2018-2019

Course Catalog
Summit Academy OIC

935 Olson Memorial Highway, Minneapolis, MN 55405 ● www.saoic.org ● 612-377-0150

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About Summit Academy OIC

History

Born out of the civil rights movement and led by Rev. Dr. Leon Howard Sullivan, the Opportunities Industrialization Centers (OIC) were established in 1964 in response to the lack of employment and job-training programs in African American communities. Since 1967, Summit Academy OIC (and its predecessor, Twin Cities OIC) has been part of a national network of Opportunities Industrialization Centers (OIC), working to equip individuals with the education, skills and networks required to overcome barriers to economic opportunity, and advocating for economic, social and political justice for all people.

Mission

We exist to assist individuals in developing their ability to earn and to become contributing citizens in their community.

Vision

SAOIC will be the premier job training and placement school in the professions in which we train.

The Spirit of Summit

LEADERSHIP. We strive to be and to create the community leaders necessary to achieve equity in employment. We establish bold visions that challenge systemic injustice. We take risks and reframe challenges as opportunities. We identify solutions and take positive action. We act urgently, strategically, and resourcefully to achieve our mission.

TRANSFORMATION. We believe in exceptional human potential. We provide high-quality, in-demand training, individualized support, and career services that are life-changing for our students, their families, and their communities. We seek to transform social services, workforce training, recruitment, and employment systems to improve equal access to jobs and economic stability.

TENACITY. We do not accept defeat. We challenge cynicism, despair, despondency, and the status quo. Our campus community is dedicated to working alongside our students to overcome barriers to success. We have faith in one another and in our students. We believe in positive change and actively work to achieve it.

LEGACY. We honor the legacy of civil rights leader Rev. Dr. Leon Sullivan: we support economic, social, and political justice, including equal work opportunities for all people. We believe that true empowerment comes from providing individuals with the training and opportunities they need to improve their own lives and communities. We work with purpose and determination to ensure that each day, Summit Academy OIC and our community are better than the day before.

RESPECT. Every individual has a unique story. We value the strengths, experiences, and perspectives of our students and others. We recognize that our collective impact as a campus community is made stronger by our diversity and our networks. We are committed to strong partnerships with community organizations, organized labor, government, and employers to ensure our students' success.

RESULTS. We do not make excuses. Our students' success matters more than anything else. We constantly evaluate and seek to improve our effectiveness, measure our success, and tailor services to meet our students' needs.

Steps to Enroll: Items for All Students

1. Attend our Free Information sessions:
   - Summit Academy OIC (SAOIC) in Minneapolis: Wednesdays at 10:00 a.m.
2. Complete the SAOIC application of admission
3. Bring the following items with you to testing and meeting with enrollment staff:
   - Valid State ID, driver's license, or other government issued ID
4. Pass the entrance exam. Requirements vary per specific program:
   - SAOIC may connect those who did not pass entrance exams with tutoring opportunities
5. Enrollment staff will provide information regarding any additional program specific requirements.

Additional Requirements for Adult Education Students:
- Students are required to have earned a high school diploma or GED which must be made available if requested.
- Complete a Free Application for Federal Student Aid (FAFSA) to determine your eligibility at www.fafsa.ed.gov (3 business days prior to your financial aid appointment).
- Attend a financial aid appointment. Call 612-377-0150 to schedule.

Ability to Benefit Students:
- Students who do not possess a High School diploma or GED credential may be admitted as an "Ability To Benefit" student under the guidance of the Department of Education's DCL GEN-16-09.
- Students will be accepted upon meeting all other admissions requirements and passing the Accuplacer ATB entrance exam.

Post-Secondary Enrollment Options (PSEO) Students:
- Completed PSEO application (obtain an application from your high school counselor or call 612-377-0150)

Consumer Information

Upon request, the school will provide the following:
- Information on financial assistance available to student enrolled in the school
- Information on the school
- Information about a student's rights under Family Educational Rights and Privacy Act (FERPA)
- Notice about the availability of the institution's annual campus security report to include:
  - Campus crime statistics
  - School policies concerning campus security and the relationship with State and local police
  - Emergency response and evacuation procedures
- The institution's completion or graduation rates

This information can be requested through:
- http://www.saoic.org/admissions/consumer-information/
- In writing:
  Attn: Consumer Information
          Summit Academy OIC
          935 Olson Memorial Hwy.
          Minneapolis, MN 55405
- In person at the front desk

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

Summit Academy OIC is accredited by the Commission of the Council on Occupational Education (COE) 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350.
Phone: 770-396-3898 | Fax 770-396-3790 | www.council.org

Minnesota Office of Higher Education, 1450 Energy Park Dr. Suite #350, St. Paul, MN 55108

Gainful employment disclosures for all programs can be found at
https://www.saoic.org/admissions/consumer-information/

Summit Academy OIC's (SAOIC) construction department offers classroom space, a fully-equipped carpentry shop, an outdoor carpentry yard, and an electrician lab. For our healthcare programs, SAOIC is equipped with large classrooms, a computer lab, and a healthcare laboratory. The information technology (IT) program offers two fully equipped classrooms, including the use of computers and other technology. SAOIC also offers academic and general use computer resource rooms as well as a dining facility.

Tuition & Financial Aid

Tuition Rate: $198.00 per credit
Tuition is charged to the student's account at the beginning of each term.
Tuition includes: use of books, activities and lab fees.

Financial Aid
Federal and state student aid is available for students enrolled in eligible programs at approved schools.
SAOIC participates in five financial aid programs:
• The Federal Pell Grant program
• Federal Supplemental Educational Opportunity Grant (FSEOG)
• The Minnesota State Grant program
• The Federal Work-Study program
• The Minnesota State Work-Study program

Both federal and state grants are financial aid that does not have to be repaid. The grant amounts are based on need, cost of attendance and enrollment status. The work-study program allows students to earn money for educational expenses while enrolled in school.

The following is a list of some of the eligibility requirements for federal and state financial aid:
• Students must be a U.S. citizen or eligible non-citizen with a valid social security number
• Students must have a high school diploma, General Education Development (GED) certificate or Ability to Benefit (ATB)
• Male students must have registered for the selective services (federal programs only)
To apply for federal and/or state financial aid, students must submit a completed Free Application for Federal Student Aid (FAFSA), which can be found online at www.fafsa.ed.gov, and be prepared to know/provide the following:
• Social Security Number
• Alien Registration Card or Passport/Visa (for eligible non-citizens)
• Current year tax forms

Summit Academy OIC Refund Policy

Refund Policy/Buyer's Right to Cancel:
If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give notice that you are cancelling your enrollment within five days of being accepted into the school or program. This five-day refund policy applies regardless of when the program starts. If you give notice more than five days after you have been accepted into the school or program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to $50, of the total cost of the program. You will be provided a prorated tuition, fees, and other charges refund minus a 25%, up to $100 administrative if you give notice of your withdrawal after your program has begun, but before 75% program has completed. If you withdraw from your program after 75% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Written notice is effective of the date of the postmark if sent by mail or the day it has been hand-delivered to the

institution. If you do not withdraw in writing or contact the institution about your absence, and you have not attended your program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

There is a tuition cost to attend SAOIC and all candidates planning to attend must agree to complete all necessary paperwork for tuition expenses.

Student Return of Financial Aid Funds Policy

In accordance with federal and state regulations, when a financial aid recipient withdraws from all classes during a quarter, Summit Academy OIC must determine the withdrawal date and amount of grants and/or assistance that the student earned. If the student received more financial aid than they earned, the unearned funds must be returned by the school and/or the student to the appropriate aid program.

Types of Withdrawal

Official Withdrawal: A student is considered officially withdrawn if the registrar is notified by the student in writing of their intent to withdraw. If a student completes a withdrawal, the withdrawal date is the date the student submits a completed form to the office. If a student sends written notification of intent to withdraw, the withdrawal date is the date the letter is received via postal, electronic, or fax mail. The date of determination is the date the student provides official notification or begins the withdrawal process, whichever is earlier.

Termination (Unofficial Withdrawal): If a student fails to attend without providing official notification, the withdrawal date will be the last date of attendance. This date will be determined by the admissions counselor. The withdrawal date is the date that is reported as the last date of attendance by a faculty member on a class roster, grade roster/sheet, or other documented source, e.g., grade book. Documentation of the last date of attendance will be maintained in the student's academic file. The date that Summit Academy OIC becomes aware that the student has stopped attending will be the date of determination. This date will be identified no later than 30 days after the end of a quarter.

Calculation of Title IV Funds

The amount of Title IV federal aid grants earned by the student is determined on a pro-rata basis up to the end of 60% of the quarter. For example, if the student completed 30% of a quarter, 30% of the aid originally scheduled to be received would have been earned. Once a student has completed more than 60% of a quarter, all awarded aid has been earned.

Work Study funds are not included in the calculation.

Calculation of Non-Title IV Funds

The amount of State program funding is calculated in compliance with the Minnesota Office of Higher Education requirements. All refunds to state programs are calculated using the Minnesota Office of Higher Education Refund Calculation Worksheet, Appendix 13, of the Minnesota State Grant manual. The Minnesota State Grant refund policy is aligned with Minnesota Statues Chapter 136A.827.

Post-Withdrawal Disbursements

If any eligible student receives less Federal Student Aid than the amount earned, the school must offer a disbursement of the earned aid that was not received. The amount of a Post-withdrawal disbursement is determined by following the requirements for calculating earned Title IV Aid. The student will be notified in writing if any post-withdrawal disbursements are made.

Return of Unearned Funds

If the total amount of Title IV and State grant and/or assistance that was earned as of the withdrawal date is less than the amount that was disbursed to the student, the difference between the two amounts will be returned to the appropriate program(s) and no further disbursements will be made.

If a student has received excess funds, the institution must return a portion of the excess equal to the lesser of:

- The student's institutional charges multiplied by the unearned percentage of funds, or
- The entire amount of the excess funds.
- The funds will be returned in the order below as prescribed by federal regulations, within 45 days from the date of determination that a student withdrew.
  - Federal Pell Grants
  - Federal Supplemental Educational Opportunity Grants (FSEOG)

Both the school's portion and the student's portion of unearned aid returned to programs will be charged back to the student's account, as provided for in federal regulations.

The return of Title IV funds is separate from the school's tuition refund policy. Students are not required to pay any outstanding tuition balance resulting from a withdrawal calculation.

The following provides an example of the treatment of a withdrawal from SAOIC tuition refund, and return of Title IV and State funds.

Example of a Refund of Tuition and Return of Financial Aid

Example of Return of Title IV Aid Calculation

Step 1:	Federal aid awarded	
	Pell Grant	1,000
	SEOG Grant	250
	Total aid	1,250
Step 2:	Percentage of Title IV aid earned:	40%
Step 3:	Amount of Title IV aid earned: ($1,000 + $250) x .4 =	500
Step 4:	Amount of Title IV aid to be returned: $1,250 - $500 =	750
Step 5:	Amount of Unearned Title IV Aid Due from the School	750

Transfer Policy

FROM OTHER SCHOOLS: Summit Academy OIC will accept the transfer of credits from other institutions if the following condition are met: Student must meet all admissions requirements; course credits for transfer must be from an accredited post-secondary institution as recognized by the U.S. Department of Education's Office of Postsecondary Education (OPE) and listed in the Database of Accredited Postsecondary Institutions and Programs (DAPIP) which can be found at https://ope.ed.gov/dapip/#/home; generally earned within the previous 5 years with a grade of "C" or better; and must be similar in content and credits to SAOIC courses.

The OIC student must have an official transcript from the previous school brought or sent to our Registrar's office by the Thursday of the first week of class. The student must also submit course descriptions and number of hours per credit directly to our registrar. Unofficial transcripts can be used to evaluate the transferability of courses prior to requesting an official transcript. To be eligible for a certificate, a student must earn a minimum of 1/3 of required credits directly from SAOIC.

Summit Academy OIC 2018-19 Academic Calendar

July 2018

S	M	T	W	T	F	S
1 Wk 1	2 Class starts	3	4 OFF	5	6	7
8 Wk 2	9	10	11	12	13	14
15 Wk 3	16	17	18	19	20	21
22 Wk 4	23	24	25	26	27	28
29 Wk 5	30	31				

August 2018

S	M	T	W	T	F	S
		1	2	3		4
5 Wk 6	6	7	8	9	10	11
12 Wk 7	13	14	15	16	17	18
19 Wk 8	20	21	22	23	24	25
26 Wk 9	27	28	29	30	31	

September 2018

S	M	T	W	T	F	S
						1
2 Wk 10	3 OFF	4	5	6	7 Qtr ends	8
9 Wk 1	10 Class starts	11	12	13	14	15
16 Wk 2	17	18	19	20	21	22
23 Wk 3 30	24	25	26	27	28	29

October 2018

S	M	T	W	T	F	S
Wk 4	1	2	3	4	5	6
7 Wk 5	8	9	10	11	12	13
14 Wk 6	15	16	17	18	19	20
21 Wk 7	22	23	24	25	26	27
28 Wk 8	29	30	31			

November 2018

S	M	T	W	T	F	S
				1	2	3
4 Wk 9	5	6	7	8	9	10
11 Wk 10	12	13	14	15	16 Qtr ends	17
18 Wk 1	19 Class starts	20	21	22 OFF	23 OFF	24
25 Wk 2	26	27	28	29	30	

December 2018

S	M	T	W	T	F	S
						1
2 Wk 3	3	4	5	6	7	8
9 Wk 4	10	11	12	13	14	15
16 Wk 5	17	18	19	20	21	22
23 30	24	25	26	27	28	29

Winter Break

January 2019

S	M	T	W	T	F	S
Wk 6		1	2	3	4	5
6 Wk 7	7	8	9	10	11	12
13 Wk 8	14	15	16	17	18	19
20 Wk 9	21 OFF	22	23	24	25	26
27 Wk 10	28	29	30	31		

Win. Break

February 2019

S	M	T	W	T	F	S
					1 Qtr ends	2
3 Wk 1	4 Class Starts	5	6	7	8	9
10 Wk 2	11	12	13	14	15	16
17 Wk 3	18	19	20	21	22	23
24 Wk 4	25	26	27	28		

March 2019

S	M	T	W	T	F	S
					1	2
3 Wk 5	4	5	6	7	8	9
10 Wk 6	11	12	13	14	15	16
17 Wk 7	18	19	20	21	22	23
24 Wk 8 31	25	26	27	28	29	30

April 2019

S	M	T	W	T	F	S
	1	2	3	4	5	6
7 Wk 9	8	9	10	11	12	13
14 Wk 10	15	16	17	18	19 Qtr ends	20
21 Wk 1	22 Class starts	23	24	25	26	27
28 Wk 2	29	30				

Spring Break

May 2019

S	M	T	W	T	F	S
			1	2	3	4
5 Wk 3	6	7	8	9	10	11
12 Wk 4	13	14	15	16	17	18
19 Wk 5	20	21	22	23	24	25
26 Wk 6	27 OFF	28	29	30	31	

June 2019

S	M	T	W	T	F	S
						1
2 Wk 7	3	4	5	6	7	8
9 Wk 8	10	11	12	13	14	15
16 Wk 9	17	18	19	20	21	22
23 Wk 10 30	24	25	26	27	28 Qtr ends	29

General Education Development (GED)*

Contextualized GED Program
The Contextualized GED Program offers participants without a High School Diploma or GED a structured pathway to obtain a GED and thus become eligible for postsecondary construction, healthcare and information technology programs at Summit Academy OIC. Through focused and accelerated instruction, the Contextualized GED programming is aligned to Common Core Standards in Adult Basic Education, and is designed to build and strengthen the academic foundation needed to pass the GED 2014 Test. Students will enter the program as adult basic education students and will focus exclusively on GED preparation for the first 10 week quarter of the program. The four areas of focus for the GED are: Reasoning through Language Arts, Mathematical Reasoning, Science, and Social Studies. Upon successful completion of the first quarter, and having met entrance test requirements, students will be eligible to take post-secondary courses in construction or healthcare, all the while continuing preparation to pass the GED. Upon passing the GED, students who successfully complete the full 30 week program will also earn a certificate in their area of specialization.

Contextualized GED Faculty

All classes are taught by highly experienced professionals.

First	Last	Education Completed	Total Years of Industry Experience	Conferring Institution
Don	Kemp	Doctoral Degree	31	Bethel University
Kelly	O'Brien	Master's Degree	3	University of Minnesota

* This program is not accredited by the Council on Occupational Education and does not qualify for Title IV financial aid assistance.

Construction Program

CORE PROGRAM

Construction

The Construction Program is a pre-apprentice program designed to provide students with job readiness skills in the construction trade through classroom and hands-on training completed in two 10-week phases: Phase I (general industry training) and Phase II (hands-on training in a chosen specialty). Training is administered by instructors with working construction industry experience.

SPECIALTIES

Carpentry:

The Pre-Apprentice Carpentry specialty focuses on skills necessary to become an entry-level carpenter, either with a union or a non-union employer. Items include floor and wall framing, metal studs, sheathing, sheet rocking, trim work, and roofing. The program ensures that students will have a solid foundation in construction math and basic blueprint reading. Students will be able to identify the most important hand and power tools and learn how to use them safely. The will also be exposed to the variety of building materials and understand their applications. Phase 1 of the program is approximately 80% classroom learning, while Phase II is approximately 80% hands-on.

Concrete Form Carpenter (Seasonal):

The Concrete Form Carpenter specialty gives students information about, as well as hands-on practice in, the construction of concrete forms. At the end of the program, the student will understand the fundamentals of concrete types and characteristics, footing and foundation types and construction methods, and possess hands-on experience in the construction of wood and metal concrete forms.

Electrician:

The Pre-Apprentice Electrician specialty provides students with hands-on training in the electrical field. During Phase I, students learn the basics of commercial and residential construction. In Phase II, students will learn electrical safety, hand/power tools, print reading, basic electricity, electrical math and the specific skills of the electrical trade through hands-on projects. In order to be eligible to join the International Brotherhood of Electrical Workers union upon completion of Summit Academy OIC's training, the union also requires completion of an Algebra course with a 'C' grade or higher, as documented on a high school or other transcript. Alternately, the National Joint Apprenticeship and Training Committee (NJATC) for the Electrical Industry course, which is offered online, may be completed. Students are responsible for the cost of the course and exam if the NJATC course is chosen.

Phase I: Construction Program

Core Courses for All Construction Specialties (first 10 week quarter) – 15 Credits

Course ID	Credits	Course Name	Course Description
CPP100A2	3	Hand and Power Tools	Exposure to hand and power tools used in construction, including circular saws , reciprocating saws, saber saws, cordless and power drills, table saws, etc. (75 clock hour equivalent.)
CPP100B*	3	Building Materials	Become familiar with types of lumber and plywood and proper uses for each. Introduction to builder's hardware and fasteners and the application of each. (75 clock hour equivalent.)
CPP101	3	Introduction to Carpentry/Safety	Overview and working knowledge of construction standards, practices, career outlook, apprenticeships and job-site safety; Taught by OSHA 500 certified instructor. This course also includes a personal development component. (75 clock hour equivalent.)

Course ID	Credits	Course Name	Course Description
CPP100D*	3	Print Reading	An introduction to construction drawings, designed to help understand and interpret contract documents (also known as prints and specs) that are used in building construction. A basic understanding of how contract documents are created, organized and presented in a logical sequence is provided. The basic shapes and types of residential construction, and factors that influence building design are reviewed. Orthographic conventions of plans, elevations, sections, and details are covered. Construction methods will also be discussed to help visualize a 3D project on 2D prints. Ability to read and understand a set of contract documents will be demonstrated by preparing a bid proposal for a small residence as the final project. (75 clock hour equivalent.)
CPPMATH100*	3	Carpentry Math	Learn basic addition, subtraction, multiplication, division, fractions, decimals and percentages. Understand geometry and algebraic formulas for specific construction applications. (75 clock hour equivalent.)

* A comprehensive exam may be administered as a pass/fail option to earn credits if student previously completed course but did not earn a passing grade.

Phase II: Specialized Training
Construction (second 10 week quarter) – 15 Credits – *Select One Specialty*
Specialties offered during selected starts

Course ID	Credits	Course Name	Course Description
WORK100AA	No Credit	Career Development	Learn interpersonal communication skills, office etiquette, critical thinking, financial management, goal setting, career research and problem solving. Utilize resume writing and interview skills specific to the construction field. (Component of all Phase II construction specialty programs.)
FINANCE	No Credit	Personal Finance	Students learn about credit building, financial management, savings and checking, budgeting, repairing file systems and business dress (appropriate to the field of work. Component of all construction specialty programs).
Pre-Apprentice Carpentry			
CPP300	7	Framing- Wall and Floor	Learn residential and commercial framing and practices including rough and finish carpentry. (175 clock hour equivalent.)
CPP305	8	Special Projects in Carpentry	Designed to challenge students with a higher degree of difficulty in carpentry execution. May also include a Commercial Driver's License (CDL) Class B component. (200 clock hour equivalent.)
Concrete Form Carpenter			
CONC300	15	Concrete Form Carpenter	See Concrete Form Carpenter description on page 9. (375 clock hour equivalent).

Electrician			
ELE101IB	15	Electrician Basics	See Electrician description on page 9. (375 clock hour equivalent.)

Construction Faculty

All classes are taught by highly experienced professionals with technical and practical expertise.

First	Last	Education Completed	Total Years of Industry Experience	Conferring Institution
Bill	Strader	High School	51	
Clay	Langer	Certificate	39	Saint Paul College
Spencer	Sanders	High School	39	
John	Gannon	Master's Degree	35	Bethel University
Beth	Halverson	Associate's Degree	25	Alexandria Technical & Community College
Chris	Hinton	High School	21	
Phyllis	Carter	Associate's Degree	20	North Hennepin Community College
Ricardo	Chatmon	Certificate	19	Twin Cities OIC
Jason	Kriegel	Master's Degree	19	University of Minnesota
Mike	DeBoer	Associate's Degree	18	Anoka Ramsey Community College
Evan	Sanders	Associate's Degree	15	Dunwoody College of Technology
Sayphet	Phabmisay	Associate's Degree	14	Century College
Alicia	Marcellis	Bachelor's Degree	10	Southern Illinois University
Willie	Lloyd	Associate's Degree	9	
LaDonna	Britt	Certificate	1	Summit Academy OIC

Healthcare Programs

CORE PROGRAMS

Community Health Worker – 28 credits
The Community Health Worker (CHW) works at the grassroots level to build the trusting and vital relationships that make them effective communicators between the community and systems of care. They educate the community with healthcare knowledge and bridge the gap between cultures and healthcare systems to improve healthcare outcomes.

COMMUNITY HEALTH WORKER SPECIALTIES

Community Health Worker with Certified Nursing Assistant Option* - 28 credits
The Certified Nursing Assistant (CNA) assists nursing staff to ensure optimal patient care and assists the healthcare team to provide and maintain a safe and clean environment for patients. Work includes direct patient care, nutrition, observation, documentation and transportation of patients. *The CNA program is seasonal and is only offered as an option after completing the first 16 weeks in the CHW program.

Senior Care CNA/CHW* - 30 credits
The Senior Care CNA/CHW program focuses on all of the core components of our traditional Community Health Worker (CHW) program with additional emphasis on the physical, emotional and developmental needs of the aging population. In combination with the CHW training certificate, students will be trained as a Certified Nursing Assistant (CNA) through the Red Cross. Upon completion of the Senior Care CNA/CHW program, students will be equipped with the skills to work as a Community Health Worker or Certified Nursing Assistant. *The Senior Care CNA/CHW program is seasonal and is only offered as an option after completing the first 14 weeks in the CHW program.

Medical Administrative Assistant – 30 credits
The Medical Administrative Assistant works in a medical office and performs clerical duties to keep the office operating in an organized and efficient manner. They provide customer service, answer phone calls, schedule medical appointments, keep files up to date, and also do some light billing and coding.

Community Health Worker

Core Courses for all Specialties – 12 Credits

Course ID	Credits	Course Name	Course Description
AAWP 130	3	Basic Keyboarding and Microsoft Office	Students will develop basic alphabetic and numeric keyboarding techniques and skills; building speed and accuracy. Introduction to Microsoft Office Suite, including Word, Outlook, Excel, PowerPoint and Publisher. (75 clock hour equivalent.)
CHW 111	1	Communication Skills and Cultural Competency	Participants will learn the skills necessary to communicate effectively within diverse settings. Students learn culturally appropriate information about disease prevention and health promotion so that they are able to support clients and healthcare providers in translating health information. Students will demonstrate culturally appropriate non-verbal and verbal skills while interviewing. Upon completion, students are able to recognize the resulting implications of community culture on the health of their clients and communicate health information in a manner that is specific to the context within which they are working. (25 clock hour equivalent.)

Core Courses for all Specialties – (Continued)

Course ID	Credits	Course Name	Course Description
CHW 130	3	Core Concepts in Health and Disease Management 1	The first of two courses that focus on the knowledge and skills necessary for a Community Health Worker to educate clients on living a healthy lifestyle. Emphasis is placed on social and environmental factors that contribute to disease, as well as the management of these risk factors. (75 clock hour equivalent.)
CHW 213	2	Documentation, Interviewing and Reporting	Students learn how to integrate the communication and listening skills they have acquired, while interviewing with accurate legal documentation. This course focuses heavily on learning medical terminology for proper translation and documentation of client information. Students not only learn medical terminology, they also learn how to gather necessary information from the client, as well as the format in which to document the information obtained. At the end of this course students will be able to demonstrate the ability to translate medical terminology, aid clients in filling out forms correctly, document client information in a legal manner, and follow through with clients from the initial contact to the close of their case. (50 clock hour equivalent.)
ENG 110	2	English for Healthcare	Learn the fundamentals of English grammar and mechanics. This course features a strong focus on reading comprehension and analysis. (50 clock hour equivalent.)
WORK100AA	1	Career Development	Develop interpersonal communication skills, office etiquette, critical thinking, goal setting, career research and problem solving. Learn how to set up file systems and become familiar with business dress as well as resume writing and interviewing skills. (25 clock hour equivalent.)
AAWP 131	3	Microsoft Office: Publisher and PowerPoint	Participants will develop basic Microsoft PowerPoint techniques to create slide presentations, as well as learn how to create business cards and brochures in Microsoft Publisher. (75 clock hour equivalent.)
CHW 113	2	Legal and Ethical Principles	Key legal and ethical guidelines that dictate behavior in a clinical setting are emphasized. Students learn Health Insurance Portability and Accountability Act (HIPAA) guidelines and procedures as well as mandated reporting and code of ethics. Students also learn to operate within the boundaries and scope of the Community Health Worker position. (50 clock hour equivalent.)

Course ID	Credits	Course Name	Course Description
CHW 135	3	Core Concepts in Health and Disease Management 2	A continuation of CHW 130, students will understand symptoms and treatment of disease so they are further equipped to educate clients that have been diagnosed by their provider. The goal is to educate communities and clients on disease prevention and living healthier lifestyles. (75 clock hour equivalent.)
CHW 115	1	Organization and Resources: Community and Personal Strategies	Students will gain knowledge of the community and learn how to prioritize and organize work. Emphasis is on the use and critical analysis of resources and problem solving. (25 clock hour equivalent.)
CHW 212	2	Teaching and Capacity Building in Diverse Settings	This course focuses on building individual and community capacity through education. Students will focus on perception, self-awareness, personality, and verbal and non-verbal communication, to help foster personal growth and awareness. Additionally, students learn various teaching strategies to assist in building individual and community capacity through education. (50 clock hour equivalent.)
ENG 111	1	English for Healthcare 2	Participants will learn parts of speech, reading strategies, making inferences and drawing conclusions, exploring fact and opinion, understanding vocabulary-context clues, and comprehending perspective. (25 clock hour equivalent.)
INT 100 OR	4**	Internship and Practice Competencies	Students will integrate and apply course content in an agency that utilizes the core competencies of the Community Health Work or Certified Nursing Assistant curriculum. The Healthcare Department Manager will assist in finding placements, based on student interest and an overall good fit between the organization and the personality of the student. Students are required to complete a minimum of 90 hours of work at the internship site and submit a reflection paper describing their learning experience along with proof of hours worked. (120 clock hour equivalent.)
Certified Nursing Assistant (CNA) Available during selected starts CNA 100 replaces INT 100: Internship and Practice Competencies			
CNA 100ARC	5**	Certified Nursing Assistant	Consists of three weeks of classes and lab work completed at a partner site, where students learn basic nursing skills including how to read and record vital signs, and how to care for individuals in long-term care facilities. After successful completion of the classroom and laboratory practice portion of the program, students are required to complete 2-3 day clinical experience at a nursing home or other residential care facility, supervised by a Registered Nurse, where they get practical experience and an opportunity to demonstrate their mastery of skills. (100 clock hour equivalent.)

**total credits for this class may vary

Senior Care CNA/CHW (Core Courses + 1 Quarter, 18 credits)

Course ID	Credits	Course Name	Course Description
AAWP 132	1	Microsoft Office: Publisher and PowerPoint	Participants will basic Microsoft PowerPoint techniques to create slide presentations, as well as learning how to create business cards and brochures in Microsoft Publisher.
CHW 113	1	Legal and Ethical Principles	Emphasizes key legal and ethical guidelines that dictate behavior in a clinical setting. Students learn Health Insurance Portability and Accountability Act (HIPAA) guidelines and procedures as well as mandated reporting and code of ethics. Students also learn to operate within the boundaries and scope of the Community Health Worker position. (25 clock hour equivalent.)
CHW 135	2	Core Concepts in Health and Disease Management 2	Students will understand symptoms and treatment of disease so they are further equipped to educate clients that have been diagnosed by their provider. The goal of this course is to educate communities and clients on disease prevention and living healthier lifestyles. (75 clock hour equivalent per course.)
CHW 140	2	Communication and Health in Senior Care	Students will acquire the skills necessary to communicate effectively in senior care settings. This course discusses how cognition and health may affect the perception and communication of aging adults. In addition, the course emphasizes the physical, emotional, and developmental needs of older adults. Upon completion, students will be equipped with the knowledge and tools necessary to assess the client's needs and communicate appropriately. (50 clock hour equivalent)
CHW 211	1	Teaching and Capacity Building in Diverse Settings	This course focuses on building individual and community capacity through education. Students will focus on perception, self-awareness, personality, and verbal and non-verbal communication, to help foster personal growth and awareness. Additionally, students learn various teaching strategies to assist in building individual and community capacity through education. (25 clock hour equivalent.)
CHW 230	2	Health Topics and Chronic Disease Management in the Aging Population	The focus of this course is to provide students with knowledge specific to diseases that more commonly affect seniors, including but not limited to: Dementia, ALS, and Parkinson's. Students will discuss medical terminology, symptoms, progression, prognosis, treatment, and prevention, as it relates to each specific disease. Students will also learn approaches to disease management and service delivery in various settings. (50 clock hour equivalent)

Senior Care CNA/CHW (continued)

Course ID	Credits	Course Name	Course Description
CNA 100ARC	5**	Certified Nursing Assistant	Course consists of three weeks of classes and lab work completed at a partner site, where students learn basic nursing skills including how to read and record vital signs, and how to care for individuals in long-term care facilities. After successful completion of the classroom and laboratory practice portion of the program, students are required to complete 2-3 day clinical experience at a nursing home or other residential care facility, supervised by a Registered Nurse, where they get practical experience and an opportunity to demonstrate their mastery of skills. (125 clock hour equivalent.)
INT 100	4**	Internship and Practice Competencies	Students will integrate and apply course content in an agency that utilizes the core competencies of the Community Health Work or Certified Nursing Assistant curriculum. The Healthcare Department Manager will assist in finding placements, based on student interest and an overall good fit between the organization and the personality of the student. Students are required to complete a minimum of 90 hours of work at the internship site and submit a reflection paper describing their learning experience along with proof of hours worked. (120 clock hour equivalent.)

**total credits for this class may vary

Medical Administrative Assistant (2 Quarters, 30 Credits)

Course ID	Credits	Course Name	Course Description
AAWP 150	3	Microsoft Office 1	Students will develop basic alphabetic and numeric keyboarding techniques and skills. Students are introduced to the Microsoft Office Suite, including Word, Outlook, Excel, PowerPoint, and Publisher. (75 clock hour equivalent.)
AAWP 250	3	Microsoft Office 2	Participants focus on developing basic Microsoft PowerPoint techniques to create slide presentations, as well as learning how to create business cards and brochures in Microsoft Publisher. (75 clock hour equivalent.)
ENG 150	3	Business English and Technical Writing	This course is designed to enhance students' ability to read and write documents and reports effectively. Emphasis will be on writing style, outlining, proofreading and editing, parts of speech, mechanics, composition, organization, and reading comprehension. Students will be expected to write daily, and to incorporate learned strategies and techniques into their documents and reports, as well as to exhibit understanding of material read. (75 clock hour equivalent.)
HLTH 180	4	Medical Terminology and Body Systems I	Students will learn how to decipher medical terms using the standard prefix-root-suffix method which allows students to continually add new medical terms to their vocabulary. A human body systems approach, based on human anatomy and physiology, is used. The student will also learn how to interpret and use medical abbreviations and symbols commonly used on forms and medical records in the field. Correct pronunciation and spelling are emphasized and used in grading of student's assignments and exams. (100 clock hour equivalent.)
HLTH 185	3	Medical Terminology and Body Systems II	Building on the knowledge obtained in HLTH 180, students will further develop their recognition and understanding of medical terms and their use in the medical field. Students will learn to decipher more medical terms using the standard prefix-root-suffix method which allows students to continually add new medical terms to their vocabulary. The same human body systems approach, based on human anatomy and physiology, will be used. (75 clock hour equivalent.)

Medical Administrative Assistant (Continued)

Course ID	Credits	Course Name	Course Description
MEDAA 110	2	Legal and Ethical Principles for the Medical Office Professional	This course emphasizes key legal and ethical principles that guide the work of the Medical Administrative Assistant (MAA). Students will learn about policies, confidentiality & privacy, the Health Insurance Portability and Accountability Act (HIPAA), liability, proper legal documentation, and cultural issues that can influence the legal and ethical responsibilities of an MAA. (50 clock hour equivalent.)
MEDAA 120	3	Medical Office Procedures and Management	Students will become familiar with the key functions and procedures necessary to operate a medical office environment effectively. Emphasis is placed on learning proper telephone techniques, customer service, scheduling, medical records management, medical managerial responsibilities, and communication. Students also learn the importance of HIPAA guidelines in a medical office environment. (75 clock hour equivalent.)
MEDAA 130	1	Introduction to Insurance	An overview of the health insurance industry including history, programs, and insurance terminology. Students will learn rules, government regulations, and third-party payer requirements regarding the reimbursement and revenue cycle. (25 clock hour equivalent.)
MEDAA 231	2	Professional Communication in the Workplace	Participants will learn to communicate professionally in all facets of the medical office environment. Focus is placed on the importance of perception and personality as it relates to verbal and non-verbal communication. Students will also learn effective communication and conflict resolution strategies to help guide them in providing exceptional customer service. (50 clock hour equivalent.)
MEDAA 240	5	Medical Billing and Coding for Reimbursement	An introduction to diagnostic coding as well as procedural coding necessary for insurance billing and claims processing. Students will learn ICD-10, CPT, and HCPCS coding systems, to ensure that all diagnoses (conditions), services (e.g., office visit), and procedures (e.g., surgery, x-rays) documented in patient records are coded accurately for reimbursement, research, and statistical purposes. (125 clock hour equivalent.)
WORK100AA	1	Career Development	Learn interpersonal communication skills, office etiquette, critical thinking, goal setting, career research and problem solving. Learn how to set up file systems and become familiar with business dress as well as resume writing and interviewing skills. (25 clock hour equivalent.)

Healthcare Training Partners

American Red Cross-Northern Minnesota Region
1201 W River Parkway, Minneapolis, MN 55454
(612) 871-7676

St. Paul Classrooms
176 South Robert Street, St. Paul MN 55104

Healthcare Faculty

All classes are taught by highly experienced professionals with technical and practical expertise.

First	Last	Education Completed	Total Years of Industry Experience	Conferring Institution
Brian	Trewartha	Master's Degree	19	St. Cloud State University
Jason	Kriegel	Master's Degree	19	University of Minnesota
Katie	Swenson	Bachelor's Degree	17	University of North Dakota
Ann-Marie	Landin	Bachelor's Degree	17	St. Mary's University - Minneapolis
James	Plaisance	Master's Degree	14	University of Minnesota
Will	Smith	Associate's Degree	7	Minnesota School of Business
Julia	Egan	Master's Degree	7	University of Wisconsin-Madison

Information Technology

CORE PROGRAM
The Information Technology (IT) Program is designed to provide students with entry-level skills in the IT field through classroom and hands-on training completed in two 10-week phases: Phase I (general training) and Phase II (specialized Students in Phase II will have the opportunity to complete an externship in which students will receive work-based training with an employer partner.

SPECIALTIES - Phase II

Service Desk Technician
A Service Desk Technician is responsible for providing resolutions to external and internal customers through expert problem identification, analysis and appropriate troubleshooting. They receive trouble tickets via email, ticketing system, or telephone, and are responsive and effective in creating tickets, resolving tickets and/or coordinating escalation for resolution. A Service Desk Technician must have the ability to communicate effectively with both technical staff and end users, providing exceptional customer service.

Network Operations Center (NOC) Technician (offered during selected starts)
Network Operations Center (NOC) Technicians handle systems alert triage and network security monitoring/resolution. A NOC Technician plays a critical role in maintaining client satisfaction and resilient network operations. NOC Technicians must maintain a constant awareness of internal and customer infrastructure in data centers to guarantee the best service delivery possible. NOC Technicians will work with CISCO gear, Linux, and Windows services and monitor complex systems to support a wide range of clients.

Core Program- All Specialties (1 Quarter)

Course ID	Credits	Course Name	Course Description
AAWP 100	2	Microsoft Suites and Keyboarding Skills	Students will have the ability to create, edit, and navigate the toolbars across multiple Microsoft Office applications. Training will focus on creating and constructing worksheets using basic formula and functions in Microsoft Excel, including inserting charts. Additionally, students will improve their touch-typing skills. (50 clock hours)
IT 100	4	IT Fundamentals I	An overview of common entry-level IT workplace skills. Skills include a general understanding of: hardware and peripherals; mobile devices; networking; and troubleshooting hardware and network connectivity issues (100 clock hours)
ITCOM 100	2	Professional Communications	A fundamental understanding of the elements and the transactional nature of communication, including the use of effective and professional online communication channels will be fostered. In addition, the professional development component of this course focuses on the principles of time management and goal-setting; resume writing and interview skills; and self-assessment. (50 clock hours)
ITENG 117	2	English	Grammar essentials and mechanics, including paragraphing, punctuation, and spelling are covered in this course. Students will advance their writing skills to the appropriate audience and develop self-assessment skills. (50 clock hours)

Core Program- All Specialties (Continued)

Course ID	Credits	Course Name	Course Description
ITIL 100	2	ITIL Essentials	Designed as an introduction to ITIL 4, this course enables students to understand a new way to look at IT Service Management through a Service Value System (SVS). ITIL 4 walks students through a more evolved view of an SVS, which provides a holistic end-to-end picture of what it really means to contribute to business value. It also integrates concepts from models such as Lean IT, Agile and DevOps. (50 clock hours)
ITLAB 100	3	Computer Lab I	This hands-on course gives students the opportunity to practice the tech skills learned in the IT Fundamentals I classroom. Skills include a general understanding of: hardware and peripherals; mobile devices; networking; and troubleshooting hardware and network connectivity issues. (75 clock hours)

Specialized Training- Service Desk Technician
(Core Courses + 1 Quarter)

Course ID	Credits	Course Name	Course Description
ITAPP 200	2	Applied IT	With a focus on intermediate MS Office Skills, including PowerPoint, this course helps students improve their professional presentation skills. It builds on the key concepts of IT Fundamentals I (hardware and peripherals, mobile devices, and networking. (50 clock hours)
ITCUS 200	2	Customer Service Communications	Develop core customer service skills by identifying key components of customer service, customer communication and work styles, and preferred communication methods. Continues the IT Fundamentals I ITIL curriculum, including: key concepts, elements, and terminology about the ITIL service lifecycle and ITIL practices. (50 clock hours)
ITEXT 200	3	Work Based Training - Service Desk	Immersive learning environment involving real-life application of systems through embedding students with an IT employer. Increase productivity, promote employee retention, and provide a supportive learning environment. Students will refine specific software and skills they will use during employment. (90 clock hours)
ITLAB 200	2	Computer Lab II	Hands-on and research oriented labs meant to give a practical understanding of operating systems (installation and configuration of various O/S), networking, security, cloud computing, operational procedures, user support, and communications equipment. (50 clock hours)

Service Desk Technician (continued)

Course ID	Credits	Course Name	Course Description
ITMAT 105	2	Math	Develop familiarity with and knowledge of discrete math principles and well as statistical literacy concepts; hone confidence in understanding and utilizing mathematics in a variety of technical contexts. Concepts include: base 16, binary logic, probability, data analysis, and correlation. (50 clock hours)
ITSD 200	2	IT Fundamentals II - Service Desk	Focuses on IT service desk operational procedures and user support. Gives students a practical understanding of operating systems (installation and configuration of various O/S), networking, security, cloud computing, and communications equipment. (50 clock hours)
ITTRO 200	1	Troubleshooting Essentials	Builds on the key concepts of IT Fundamentals I, learning how to effectively troubleshoot hardware and network connectivity issues. (25 clock hours)
WORK100AA	1	Career Development	Demonstrate career-based knowledge and learn to research careers and companies; understand the use of social media as part of the career-seeking process; understand interview skills and techniques that are applicable to various situations. Create work readiness documents including resumes, reference lists, thank-you letters, cover letters and more. (25 clock hours)

Specialized Training- Network Operations Center (NOC) Technician
(Core Courses + 1 Quarter) offered during selected starts

Course ID	Credits	Course Name	Course Description
ITAPP 200	2	Applied IT	With a focus on intermediate MS Office Skills, including PowerPoint, this course improves professional presentation skills, and builds on the key concepts of IT Fundamentals I (hardware and peripherals, mobile devices, and networking. (50 clock hours)
ITCUS 200	2	Customer Service Communications	Develop core customer service skills by identifying key components of customer service; identify customer communication and work styles, and preferred communication methods. Continues the IT Fundamentals I ITIL curriculum, including: key concepts, elements, and terminology about the ITIL service lifecycle and ITIL practices. (50 clock hours)
ITEXT 201	3	Work-Based Training - NOC	Immersive learning environment, involving real-life application of systems, through embedding students with an IT employer. Increase productivity, promote employee retention, and provide a supportive learning environment. Students will refine specific software and skills they will use during employment. (90 clock hours)

Course ID	Credits	Course Name	Course Description
ITLAB 200	2	Computer Lab II	This course uses hands-on and research oriented labs meant to give a practical understanding of operating systems (installation and configuration of various O/S), networking, security, cloud computing, operational procedures, user support, and communications equipment. (50 clock hours)
ITMAT 105	2	Math	Develop familiarity with and knowledge of discrete math principles and well as statistical literacy concepts; hone confidence in understanding and utilizing mathematics in a variety of technical contexts. Concepts include: base 16, binary logic, probability, data analysis, and correlation. (50 clock hours)
ITNOC 200	2	IT Fundamentals II - NOC	Focused on the logical and physical aspects of networking, this course gives a practical understanding of operating systems (installation and configuration of various O/S), security, cloud computing, and communications equipment. (50 clock hours)
ITTRO 200	1	Troubleshooting Essentials	Builds on the key concepts of IT Fundamentals I, learning how to effectively troubleshoot hardware and network connectivity issues. (25 clock hours)
WORK100AA	1	Career Development	Demonstrate career-based knowledge and learn to research careers and companies; understand the use of social media as part of the career-seeking process; understand interview skills and techniques that are applicable to various situations. Create work readiness documents including resumes, reference lists, thank-you letters, cover letters, and more. (25 clock hours)

Information Technology Faculty

All classes are taught by highly experienced professionals with technical and practical expertise.

First	Last	Education Completed	Total Years of Industry Experience	Conferring Institution
Richard	Grieman	Master's Degree	36	Carlson School of Management
Eric	Goodoien	Master's Degree	32	Loyalist College BSC
Ben	Phillip	Bachelor's Degree	22	Concordia University, Saint Paul
Jason	Kriegel	Master's Degree	19	University of Minnesota