



# PC AGE Career Institute

Catalog

January 1, 2024 – December 31, 2024

Jersey City, Iselin, Clifton, New Jersey  
PCAGE.edu

Approved by the New Jersey Department of Education &  
New Jersey Department of Labor and Workforce Development  
Accredited by COE (Council on Occupational Education)  
Approved for Veterans Training



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The provisions of this Catalog are not to be regarded as an irrevocable contract between the student and PC AGE. This Catalog has attempted to present information regarding admission requirements and the general rules and regulations of the institute in as accurate and up-to-date fashion as possible. This does not, however, preclude the possibility of changes taking place during the academic year. If such changes occur, they will be publicized through normal channels and will be included in the next edition of the Catalog.

#### **Catalog Availability**

Catalog is available on institution's website [www.ppage.edu/files/schoolcatalog.pdf](http://www.ppage.edu/files/schoolcatalog.pdf), and prospective students are not required to provide any personal contact information for access or download.



## Table of Contents

MESSAGE FROM THE PRESIDENT	5
MISSION STATEMENT	6
VISION STATEMENT	6
INSTITUTIONAL HISTORY	6
MAJOR PAST ACCOMPLISHMENTS	6
GOALS AND OUTCOMES	7
LEGAL CONTROL	8
STATE LICENSURE AND ACCREDITATION	8
ADMINISTRATORS	8
HOURS OF OPERATION	8
CATALOG DISCLAIMER	8
STAFF	9
ADVISORY BOARD	12
FACULTY- ALL CAMPUSES	12
ACADEMIC CALENDAR FOR 2022	14
TECHNOLOGY REQUIREMENTS	16
SCHOOL LOCATIONS/FACILITIES	16
PC AGE Career Institute – Jersey City (Main Campus)	16
PC AGE Career Institute – Iselin (Branch Campus/In-Residence Site)	16
PC AGE Career Institute – Clifton (Learning Site/In-Residence Site)	16
<b>Program of Instruction</b>	<b>17</b>
PROGRAM GOAL/ OUTCOMES	17
PROGRAM OBJECTIVES/ REQUIREMENTS	17
COURSE DESCRIPTION	18
<b>Admissions</b>	<b>22</b>
NON –DISCRIMINATION POLICY	22
ADMISSIONS CRITERIA	22
STUDENT IDENTITY VERIFICATION	22
VOUCHERS COST	22
COVID-19 GRANT/ RELIEF	<b>ERROR! BOOKMARK NOT DEFINED.</b>
COLLEGE GRADUATE SCHOLARSHIPS	23
TRANSFER CREDITS	23
ACCEPTANCE OF TRANSFER CREDIT DISCLOSURE STATEMENT	23
<b>Academic Information</b>	<b>25</b>
CREDIT HOUR DEFINITION	25
TEACHING METHODOLOGY	25
GRADING POLICIES	25
<b>Academic Policies and Procedures</b>	<b>28</b>
REJECTION AND CANCELLATION POLICY	28
SATISFACTORY ACADEMIC PROGRESS POLICY	28
EVALUATION POINTS	28
FINANCIAL AID/ ACADEMIC WARNING	29
FINANCIAL AID/ ACADEMIC PROBATION	29



MINIMUM/ MAXIMUM TIME FRAME	29
DISMISSAL APPEAL PROCESS	29
ATTENDANCE POLICY	30
ATTENDANCE WARNING	30
ATTENDANCE DISMISSAL	30
LEAVE OF ABSENCE POLICY	30
STUDENT ADVISORY	31
NON-ACADEMIC DISMISSAL POLICY	31
READMISSION/ REENTERING POLICY	31
GRADUATION REQUIREMENTS	32
DOCUMENT AWARDED UPON COMPLETION	32
<b>Student Rights and Responsibilities</b>	<b>33</b>
ACADEMIC HONESTY POLICY	33
STUDENT CODE OF CONDUCT	33
STUDENT DRESS CODE	34
STUDENTS WITH DISABILITIES	34
CONFIDENTIALITY AND PRIVACY POLICIES	34
STUDENT TRANSCRIPTS	35
STUDENT COMPLAINT/ GRIEVANCE POLICY	35
PC AGE ALTERNATIVE DISPUTE RESOLUTION (ADR)	35
HEALTH AND SAFETY	37
DRUG-FREE SCHOOLS AND COMMUNITIES ACT	37
CAMPUS SECURITY	38
PROPERTY LOSS AND INJURY	38
SCHOOL CLOSURE	38
<b>Student Services</b>	<b>39</b>
ORIENTATION	39
CHANGE OF CONTACT INFORMATION	39
SPECIAL HELP FOR STUDENTS	39
SUPPORT	39
CAREER SERVICES DEPARTMENT	39
<b>Financial Information</b>	<b>41</b>
TUITION COSTS AND PAYMENTS	41
MISCELLANEOUS FEES	41
TUITION CHARGES FOR RE-ENROLLED STUDENTS	41
WITHDRAWAL	42
REFUND POLICY	42
NEW JERSEY STATE REFUND POLICY	42
SAMPLE REFUND CALCULATIONS	43
REFUND DISTRIBUTION POLICY	43
PAYMENT DURING LEAVE OF ABSENCE	43
STUDENT FEDERAL FINANCIAL AID PROGRAMS	43
FEDERAL PELL GRANT PROGRAM	44
WILLIAM D. FORD FEDERAL LOANS (DIRECT LOAN) PROGRAM	44



FEDERAL SUBSIDIZED STAFFORD LOAN PROGRAM	44
FEDERAL UNSUBSIDIZED STAFFORD LOAN PROGRAM	44
FEDERAL PLUS LOAN PROGRAM	45
FINANCIAL ASSISTANCE AND PAYMENT PLANS (NON-TITLE IV)	45
COLLECTIONS POLICY	45
VETERANS BENEFITS	45
UNEMPLOYMENT ASSISTANCE	46
NEW JERSEY REHABILITATION COMMISSION	46
STATE AID PROGRAMS	46
STUDENT ELIGIBILITY FOR FINANCIAL AID	46
APPLY FOR FINANCIAL AID	47
DETERMINATION OF FINANCIAL AID ELIGIBILITY	47
VERIFICATION	48
FINANCIAL AID DISBURSEMENT	48
MAINTAINING ELIGIBILITY FOR FINANCIAL AID AND STUDENT RESPONSIBILITY	48
DEFAULT MANAGEMENT	49
<b>Supplementary Courses</b>	<b>50</b>
CYBERSECURITY TRACK	50
CLOUD COMPUTING TRACK	51
<b>PC AGE Consumer Disclosures and Student Achievement</b>	<b>52</b>



## Message from the President

### How to Get the Most out of PC AGE

**Welcome to PC AGE.** We are pleased to offer you a world-class career education in the field of Information Technology. We design our program and services to meet your needs. Our commitments to excellence and student focus makes PC AGE a very unique training institute. We strive to exceed your expectations.

#### What do we expect from our students?

Training at PC AGE is like going to college for a degree. You attend classes and learn from the instructor, but in addition to the classes and the supervised labs, you also need to allocate time – on average, at least fifteen to twenty hours a week for a full-time program. The nature of our program is intense and as a result, to be successful, you must attend school as scheduled, complete distance-learning sessions on time, study the provided materials, perform all hands-on exercises and take the actual certification exams, where applicable.

Our educational system is designed to make you think and learn by working on your own. We will provide help and guidance, but the real responsibility to learn is on you. This is like going to college. It is difficult. It requires commitment and hard work.

#### How should you study?

Our courses are very fast paced. The courses have been designed to teach the maximum amount of material in a minimum amount of time. In the beginning, it may be difficult, but there are hundreds of thousands of people in the world who have successfully completed their certifications. If they can do it, you can do it. And once you complete the program, the rewards are lifelong. Here are suggestions on how to get the most out of our courses:

Study before the class. Read the book and think about what you will be learning from this class. Focus on the training objectives. While studying at home, write down your questions; then ask them in class.

During the course, several techniques that you can use to increase retention and understanding are to study the book, perform the hands-on exercises, and research other reference books. Keep up with your studies. If you do not do your homework on a timely basis, it will only get increasingly difficult.

To take a certification exam (if applicable) for any course, try to take the exam immediately upon finishing the course. This is only possible if you study while taking the course. If you do not start studying for the exam as soon as the course starts, you will be unable to get the full benefit of the course.

Remember that going to school is a major responsibility. Your studies should be your top priority.

**Zafar Khizer, President**



## **Mission Statement**

With a sincere desire to help people improve their lives through education, PC AGE's mission is to provide world-class career education for employment/career advancement in Information Technology (IT) within a relatively short time.

## **Vision Statement**

To be recognized as a top IT institution in our markets that really cares about the success of its students and provides them a life changing education and career.

## **Institutional History**

PC AGE is accredited by COE (Council on Occupational Education) and Federal Title IV eligible institute that provides career education for Information Technology (IT). Currently PC AGE has three locations in Jersey City, Iselin, and Clifton.

Zafar Khizer and his wife Arifa Khizer established PC AGE in 1991. He holds a Master's degree in Computer Science from New Jersey Institute of Technology (NJIT) and is the author of 17 computer books. Some of his books have been used in universities and colleges including New York University. Arifa Khizer has a BS in Electrical Engineering from N.E.D University of Engineering and Technology and an MS in Biomedical Engineering from NJIT and over 30 years of experience in the school business.

Since the very beginning, PC AGE has been focusing on IT certification training for working adults. It has a solid foundation – that includes an excellent team of employees, unparalleled technical expertise and training curriculum, excellent reputation, and a copyrighted scientifically validated computer aptitude test.

PC AGE graduates may transfer up to 21 credits to Thomas Edison State University (TESU.) TESU and our other partner colleges reserve the right to change their policy about acceptance of credits earned at PC AGE. PC AGE has no control, does not guarantee and is not responsible about the number of credits accepted by our partner colleges.

## **Major Past Accomplishments**

- In 1999, PC AGE was one of the 500 fastest growing private companies in the U.S. (Inc. Magazine's Inc. 500 winner, 1999) and the only career institute that made this list at that time. Since then, PC AGE has made the Inc 5000 Honoree list three times in a row - 2011, 2012 and 2013, and then again in 2019.
- PC AGE has won Business News NJ's Finest award in 1999 and 2000.
- PC AGE's founder and owner, Zafar Khizer was selected for the U40 Under 40U (New Jersey's 40 most successful young businesspeople) list by Business News New Jersey in 1999.
- Several articles and success stories about PC AGE are published in all three major newspapers of New Jersey; Star-Ledger, Bergen Record, and Home News Tribune.

PC AGE's MCSA (Microsoft Certified Systems Engineer) computer-based training (CBT) and test preparation software (TestMaster) have received excellent reviews from industry magazines such as Microsoft Certified Professional Magazine (MCP). These certification products have been sold in over 40 countries to thousands of people.

- In 2001, PC AGE received accreditation and has remained in good standing since.
- In 2005, PC AGE received 43 semester college credits recommendations for its Internetwork Engineering program from the American Council on Education (ACE).
- In 2008, the Program Review Team from Thomas Edison State University (TESU) also evaluated and recommended 43 semester credits for its Internetwork Engineering courses. PC AGE has



created an articulation agreement with TESU and up to 30 credits earned at PC AGE can be transferred for an Associate's or Bachelor's degree from TESU

- In 2010, PC AGE offered its first 100% online program (but subsequently paused this).
- In 2019, PC AGE added tracks for Cybersecurity and Cloud Computing to its Networking program.
- In 2021, the Program Review Team from Thomas Edison State University (TESU) also evaluated and recommended 21 semester credits for its Internetwork Engineering courses.
- In 2021, we celebrated our 30th anniversary.
- The Internetwork Engineering certificate program is currently offered as a residential hybrid program.

### Goals and Outcomes

The mission and goals of PC AGE Career Institute are accomplished by successfully achieving the following five main elements.

1. Enroll only those students who can benefit from the training. This is accomplished by using the Computer Aptitude Test for the IT program as the entrance requirement. Our two-week cancellation policy allows us to cancel any non-serious students as well as gives a student the chance to cancel his/her enrollment agreement without a penalty if he/she feels this training is not for him/her. Relevant staff will monitor work progress to identify at-risk students.
2. Provide students with a world class education. This is accomplished by using an up-to-date curriculum and support resources and equipment, hiring highly qualified instructors, and continuing to develop better learning materials.
3. Prepare students for industry certifications so they can qualify for competitive wage jobs in a relatively short time. All courses are designed by keeping the relative certification objectives in mind. All IT instructors are required to be certified by CompTIA, Microsoft, and/or Cisco depending on the course they are teaching. Test fee for three industry certifications: CompTIA A+ (2), CompTIA Network+ (1), and CompTIA Security+ (1); 4 exams are included in the tuition to encourage students to take the tests.
4. Assist students in job search in the training related field.
5. Graduate/Employer Satisfaction: Survey current students, graduates, and employers to make sure that the students are satisfied with the services and skills they have learned at the school and employers are satisfied with performance of the graduates at the job.

Our mission statement is wholly based on career-related education to prepare for employment, so all our supporting guidelines are aimed at achieving that goal. For example, one of our supporting guidelines is to prepare students for industry certification. We gear our training for certification, which is helpful to attain a job, especially for career changers. We work with our employer base to ensure that our graduates will have a high rate of success in the field.

We have designed our mission primarily for career changers and the Internetwork Engineering program serves all our supporting objectives. Our current focus is to continue to improve all aspects of delivery. The Institute provides the resources needed to accomplish its mission. We currently have three locations which primarily supports the residential component of the program. We have good equipment for classroom delivery and also for online instruction. The physical plant, including Extensions, provides sufficient space for classrooms, a library and computer lab, and administrative offices. All facilities are conducive to learning and have support tools such as IT infrastructure and library resources. PC AGE faculty is qualified and certified to teach our courses. Each faculty member meets COE requirements and New Jersey Department of Education/Labor requirements certification to teach in his/her respective discipline(s) at an approved school. Academic leadership is provided through a qualified President and Director of Education.





The Institute's financial statements indicate that it has adequate financial resources to securely deliver its educational programs and services.

To serve its adult commuter students, many of whom work or have other adult obligations, the Institute offers short-term career training of about one year and online courses to supplement the instructor-led training as well as tutoring on as needed.

### **Computer and Information Technology Occupations**

Overall employment in computer and information technology occupations is projected to grow 15 percent from 2022 to 2032, much faster than the average for all occupations; this increase is expected to result in about 682,800 new jobs over the decade. In addition to new jobs from growth, opportunities arise from the need to replace workers who leave their occupations permanently. About 418,500 openings each year, on average, are projected to come from growth and replacement needs.

The median annual wage for this group was \$104,420 in May 2022, which was higher than the median annual wage for all occupations of \$48,060.

<https://www.bls.gov/ooh/computer-and-information-technology/home.htm>, Sept 2023

### **Legal Control**

PC AGE is owned by Zafar Khizer who is also CEO/CAO and President of the companies.

### **State Licensure and Accreditation**

The educational program offered at PC AGE Career Institute (PC AGE) is validated by COE, a national accreditation agency listed by the US Secretary of Education. PC AGE is licensed by the U.S. Department of Education, New Jersey Department of Education & New Jersey department of Labor and Workforce Development and approved by the New Jersey Department of Military and Veterans Affairs.

### **Administrators**

Zafar M. Khizer, CEO/CAO/President/School Director/Director of Admissions  
Arifa Khizer, Compliance  
Humberto Hilario, Education  
Ricky Maniego, Financial Aid  
Mary Ann Naval, Accounting

### **Hours of Operation**

Business Hours: 8 am - 10 pm Office Staff: 10 am - 7 pm (Mon-Thu), 9 am - 3pm (Fri) Faculty: 8 am-1:30 pm, 6.00 pm - 10:00 pm
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### **Catalog Disclaimer**

Please be advised that some information in this catalog may have changed. If you have any questions, please check with a school official to determine if there are any changes in the curricula, faculty, policies or any other information.



**Staff**

**Jersey City-Main Campus**

**CEO/CAO/President/School Director/Director of Admissions**

Zafar Khizer

**Admissions**

Ann-Marie Covington

Albert Sfeir

Kristen Sansone

**School Director**

Zafar Khizer

**Director of Education**

Humberto Hilario

**Assistant Director of Education**

Cheryl McQuay

**Faculty**

Alizeh Jafri

Andrew Peruzzi

Darwin Vargas

Mohamed Ismail

**Instructional Support Staff**

Humberto A. Hilario

**Compliance Director**

Arifa Khizer

**Financial Aid Officer**

Ricky Maniego

**Career Services**

Wendy Vargas

**Student Services**

Ambreen Akram

**Accounting Manager**

Mary Ann Naval

**Bookkeeper**

Sherilyn Galvez



**Iselin - Branch Campus/In-Residence Site**

**CEO/CAO/President/Director of Admissions**

Zafar Khizer

**Admissions**

Ann-Marie Covington

Albert Sfeir

Kristen Sansone

**School Director**

Arifa Khizer

**Director of Education**

Humberto Hilario

**Assistant Director of Education**

Cheryl McQuay

**Faculty**

Dennis Lovatt

Nihal Siriwardane

**Instructional Support Staff**

Paul Stillitano

Robert Dolan

**Compliance Director**

Arifa Khizer

**Financial Aid Officer**

Ricky Maniego

**Financial Aid Representative**

Veena Goli

**Career Services**

Wendy Vargas

**Student Services**

Cheryl McQuay

**Accounting Manager**

Mary Ann Naval

**Bookkeeper**

Sherilyn Galvez



**Clifton - Learning Site/In-Residence Site**

**CEO/CAO/President/Director of Admissions**

Zafar Khizer

**Admissions**

Ann-Marie Covington

Albert Sfeir

Kristen Sansone

**School Director/ Director of Education**

Humberto Hilario

**Assistant Director of Education**

Cheryl McQuay

**Faculty**

Carlos Bayron

Humberto Hilario

**Instructional Support Staff**

Humberto A. Hilario

**Compliance Director**

Arifa Khizer

**Financial Aid Officer**

Ricky Maniego

**Financial Aid Representative**

Suanny Zanoia

**Career Services**

Wendy Vargas

**Career Services Assistant**

Donna Daidone

**Student Services**

Suanny Zanoia

**Accounting Manager**

Mary Ann Naval

**Bookkeeper**

Sherilyn Galvez



**Advisory Board**  
**CEO/CAO/President**  
Zafar Khizer  
**Director of Education**  
Humberto Hilario

**Institutional and Occupational Advisory Board - External members**

**Chairperson**

Khalid Zia; M.S. Computer and Information Systems; Director, Network Management, UniTeller;  
khalidzia@gmail.com

**Members**

Khalid Zia; M.S. Computer and Information Systems; Director, Network Management, UniTeller, NJ;  
khalidzia@gmail.com

Dr. Ajaz Rana; Ph.D. Computer and Information Systems; IT Principal, Cigna;  
ranaajaz@hotmail.com

Akram Khan; MS EE; SVP Information & Technology, UniTeller;  
akram@uniteller.com

Sahir Sarwar; M.S. Computer and Information Systems; Sr. Systems Engineer, Allscripts;  
msarwar@yahoo.com

Muhammad Rehan; M.S. Computer and Information Systems, MCSA, SAN Engineer; Consulting  
Manager, Prudential Insurance;  
mrehan1@yahoo.com

Kavita Joshi; M.S. Computer and Information Systems, MCSA; Lead Systems Analyst, UPS;  
kavita76@yahoo.com

**Faculty- All Campuses**

Faculty members teach at all campuses, as required by class schedules.

**Alizeh Jafri:** M.S. Cybersecurity Engineering [Middlesex University], CompTIA A+ Certified, CompTIA Network+ Certified, CompTIA Security+ Certified.

**Andrew Peruzzi:** A.S. Computer Science [Sussex County Community College], Certified Ethical Hacker (CEH), Certified Network Associate (CCNA): Routing & Switching, VMware Certified Professional (VCP6-DCV), Microsoft Certified Educator (MCE), Microsoft Certified Solutions Associate (MCSA): Server 2012/2016/Windows 10, CompTIA A+ Certified, Network+ Certified, Linux+ Certified, Security+ Certified, CompTIA Advanced Security Practitioner (CASP) Certified.

**Carlos Bayron:** A.S. Applied Science [Hudson County Community College], RHCE - Red Hat Certified Engineer RHEL 4, MCSA - Microsoft Certified Systems Administrator Windows 2000, CompTIA A+ Certified, CompTIA Network+ Certified.

**Dennis Lovatt:** CompTIA A+ Certified, CompTIA Network+ Certified, CompTIA Security+ Certified, CompTIA Linux+ Certified.



**Humberto Hilario:** M.S. Information Technology Management [Western Governors University], Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), Cisco Certified Network Associate (CCNA): Routing & Switching/Security, Certified Design Associate (CCDA), Microsoft Certified Trainer (MCT), Microsoft Certified Solutions Associate (MCSA): Server 2012/2008, VMware Certified Professional (VCP6-DCV), CompTIA A+ Certified, Network + Certified, Security+ Certified, Linux+ Certified, Cybersecurity Analyst (CySA+), CompTIA Advanced Security Practitioner (CASP) Certified.

**Nihal Siriwardane:** M.S. Energy Management [New York Institute of Technology], CompTIA A+, CompTIA Network+ Certified, CompTIA Security+ Certified, Microsoft Certified Trainer (MCT), Microsoft Certified Solutions Associate (MCSA): Server 2012/2008.

**Mohamed Ismail:** B.S. Business Marketing [Blida University], CompTIA A+ Certified, Network + Certified, Security+ Certified, Cisco Certified Network Associate (CCNA): Routing & Switching, MS Azure Certified.

**Robert Dolan:** MBA Information Technology Management [Keller Graduate School – DeVry], CompTIA A+ Certified, CTT+ Certified, MCP: Windows 2000, MCTS: Windows 7, HDI Support Center Analyst Certified.

#### **Instructional Support Staff – All Campuses**

**Humberto A. Hilario:** CompTIA A+ Certified, Network+ Certified, CompTIA Security+ Certified, MS Azure Certified, VMware Certified Associate (VCA6-DCV).

**Paul Stillitano:** CompTIA A+ Certified, CompTIA Network+ Certified, Cybersecurity Analyst (CySA+) Certified.



## Academic Calendar for 2024

### Jersey City

#### Daytime

Start Date – February 2, 2024  
Start Date – April 15, 2024  
Start Date – June 17, 2024  
Start Date – August 19, 2024  
Start Date – October 21, 2024

Completion Date – December 10, 2024  
Completion Date – February 18, 2025  
Completion Date – April 22, 2025  
Completion Date – July 11, 2025  
Completion Date – August 28, 2025

#### Evening

Start Date – February 6, 2024  
Start Date – April 30, 2024  
Start Date – July 23, 2024  
Start Date – October 15, 2024

Completion Date – March 10, 2025  
Completion Date – June 2, 2025  
Completion Date – August 25, 2025  
Completion Date – November 17, 2025

### Online

#### Daytime

Start Date – February 2, 2024  
Start Date – April 15, 2024  
Start Date – June 17, 2024  
Start Date – August 19, 2024  
Start Date – October 21, 2024

Completion Date – December 10, 2024  
Completion Date – February 18, 2025  
Completion Date – April 22, 2025  
Completion Date – July 11, 2025  
Completion Date – August 28, 2025

#### Evening

Start Date – February 6, 2024  
Start Date – April 30, 2024  
Start Date – July 23, 2024  
Start Date – October 15, 2024

Completion Date – March 10, 2025  
Completion Date – June 2, 2025  
Completion Date – August 25, 2025  
Completion Date – November 17, 2025

### Iselin

#### Daytime

Start Date – February 2, 2024  
Start Date – April 15, 2024  
Start Date – June 17, 2024  
Start Date – August 19, 2024  
Start Date – October 21, 2024

Completion Date – December 10, 2024  
Completion Date – February 18, 2025  
Completion Date – April 22, 2025  
Completion Date – July 11, 2025  
Completion Date – August 28, 2025

#### Evening

Start Date – February 6, 2024  
Start Date – April 30, 2024  
Start Date – July 23, 2024  
Start Date – October 15, 2024

Completion Date – March 10, 2025  
Completion Date – June 2, 2025  
Completion Date – August 25, 2025  
Completion Date – November 17, 2025



## Clifton

### Evening

Start Date – February 6, 2024

Start Date – April 30, 2024

Start Date – July 23, 2024

Start Date – October 15, 2024

Completion Date – March 10, 2025

Completion Date – June 2, 2025

Completion Date – August 25, 2025

Completion Date – November 17, 2025

### Holidays

The School is closed on New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Day after Thanksgiving, and Christmas Day. If the holiday falls on Monday or Friday, the school will be closed on the associated weekend. Classes rescheduled due to a holiday or cancelled classes will be made up on any day available to school from Monday to Sunday or online. The schedule is subject to change without prior notice.





## **Technology Requirements**

Minimum requirements for students to be successful in the program of study:

Hardware: Core i5 12<sup>th</sup> Generation or AMD Ryzen 5-5600 CPU with 4+ cores, 16GB RAM, 256 SSD (Optional: 1TB HDD), and Network Adapter (wired or wireless).

Software: 64-bits OS (Windows 10 or Mac OS), office productivity package, Google Chrome, and functional e-mail address with file attachment capabilities. The student will be required to obtain any software tools, plug-ins and/or applications identified in the course syllabus for any course in the program of study: latest versions of Oracle VirtualBox, VMware Workstation or Microsoft Hyper-V, and Adobe Reader. A sound card with speakers or headphones are strongly recommended.

Internet Service: 10 Mbps broadband connection; Cable or DSL connection strongly preferred.

## **School Locations/Facilities**

### **PC AGE Career Institute – Jersey City (Main Campus)**

2815 Kennedy Blvd., 3rd Floor, Jersey City, NJ 07306.

PC AGE's Jersey City location is well lit and air-conditioned. It has two classrooms, one media services center/project room and administrative offices, and a storage room. Enrollment is limited to 24–30 students per class. The student–faculty ratio is usually 24:1 for all programs. We have all the hardware and software needed to teach all courses, including but not limited to computers, laser printers, routers, operating systems and other software needed for the courses. The media services center has a library of books and magazines, and computers with internet access which are available for students to use at the facility. The project room has routers, switches and servers. The lunchroom area has a refrigerator, microwave oven, tables and chairs, a water cooler and coffee maker. The facility is handicap accessible. There are plenty of restaurants as well as parking lots available within walking distance.

### **PC AGE Career Institute – Iselin (Branch Campus/In-Residence Site)**

120 Wood Avenue South, Suite 511, Iselin, NJ 08830.

PC AGE's Iselin location has about 4,000 square feet of space and is well lit and air-conditioned. It has two classrooms, one media services center/project room and a storage room. There is a lunchroom, a student lounge area, administrative offices and free student parking. The lunchroom is equipped with a water cooler, coffee maker, refrigerator, sink, microwave oven, lunch tables, and chairs. Enrollment is limited to 24–30 students per class. The student–faculty ratio is usually 24:1 for all programs. We have all the hardware and software needed to teach all courses, including but not limited to computers, laser printers, routers, operating systems and other software needed for the courses. The media services center has a library of books and magazines, and computers with internet access which are available for students to use at the facility. The project room has routers, switches and servers. The facility is handicap accessible.

### **PC AGE Career Institute – Clifton (Learning Site/In-Residence Site)**

600 Getty Ave, 3<sup>rd</sup> Floor, Clifton, NJ 07011

PC AGE's Clifton location is a Learning Site/Extension of the main campus in Jersey City. This location has about 2500 square feet of space and is well lighted and air-conditioned. It has two classrooms, a project room, a lunchroom, administrative offices and free student parking. The lunchroom is equipped with a water cooler, coffee maker, refrigerator, sink, microwave oven. Enrollment is limited to an average of 24–30 students per class. The student–faculty ratio is usually 24:1. We have all the hardware and software needed to teach all courses, including but not limited to computers, laser printers, routers, operating systems and other software needed for the courses. Students can access the media services center at the Jersey City main campus. The facility is handicap accessible.



# Program of Instruction

## Internetwork Engineering Program

Total Credits: 54

Credits Required for Graduation: 54

Document awarded: Certificate in Internetwork Engineering

### Program Goal/ Outcomes

Students who graduate from the Internetwork Engineering program are trained for entry-level positions in the network-engineering field. Students who graduate from the Internetwork Engineering programs, and who already have training and experience in the computer field, are qualified for Network Engineering positions. Network Engineers perform similar tasks to Network Administrators, and can also design, troubleshoot, and repair network hardware (Source: New Jersey Occupational Information Coordinating Committee). Network Engineers may also be called Network Managers. With further training and experience, Network Administrators and Engineers can become Managers of Information Systems. Some PC Networking professionals also start their own computer-consulting firms.

The Internetwork Engineering program prepares the student for the following certification exams: CompTIA A+, Network+, and Security+, CySA+, and Linux+, and Microsoft Fundamentals. The Cisco CCNA, EC-Council Certified Ethical Hacker (CEH) and AWS Cloud track are available to our graduates after program completion after successfully passing a certification. Passing certification exams requires exam preparation training (such as PC AGE's training) and extra study on the student's own time. Certifications are not required to graduate from PC AGE.

PC AGE ensures that our courses meet Microsoft, Cisco, EC-Council, AWS and CompTIA test objectives. Our program is designed for certification training by using certification-vendor's recommended, approved, or validated training kits/books. PC AGE also uses customized training manuals. What you learn during training is what you will do on the job. At PC AGE, you gain knowledge and experience through instructor-led training and hands-on activities. You learn how to install and maintain a network using equipment you will find at a typical work site. At PC AGE, you practice as much as you want, in a real-world environment, until you are comfortable and confident.

### Program Objectives/ Requirements

The program provides comprehensive training, including theoretical concepts and hands-on practice, to give students with the expertise and skills to work as a Network Administrator/Engineer, Computer/Network Support Specialist or Cybersecurity/Cloud Computing Professional. The graduate will have working familiarity with network hardware & software including Microsoft Windows Desktop & Server and will be able to design, install, troubleshoot, and support Microsoft & Cisco networks and implement network security. The program is designed to prepare students for IT industry certifications (CompTIA, Microsoft, Cisco, EC-Council, Amazon Web Services). Students will also learn how to create an effective resume, methods for job search, and how to get ready for a job interview. Upon completion of the program, students will receive placement assistance.



## Course Description

Courses	Credits
IE100: Introduction to Computers and Internet Fundamentals	6.0
IE110: Computer Hardware Installation and Troubleshooting	6.0
IE115: Networking Fundamentals	6.0
IE122: Supporting Microsoft Windows Server Operating System	4.0
IE140: Planning, Implementing and Administering a Microsoft Win. Directory Service	4.0
IE160: Planning & Maintaining a Microsoft Win. Network Infrastructure	4.0
IE170: Technical Career Preparation Workshop	2.0
IE180: Implementing and Managing Security in a Microsoft Windows Network	6.0
IE200: Designing, Implementing & Troubleshooting Project	1.0
IE230: Implementing Advanced Network Security	3.0
UN100: Linux System Administration I	6.0
UN110: Linux System Administration II	6.0

### IE100: Introduction to Computers & Internet Fundamentals

**Credits: 6**

**Pre-Requisites: None**

**Objective:** Gives students an overview of the personal computer, operating systems, Internet technologies, Network Security and Professional Ethics. This course, together with IE110, prepares students for CompTIA A+ Exams 220-1101 and 220-1102.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Microsoft Operating System fundamentals
- b. Install, configure, and upgrade Microsoft Operating Systems
- c. Perform diagnosing and troubleshooting of Microsoft Operating Systems
- d. Understand basic wired/wireless networking
- e. Understand and configure Internet web browsers

### IE110: Computer Hardware Installation and Troubleshooting

**Credits: 6**

**Pre-Requisites: None**

**Objective:** Gives students the essential operating competencies for an entry-level IT professional or PC service technician. This course, together with IE100, prepares students for CompTIA A+ Exams 220-1101 and 220-1102.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install, configure and upgrade computers
- b. Diagnose and troubleshoot computer related problems
- c. Configure the motherboard, processor, and memory
- d. Troubleshoot printers
- e. Understand Basic Networking

### IE115: Networking Fundamentals

**Credits: 6**

**Pre-Requisites: IE100**



**Objective:** This course gives the student the essential networking competencies for an entry-level Network professional. This course prepares students for CompTIA Network+ Exam N10-009.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Media and Topologies
- b. Understand Protocols and Standards
- c. Basic configuration of Cisco Routers and Switches
- d. Understand Network Troubleshooting
- e. Understand and configure Routing Protocols

### **IE122: Supporting Microsoft Server Operating System**

**Credits: 4**

**Pre-Requisites: IE121**

**Objective:** Students will learn to operate in medium to very large computing environments that use the Windows 2019 Server operating system.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install and configure Windows Server 2019
- b. Configure server roles and features
- c. Install and administer Active Directory
- d. Deploy Windows in the enterprise
- e. Configure File and Print Services

### **IE140: Planning, Implementing and Administering a Microsoft Windows Directory Service**

**Credits: 4**

**Pre-Requisites: IE122**

**Objective:** Students will learn to operate in medium to very large computing environments that use the Windows 2019 Server operating system.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Configure and manage high availability
- b. Implement business continuity and disaster recovery
- c. Deploy and configure network core and security services
- d. Configure storage and replication
- e. Configure general security and network settings

### **IE160: Planning & Maintaining a Microsoft Win. Network Infrastructure**

**Credits: 4**

**Pre-Requisites: IE140**

**Objective:** Students will learn how to install, manage, monitor, configure, and troubleshoot advanced network services in a Windows Server network infrastructure in the cloud. This course prepares students for Microsoft Exam AZ-900.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Define cloud computing and concepts
- b. Implement core solutions and tools
- c. Configure general security and network settings
- d. Implement basic identity, governance and privacy
- e. Manage Azure costs and Service Level Agreements

### **IE170: TCPW: Technical Career Preparation Workshop**

**Credits: 3**



**Pre-Requisites: IE160, IE180, UN110**

This workshop prepares students to seek employment in the computer networking field. Students will learn how to create an effective resume, methods for job search, and how to get ready for a job interview.

**IE180: Implementing and Managing Security in a Microsoft Windows Network**

**Credits: 6**

**Pre-Requisites: IE100**

**Objective:** Give students the knowledge and skills to design, implement, administer, and troubleshoot network security. This course prepares students for CompTIA Security+ exam SY0-601.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand the concepts of authentication, encryption, access control and logging
- b. Implement hardening practices and procedures
- c. Differentiate between different network devices and their roles
- d. Conduct risk assessments and implement risk mitigation
- e. Identify and implement appropriate disaster recovery procedures

**IE200: Designing, Implementing & Troubleshooting Project**

**Credits: 1**

**Pre-Requisites: IE140, IE190, IE180**

**Objective:** Enable a student to Design, Implement, and Troubleshoot Local and Wide Area networks working as a team.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Design and Implement a TCP/IP Network for a medium sized company
- b. Install and configure all the components of network including application servers
- c. Implement firewall and Internet Access
- d. Install and configure Cisco routers for public network access
- e. Implement Remote Access to access company network through Internet

**IE230: Implementing Advanced Network Security**

**Credits: 3**

**Pre-Requisites: Program Completion**

**Objective:** Provide students with skills on risk management, research and identification of threats and applicable countermeasures and learn how to collaborate securely. This course prepares students for the CompTIA Cybersecurity Analyst (CySA+) exam CS0-003.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Analyze network security concepts, components, and architectures, and implement controls
- b. Use research and analysis to secure the enterprise
- c. Implement security controls
- d. Conduct vulnerability assessments
- e. Conduct incident and emergency responses

**UN100: Linux System Administration I**

**Credits: 6**

**Objective:** Enable a student to install, manage, and support Linux Open System environment. This course together with UN110 (optional) prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Install Linux Operating System
- b. Install Linux software packages and patches



- c. Manage user and Group accounts
- d. Manage file permissions and ownership
- e. Using the vi editor

## **UN110: Linux System Administration II**

**Credits: 6**

**Objective:** Enable a student to install, manage, and support Linux Open System network services. This course, together with UN100, prepares students for the CompTIA Linux+ XK0-004.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Create, Delete, and modify users and groups properties.
- b. Work with files and directory structure.
- c. Configure Linux for Network use.
- d. Install, remove and troubleshoot the user interface.
- e. Perform administrative tasks and customize the shell environment.



# Admissions

## Non –Discrimination Policy

PC AGE does not discriminate based on race, color, national origin, sex, handicap, or age in admissions to its program. PC AGE is an equal opportunity training facility.

## Admissions Criteria

All PC AGE students enrolled in the program must have access to a compatible PC with Internet access. Individuals with significant hearing and/or vision impairment should review our program format closely before enrolling to ensure their compatibility with PC AGE’s education model. Our program and materials cannot be properly utilized if a student is physically unable to operate a computer. All applicants must be able to verbally converse in English clearly and have effective communication skills to enroll, due to the nature of our training and job requirements set forth by employers in the field.

To qualify for admission, an applicant must meet the following requirements

1. Pass the Computer Aptitude test with a score of 48% or higher to be considered for admission.
2. Submit a copy of one of the following: high school diploma/transcript or college degree/ transcript before starting the program or have the recognized equivalent of a high school diploma, such as a general educational development (GED) certificate or other state sanctioned test or diploma-equivalency certificate and be beyond the age of compulsory schooling. In the event that the diploma/transcript is from a foreign school, the student will provide the U.S. equivalent evaluated credentials
3. Undergo an admissions interview or video call to demonstrate an understanding of and interest in the Internetwork Engineering program of study and be able to benefit from the training provided.
4. After the interview, applicants are invited to see a financial aid representative to learn about Financial Aid available to help cover tuition costs and to establish the basis for meeting tuition obligations. Students sign an enrollment agreement and must attend an orientation session before starting classes. The school must also confirm receipt of the high school, GED or high school diploma/transcript or college degree/ transcript and ability to pay the cost of training.
5. The Admissions Representative notified the accepted or denied students by phone or email.

## Student Identity Verification

For the entrance test (Computer Aptitude Test or CAT) and for the student online portal (Schoology) PC AGE will utilize the commonly accepted process of authentication and authorization using logon user identification and password, where the knowledge of the password is assumed to guarantee that the user is authentic. There is no fee/cost associated for verification of student identity. Any student who has another person impersonate or in any other way commit identity fraud in any entrance test, course, exam or other academic exercise will be dismissed from the institute.

## Vouchers Cost

PC AGE will include the vouchers cost for all the other certifications (CompTIA Network+, CompTIA Security+, CompTIA Linux+, CompTIA CySA+, MS Azure, and Cisco CCNA), not already covered/included in the tuition to all students if the tuition is paid upfront before starting the program. EC-Council’s CEH and AWS exam vouchers are not included. Tuition may be paid by cash, check, or credit card. Students can claim their unused vouchers up to 6 months after program completion.



### **College Graduate Scholarships**

PC AGE awards a \$1000 scholarship to students with a bachelor's degree from an accredited college in the USA or an equivalent evaluated Foreign Bachelor's degree. This scholarship provides assistance to individuals with a Bachelor's degree who are funding their tuition through personal means or loans. Applicants must not be receiving financial assistance from their employers or other organizations. Following are terms and conditions and the procedure to apply for the scholarship:

1. PC AGE Scholarship Award—can only be applied towards tuition to attend the Internetwork Engineering program
2. If the student does not complete or withdraw from the Internetwork Engineering program for any reason or is dismissed by the school, he/she won't be entitled to receive any scholarship funds towards the total tuition and will be 100% financially responsible to pay for courses attended according to the refund policy of the school.
3. The student agrees to pay for any remaining balance of tuition not covered by the Scholarship Award and Title IV Financial Aid upfront or by making monthly payments to PC AGE.
4. Attendance and academic achievement at PC AGE will be subject to the same policies and guidelines set forth for all other students.
5. PC AGE reserves the right to dismiss any student and withdraw the Scholarship Award for noncompliance of the terms and conditions and/or institutional policies.

### **Transfer Credits**

Tuition reduction will be considered for any applicants and may receive up to 12 credits

1. The applicant has taken the A+ certification test within the last 3 years, or
2. The applicant can provide proof of at least five years of experience in the IT field.

Determination of credit will be made by the Director of Education upon receipt of resume and/or copy of Certification/s and interview prior to enrollment. Once the amount of financial credit is determined, it will be applied to the student's account.

### **Acceptance of Transfer Credit Disclosure Statement**

PC AGE Career Institute does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution, for example Thomas Edison State University (TESU).

Successful PC AGE graduates of the Internetwork Engineering program will be awarded up to 21 credits toward Thomas Edison State University (TESU)'s Associate of Applied Science (AAS) in Applied Computer Studies. TESU has one of the most flexible transfer credit policies in the country, which means PC AGE graduates may also be able to apply credit earned at other regionally accredited colleges and universities toward this degree.

### **Foreign Transcript Evaluation**

SDR Educational Consultants ([www.sdreducational.org](http://www.sdreducational.org)) evaluates non-English transcripts on behalf of PC AGE. PC AGE is a partner organization with SDR Educational Consultants, which is in Houston, Texas. The process for the evaluation of foreign diplomas or transcripts begins with the submission by a PC AGE Admissions Representative to [info@sdreducational.org](mailto:info@sdreducational.org). PC AGE covers the cost of the evaluation for the student if the SDR Educational Consultants charges a fee. SDR Educational Consultants replies to the Admissions Representative within 3-7 business days for the High School Equivalency.





**Note for non-NJ residents enrolling at PC AGE:** Non-NJ residents do not have the protections provided by the state/post-secondary agencies of the state in which they reside.



# Academic Information

## Credit Hour Definition

1 semester credit hour (academic) = 15 clock hours of lecture or 30 clock hours of lab.

A credit hour is a course of measure, not necessarily an indicator of transferability of credit.

PC AGE's Internetwork Engineering program is a credit-hour approved program. Students are required to spend a minimum of 5 hours per-week (evening schedule) or 7 hours per-week (daytime schedule), per-subject, on out-of-class learning activities that include reading and writing assignments, quizzes and projects. Outside work will be assessed toward final grade.

## Teaching Methodology

The Internetwork Engineering program has a Distance Learning component (51%) and lectures and labs (49%) and to be completed within the course schedule. Distance Learning modules of the program, if applicable, may be completed at home or at PC AGE's facility. To successfully complete the course, students are required to successfully complete both Distance Learning assignments (quizzes and simulation labs) as well as tests and projects.

Program is delivered in 5 blocks or loops each made up of 3 courses, the courses in the first 4 blocks may have companion lab modules. The basic loop consists of A+ Hardware, A+ Software and Certification Test Preparation. The advanced loop is made up of 3 minor blocks covering Network Administration (Network+ and Cisco CCNA), Security Administration (Linux+ and Security+) and Server Administration (Server 1, 2 and AWS Fundamentals). The final loop consists of TCPW (Career preparation), Advanced Cybersecurity (CySA+) and the Final Graduation Project.

The faculty and one lab technician/teaching assistant are available to students (two hours before evening classes and two hours after daytime classes) to provide technical support and answer any questions.

## Grading Policies

Grading is based on the student's performance in tests, homework quizzes, assignments, and projects. The minimum passing score in any course is 60% (1.0). The student must earn a minimum cumulative grade point average of 2.0 to graduate. Standards of achievement are as follows:

Grade	GPA	Score	Description
A	4.0	90–100	Excellent
A–	3.7	87–89.99	Excellent
B+	3.3	83–86.99	Good
B	3.0	80–82.99	Good
B–	2.7	77–79.99	Good
C+	2.3	73–76.99	Average
C	2.0	70–72.99	Average
D+	1.5	65–69.99	Below Average
D	1.0	60–64.99	Below Average
F	0.0	Below 60	Failing
W			Withdrawal or Dismissal
R	N/A		Repeat Course
CR	N/A		Credit (Previous experience/Certification)
TR	N/A		Transfer Credit (another school)



If a student is absent on the day of the test, a make-up test can be given provided the student can provide a valid reason for missing the test. Students must contact and speak to the school administrator in advance to inform him of the reasons for not being able to come to the school on the test date. The student must take the make-up test as scheduled. The instructor reserves the right to modify the retake/make-up test so long as the test covers the same subject matter. Instructors have the right to cap the test score to 70% if the student can't provide a valid excuse for not taking the test or submitting the project when scheduled.

During midterm or final exams, students are required to have their cameras open, while they attempt the test, for faculty proctoring.

### **Lecture Course Grading**

The grading for the lecture course is as follows:

Homework	30% of total course grade
In-classWork	10% of total course grade
Exams	60% of total course grade

Students must complete and pass all of the units in order to pass the course.

Students must complete and pass all the units in order to pass the course. If a student fails a test, they may retake it, and the score will be capped at 70%. A student cannot retake a test for a passed course to improve his/her final score.

Any student who fails any course will be required to attend tutoring prior to taking a remedial test. Failure to show up for the tutoring session may result in adverse action.

### **Grade Update**

When a student passes the corresponding industry certification test (e.g., A+, Network+, CCNA, etc.), a score of 4.0 will be issued on the course related to the certification provided the student has passed the course (s) associated with the certification. Please note that to obtain the grade a copy of the certification test score must be submitted to the Student Services department. It is recommended that the students take and pass both the PC AGE and certification tests for their benefit. The school does not issue "Incomplete" grades. The school does not use pass/fail grades.

### **Course Repeat Policy**

If a student fails a course after exhausting other options (i.e., test retakes), he/she may repeat the course, and it will be counted toward the maximum time frame. In such a case, the lowest grade will be dropped, and the highest grade will be used to calculate the grade point average. A student cannot repeat a passed course to receive a higher grade. The student cannot exceed the maximum timeframe with course repeats. Course repeat fee is \$1500 which can be waived if student graduates from the program, otherwise the student will be charged. This does not include the cost of a revised edition of a textbook or the charge of a textbook. As a result of course retake, the student's final score cannot exceed 70%.



**Distance Learning Coursework**

Students are expected to complete the distance learning coursework along with successfully completing all the tests, simulation labs and quizzes in those modules as required by the school.

To achieve course credits, PC AGE students must successfully complete the assigned in class and distance learning (online). Distance learning coursework can be no less than 51% of the total program hours and can be completed at home or at PC AGE's facility.

The distance learning coursework must be completed before the end of the course.

**Distance Learning Participation Policy**

The educational program of PC AGE is designed to prepare students for career-oriented learning. Therefore, it is important that professional behavior be always practiced. This includes timely and consistent participation in all classes, meeting assignment deadlines, and meaningful participation in academic activities. Each course has regularly scheduled academic activities that ensure that course outcomes and specific learning objectives are met. Academic activities aid the faculty in the assessment of student performance and the awarding of a final course grade. The importance of student participation in these activities is key to successful learning.

Academic activities include, but are not limited to: quizzes, discussion questions, evaluation survey, and homework assignments



# Academic Policies and Procedures

## Rejection and Cancellation Policy

1. Rejection and Cancellation before the Start of Class:
  - a. If the School rejects an applicant for enrollment, a full refund of all tuition monies paid will be made to the applicant.
  - b. If the School cancels a program subsequent to a student’s enrollment, the school will refund all monies paid by the student.
  - c. If an applicant accepted by the School cancels prior to the start of scheduled classes, the School will refund all monies paid.
2. Cancellation after the Start of Class:
  - a. If the school cancels the enrollment or student withdraws within two weeks after the class start date, all refunds (except registration fee) due will be made within 30 days of the date of cancellation. This will be a Cancel and student will not be charged except the nonrefundable registration fee.
  - b. Students who withdraw from the program must return all training materials within three business days of the cancellation or withdrawal date. Students will be charged for materials that are not returned in good condition.

## Satisfactory Academic Progress Policy

Students must make Satisfactory Academic Progress by achieving the required academic standards and progressing at a satisfactory rate toward program completion. Students will be evaluated for Satisfactory Academic Progress, both quantitative and qualitative, at the evaluation points. Any student who fails to make Satisfactory Academic Progress (SAP) at any Evaluation Point will be placed on academic probation or may be dismissed from school. Only those students who are making Satisfactory Academic Progress are eligible to receive Federal Financial Aid. The student is eligible for financial aid during academic probation.

- Qualitative Progress: The student’s cumulative grade point average is reviewed at the evaluation points to determine qualitative progress. A student must have at least a 2.0 cumulative grade point average by graduation. The minimum grade required to pass a course is 1.0.
- Quantitative Progress (Rate of Progress): It is calculated using the credit hours achieved divided by credit hours attempted. Credit hours achieved are based on the courses attempted and passed with a grade of 1.0 or above. Required credits are rounded. Additionally, each student must complete the program within the maximum time frame. The maximum time frame is 1.5 times (150%) of the normal program length, as measured in credit hours.

## Evaluation Points

To ensure that a student will complete the program in a timely manner, each program is divided into evaluation periods or increments based upon the published program length. There are three Evaluation Points in the Internetwork Engineering programs.

## Internetwork Engineering Program

Evaluation Point	Cumulative GPA	Required Credit Completion Percentage of Attempted Credits
Completion of 20 credits	2.0	70%
Completion of 40 credits	2.0	70%
Completion of 48 credits	2.0	70%



### **Financial Aid/ Academic Warning**

When a student record shows that its progression is not meeting the Satisfactory Academic Progress benchmarks a Financial Aid Academic Warning is issued. In order to meet compliance, the student must achieve a cumulative grade point average of 2.0 and must have achieved at least 70% of the credits attempted at an Evaluation Point. If a student fails to achieve the required Satisfactory Academic Progress benchmarks by the next Evaluation Point, he/she is subject to dismissal.

Additionally, each student must complete the program within the maximum time frame. The maximum time frame is 1.5 times (150%) of the normal program length, as measured in credit hours. Students exceeding the maximum time frame are no longer eligible to receive financial aid and will be dismissed from school.

### **Financial Aid/ Academic Probation**

Any student who is not making Satisfactory Academic Progress at an evaluation point will be placed on academic probation until the next evaluation point. The student will be notified in writing of the probation status, terms of probation and length of probation period. A student who successfully completes 70% of the credit hours attempted in the evaluation period while on academic probation will be allowed to remain in school. The student may continue on academic probation even though the cumulative completion rate is below 70% and/or CGPA is below 2.0. Any student on academic probation who brings the cumulative completion rate to 70% will be removed from probationary status. A student who does not successfully complete 70% of attempted credits in an evaluation period will be withdrawn from school. The student is eligible for financial aid during academic probation.

Students placed on academic probation must successfully complete missed work or retake any course(s), based on availability. The determination to either make up or repeat a failed course will be made by the Student Services staff. The decision of the School Director will be final.

### **Minimum/ Maximum Time Frame**

Students must complete the training programs within a time period which cannot be less than 54 credits and may not exceed 1.5 times the normal program length as measured in attempted credit hours. The Internetwork Engineering program of 54 semester credit hours in length must be completed within 81 attempted semester credits. A student not meeting the Satisfactory Academic Progress can be terminated from his/her program of study if, at any time, the school determines that the student is unable to graduate within the maximum time frame allowed for the program.

### **Dismissal Appeal Process**

The student has the right to appeal regarding dismissal if he/she feels that their situation merits individual attention due to unusual circumstances that contributed to their unsatisfactory progress and/or dismissal. The student who would like to appeal must do so in writing to the School Director, with supporting documentation, within 10 days of receipt of the school's notification of dismissal. The School Director will notify the student of the school's decision. The written request should include the following:

- Student's full name and current address
- Specific reason(s) for the appeal explaining the unusual circumstances that prevented the student from obtaining satisfactory academic progress with all supporting documentation
- Steps taken to alleviate the problems he/she had
- Student's signature and date
- Additional supporting documentation.



A panel may be asked to hear the concern and will be asked to assist in bringing the matter to complete resolution. The decision of the School Director is final. Students reinstated upon appeal are on a probationary status and must meet the terms and conditions set forth in the letter granting the appeal. At the end of each course, the student's academic progress will be reviewed. The student will remain on probation until the terms of probation are met and satisfactory academic progress status is regained by meeting minimum required qualitative and quantitative standards.

All credits attempted during course repeats for the failed courses are counted toward the maximum time frame, i.e., 1.5 the normal program length. Students transferring within the same program and/or reinstated students will be subject to cumulative quantitative and qualitative standards and maximum timeframe.

### **Attendance Policy**

Scheduled and punctual attendance will help students develop the appropriate habits required for successful careers. Students are expected to attend all scheduled sessions. All Distance Learning coursework should be completed before the end of the course. Distance Learning coursework can be completed at home or at school during non-class hours, the instructor monitors the Distance Learning progress of students online. During a course, if the student is not logging in and completing Distance Learning modules at home on a regular basis school may require him/her to come to the PC AGE facility on any day (could be other than scheduled class day/time) to complete the coursework.

It is the student's responsibility to notify the School of any absence. Attendance and work completed via Distance Learning in Schoology LMS (discussion, collaborative exercises, testing, homework, etc.) is tracked automatically as well as by faculty via submitted work progress and the grade book.

### **Attendance Warning**

If a student is absent for three consecutive scheduled classes, she/he receives an Attendance Warning.

### **Attendance Dismissal**

A student who is absent for eight (8) consecutive classes will be dismissed.

### **Leave of Absence Policy**

It is the policy of PC AGE to ensure compliance with State, COE and US Department of Education regulations with regards to student leave of absence.

A student may arrange to temporarily leave school due to special circumstances with the intention of resuming the program at a later date. The school allows an Approved Leave of Absence under the following conditions:

1. The leave of absence request must be done in writing by the student and additional documentation may be provided if required. The request must include the reason for the leave and must be signed and dated by the student.
2. The student must apply for a leave of absence in advance unless unforeseen circumstances prevent the student from doing so. Due to extreme extenuating circumstances such as emergency military deployment, health related conditions, etc., the school may consider approving a leave of absence at a later date if it was not requested in advance.
3. The School will not charge the student for the leave of absence. Students must continue to make payments according to the payment installment contract.



4. The request for a leave of absence will be approved only when there is a reasonable expectation that the student will return from it to continue his/ her education.
5. The student will be informed of the consequences of not returning from a leave of absence by the Financial Aid department.
6. The school official will use discretion while approving a leave of absence.
7. The number of leave of absence days a student can take will never exceed 180 days.

If a student fails to return from a leave of absence, the student is considered to have withdrawn from the program as of the expected return date from the leave of absence. This will be the date of determination for refund calculation. The last date of attendance is used as the withdrawal date for a student who does not return from a leave of absence.

### **Student Advisory**

PC AGE's Student Services staff along with input from instructors - when needed - provide attendance and academic advice to ensure student academic success, satisfaction, and retention. An open-door policy guarantees that PC AGE staff are available when questions and concerns arise. All strategies aim to engage and support students' learning.

### **Non-Academic Dismissal Policy**

A student is subject to dismissal for any of the following reasons:

- Failure to return on the scheduled date from a Leave of Absence
- Failure to comply with the School's Student Code of Conduct
- Failure to meet all financial obligations to the School
- Violation of any of the conditions set forth in the signed Enrollment Agreement
- Identity fraud

The School will send a notification of dismissal with the date and reason for dismissal. Should this occur, any prepaid tuition would be refunded according to the NJDE/L refund policy as stated in this Catalog. If the dismissed student has student loans, it is the responsibility of the student to notify the appropriate loan institution of the dismissal.

### **Readmission/ Reentering Policy**

Students that have withdrawn or been dismissed within or after six months from the last date of attendance from the School and are requesting re-enrollment to the program must make the request to the School Director in writing. If the student was dismissed due to excessive absences, the student must meet with the School Director and demonstrate his/her ability to attend school regularly. If the student was dismissed due to failing academic performance, the student must complete any outstanding work and bring his/her CGPA to 2.0 or higher before being readmitted at the point in which they were dismissed. The decision of the School Director is final. In all cases of readmission, the school will place the student at the beginning of the program as determined to best meet the student's academic needs. Any credit for prior work completed will be based upon the standards currently in effect at the time of readmission. The school reserves the right to deny the reinstatement request for a student who was:

1. Dismissed for violating the Student Code of Conduct
2. Had already been reinstated once

Student's re-entering the school after six months will be charged for the courses they need to take and the tuition will be prorated based on the existing tuition.





A new Enrollment Agreement and Budget is required, and the Readmission/Reentry student will be subject to the terms of the new documents.

### **Graduation Requirements**

To be eligible for graduation from the Internetwork Engineering program, a student must earn a cumulative grade point average of 2.0 and a total of 54 credits, within a time period which may not exceed 1.5 times the normal program length (see Maximum Time Frame). Upon successful completion of the program/s and fulfillment of the student's tuition obligation the student will be awarded a certificate of completion.

### **Document Awarded Upon Completion**

Upon completion of the program and fulfillment of the student's tuition obligation, students receive a Certificate of Completion in Internetwork Engineering.

### **Transfer Between Campuses/Within Campus**

It is the policy of PC AGE to transfer students from one group to another/between campuses if they have a personal situation that does not allow them to continue with the existing schedule.

A student must meet the following criteria:

1. The student must request a transfer in writing with a valid reason.
2. The Student Services staff will review the request. A student may be transferred from one group to another if he/she has to repeat a failed course, is returning from an approved leave of absence and has a schedule conflict with work or any other personal matter.
3. The Student Services staff will make sure that the student will be able to successfully complete the program, after the transfer, in the maximum time frame.
4. If a student is transferred and there is a maximum two-week waiting period before the student can resume school, it will be treated as a scheduled break. However, if the break is more than two weeks, then the student will be placed on an approved leave of absence.
5. The student will be informed that if he/she did not resume classes as scheduled, attendance policy will be applied with the scheduled return date as the date of determination.
6. The Student Services staff will complete the Change of Status form and approve the transfer.
7. Financial aid department will be informed of the student's change in enrollment status.

### **Graduate Audit (Refresher) Policy**

A PC graduate may repeat one completed course free of charge, provided that all financial obligations to PC AGE are met and the selected course is being offered. There may be a nominal charge for the use of equipment or supplies. The graduate will be required to purchase current text(s) used in the course. Auditing graduates are expected to comply with current school standards. The Campus Director must approve auditing. New programs/courses, not originally in a graduated student's program, are not eligible as refresher courses. Graduates who wish to take a new course may do so and will pay full tuition charges.



# Student Rights and Responsibilities

## Academic Honesty Policy

It is the policy of PC AGE to implement measures to check cheating or plagiarism. Academic honesty is of utmost importance to PC AGE. Any student involved in cheating or plagiarism will be subject to disciplinary action leading up to dismissal from the school. The definition of cheating/plagiarism is any copying of material from another student during a test, written or any other illegal help used during a test, copying of classroom or homework assignments from another student, going through instructor's quizzes or tests without his/her knowledge or permission.

Any kind of cheating is a violation of the Student Code of Conduct. If a student is caught cheating the first time, he/she will receive a warning and a failing grade for the course. Upon a second violation, the student will be dismissed from the school. The student may appeal a decision.

## Student Code of Conduct

PC AGE expects students to conduct themselves in a professional way. To be sure that everyone understands acceptable and unacceptable conduct, you will find guidelines adapted from the "Model Code for Students Rights, Responsibilities and Conduct" published by The Law Student Division of The American Bar Association. Students who do not adhere to these guidelines are subject to dismissal.

The following conduct is considered unprofessional and unacceptable:

- All types of dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, and forgery, alteration, or use of institution documents of identification with intent to defraud.
- Intentional disruption or obstruction of teaching, research, administration, disciplinary proceedings, public meetings and programs, or other PC AGE activities. Students with concerns about instructors, the school, or any PC AGE employees, are asked to voice these concerns directly to PC AGE administration using the 'Student Concerns Form'. Concerns are not to be voiced to other students.
- Using vulgar and profane language either directed at an individual or indirectly in voicing any verbal communication.
- Physical or verbal abuse of any person on school premises or at functions sponsored or supervised by the school.
- Acting with disrespect towards a member of the school community (school staff members and other students).
- Damage to the school premises, theft, misuse or damage to the property of the school or of a member of the school community on the school premises.
- Failure to comply with directions of institutional officials, written or verbal, acting in the performance of their duties.
- Violation of the law on school premises in a way that affects the school community's pursuit of its proper educational objectives. This includes, but is not limited to, harassment, sexual harassment, any unauthorized or forceful entry, whether actual or attempted, into school facility, the possession, wearing, carrying, transporting, or use of a firearm or other dangerous weapon, incendiary device or explosive, and failure to disperse or to leave after being given an order to do so by a staff member.
- PC AGE strictly prohibits the illegal possession, use, or distribution of drugs and alcohol by students on school property. Any person found in violation of these rules is subject to all applicable



legal action under local, state, and federal laws and will risk dismissal from the school. Anyone in need of counseling will be directed to the appropriate outside agency.

### **Student Dress Code**

Students are expected to dress appropriately. All students are encouraged to uphold an image that would be acceptable in a professional environment. Students who violate the dress code policy will risk being sent home and consequently will be marked absent for the class time missed. The following list contains examples of dress that are not appropriate for a professional business environment:

- Midriff tops or any type of overly revealing attire
- Clothing with holes
- See through clothing
- Halter / tank tops, shorts
- Skirts shorter than mid-thigh
- Flip flops
- Shirts with pictures, or slogans that may be construed as obscene or offensive
- Hats other than head coverings required by religious faith

### **Students with Disabilities**

In compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, PC AGE Career Institute does not discriminate based on disability. PC AGE endeavors to assist students on an individual basis with any expressed concerns. The Student Services office assists students with registered disabilities in all aspects of school life. Based on the submission of appropriate documentation, staff will do as much as is reasonable to ensure that individuals with disabilities achieve independence and fully participate in the educational process in a comprehensively accessible environment. Students requesting services and/or accommodations must directly contact the Student Services office.

### **Confidentiality and Privacy Policies**

#### **Family Educational Rights and Privacy Act (FERPA)**

The Institute, in compliance with federal privacy regulations, makes every effort to protect the confidentiality of all student information. PC AGE does not release student information unless required by law or with the written permission of the student / graduate. All records are protected from unauthorized access and undue risk of loss.

PC AGE complies with the Family Educational Rights and Privacy act of 1974. This ensures the right of the student and certain parties to have access to the information contained in the file. The personally identifiable information will not be released to a third party without the written consent unless it is provided to:

1. The student
2. Other school officials including teachers
3. Parents of a dependent (according to IRS laws) student
4. Federal, state and local agencies as authorized by law
5. Accrediting agency
6. Meet a health or safety emergency
7. Comply with a subpoena or court order
8. Department of Homeland Security for an F, J or M student



All other requests for information from a student file will require a signed release from the student for the school to release any information. PC AGE will make every effort to ensure the privacy of information found in student files by keeping them in a secure cabinet in a secured area.

Students may inquire about reviewing their own file by informing the Student Services department via a written request. The Student Services Department will honor this request, at no charge within 15 days of the request. A student may want to request a change of his/her record. This request will be reviewed, and changes made if deemed necessary. A student may request a hearing with the School Director to challenge the contents of educational records because the records are inaccurate, misleading, or violate the rights of the student.

### **Student Transcripts**

A student copy of a transcript or educational verification is available upon request, within two weeks of written request date, providing all financial obligations to the School have been met. Student records, including transcript, grades and other relevant documents, are stored digitally for a period of 5 years.

### **Student Complaint/ Grievance Policy**

The School Director is responsible to ensure that open lines of communication are maintained between the students and administration.

Students with concerns about PC AGE education including problems with instructors, the school, or any PC AGE employee, are asked to voice these concerns directly to the School Director or Director of Education using the Student Concerns Form. The form is available from the Administration Office. Concerns should not be voiced to other students. If the student thinks their issue has not been properly resolved, they should make an appointment with the School Director to discuss it in person. Every effort will be made to reach resolution. In the event that the problem has not been resolved by way of the school's formal complaint procedure, the student may contact the accrediting agency:

As of February 2018, PC AGE Career Institute is accredited by the Commission of the Council on Occupational Education. The student may contact:

COE (Council on Occupational Education)  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350 Ph: (770) 396-3898  
[www.council.org](http://www.council.org)

If the School does not satisfactorily resolve questions or concerns, the student may bring the situation to the attention of the New Jersey Department of Education, PO Box 500, Trenton, NJ 08625.

### **PC AGE Alternative Dispute Resolution (ADR)**

PC AGE requires each student to agree to a pre-dispute arbitration agreement and a class action waiver as a condition of enrollment ("Arbitration Agreement"). The following provisions with respect to arbitration are part of the enrollment agreement. PLEASE READ THEM CAREFULLY TO ENSURE THAT YOU UNDERSTAND EACH PROVISION AND YOUR RIGHT TO OPT OUT OF THEM.

**Scope of Program:** This Alternative Dispute Resolution Program ("ADR Program") covers all training-related disputes between PC AGE (including, as applicable, all companies and affiliates in the PC AGE family of companies, including their parents and subsidiaries, all collectively referred to hereinafter as "The



Company”), and persons who sign PC AGE Enrollment Agreement and who accept or continue training at PC AGE.

You (the Student) and the Company agree that any dispute arising out of or relating to this enrollment agreement, your enrollment or your attendance at the Company, whether such dispute arises during or after your attendance and whether the dispute is based on contract, tort, statute, or otherwise, shall be resolved by binding arbitration in the city and county in which the Company is located.

You (the Student) and the Company each further agrees that this arbitration provision provides each party with its exclusive remedy for redress of any grievance or resolution of any dispute arising out of or relating to this Agreement (the Dispute), AND EACH PARTY EXPRESSLY WAIVES ANY RIGHT, INCLUDING WITHOUT LIMITATION THE RIGHT TO TRIAL BY JURY, IT MIGHT HAVE TO SEEK REDRESS. THE STUDENT AND THE SCHOOL ALSO AGREE THAT DISPUTES MAY ONLY BE BROUGHT IN THE STUDENT’S INDIVIDUAL CAPACITY AND NOT ON BEHALF OF, OR AS PART OF, A CLASS ACTION OR REPRESENTATIVE PROCEEDING. If this specific paragraph is found to be unenforceable, then the entirety of these arbitration provisions shall be null and void and rendered of no further effect with respect to the Dispute.

If the Dispute is not resolved pursuant to the Company’s Dispute Resolution procedures (“Student Complaint Policy”) as outlined in the School’s catalog within 45 days from the date the Student submits a written complaint to the School, then the Dispute shall be resolved by binding arbitration in accordance with the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes of the American Arbitration Association (AAA) then in effect, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

1. The Federal Arbitration Act shall govern this arbitration agreement. The substantive law which will govern the interpretation of a student’s Enrollment Agreement and related documents and the resolution of any Dispute will be the law of the state where the Company is located.
2. Arbitration shall be the sole method of resolving all Disputes between the parties to this agreement.
3. The arbitrator shall have the authority to decide all questions of arbitrability.
4. Arbitration will take place before a single neutral arbitrator, chosen according to the AAA Commercial Rules, in the city in which the School attended by the Student is located.
5. The parties may take discovery through interrogatories, depositions and requests for production that the arbitrator determines to be reasonable and necessary.
6. The arbitrator shall have the authority to grant interim remedies pursuant to the AAA’s Optional Rules for Emergency Measures of Protection then in effect. The arbitrator shall have the authority to award monetary damages measured by the prevailing party’s actual damages and may grant any non-monetary remedy or relief that the arbitrator deems just and equitable and within the scope of this agreement between the parties. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction.
7. The arbitrator shall not have any authority to award punitive damages, treble damages, consequential or indirect damages, or other damages not measured by the prevailing party’s actual damages.
8. The parties also shall bear an equal share of the fees and costs of the arbitration, which include but are not limited to the fees and costs of the arbitrator, unless the parties agree otherwise. The Student is responsible for all other additional costs that the Student incurs in the arbitration including, but not limited to, attorney’s fees or expert witness costs unless otherwise required of the Company under applicable law.
9. Except as may be required by law, neither party nor an arbitrator may disclose the existence, content, or results of any such arbitration without the prior written consent of both parties.



10. If any clause within these arbitration provisions is found to be illegal or unenforceable, that specific clause will be severed from these arbitration provisions, and the remainder of the arbitration provisions will be given full force and effect.
11. If the Student does not wish to be bound by these arbitration provisions, the Student must notify the Company in writing within 30 days of the date that these arbitration provisions become effective. The Student may opt out by mail to the campus mailing address. The Student's written notification to the Company must include the Student's name and address as well as a clear statement that the Student does not wish to resolve disputes with the Company through arbitration. Finally, the Company cannot require the Student to participate in arbitration or any internal dispute resolution process offered by the Company prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 C.F.R. § 685.206(e); the School cannot, in any way, require the Student to limit, relinquish, or waive his or her ability to pursue filing a borrower defense claim, pursuant to § 685.206(e) at any time; and any arbitration required by this pre-dispute arbitration agreement tolls the limitations period for filing a borrower defense to repayment application pursuant to § 685.206(e)(6)(ii).

### **Health and Safety**

PC AGE provides a clean, hazard-free, healthy, safe environment for students, employees and visitors, and makes every effort to comply with all relevant federal, state and local occupational health and safety laws. Students and employees are aware that in the event of an incident or emergency they can contact the School Director or President/co-founder directly.

### **Drug-Free Schools and Communities Act**

It is the policy of PC AGE to adhere to The Drug-Free Schools and Communities Act Amendments of 1989, Public Law 101-226.

The Drug-Free Schools and Communities Act requires that, as a condition of receiving funds or any other form of financial assistance under any federal program, an institution of higher education (IHE) must certify that it has adopted and implemented a program to prevent the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on its property or as part of any of its activities.

In accordance with the Act, PC AGE adheres to the following policy:

1. The use, possession or distribution of illicit drugs alcohol and any other controlled substance is strictly prohibited on the school property or as a part of any school activity.
2. There are many health risks associated with the use of illicit drugs and the abuse of alcohol. Explanation of certain drugs and health risks associated with them can be found in the PC AGE Drug Policy and Information packet.
3. There are severe penalties for use, possession or distribution of illicit drugs and alcohol under the local, state and federal laws. Please refer to the school's Drug Policy and Information packet for details.
4. PC AGE encourages students and employees to seek advice or participate in a substance abuse program. A list of substance abuse facilities can be found in the Drug Policy and Information packet.
5. Any violation of the Drug Policy by a student or employee will be considered grounds for disciplinary action up to dismissal/ termination from PC AGE. In addition, penalties imposed by courts are severe leading to imprisonment and heavy fines. bb



If students need counseling or help, they should see Student Services. They will be directed to the appropriate outside agency for assistance. There will be no penalty if students come forward to request assistance. Students or employees who feel they may have a substance abuse problem can also seek assistance from the following agencies:

- 24-Hour Addictions Referral Network 800-577-4341
- Ala-Call/ New Jersey Addictions Hotline 800-322-5525
- Families Anonymous 800-736-9805
- Narcotics Anonymous 800-992-0401
- National Alcohol/ Drug Treatment Referral 800-454-8966
- New Jersey Substance Abuse Hotline 800-225-0196

### **Campus Security**

Annual Campus Security report is available in the School Director's office, on the school's website and notice board. The report is updated and distributed to students and employees each year.

### **Property Loss and Injury**

PC AGE is not responsible for the loss or damage of personal property while on school premises or grounds, nor does it accept liability or provide hospitalization coverage in the event of student injuries.

### **School Closure**

In the event of an unannounced school closure, students enrolled at the time of the closure must contact the Department of Labor and Workforce Development's Training Evaluation Unit within ninety (90) calendar days of the closure. Failure to do so within the ninety (90) days may exclude the student from any available form of assistance. The contact number to call is (609) 292-4287 and the email address is [trainingevaluationunit@dol.nj.gov](mailto:trainingevaluationunit@dol.nj.gov).



# Student Services

## Orientation

All new students are required to attend an orientation. Students unable to attend should contact their admissions representative and make special arrangements. The orientation includes introduction of school personnel, school catalog, policies & procedures, health and safety procedures, program information, how to access the course, and use of the online platform tools.

## Change of Contact Information

To receive information essential to your studies, you must promptly report all changes in name, mailing address, or e-mail address to PC AGE by telephone, e-mail or mail. A change in name will require proof, such as a marriage license. PC AGE is not responsible for reshipment or replacement costs of laptop and or materials if an address change has not been received by the school.

## Special Help for Students

Questions may arise about how students can maximize their training at PC AGE. They have many resources to call upon. If students are having trouble with a concept that they cannot understand in class, special tutoring sessions may be arranged for individuals to ensure that they learn everything that they need to, during the program. For any assistance relating to training and personal issues that are affecting students training, students may consult their Instructor, Director of Education, or the School Director. Our staff is available for any student who wants to succeed and is working hard towards that goal. Tutoring is available for any of our programs. The program is designed for students to get the most out of it and we're here to help.

## Support

The faculty and one lab technician/teaching assistant are available to students (two hours before evening classes and two hours after daytime classes) to provide technical support and answer any questions.

Support for students is provided by faculty, student services, financial aid and career services staff as well as by the technical staff of the solution provider. Requests can be placed via email or phone call. During off hours or holidays, students should expect to receive an answer as soon as the next available workday.

### Academic support:

Faculty will always respond to students (via email or by phone) within 24 hours.

### Schoology LMS:

Mon – Fri 9am to 8pm (EST) via email and phone.

### Specific application assistance:

Via instructor as noted above under academic support

Support is available 24/7 in an asynchronous format. Support for students (technical, faculty, and student services) can be requested anytime. In addition, phone, web, and chats are scheduled individually to accommodate student needs. Evening hours are available as needed.

## Career Services Department

At PC AGE, students acquire skills and certifications to qualify for positions in the Information Technology field. Our Career Services team works with students to help fulfill graduation requirements and transition





into employment. We coach students to be effective in marketing themselves, connect with employers, and apply to jobs that pertain to their skills.

While PC AGE does not and cannot guarantee employment to any student or graduate, our experienced staff works closely with every student to ensure that they are prepared for successful interviews. We obtain and forward opportunities to graduates by developing and maintaining relationships with a variety of employers. We provide all of our students with the necessary tools and resources to get to the next step.

Prior to graduation, all students attend a Technical Career Preparation Workshop which focuses on soft skills, resume preparation, interviewing techniques, and job searching. Additional career information is available through the Career Services Department. Our staff is always available to answer questions concerning employment readiness on a group or individual basis.

The Career Services Department is a vital resource for this process. While we cannot guarantee a job upon graduation, we do guarantee making available the necessary assistance and tools to conduct a successful job search.

As a prerequisite for graduation, students are required to:

- Attend a scheduled Career Workshop
- Provide a resume prior to the Career Workshop
- Schedule an exit/technical interview appointment with the Career Services staff. A Career Services advisor schedules a mock technical interview for the student/s.

Career Services Department Responsibilities	Graduate's Responsibilities (In addition to the above)
Conduct a workshop that will instruct the graduate in the job search process, resume preparation and technical and business interviewing skills. Provide access to written information that will include resume formats, sample resumes, cover letters and thank you letters. Coach graduates on the interview process. Advise and develop a career path for graduates. Contact employers and recruiters for employment opportunities and refer resumes appropriately.	Acquire certifications in a timely manner. Attend job fairs, send out resumes, and network, network, network! Do necessary company research for each interview. Act and dress professionally when sent on an interview. Alert Career Services when hired, as to the date of hire, supervisor's name, company name, address, phone number, your title and salary. <b><i>(Please note this information is held in strictest confidence)</i></b>



# Financial Information

## Tuition Costs and Payments

Tuition covers all training, instruction, computer use, cost of books and materials. Payment options are Federal Financial Aid, cash, check, money order, and cashier's check, VISA, MasterCard, Discover and AMEX.

Program	Tuition
Internetwork Engineering	\$23,890.00
Internetwork Engineering	\$24,890.00

(after June 2024)

### Note:

Total tuition includes \$100 registration fee, books and computer use at school and access to Schoology LMS portal.

Each student should ensure that tuition payment is received by the School on or before the dates in the Payment Agreement. A late fee is charged for payment received ten calendar days after the due date. If a monthly payment is not received by the tenth day from the due date, admission to class may be prohibited. Students with delinquent accounts receive past due invoices and may be dismissed from school.

Certificates, grades, transcripts, and placement assistance can be withheld until accounts are settled. Students who have interrupted their training may not return unless all payments are current. PC AGE will utilize the services of a collection agency and/or attorney as allowed by the law for delinquent accounts.

## Miscellaneous Fees

Late Installment Payment Fee	\$30
Returned Check Fee	\$30
Re-entry Fee	\$100
Course Repeat Fee	\$1500
Duplicate Certificate Fee	\$10
Duplicate Transcript Fee	\$10

Fees are charged for each occurrence. Students may be charged multiple fees depending upon the type of change made in the program.

## Tuition Charges for Re-Enrolled Students

Students can be readmitted within six months from the withdrawal date for the same program enrolled in the previous period. They will receive credit for money paid for tuition, not including the registration fee paid for their previous attendance period. Readmitted Students will be responsible for the balance of the original tuition charge. If a student drops a second time, he/she will be responsible for the tuition charges for previous or current enrollment, whichever is higher.

Re-Entry Students return to school after six months and will be charged for all the courses they need to take, and the tuition will be prorated based on the existing prices.



## **Withdrawal**

Students who wish to withdraw at the school are requested to inform the school via a written notification. However, if a request is not received and the student does not contact the school, the student will be dismissed after 8 consecutive absences.

Students who receive a student loan and withdraw or are terminated from the program or a course, are responsible for notifying the private lending institution in writing of their withdrawal. This notification should include the date of withdrawal and the student's social security number and signature. Students should retain a copy of this letter for their files. In the event that PC AGE received the loan directly from the loan institution, PC AGE will process any refund due to the lending institution and not to the student.

## **Refund Policy**

The Return of Title IV Funds (Return) regulations do not dictate an institutional refund policy. Instead, a statutory schedule is used to determine the amount of Title IV funds a student has earned as of the date he or she ceases attendance. Therefore, the amount of Title IV program assistance earned is based on the amount of time the student has spent in academic attendance; it has no relationship to the student's incurred institutional charges.

Up through the 60% point in each payment period, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. After the 60% point in the payment period, a student has earned 100% of the Title IV funds. The Return regulations do not prohibit a school from complying with refund policies required by the state or other outside agencies. Therefore, PC AGE follows New Jersey Department of Education refund policy guidelines to determine the charges a student owes after withdrawing. Those policies will not affect the amount of aid the student has earned under the Title IV Return calculation. Students are, however, responsible for any balance owed to the school as a result of Title IV refunds.

In all cases, the date used to calculate the refund is the last of attendance of the program and includes all weeks scheduled from the beginning of the program. Refunds will be paid within 45 days of the date that the school determines that the student is no longer attending classes.

## **New Jersey State Refund Policy**

1. There is a non-refundable \$100 registration fee.
2. All funds paid by the applicant will be refunded if the School rejects the application, or if the applicant cancels the enrollment agreement within three (3) business days of signing the agreement, even if classes have begun. Cancellation after the third (3<sup>rd</sup>) business day, but before the first class, will result in a refund of all monies paid, except for the registration fee.
3. Students who withdraw from the program must return all training materials included in the cost of tuition within three business days of the date of withdrawal. Students will be charged for materials that are not returned in good condition.

The following is in reference to the program offered by PC AGE. In the event of a student's written notification of withdrawal or the School's termination of a student prior to completion of the program, the school will retain the registration fee and a portion of the tuition based upon the New Jersey State Refund Policy guidelines.



For programs of 300 hours or less, the School will retain the registration fee plus a pro-rata portion of the tuition calculated on a weekly basis. For programs exceeding 300 hours but not exceeding 1200 hours, the school will retain the registration fee and a portion of the tuition based upon the New Jersey State Refund Policy guidelines:

#### **Full-time Students**

Students will be charged according to the date of cancellation or termination as follows:

- 10% of the total tuition if termination occurs in first week.
- 20% of the total tuition if termination occurs in the second or third week.
- 45% of the total tuition if termination occurs after the third week but prior to the completion of 25% of the program.
- 70% of the total tuition if termination occurs after 25% of the program but not more than 50% of the program time is attempted.
- 100% of the total tuition if termination occurs after 50% of the program time is attempted.

#### **Part-time Students**

- 10% of the total tuition if termination occurs in first week.
- 10% of the total tuition if termination occurs after the first week but not more than 25 hours of scheduled attendance.
- 20% of the total tuition if termination occurs between 26 to 75 hours of scheduled attendance.
- If termination occurs after 75 hours of scheduled attendance, then refund is per the full-time student schedule above.

Disclaimer: All enrolled students are considered Full-time. PC AGE does not have Part-time students enrolled in its program.

#### **Sample Refund Calculations**

Example 1: A student who is enrolled in the Internetwork Engineering program withdraws after the third week but prior to the completion of 25% of the program. Student will be charged 45% of the tuition (\$23,790) plus registration fee (\$100) = \$10805.50

Example 2: A student who is enrolled in the Internetwork Engineering program withdraws after 50% of the program length is attempted. Student will be charged 100% of the tuition (\$23,790) plus registration fee (\$100) = \$23,890

#### **Refund Distribution Policy**

Refunds owed on student accounts will be paid to the applicable programs in the following order: Unsubsidized Federal Direct Stafford Loans, Subsidized Direct Stafford Loans, Federal Direct PLUS Loans, Pell Grants, another aid program and student. Refunds due to the student will not be issued if the student owes a balance on his or her tuition account.

#### **Payment During Leave of Absence**

There is no additional charge to students placed on the leave of absence. Students, however, must continue to pay per payment installment contract.

#### **Student Federal Financial Aid Programs**

PC AGE is an eligible institution to participate in student financial assistance programs authorized by the Title IV of the Higher Education Act of 1965, as amended (Title IV, HEA Programs) by the United States Department of Education as follows. For more information on these programs, please review The Guide to Federal Student Aid:



1. Federal PELL Grant Program
2. William D. Ford Federal Loans (Direct Loan) Programs
  - a. Federal Subsidized Stafford Loan Program
  - b. Federal Unsubsidized Stafford Loan Program
  - c. Federal PLUS Loan Program

### **Federal PELL Grant Program**

A Federal Pell Grant, unlike a loan, does not have to be repaid. Generally, Pell Grants are awarded only to undergraduate students who have not earned a bachelor's or professional degree. Students who have obtained degrees from institutions outside the United States will be required to provide evidence as to whether or not their prior education is equivalent to a degree earned in the United States. Until that evaluation is received in the Financial Aid Office, the student will be considered a graduate student and will not be eligible for a Pell Grant. Amounts can change yearly. The maximum award for 2023 - 2023 award year is **\$7,395**.

### **William D. Ford Federal Loans (Direct Loan) Program**

Direct Loan (DL) provides money to students and/or their parents to pay expenses for enrollment in post-secondary programs. The money for loans is provided through the Federal Government and must be repaid.

There are three types of Direct Loan Programs – the Federal Subsidized Loan, the Federal Unsubsidized Stafford Loan and the Federal Plus Loan. Each of the loan programs has an origination fee, which is deducted from the borrowed amount and retained by the Federal Government. The student accounts at school are credited with borrowed funds after adjusting origination fees and rebates.

### **Federal Subsidized Stafford Loan Program**

A subsidized loan is awarded on the basis of financial need for an eligible program. The interest rate is variable and is adjusted each year on July 1st by the U.S. Department of Education that cannot exceed 8.25%. The interest is not charged to the student during in-school period and for the grace period, which is six months after a student graduates, leaves school, or drops below half-time enrollment and during the period of deferment. The first-year maximum loan limit is \$3500. The aggregate loan limit for dependent undergraduate students is \$23,000 and independent undergraduate students is \$57,500, which includes amounts borrowed under the Federal Unsubsidized Stafford Loan Program.

### **Federal Unsubsidized Stafford Loan Program**

Unsubsidized Stafford Loan is not awarded on the basis of need for an eligible program enrolled at least half time. The interest rate is variable and is adjusted each year July 1st by the U.S. Department of Education that cannot exceed 8.25%. Unlike the Subsidized Stafford Loan, interest is charged from the time the loan is disbursed until it is paid in full. Students have the option of capitalizing interest or paying the interest during in-school periods and deferments. The first-year maximum loan limit is \$6,000. However, Federal Unsubsidized Stafford Loan can be increased to as much as \$8,000 for independent undergraduate students and \$3,500 for dependent students based upon their program length, if they do not qualify for a portion of the Federal Subsidized Stafford Loan on the financial need. Dependent students can get an additional amount from the Unsubsidized Stafford Loan up to a maximum of \$4,000 based on their program length, if their parents are ineligible to borrow from the Federal Plus Loan Program. The aggregate loan limit for dependent undergraduate students is \$31,000 and independent undergraduate students is \$57,500, which includes amounts borrowed under the Federal Subsidized Stafford Loan Program.



### **Federal PLUS Loan Program**

Federal PLUS Loan is available to parents of dependent undergraduate students enrolled at least halftime for student education expenses. The interest rate is variable and adjusted each year on July 1st by the U. S. Department of Education and cannot exceed 9%. The first repayment is due no later than 60 days after the date the loan is fully disbursed. Thus, repayment begins while students are still in school. The PLUS loan borrower must pass a credit check. A school cannot certify a PLUS Loan application until the school has verified the student's financial aid history.

### **Financial Assistance and Payment Plans (non-Title IV)**

Students who do not qualify for full or partial Federal Financial Aid to cover tuition can apply for alternate financing. PC AGE has an arrangement with Higher Education Student Assistance Authority NJ CLASS, a more flexible way for students to pay outstanding tuition. Those students who do not qualify for private financing through NJ CLASS, PC AGE offers two payment plan options for students:

1. Tuition Finance Corporation (TFC) - a 3rd party servicer
2. Payment Installment Contract (PIC) - In house

### **Truth in Lending Disclosures as Applicable**

Students are given three payment plan options through TFC

- 0% interest for 12 months payment plan.
- 5% interest for 24 months payment plan.
- 7% interest for loans exceeding 24 months payment plan.
- Payments must be made in accordance with the terms in the TFC Payment Installment Any changes in enrollment status include changes from one to another class schedule (i.e. day class to evening class schedule); leave of absence will not defer or change the payment installment agreement, unless the student withdraws or is dismissed from the program.

### **Collections Policy**

If a student chooses TFC, they will be contracted to the collection guidelines set up by TFC. TFC will notify PC AGE of the students whose accounts are 90 days past due and PC AGE will reach out to these students warning them of the status of their accounts. If within 15 days and no payment has been received, PC AGE will instruct TFC to give the final warning to students that their accounts will be sent to Collection if no payment is made within 10 days.

If a student chooses PIC, the students are encouraged to stay in contact with the institution to remain current with their payment plan. Students will be notified if their payment plan becomes past due. If a student's account remains past due, multiple attempts will be made to notify the student of their outstanding balance. In the event a past due account remains outstanding for more than 60 days, the student will have a financial hold placed on their account. If the past due account remains outstanding for more than 90 days, the student's account will be referred to a third-party collection agency.

The institution does not sell its receivables and works to ensure any third-party agency treats students ethically and fairly. Students are responsible for all fees, interest charges and other costs associated with the collection agency. Collection agencies may report outstanding balances to one or more credit bureaus.

### **Veterans Benefits**

All PC AGE Campuses are approved for veteran's training benefits for Internetwork Engineering program. Veterans may apply for admission by filing Form #22-1990 and/or #22-1999 with the Veterans Administration. Children and spouses of deceased veterans may apply for admission under Public Law #



634 by filing Form # 22–5490. The Veterans Administration pays the tuition directly to the school. Once the Veteran finishes the course School requests the payments from VA-Once, an online tuition reimbursement platform. All dismissal/withdrawal are reported to VA.

### **VA Delayed Payment Compliance**

In accordance with Title 38 US Code 3679 subsection (e), PC AGE adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation and Employment (Ch. 31) benefits, while payment to the institution is pending from the VA. This school will not:

- Prevent the students enrollment;
- Assess a late penalty fee to;
- Require student secure alternative or additional funding;
- Deny their access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

To qualify for this provision, such students may be required to:

- Provide Chapter 33 Certificate of Eligibility (or its equivalent) or for Chapter 31, VA VR&E benefits must be approved by VR&E counselor and the authorization must be uploaded to Tungsten by the first day of class.

Note: Chapter 33 students can register at the VA Regional Office to use E-Benefits to get the equivalent of a Chapter 33 Certificate of Eligibility. School Certifying Official will receive a system-generated email indicating an Authorization is available in the Tungsten Network.

- Provide written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies.

*G.I. Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at [www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill).*

### **Unemployment Assistance**

Eligible persons who are unemployed may qualify for tuition assistance programs. Contact your nearest unemployment office for more information.

### **New Jersey Rehabilitation Commission**

Disabled students may be eligible for educational benefits sponsored by the New Jersey Division of Vocational Rehabilitation. Interested persons should apply to the nearest Division of Vocational Rehabilitation office.

### **State Aid Programs**

Students attending PC AGE are not eligible for state aid from New Jersey because of state regulations for non-degree programs. If a student is a resident of a state other than New Jersey, the Financial Aid Officer will inquire about the state aid eligibility from that state and make the information available to the student.

### **Student Eligibility for Financial Aid**

To receive Federal Financial Aid, students must meet all of the following criteria:

- Demonstrate financial need, except for Unsubsidized Stafford Loan.



- Have a high school diploma or a General Education Development (GED) or pass a test approved by the U.S. Department of Education like Ability to Benefit (ATB) test. See admissions or financial aid administrator for more information.
- Be enrolled or accepted for enrollment as a Regular Student working towards a degree or certificate in an eligible program.
- Be a U.S. citizen or eligible non-citizen.
- Have a valid Social Security Number and valid ISIR
- Maintain satisfactory academic progress in the program.
- Certify that you will use federal student aid for educational purposes.
- Certify that you are not in default on a federal student loan and that you do not owe money on a federal student grant.
- Comply with the Selective Service Registration, if required.

### **Apply for Financial Aid**

The application process is the same for all financial aid programs. Students are required to complete a financial aid package, which includes: a Free Application for Federal Student Aid (FAFSA) and loan application(s) if the student wants to apply for loans. Students can obtain the Financial Aid Package from the school.

To apply for financial aid, students must complete the forms and the applications provided in the Financial Aid Package and schedule a consultation with the Financial Aid Administrator. During the interview your application will be reviewed for completeness and accuracy.

### **Determination of Financial Aid Eligibility**

When the applications are complete and all the necessary documentation has been provided, the Financial Aid Administrator will perform a calculation called the need analysis. The need analysis is a formula prescribed by Federal Regulation that measures the ability of the family to contribute toward the student's educational costs. The result of the need analysis is called the Effective Family Contribution (EFC). Then, cost of attendance (C.O.A) is calculated using rules established by the law. The cost of attendance includes tuition, fees, books, transportation, loan fees, housing and food allowance for off-campus students, and if applicable, an allowance for dependent care and costs related to disability as the result of the student's attendance in school.

The student's Pell Grant award is determined by the EFC, enrollment status, and other eligibility factors. To determine the eligibility for student loans, the EFC and financial aid (Pell Grant, scholarship, etc.) that student is expected to receive is subtracted from the cost of attendance. The end result is called unmet need. If there is a positive need, the student will qualify for the subsidized Stafford Loan. If there is a negative need, the student may qualify for the unsubsidized Stafford Loan. Parents of a dependent student may borrow from the PLUS Loan program.

When this calculation is complete, the student will be advised of his/her eligibility. An award letter is developed for the student, which will reflect the amount and sources of aid that have been estimated and will be used to pay for tuition and books. There may be unknown factors, such as prior history, this is only an estimate. When an official valid ISIR is received without verification requirement, the estimate will become official. But if a student is selected for verification and resulting in revised numbers and /or figures, the financial award could be changed.





## **Verification**

Verification is the process of confirming the information provided on the financial aid applications. All students must submit, upon request, copies of signed tax returns for themselves, their spouses and their parents, if applicable. Those applicants who did not file a tax return will be required as specified on a Non-Tax Filer's Statement. These documents must be submitted with a verification worksheet within 2 weeks. Students may also provide copies of social security cards, for citizens: either U.S. birth certificate, or U.S. Certificate of Citizenship or U.S Certificate of Naturalization or U.S. Passport, for eligible permanent residents: either a copy of Permanent Resident Card or copy of foreign passport with valid stamp of I-551 and/or any other documents that may be asked by Financial Aid Officer. Failure to provide any requested items within a timely manner will be grounds for termination from the participation in any financial aid programs.

When the FAFSA is processed by the central processor, a number of database matches are performed. These matches compare the student information with the following federal agencies:

- The Social Security Administration (for verification of Social Security Numbers and U.S. citizenship status)
- Selective Service System (for verification of Selective Service Registration status, if applicable)
- United States Citizenship and Immigration Services (for verification of eligible non-citizen status, if applicable)
- U.S. Department of Justice (for verification that an applicant has not been denied federal student aid by the courts as the result of a drug related conviction)
- U.S. Department of Veterans Affairs (for verification of veteran's status, if applicable)

A student financial aid history is also verified by the NSLDS database of the U.S. Department of Education. If there is a problem with any of the matches, a comment will appear on the Institutional Student Information Report, which may require further documentation and/ or action by the student in order to resolve the problem. No aid will be delivered until all discrepancies are resolved.

## **Financial Aid Disbursement**

The disbursement for the Federal Pell Grant and Federal Stafford Direct Loan is paid directly to the school. The student account is then credited with a net amount. Students must complete all financial aid paperwork prior to receiving the first disbursement. The first disbursement of direct loan is made after one month of the start date. The second disbursement of direct loan may not be disbursed until the later of: the calendar midpoint between the first and last scheduled days of class of the loan period or the date the student successfully completes half of the credit hours. Students who withdraw from school prior to disbursement may lose eligibility to receive any Title IV funds.

## **Maintaining Eligibility for Financial Aid and Student Responsibility**

Eligibility for financial aid is monitored throughout a student's program. Under Federal Regulations of Title IV, a student has certain obligations, which include:

- Maintaining Satisfactory Academic Progress as required by the school's policy
- Notification of any changes in enrollment, address, name, or graduation date
- Participation in an entrance counseling
- Prior to leaving, attending an exit counseling, and
- Completion of the program within the maximum time frame.



If satisfactory progress is not being maintained as required by school policies, financial aid will be stopped. The student will then be notified to contact the financial aid/accounting office to make an alternative tuition payment arrangement.

A student's eligibility will also be affected if a change in enrollment status takes place. Changes in enrollment status include changes from one class schedule to another, changing programs, leaves of absence, retaking a portion of the program, or any other change from the original loan period that was certified by the school. The effect that these types of changes have on a student's eligibility for continued participation may include a reduction in the amount or types of aid, a delay in the receipt of funds, or termination from participation in the programs. It is the student's responsibility to ensure that the Financial Aid Office is informed of any changes in his/her enrollment status, name or address and to provide any documents or applications necessary to reinstate his/her eligibility, if permissible.

### **Default Management**

PC AGE is not required to do Default Prevention and Management under the regulatory requirements. However, PC AGE has adopted Default Prevention and Management activities such as: Entrance Counseling, Communication Across Campus, Exit Counseling, Timely and Accurate Enrollment Reporting that are required by the regulations of USDOE. However, in order to keep the defaults of student loans under control, PC AGE is utilizing the services of third-party default management company "Wright International Student Services" (WISS). The WISS update the WISS system with student account information from the delinquent report and attempt to assist the students in bringing their loan account current and to prevent the default.



## Supplementary Courses

### Requirements for the Cisco CCNA, Certified Ethical Hacker (CEH) and Amazon Web Services (AWS) Courses

The CCNA, CEH and AWS courses are offered to PC AGE graduates as optional courses at no additional cost. PC AGE reserves the right to offer and limit this course to graduates who have passed either the CompTIA A+, Network+ or Security+ certifications and are up to date in their financial obligations

Students will be allowed to take this course within 12 months after they complete their studies at PC AGE. By signing the enrollment agreement, students agree to take this course at any other PC AGE location in NJ, available schedule, and/or on weekends for PC AGE to provide qualified instructors to teach these courses.

Please note that, to earn the CEH certification designation, the student must either have three-year experience or get training from an EC-Council Authorized Training Center (ATC.) PC AGE Career Institute is an EC-Council ATC, so the three-year experience requirement is waived for our students. However, there is a significant cost involved for CEH certification and students must be prepared for it by passing A+ or Security+ certifications before taking this course.

#### Cisco CCNA

##### **IE190: Introduction to Cisco Router Configuration**

**Credits: 4**

**Pre-Requisites: IE115**

**Objective:** The student will learn knowledge and skills necessary to select, connect, configure, and troubleshoot the various Cisco networking devices. This course, together with IE195, prepares students for Cisco Exam 200-301: Cisco Certified Network Associate (CCNA).

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand Media and Topologies
- b. Understand Protocols and Standards
- c. Basic configuration of Cisco Routers and Switches
- d. Understand Network Troubleshooting
- e. Understand and configure Routing Protocols

##### **IE195: Advanced Cisco Router Configuration**

**Credits: 4**

**Pre-Requisites: IE190**

**Objective:** The student will learn knowledge and skills necessary to select, connect, configure, and troubleshoot the various Cisco networking devices. This course, together with IE190, prepares students for Cisco Exam 200-301: Cisco Certified Network Associate (CCNA).

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Plan & Design a Cisco network
- b. Implement & Operate a Cisco routers and Switches
- c. Troubleshoot a Cisco routers and Switches
- d. Understand the technology related to a Cisco routers and Switches
- e. Configure and troubleshoot VLANs



## Cybersecurity Track

### IE260: Ethical Hacking

**Credits: 3**

#### **Pre-Requisites: Program Completion**

**Objective:** Provides students with advanced hacking tools and techniques used by hackers and information security professionals to break into an organization. This course prepares students for the Certified Ethical Hacker 312-50 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Understand the basic elements of information security
- b. List the 5 stages of ethical hacking
- c. Understand the different types of hacker attacks
- d. Understand vulnerability research and list the various vulnerability research tools
- e. Describe the ways to conduct ethical hacking

## Cloud Computing Track

### IE270: Fundamentals of Cloud Computing

**Credits: 3**

#### **Pre-Requisites: Program Completion**

**Objective:** Provides a detailed overview of cloud concepts, AWS core services, security, architecture, pricing, and support, including access control and management, governance, logging, and encryption methods. Security-related compliance protocols, risk management strategies, and procedures for auditing AWS security infrastructure are also covered. This course prepares students for the Certified Cloud Practitioner CLF-001 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Describe basic AWS Cloud architectural principles
- b. Describe key services on the AWS platform and their common use cases
- c. Describe basic security and compliance aspects of the AWS platform and the shared security model
- d. Define the billing, account management, and pricing models
- e. Describe basic/core characteristics of deploying and operating in the AWS Cloud

### IE280: Cloud Computing for Systems Operators

**Credits: 3**

#### **Pre-Requisites: Program Completion**

**Objective:** Gives foundations on administering applications using an AWS environment from an operations perspective. Provides the knowledge to make decisions in cloud environments based on monitoring, auditing, and performance feedback collected. Topics discussed cover core services, security, architecture, pricing, and support, access control and management, governance, logging, and encryption methods. management strategies, and procedures for auditing AWS security infrastructure are also covered. This course prepares students for the Certified Cloud Practitioner SOA-C01 exam.

**Learning Outcomes:** Upon successful completion of this course, the student will be able to:

- a. Deploy, manage, and operate scalable, highly available, and fault-tolerant systems on AWS
- b. Implement and control the flow of data to and from AWS
- c. Select the appropriate AWS service based on compute, data, or security requirements
- d. Identify appropriate use of AWS operational best practices
- e. Migrate on-premises workloads to AWS



## PC AGE Consumer Disclosures and Student Achievement

Reporting year: 2022-2023

<b>Internetwork Engineering</b>	
Name and Classification (SOC) code of the occupations that the program prepares students to enter	<b>SOC 15-1244.00</b> Network and Computer Systems Administrators <b>CIP 11.0901</b> Computer Systems Networking and Telecommunications.
DOL O*Net links to occupation profiles of employment which graduates have typically found in the past 2 years (representative sample)	<a href="https://www.bls.gov/oes/current/oes151244.htm">https://www.bls.gov/oes/current/oes151244.htm</a>
Completion rate based on accrediting agency COE guidelines	Jersey City – 64% Iselin – 61% Clifton – 64%
Tuition and fees	\$21,890
Typical cost of books and supplies (room and board not applicable)	Included in tuition
Job Placement rate based on accrediting agency COE guidelines	Jersey City – 88% Iselin – 100% Clifton – 73%
Approval by state educational board	Approved by New Jersey Department of Education
Employability of graduates from the program, including likely compensation and other requirements necessary to perform the job	<a href="https://bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm">bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm</a>
Statement on Certification or Licensure	Taking any industry certification exam is optional. PC AGE does not award any industry certification. Certification is not a precondition of employment nor required to perform employable functions represented in PC AGE’s programs.

Tuition and fees are as of January 2024. Consumer Disclosures are available at [PCAGE.edu/consumer-disclosures](http://PCAGE.edu/consumer-disclosures).

Completion rate = (Total enrollment – dismissals)/total enrollment based on COE formula for completion.

Job Placement rate = percentage of graduates available for placement who obtain employment in the field of study or related field based on COE formula for placement.

