by reference

Show and Hide on Timer

POWERAPPS CONTROLS

Text Controls for Data Entry and Display

Controls – Drop downs, combo box, date picker, radio button and more

Forms – Add and edit data in underlying data sources quickly

Charts – present information in pie, line and bar charts

DATA SOURCES AND LOGIC

Data Storage and Services

How do I decide which database to use?

Connect to on-premises data - Gateway

What is Delegation?

Specific Data Examples

Displaying Data

MODEL-DRIVEN APPS

What is a model-driven app?
Where will my data be stored?
How do create a model-driven app
Canvas vs model-driven summary

POWERAPP INTEGRATION

Embed PowerApps in Teams
Embed PowerApps in SharePoint Online
Start a Flow from a PowerApp

ADMINISTRATION AND MAINTENANCE OF POWERAPPS

Identify which users have been using PowerApps
Reuse an app in another location (move from testing or development to production)
Review app usage
Prevent a user from using PowerApps
Manage environments

Developing Solutions for Microsoft Azure

COURSE OUTLINE/DESCRIPTION

Developing Solutions for Microsoft Azure

CREATING AZURE APP SERVICE WEB APPS

Azure App Service core concepts
Creating an Azure App Service Web App
Configuring and Monitoring App Service apps
Scaling App Service apps
Azure App Service staging environments

IMPLEMENT AZURE FUNCTIONS

Azure Functions overview
Developing Azure Functions
Implement Durable Functions

DEVELOP SOLUTIONS THAT USE BLOB STORAGE

Azure Blob storage core concepts
Managing the Azure Blob storage lifecycle
Working with Azure Blob storage

DEVELOP SOLUTIONS THAT USE COSMOS DB STORAGE

Azure Cosmos DB overview
Azure Cosmos DB data structure
Working with Azure Cosmos DB resources and data

IMPLEMENT IAAS SOLUTIONS

Provisioning VMs in Azure
Create and deploy ARM templates
Create container images for solutions
Publish a container image to Azure Container Registry
Create and run container images in Azure Container Instances

IMPLEMENT USER AUTHENTICATION AND AUTHORIZATION

Microsoft Identity Platform v2.0
Authentication using the Microsoft Authentication Library
Using Microsoft Graph
Authorizing data operations in Azure Storage

IMPLEMENT SECURE CLOUD SOLUTIONS

Manage keys, secrets, and certificates by using the KeyVault API
Implement Managed Identities for Azure resources
Secure app configuration data by using Azure App Configuration

IMPLEMENT API MANAGEMENT

API Management overview
Defining policies for APIs
Securing your APIs

DEVELOP EVENT-BASED SOLUTIONS

Implement solutions that use Azure Event Grid
Implement solutions that use Azure Event Hubs
Implement solutions that use Azure Notification Hubs

DEVELOP MESSAGE-BASED SOLUTIONS

Implement solutions that use Azure Service Bus
Implement solutions that use Azure Queue Storage queues

MONITOR AND OPTIMIZE AZURE SOLUTIONS

Overview of monitoring in Azure
Instrument an app for monitoring
Analyzing and troubleshooting apps
Implement code that handles transient faults

INTEGRATE CACHING AND CONTENT DELIVERY WITHIN SOLUTIONS

Develop for Azure Cache for Redis
Develop for storage on CDNs



Knoxville, TN

Chattanooga, TN

Johnson City, TN

