



School of Professional Development and Continuing Education

Veteran's Handbook

Policies and Procedures for Professional Development Programs

**ECPI University
School of Professional Development and Continuing Education
5555 Greenwich Road
Virginia Beach, VA 23462**

The following is a handbook of policies and procedures related to programs offered by ECPI University School of Professional Development and Continuing Education.

This handbook is a supplement to the division's schedule of classes. Schedules are posted at www.ecpi.edu/continuing-education and are revised as necessary to remain current.

**Volume 4, Number 4
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Professional Development and Continuing Education Web Address:

www.ecpi.edu/continuing-education

Office Location Phone Numbers:

Virginia Beach 757.213.3601

Newport News 757.213.3601

Northern Virginia (Manassas) 757.213.3601

The following information is provided for the Veteran who wishes to take an ECPI Professional Development course or program and is not sure how to start the process.

VETERANS EDUCATION BENEFITS

WHERE TO GO FOR HELP, INFORMATION AND QUESTIONS

The Virginia Department of Veterans Services, Veterans Education and Training provides the following website address and the toll free phone number for general questions on Veterans Education Benefits:

Internet: www.gibill.va.gov (Links: “FAQ” or “Submit a Question”)

Toll Free Call: 1-888-GIBILL1 (1-888-442-4551)

Contact ECPI’s VA Certifying Officials

Virginia Beach Campus: John Nichols 757-671-7171 Ext. 55275 Email JNichols@ecpi.edu

Newport News Campus: Gina Boyd 757-838-9191 Ext. 74236 Email GBoyd@ecpi.edu

Northern Virginia Campus: Carla Taylor 757.671.7171 Ext. x55265 CaTaylor@mttsvc.com

Contact ECPI’s Executive Director of Military Affairs

Bill Brown 757-671-7171 Ext. 56209 Email WBrown@mil.ecpi.edu

ECPI University is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award the associate’s, baccalaureate, and master’s degrees and diplomas. SACSCOC is the regional body for the accreditation of degree-granting higher education institutions in the Southern states. For more information visit www.sacscoc.org. The School of Professional Development and Continuing Education is a division of ECPI University.

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Appendix B: Catalog of Programs (Course Descriptions)

Acknowledgement of Receipt Form

[Updated August 13, 2021]

I. **Schedule of Classes**

The School of Professional Development and Continuing Education publishes class schedules on the division’s website and is updated and revised as needed.

II. **Calendar of Important Dates:**

The School of Professional Development and Continuing Education is closed on the following dates:

January 18, 2021	Martin Luther King Jr. birthday
May 31, 2021	Memorial Day
June 28-July 5, 2021	Summer Break
September 6, 2021	Labor Day
November 25, 2021	Thanksgiving Holiday
December 24, 2020 – January 2, 2022	Winter Break

Professional Development and Continuing Education days and times of operation follow the University’s normal office hours: Monday through Friday, 8:30 a.m.-5:00 p.m. (Exceptions may occur at any of the office locations. Call ahead or check online. Office phone numbers may be found on page i.)

III. **Policy and Regulations on Enrollment**

Registration - Registration is continuous throughout the year. For each program, registration begins once a start date has been established for a program, and continues throughout the term until two business days before the specific program begins. Requests for registration after the “two-day prior” deadline will be considered on a case-by-case basis.

Entrance Requirements – In general, applicants for enrollment into the Professional Development (Non-Credit) certificate programs must meet the following requirements: 1) be 18 years of age; and 2) have a high school diploma or GED.

Program Specific Requirements – Beyond minimal requirements, other requirements for successful completion of a program may exist. Any additional requirements are published in specific program descriptions. [See Appendix B]

IV. **Policy and Regulations on Attendance**

ECPI believes students should follow a policy of regular attendance and punctuality to receive the maximum benefit from an ECPI education and to develop the work habits and personal qualities highly valued by employers. Therefore, students are expected to attend all regularly scheduled class meetings. The student should attempt to notify the faculty member assigned to the course, by telephone or email, in advance of any anticipated absence. Faculty and staff may likewise contact the student via telephone, email, or social media if the student is absent.

On the first day of class for each course, the faculty member will make available the course syllabus which includes the specific attendance policy and opportunities, if any, to make up missed assignments for that course.

Late Arrivals and Early Departures. Students are encouraged to contact the faculty member for the course, by telephone or email, if the student anticipates being late for class. Being tardy is defined as student arrival after class attendance has been taken. Leaving prior to class dismissal is considered early departure. Students are not allowed to disrupt academic processes and, at the faculty member's discretion, admission to a class may be denied to tardy students until the next class break. Late arrivals and early departures may affect a student's record of attendance.

Make-up Tests. Tests are typically announced in advance so that a student may prepare. Students must complete the required tests on the stated schedule. Students who miss an original (first administered) test for sufficient and documented reasons may arrange with the faculty member for that course to take a make-up test and receive full credit. Make-up tests will normally be given the day the student returns to school.

Examples of sufficient reason include third-party written documentation of illness, medical, or dental emergencies, work schedule conflicts, military duty assignments, court appearances, funerals, or family emergencies. A make-up test is an examination of equal or greater difficulty given in a subject area. Only one make-up will be allowed per course.

Late Assignments. A student who has excused documented absence will have the opportunity to earn full credit for any missed assignments that are submitted late. Assignments turned in late due to a documented excused absence will be graded as initially assigned.

V. **Policy and Regulations on Standards of Progress and Grades**

Unless otherwise stated in any specific program description, the following general grade and attendance standards for satisfactory progress will apply:

- A. Coursework will be evaluated throughout each course within a program, and a final grade will be awarded at the end of the each course.
- B. The student's academic progress will be evaluated after each course grade has been awarded.

- C. In general and unless otherwise stated, the minimum grade to maintain satisfactory progress is 70% or C-.
- D. The minimum attendance standard to maintain satisfactory progress is to be in attendance for 80% of the total class hours of instruction for each course.

Failure to meet the grade and attendance standards for satisfactory academic progress could result in academic dismissal.

Repeated Courses. A course may not be repeated more than once without approval of the designated academic official. Grades achieved in courses that are repeated due to course withdrawal (W, WP) or failure (F, WF) will replace previous withdrawal or failing grades. A student who is approved to repeat a course due to a failing grade (F, WF) must successfully pass the course by the third attempt. After three failed attempts the student will be academically dismissed.

Appealing an Academic Dismissal. A student who is academically dismissed must appeal in writing to the designated academic official for re-entry. A reentry/readmission student who is granted an appeal may be reinstated. The student will be placed on probation at the start of the next scheduled course and may be required to meet certain additional academic conditions as specified by the designated academic official. The above standards for satisfactory academic progress will continue to be applied to assess the student's academic performance.

If the student is unable to complete work to be evaluated, a grade of "I" (Incomplete) may be assigned.

Incomplete grades. Incomplete ("I") grade may be assigned at the faculty member's discretion upon request by the student to permit the student time to complete required coursework which he/she was prevented from completing in a timely manner due to non-academic reasons. The faculty member may require the student to document the request to assist in the decision. The faculty member may choose not to grant the request. The "I" grade should be considered only when the student has the potential to earn a passing grade if the missing work is made up.

To be eligible for an "I" grade, the student must have a passing grade in the course at the time of the request based upon the required coursework up to that point and must have completed at least 75% of the course work. All incomplete work must be completed within the first week of the immediately subsequent term; exceptions must be approved by the program director or his/her designee. When the work is completed, the faculty member will submit a grade change form with the final grade earned. If the work is not completed within the prescribed time frame, the "I" will automatically change to a permanent "F" grade. The student will be informed of the final grade assigned.

Grades

The following grades are assigned at the end of a course to indicate the status of the student relative to the successful completion of the course:

Letter Grade	Numerical Grade Equivalent
A	93 - 100
A-	90 - 92
B+	87 - 89
B	83 - 86
B-	80 - 82
C+	77 - 79
C	73 - 76
C-	70 - 72
F	69 and below

Letter Grade	Other designations	Quality Points
AS	Advanced Standing	Not computed
F	Attempted/Withdrawal	0
I	Incomplete	Not computed
ME	Credit for Military Experience	Not computed
NP	Not Passed	Not computed
P	Passed	Not computed
T	Transferred credit from academic institution	Not computed
TO	Tested Out	Not computed
W	Attempted/Withdrawal during add/drop	Not computed

VI. Policy and Regulations on Student Conduct

Student Rights, Responsibilities, and Conduct.

ECPI University and the School of Professional Development and Continuing Education supports the freedom of the faculty and students to exchange ideas, examine all aspects of issues, and question assumptions in order to develop the skills and understanding necessary for graduates to qualify for employment in appropriate occupations and to assume positions as responsible members of society. The University's approach to students is to provide a safe and healthy learning environment that promotes the enhancement of each student's professional life through education. When a student's conduct adversely affects the college's pursuit of its educational objectives, actions will be taken to remedy the situation. The School's approach will be to both resolve the problem and to help students learn from their mistakes. In accordance with this general philosophy, efforts will always be made to resolve discipline issues informally, if possible. The following discusses your rights, responsibilities, and conduct as you pursue your education.

A. Rights and Responsibilities

The submission of an Application for Admission to the School represents a voluntary decision on your part to participate in the programs offered by the institution pursuant to its policies, rules, and regulations. The School's approval of your application, in turn, represents the extension of a privilege to join the School community and to remain a part of it so long as you meet its required academic and behavior standards.

You have the privilege of exercising your rights without fear or prejudice as long as you respect the laws of the state, policies of the University. Students in good standing have access to all instructional facilities and services, including classes, laboratories, library, tutoring, advising, etc.

1. Students have the right to inquire about, and to propose, improvements in policies, regulations and procedures affecting the welfare of students through student surveys, MySafeCampus™, campus clubs and organizations, and University offices.
2. The Family Educational Rights and Privacy Act of 1974 provides safeguards regarding the confidentiality of, and access to, student records, and this Act will be adhered to by the University. See the heading Family Education Rights and Privacy Act (FERPA) in the University catalog for more detailed information.
3. Students may appeal results of tests, examinations, or other grades within one week of the end of the course.
4. ECPI decisions affecting a student may be appealed by requesting a review board hearing.
5. Students may tape class lectures only with the approval of the faculty member assigned to the course.

B. Student Conduct

University and the School of Professional Development and Continuing Education disciplinary action shall be limited to conduct which adversely affects the University community's pursuit of its educational objectives. ***The following misconduct is subject to disciplinary action up to and including withdrawal/ termination:***

1. Acts of dishonesty, including but not limited to cheating on quizzes, tests, papers, hands-on homework documentation, or other assignments; or plagiarism.
2. Fraudulent activities including but not limited to willful misrepresentation by a student concerning qualification for admission, continuing eligibility as a student, eligibility for financial aid, current enrollment information, status or position at ECPI.
3. Forgery, alteration or misuse of school documents, records or identification.
4. The unlawful possession, use, or distribution of illicit or prescription drugs on campus.

5. Possession, use, intoxication, or being under the influence of alcohol while on campus.
6. Possession of firearms or other weapons on campus.
7. Gambling on campus.
8. Any act or threat of physical assault or intimidation directed toward any member of the school community or any other individual on campus.
9. Sexual harassment or hazing as described in the Student Non-Harassment Policy and Anti-Hazing Policy.
10. Theft or attempted theft of ECPI property, or any theft on campus.
11. The defacing or destruction of ECPI property.
12. Use of indecent, illegal, disruptive language and/or actions
13. Insubordination in carrying out instructions of faculty or staff.
14. Any refusal to abide with or violation of federal, state, or local regulations.
15. Smoking in unauthorized areas.
16. Continued violation of the ECPI dress code.
17. Furnishing false information to/for/against any student, faculty member or ECPI employee.

The School believes in the use of progressive discipline (verbal warning, written warning and dismissal). However, depending upon the circumstances (i.e., collective student history, seriousness of conduct, issues of safety, facts surrounding the conduct, etc.), the School reserves the right to use or not use progressive discipline.

C. Student Appeal Procedures

The first line of appeal is for the student to reach out to their instructor and work to resolve any issues.

If the first line of appeal does not produce a satisfactory outcome, the student may then reach out to a Department Head.

VII. Statement on Schedule of Fees

A detailed listing of fees, charges for tuition, books, supplies, tools, laboratory fees, and all other charges can be found in each program's description [Appendix B] as well as in the program's listing in the semester schedule of classes (www.ecpi.edu/continuing-education). Fees and other costs can change from one term to the next, but will not change during a term from what is published for that term.

VIII. **Veteran Refund Policy (Veterans using their Benefits)**

In the event that a veteran, spouse of a veteran, surviving spouse or child of a veteran is using their veteran's benefits to attend school and that person fails to enter the course or withdraws or has discontinued schooling at any time prior to the completion of the course, the unused portion of the tuition and/or fees paid by the person shall be refunded. The exact amount of the refund will be determined based on the ratio of the number of hours of instruction the person completed to the total number of instructional hours in the course. (Example: A person attends 5 hours of instruction out of 20 total instructional hours. The person has completed 25% of the class. Therefore, the person would receive a refund of 75% of the total tuition.) All refunds will be made within 30 days.

To request a refund, e-mail a letter of intent to withdraw to the office of Professional Development (Request@ecpi.edu). Refunds will be processed once the written request is received. Refunds will be issued from ECPI University to the student if there was attendance in a term. Refunds will be issued to Veteran's Affairs if a term is paid for in advance and there is no attendance by the student.

IX. **Policy on Reinstating Student after Prolonged Absence**

ECPI University and the School of Professional Development and Continuing Education complies with readmission requirements for service members set forth in the Higher Education Opportunity Act (HEOA) section 487 and its implementing regulations (34 CFR § 668.18).

The School will promptly readmit service members to the same program with the same academic status after an interruption in their program due to a call to active duty. The cumulative length of all absences for military service may not exceed five years.

Students who are service members who are called to active duty must provide the School with either oral or written notification of (1) the military service and (2) the intent to return to school following the active duty service.

Students who are called to active duty must return to school under one of the following:

- Within three years after the completion of the period of service.
- Within two years of the needed recovery period if hospitalized or convalescing due to an illness or injury incurred or aggravated during the performance of service.

Students must provide documentation such as, but not limited to the following: DD214, duty orders indicating completion of service, a letter from commanding officer or other authority, certificate of completion from military training school, discharge certificate with character of service, payroll documents showing periods of service, or letter from National Disaster Medical System Team Leader/Administrative Officer verifying dates and time of NDMS training or Federal activation. Other documents may be considered on a case by case basis.

Service members readmitted to ECPI University and the School of Professional Development and Continuing Education under this procedure will be assessed tuition and fees at the rate of their last attendance or prior offer of admission for one (1) calendar year if they are pursuing the same program. After the one calendar year, they are assessed the tuition and fee rates in effect at that time.

X. **Statement on Credit for Previous Education and Training**

Professional Development will evaluate and maintain written record of previous education and training of Veterans as it will for all students or other eligible persons. Professional Development will clearly indicate “time-appropriate credit” (clock hours) which will be given for previous education and training, with the time of the current training period shortened proportionately, and the Veteran or eligible person and the Department of Veterans Affairs notified.

XI. **Student Grievance Procedures**

ECPI University School of Professional Development and Continuing Education is committed at all times to providing an educational experience which is conducive to the personal and professional growth of each student in a comfortable, student-oriented environment. As part of that commitment, the University has developed procedures designed to ensure that its students have a meaningful and fair opportunity to pursue any grievance they may have, whether the grievance relates to an academic matter, a non-academic matter or any other facet of their University experience. These procedures are as follows:

Students are encouraged to make every possible effort to resolve a grievance on an informal basis through discussion(s) with the faculty or staff member whom the student believes will be most knowledgeable about the matter at hand. If for any reason the student is not comfortable pursuing those discussions with such faculty or staff member, the student may choose to discuss the issue with another faculty or staff member chosen by the student or recommended to the student by his or her Department Head, the Campus Director of Academic Affairs, the Director of Continuing Education, or the Campus President. All University faculty and staff members are required to treat each student grievance in a professional manner and to endeavor to resolve all grievances fairly and swiftly.

Students at all times have available to them on a 24/7 and unlimited basis access to the My ECPI resource. My ECPI is a third party anonymous and confidential incident reporting service available to all University students. A student may contact My ECPI by telephone at 800-716-9007 or online at [MyECPI](#). More information on [MyECPI](#) may be found in the Student Services section of the University Catalog.

If following the pursuit and conclusion of the procedures described in the immediately preceding paragraphs the grievance remains unresolved to the reasonable satisfaction of the student, the student is invited to submit a written request (formal grievance) for further review. Any such written request must be submitted by the student no later than fifteen days following the conclusion of the informal procedure described above and must be directed, at the student’s option, either to the student’s Campus Director of Academic Affairs or to the Campus President.

ECPI University will strive to keep all grievances confidential but cannot guarantee confidentiality. Under some circumstances, a release in respect of confidentiality may be needed in order for a grievance to be properly investigated and resolved in a timely manner.

Contact information for the University Campus President is as follows:

By mail: Campus President, ECPI University
5555 Greenwich Road; Virginia Beach, VA 23462

By email: agladstein@ecpi.edu

The following minimum details should be included in any such written request:

- a description of the issue, including all relevant details such as dates and identities of other individuals involved
- a description of the student's efforts to resolve the subject dispute prior to the written submission, such as details including dates of, locations of and other individuals attending meetings conducted in the course of the informal procedure described above
- reason(s) why the result of the informal procedure described above is unsatisfactory to the student
- the student's name and contact information

The individual to whom such submission is directed will be required to ensure that any such submission be reviewed and that a decision with respect to such submission be rendered as promptly as practical and made available to the student in question. The student will be required to cooperate with all reasonable requests of such individual should additional information or meetings with the student or other appropriate individuals become necessary in the course of this review.

If after the taking of all of the above steps the student remains dissatisfied with the resolution of the student's grievance, the student has available to him/her the resources of the applicable external organizations and agencies to which further pursuit may be addressed.

Students are referred to their Enrollment Agreement for information regarding Arbitration through the American Arbitration Association.

The Virginia State Approving Agency (SAA), is the approving authority of education and training programs for Virginia. Our office investigates complaints of GI Bill® beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact our office via email saa@dvs.virginia.gov.

XII. **Chapter 33 Post 9/11 GI Bill® Benefits**

This institution is approved to offer GI Bill® educational benefits by the Virginia State Approving Agency.

This benefit program is available to individuals who served in active duty on or after September 10, 2001 and is payable for education pursued after August 1, 2009. If a veteran qualifies for assistance under the Montgomery GI Bill® on or after August 1, 2009 and the veteran also qualifies for assistance under the Post 9/11 GI Bill®, the veteran may make an irrevocable decision to receive benefits solely under the Post 9/11 GI Bill®. Please see your Campus Veterans Certifying Official or visit www.gibill.va.gov for more information.

Only the VA can determine a veteran's eligibility. ECPI University is a Yellow Ribbon school for those students who are 100% eligible for this program.

Active duty students are limited to the net cost for tuition and fees that are prorated based on eligibility tiers (40% - 100%) previously established for veterans.

Any person entitled to educational assistance under chapter 33, Post-9/11 GI Bill® or chapter 31, Vocational Rehabilitation and Employment benefits and experiences delayed payment of benefits, will not be subject to any penalties, late fees, denial of access to classes, libraries, or other university facilities as a result of such delay. Nor will such person be required to borrow additional funds to satisfy financial obligations to the university due to the delayed disbursement of funding from the Veteran's Administration, under chapter 31 or 33. To be a person covered under this policy, documentation of eligibility must be determined by providing a certificate of eligibility which can include a "Statement of Benefits" from the VA website – eBenefits, or a VAF 28-1905 for chapter 31 authorization.

Further clarification can be found at or by contacting the Campus Veterans Certifying Official.

Campus President of ECPI University, Virginia Beach Campus
Andy Gladstein

Campus Vice President of Academic Administration and Student Services
William Salice

School of Professional Development and Continuing Education Director
Christopher Blow

Instructional Staff:

Advanced Network Administration and Management

Jeanette C. Boyd, Masters of Science Information Assurance (Network Security), Bachelor of Science Degree in Workforce Education & Development with a specialization in Education, Training and Development, Associate of Applied Science in Computer Information Systems and a Specialist in Programming. She teaches all subjects in the program.

Helpdesk Administration and Management

Gary Melander, MS degree in Information Technology, MS degree in Electronic Engineering Technology, BS in Industrial Technology and over 40 years of related experience. Mr. Melander teaches CIS150C and CIS212C.

Jason Onley, MS in Information Systems and over 15 years related industry experience.

Networking Administration and Management

Jeanette C. Boyd, Masters of Science Information Assurance (Network Security), Bachelor of Science Degree in Workforce Education & Development with a specialization in Education, Training and Development, Associate of Applied Science in Computer Information Systems and a Specialist in Programming. She teaches all subjects in the program.

The following programs and course descriptions include detailed program fees, tuition, books, supplies and other fees or charges.

[Note: Not all programs, or courses within programs, are available each term. Refer to the current schedule of classes (www.ecpi.edu/continuing-education) each term for current offerings.]

ADVANCED NETWORK ADMINISTRATION AND MANAGEMENT

This program prepares students with the knowledge and skills needed to plan, implement, secure, maintain, and troubleshoot converged enterprise networks. The course content was designed to reflect the job skills and responsibilities that are associated with professional-level job roles such as network engineer, systems engineer, network support engineer, network administrator, network consultant, and system integrator.

This is a 280 hour program.

CIS235 Advanced Routing / 70 clock hours

This course teaches students how to implement, monitor, and maintain routing services in an enterprise network. Students will learn how to plan, configure, and verify the implementation of complex enterprise LAN and WAN routing solutions, using a range of routing protocols in IPv4 and IPv6 environments. The course also covers the configuration of secure routing solutions to support branch offices and mobile workers. Comprehensive labs emphasize hands-on learning and practice to reinforce configuration skills.

No prerequisites

CIS236 Implementing IP Routing / 70 clock hours

This course teaches students an in-depth knowledge of Border Gateway Protocol (BGP), the routing protocol that is one of the underlying foundations of the Internet. Students will explore the theory of BGP, configuration of BGP on routers, and detailed troubleshooting information along with hands-on exercises that provide students with the skills needed to configure and troubleshoot BGP networks in enterprise environments.

Prerequisite: CIS235 Advanced Routing

CIS237 Implementing IP Switching / 70 clock hours

This course teaches students how to implement, monitor, and maintain switching in converged enterprise networks. Students will learn how to plan, configure, and verify the implementation of complex enterprise switching solutions. The course also covers the secure integration of Virtual LANs (VLANs), Wireless LANs (WLANs), as well as integrating voice, and video into enterprise networks. Comprehensive labs emphasize hands-on learning and practice to reinforce configuration skills.

Prerequisite: CIS236 Implementing IP Routing

CIS238 Maintaining and Troubleshooting IP Networks / 70 clock hours

This course teaches students how to monitor and maintain complex, enterprise routed and switched IP networks. Skills learned include the planning and execution of regular network maintenance, as well as support and troubleshooting using technology-based processes and best practices, based on systematic and industry recognized approaches. Extensive labs emphasize hands-on learning and practice to reinforce troubleshooting techniques.

Prerequisite: CIS237 IP Switching

<p>Instructor: <u>Jeanette C. Boyd</u>, Masters of Science Information Assurance (Network Security), Bachelor of Science Degree in Workforce Education & Development with a specialization in Education, Training and Development, Associate of Applied Science in Computer Information Systems and a Specialist in Programming. She teaches all subjects in the program.</p>	
<p>General Policies: These policies apply to all programs in The School of Professional Development and Continuing Education</p>	<p>Specific additional policies that apply to this specific program:</p>
<p>Entrance Requirements: 18 years of age or older – (Any exceptions are considered on a case-by case basis.) High School Diploma or GED is required.</p>	<p>None</p>
<p>Attendance: 80% attendance required. In general, if the student cuts class, or is late to class longer than half the class session, they are marked absent. If a student is asked to leave the class due to unsatisfactory conduct, that student will be marked absent for that class session. The only excused absences are for medical reasons, a death in the family or other extreme emergency. The student may be asked to verify the reason. There is no formal make-up policy. Allowances are at the instructor’s discretion.</p>	<p>None</p>
<p>Grading System: A passing grade for satisfactory completion of work and as a final grade is 70% unless otherwise stated in the specific program description. (See grading scale on page 3)</p>	<p>None</p>
<p>Academic Progress: Coursework will be evaluated throughout each course within a program, and a final grade will be awarded at the end of each course. It is at the instructor’s discretion to use quizzes, tests or conferences throughout the course. For multi-course programs, however, grades are assigned at the end of each course. The instructor may assign homework or group work, and consider satisfactory completion/ participation as a requirement for successful completion of the course.</p>	<p>None</p>

<p>General Policies: These policies apply to all programs in The School of Professional Development and Continuing Education (continued)</p>	<p>Specific additional policies that apply to this specific program: (continued)</p>
<p>Itemized Costs: Tuition, Books, Supplies, Other fees (specify):</p>	<p><u>CIS235 Advanced Routing</u> \$1936.25 <u>CIS236 Implementing IP Routing</u> \$1936.25 <u>CIS237 Implementing IP Switching</u> \$1873.75 <u>CIS238 Maintaining and Troubleshooting IP Networks</u> \$1873.75</p> <p>Textbooks: <u>Pearson # 978-1587204562</u> Implementing Cisco IP Routing, Cisco Press \$125.00</p> <p><u>Pearson # 1-58705-884-7</u> Implementing Cisco IP Switched Networks, Cisco Press \$125.00</p> <p><u>Pearson # 978-1587204555</u> Troubleshooting and Maintaining IP Networks, Cisco Press \$125.00</p> <p>No supplies or other fees.</p>

HELPDESK ADMINISTRATION AND MANAGEMENT

This program is intended for students who want to prepare for a challenging and rewarding career in Information Technology. The program provides opportunities for students to become independent and lifelong learners. Students experience challenging activities and acquire critical-thinking skills as they apply problem-solving models. The commitment to provide a program of excellence is evident in the broad student-centered and project-based goals of the Information Technology curriculum. The Helpdesk Administration and Management program validates skills on computer operating systems, preventative maintenance, basic networking, installation, troubleshooting, communication and professionalism.

This 200 hour program is meant to go beyond basic concepts and skills in today's fast paced industry in Information Technology.

IST210C Computer Organization / 50 clock hours

Computer Organization provides students with knowledge and skills regarding the maintenance, Upgrading, and configuration of PC hardware, components, and peripherals. Upon successful completion of this course, students are able to maintain, upgrade, and configure PC systems. Students receive both classroom instruction and hands-on laboratory experiences. A strong emphasis is placed on proper security practices and industry ethics. The student will also be introduced to the skills and techniques requires to provide outstanding customer service and support.

No prerequisites

IST211C Computer Organization II / 50 clock hours

This course covers computer peripheral devices. Students are introduced to the internal function, operation, maintenance, and repair of these devices. The course also covers operating systems, security, mobile devices and troubleshooting. Preventive and corrective maintenance, configuration, installation, and safety issues are presented. Call handling best practices, communication and listening techniques, conflict negotiation, and responses to difficult customer behaviors will also be covered.

Prerequisite: Computer Organization

CIS150C Introduction to Networking / 50 clock hours

This course covers troubleshooting, configuring, and managing common network wireless and wired devices, establish basic network design and connectivity, understand and maintain network documentation, identify network limitations and weaknesses, and implement network security, standards, and protocols. The candidate will have a basic understanding of emerging technologies including unified communications, mobile, cloud, and virtualization technologies.

Prerequisite: Computer Organization II

CIS212C Network Security Concepts / 50 clock hours

The main goal of this course is to ensure the student has the knowledge and skills required to identify risk, to participate in risk mitigation activities, and to provide infrastructure, application, information, and operational security. In addition, the successful candidate will apply security controls to maintain confidentiality, integrity, and availability, identify appropriate technologies and products, troubleshoot security events and incidents, and operate with an awareness of applicable policies, laws, and regulations.

Prerequisite: Introduction to Networking

<p>Instructor:</p> <p><u>Gary Melander</u>, MS degree in Information Technology, MS degree in Electronic Engineering Technology, BS in Industrial Technology and over 40 years of related experience. Mr. Melander teaches CIS150C and CIS212C.</p> <p><u>Jason Onley</u>, MS in Information Systems and over 15 years related industry experience.</p>	
General Policies: These policies apply to all programs in The School of Professional Development and Continuing Education	Specific additional policies that apply to this specific program:
<p>Entrance Requirements:</p> <p>18 years of age or older – (Any exceptions are considered on a case-by case basis.)</p> <p>High School Diploma or GED is required.</p>	None
<p>Attendance:</p> <p>80% attendance required.</p> <p>In general, if the student cuts class, or is late to class longer than half the class session, they are marked absent.</p> <p>If a student is asked to leave the class due to unsatisfactory conduct, that student will be marked absent for that class session.</p> <p>The only excused absences are for medical reasons, a death in the family or other extreme emergency. The student may be asked to verify the reason.</p> <p>There is no formal make-up policy. Allowances are at the instructor's discretion.</p>	None
<p>Grading System:</p> <p>A passing grade for satisfactory completion of work and as a final grade is 70% unless otherwise stated in the specific program description. (See grading scale on page 3)</p>	None

General Policies: These policies apply to all programs in The School of Professional Development and Continuing Education (continued)	Specific additional policies that apply to this specific program: (continued)
<p>Academic Progress: Coursework will be evaluated throughout each course within a program, and a final grade will be awarded at the end of each course. It is at the instructor’s discretion to use quizzes, tests or conferences throughout the course.</p> <p>For multi-course programs, however, grades are assigned at the end of each course.</p> <p>The instructor may assign homework or group work, and consider satisfactory completion/ participation as a requirement for successful completion of the course.</p>	<p>None</p>
<p>Itemized Costs: Tuition, Books, Supplies, Other fees (specify):</p>	<p><u>IST210C Computer Organization</u> \$1300.00</p> <p><u>IST211C Computer Organization II</u> \$1300.00</p> <p><u>CIS150C Introduction to Networking</u> \$1225.00</p> <p><u>CIS212C Network Security Concepts</u> \$1225.00</p> <p>Textbooks: <u>Logical Operations #ECPI93001SKT</u> Computer Organization and Maintenance \$150.00</p> <p><u>Logical Operations #ECPI93012SKT</u> Introduction to Networking \$150.00</p> <p><u>Logical Operations #ECPI93022SKT</u> Network Security Concepts \$150.00</p> <p>No supplies or other fees.</p>

NETWORKING ADMINISTRATION AND MANAGEMENT

The Networking Administration and Management certificate program is designed to provide an integrated and comprehensive coverage of networking topics, from fundamentals to advanced applications and services, while providing opportunities for hands-on practical experience and career skills development. It is for students who are seeking entry-level jobs in the ICT industry or hope to fulfill prerequisites to pursue more specialized ICT skills.

This is a 350 clock hour program.

CIS103 Essentials of Networking / 70 clock hours

This course introduces the architecture, structure, functions, components, and models of the Internet and other computer networks. The principles and structure of IP addressing and the fundamentals of Ethernet concepts, media, and operations are introduced to provide a foundation for the curriculum. By the end of the course, students will be able to build simple LANs, perform basic configurations for routers and switches, and implement IP addressing schemes.

No prerequisites

CIS113 Operating Systems & Router Fundamentals / 70 clock hours

This course describes the architecture, components, and operations of routers and switches in a small network. Students learn how to configure a router and a switch for basic functionality. By the end of this course, students will be able to configure and troubleshoot routers and switches and resolve common issues with Routing Information Protocol (RIPv1, RIPv2), single-area and multi-area Open Shortest Path First (OSPF), virtual LANs, and inter-VLAN routing in both IPv4 and IPv6 networks.

Prerequisite: CIS103 Essentials of Networking

CIS209 Installation Configuration and LAN Segmentation / 70 clock hours

This course describes the architecture, components, and operations of a converged switched network. Students learn about the hierarchical network design model and how to configure a switch for basic and advanced functionality. By the end of this course, students will be able to troubleshoot and resolve common issues with Virtual LANs and inter-VLAN routing in a converged network. Students will also develop the knowledge and skills needed to implement a WLAN in a small-to-medium network.

Prerequisite: CIS113 Operating Systems & Router Fundamentals

CIS221 Security & Network Implementation / 70 clock hours

This course discusses the WAN technologies and network services required by converged applications in a complex network. The course enables students to understand the selection criteria of network devices and WAN technologies to meet network requirements. Students learn how to configure and troubleshoot network devices and resolve common issues with data link protocols. Students will also develop the knowledge and skills needed to implement virtual private network (VPN) operations in a complex network.

Prerequisite: CIS209 Installation Configuration and LAN Segmentation

<p>Instructor: <u>Jeanette C. Boyd</u>, Masters of Science Information Assurance (Network Security), Bachelor of Science Degree in Workforce Education & Development with a specialization in Education, Training and Development, Associate of Applied Science in Computer Information Systems and a Specialist in Programming. She teaches all subjects in the program.</p>	
<p>General Policies: These policies apply to all programs in The School of Professional Development and Continuing Education</p>	<p>Specific additional policies that apply to this specific program:</p>
<p>Entrance Requirements: 18 years of age or older – (Any exceptions are considered on a case-by case basis.) High School Diploma or GED is required.</p>	<p>None</p>
<p>Attendance: 80% attendance required. In general, if the student cuts class, or is late to class longer than half the class session, they are marked absent. If a student is asked to leave the class due to unsatisfactory conduct, that student will be marked absent for that class session. The only excused absences are for medical reasons, a death in the family or other extreme emergency. The student may be asked to verify the reason. There is no formal make-up policy. Allowances are at the instructor’s discretion.</p>	<p>None</p>
<p>Grading System: A passing grade for satisfactory completion of work and as a final grade is 70% unless otherwise stated in the specific program description. (See grading scale on page 3)</p>	<p>None</p>

General Policies: These policies apply to all programs in The School of Professional Development and Continuing Education (continued)	Specific additional policies that apply to this specific program: (continued)
<p>Academic Progress: Coursework will be evaluated throughout each course within a program, and a final grade will be awarded at the end of each course. It is at the instructor's discretion to use quizzes, tests or conferences throughout the course.</p> <p>For multi-course programs, however, grades are assigned at the end of each course.</p> <p>The instructor may assign homework or group work, and consider satisfactory completion/ participation as a requirement for successful completion of the course.</p>	<p>None</p>
<p>Itemized Costs: Tuition, Books, Supplies, Other fees (specify):</p>	<p><u>CIS103 Essentials of Networking</u> \$1500.00</p> <p><u>CIS113 Operating Systems & Router Fundamentals</u> \$1500.00</p> <p><u>CIS209 Installation Configuration and LAN Segmentation</u> \$1500.00</p> <p><u>CIS221 Security & Network Implementation</u> \$1500.00</p> <p>Textbooks:</p> <p><u>Pearson # 9780136633662 / Lab Companion #9780136634454</u> Introduction to Networks Companion Guide \$125.00</p> <p><u>Pearson # 9780136729358 / Lab Companion #9780136634386</u> Switching, Routing, and Wireless Essentials v7.0 (SRWE) Companion Guide \$125.00</p> <p><u>Pearson # 9780136634324 / Lab Companion #9780136634690</u> Enterprise Networking, Security, and Automation Companion Guide (CCNAv7) \$125.00</p> <p><u>Cengage #ISBN-13:978-1305500372, ISBN-10:1305500377</u> Security Awareness: Applying Practical Security in Your World 5th edition \$125.00</p> <p>No supplies or other fees.</p>



Acknowledgement of Receipt

ECPI University's Professional Development Division, being required to "furnish to the veteran or eligible person, upon enrollment, copies of the course outline, schedule of tuition, fees and other charges, regulations pertaining to absences, grading policy, and rules of operations and conduct," is providing the veteran or eligible person a copy of the current *Veteran's Handbook of Policies and Procedures for Professional Development Programs*.

Upon receipt of a copy of the current handbook, please sign and date.

"I, _____, acknowledge receipt of the ECPI University "*Veteran's Handbook of Policies and Procedures for Professional Development Programs*."

Signature

Print Name

Date

For further information on Veteran Education Benefits,
go to: www.gibill.va.gov (Links: "FAQ" or "Submit a Question")

If you have additional questions, feel free to contact
Mr. Christopher Blow, Cblow@ecpi.edu
(757) 271-1179
or your local VA representative at the Virginia Beach or Newport News campus.