

Academic Catalog

Effective June 2011





From the President of Heald College

Dear Student,

Congratulations on your decision to further your education and enroll at Heald College! On behalf of our faculty, staff and Board of Trustees, I want to personally welcome you.

For nearly 150 years, Heald has been an innovative leader in providing career-oriented education to students who have made the decision to begin or advance their careers. We continue this proud tradition at 12 campuses in California, Oregon and Hawaii, and offer programs in the fields of Healthcare, Business, Legal and Technology. Our campuses are conveniently located and many of our classes are available online as well.

We prepare our students for academic and professional success through quality career-focused programs that develop skills to last a lifetime. We are committed to creating an environment of excellence in teaching, learning and in fostering your success. I strongly encourage you to take advantage of the opportunities available to you while enrolled at Heald.

As an institution accredited by the Accrediting Commission for Community and Junior Colleges of the Western Association of Schools and Colleges, Heald College adheres to the highest standards. Our faculty consists of people who know what it means to be in the workforce. At Heald, you will find that our instructors have both academic and real-world experience. They teach practical, relevant skills that you will be able to use throughout your career.

I look forward to seeing you graduate with career opportunities, confidence, and a desire to continue to invest in yourself. As a Heald College graduate, you will join thousands who have found rewarding careers as a result of a Heald education. Once again, congratulations and welcome.

Wishing you success in your studies,

A handwritten signature in black ink, appearing to read 'Eva K. Deshon'.

Eva K. Deshon
President



Concord Campus



Fresno Campus



Hayward Campus

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HEALD COLLEGE CAMPUS LOCATIONS

Central Administrative Office

601 Montgomery Street, 14th Floor, San Francisco, CA 94111
Phone (415) 808-1400 • Fax (415) 808-1598
www.heald.edu • info@heald.edu

California

Concord

5130 Commercial Circle,
Concord, CA 94520
Phone (925) 288-5800 • Fax (925) 288-5896
Concordinfo@heald.edu

Fresno

255 West Bullard Avenue, Fresno, CA 93704
Phone (559) 438-4222 • Fax (559) 438-0948
Fresnoinfo@heald.edu

Additional classrooms located at:

255 East River Park Circle, Fresno, CA 93720
Phone (559) 490-8700 • Fax (559) 490-8652

Hayward

25500 Industrial Boulevard
Hayward, CA 94545
Phone (510) 783-2100 • Fax (510) 783-3287
Haywardinfo@heald.edu

Modesto

5260 Pirrone Court
Salida, CA 95368
Phone (209) 416-3700 • Fax (209) 416-3690
Modestoinfo@heald.edu

Rancho Cordova

2910 Prospect Park Drive,
Rancho Cordova, CA 95670
Phone (916) 638-1616 • Fax (916) 638-1580
RanchoCordovainfo@heald.edu

Roseville

7 Sierra Gate Plaza, Roseville, CA 95678
Phone (916) 789-8600 • Fax (916) 789-8606
Rosevilleinfo@heald.edu

Salinas

1450 N. Main Street, Salinas, CA 93906
Phone (831) 443-1700 • Fax (831) 443-1050
Salinasinfo@heald.edu

San Francisco

875 Howard Street,
San Francisco, CA 94103
Phone (415) 808-3000 • Fax (415) 808-3005
SanFranciscoinfo@heald.edu

San Jose

341 Great Mall Parkway, Milpitas, CA 95035
Phone (408) 934-4900 • Fax (408) 934-7777
SanJoseinfo@heald.edu

Stockton

1605 East March Lane, Stockton, CA 95210
Phone (209) 473-5200 • Fax (209) 477-2739
Stocktoninfo@heald.edu

Oregon

Portland

6035 NE 78th Court,
Portland, OR 97218
Phone (503) 229-0492 • Fax (503) 229-0498
Portlandinfo@heald.edu

Hawaii

Honolulu

1500 Kapiolani Boulevard,
Honolulu, HI 96814
Phone (808) 955-1500 • Fax (808) 955-6964
Honoluluinfo@heald.edu

ADMINISTRATIVE AND CAMPUS OPERATIONS

CENTRAL ADMINISTRATION OFFICE

Eeva Deshon, President and CEO, CPA
B.S., Accounting, Southern New Hampshire University

Sharlee Brittingham, Regional Vice President,
Campus Operations--West
B.A., Barry University

Leah Cope, Vice President, Human Resources
MHRM, Human Resources University of North Florida
B.A., Management, University of Florida, Gainesville

Barbara Gordon, Regional Vice President, Campus Operations—Bay
B.A., English, University of Pittsburg

Rebekah Grassl, Vice President, Enrollment Management
B.A., Biology and Botany, Connecticut College

Nina Kamatani, Regional Vice President, Admissions—Bay
M.A., Organizational Management, University of Phoenix
B.A., Psychology, CSU San Jose

John Mathias, Regional Vice President, Admissions--West
B.S. Human Resources, Indiana Institute of Technology

Jim Mirr, Senior Vice President, Chief Financial Officer
B.S., Accounting, Purdue University

Matt Ormond, Vice President, Information Technology
M.B.A., Business Administration, University of Maryland
B.S., Management, University of Phoenix
A.A.S., Networking Technology, Heald College

Kimberly Penitenti, Vice President, Controller, IMA
B.S., Management, Saint Mary's College

Eric Rajasalu, Senior Vice President, Marketing and Admissions
M.A., Education, San Diego State University
B.A., International Business, San Diego State University

Terry Rawls, Senior Vice President, Chief Academic Officer
EDD, Counseling, Idaho State University
MED, Counseling, Georgia St. University
B.S., Sociology, University of Iowa

Evelyn Schemmel, Regional Vice President,
Campus Operations—Hawaii
B.S., Business Education, State University of New York, Albany

Daniel Waterman, Regional Vice President, Campus Operations
M.A., Organizational Management, University of Phoenix
B.A., Sociology/Psychology, University of Northern Iowa

CAMPUS PRESIDENTS

Guy Adams, Campus President, Roseville
M.A., Social Science, Azusa Pacific University
B.A., Religion, Warner Pacific College

John N. "Nick" Davis, Campus President, Hayward
Ph.D., Educational Administration, University of Missouri

Maria Embry, Campus President, Salinas
A.A.S., Accounting, Heald College

Jason Ferguson, Campus President, Portland
M.B.A., Business Administration, National U
B.A., Spanish, University of Utah

Ada Gerard, Campus President, Rancho Cordova
M.S., Education, CSU East Bay
B.A., Speech & Communications, Radford University

Debbie Jones, Campus President, San Francisco
B.A., English, California Baptist University

Sandy Lamba, Campus President, Stockton
M.A., Psychology, California School of Professional Psychology
B.S., Psychology, University of California, Davis

Shirley Llafet, Campus President, Concord
M.A., Leadership, Saint Mary's College
B.S., Business Administration, University of Northern Colorado

John Luotto, Campus President, San Jose
M.B.A., Franklin University
B.A., Political Science, University of California, Santa Barbara

Carolyn Pierce, Campus President, Fresno
M.B.A., Business Administration, University of Redlands
B.S., Economics, University of California, Los Angeles

Ezra Salas, Campus President, Modesto
B.A., Management, St. Mary's College, Moraga, California

BOARD OF TRUSTEES

Robert Bunje, Chair

Charles M. Cook

Luther Luedtke

Richard Simpson

Fran Streets

Beth Wilson

MISSION STATEMENT

Heald College prepares students for academic, personal, and professional success through quality career-focused programs that develop skills to last a lifetime.

CHARTERS, ACCREDITATION, AND APPROVALS

Heald College is a regionally accredited career college.

Heald College is registered in the State of California as a limited liability company.

Heald College is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges (WASC), 10 Commercial Boulevard, Suite 204, Novato, California 94949, (415) 506-0234, an institutional accrediting body recognized by the Council for Higher Education Accreditation and the U.S. Department of Education.

Through an inter-regional accreditation agreement, the Northwest Association of Schools and Colleges recognizes the accreditation conferred upon the entire Heald system by the Western Association of Schools and Colleges for Heald's Portland campus.

This school is a unit of a business corporation authorized by the State of Oregon to offer and confer the academic degrees described herein, following a determination that state academic standards will be satisfied under OAR 583-030. Inquiries concerning the standards or school compliance may be directed to the Office of Degree Authorization, 1500 Valley River Drive, Suite 100, Eugene, Oregon 97401.

The Heald College Health Information Technology Program is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). CAHIIM's website is www.cahiim.org.

The Medical Assisting A.A.S. degree at all campuses except Modesto, and the Medical Assisting Diploma at the Portland campuses are accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of the Medical Assisting Education Review Board (MAERB). The address follows:

Commission on Accreditation of Allied Health
Education Programs
1361 Park Street, Clearwater, FL 33756
(727) 210 – 2350
www.caahep.org

The Medical Assisting Diploma program is not accredited by CAAHEP at the California and Honolulu campuses.

The Dental Assisting program at the Concord, Hayward, and Stockton campuses of Heald College is approved by the Dental Board of California. Approval was granted to the Stockton campus in November 2006 and granted to the Concord and Hayward campuses in February 2007. The Dental Board of California can be contacted at (916) 263-2300 or at 2005 Evergreen Street, Suite 1550, Sacramento, CA 95815.

The programs in dental assisting at the Concord, Hayward, Honolulu, and Stockton campuses of Heald College are accredited by the Commission on Dental Accreditation. The Commission is a specialized accrediting body recognized by the United States Department of Education. The address follows:

The Commission on Dental Accreditation
211 East Chicago Avenue, Chicago, IL 60611.
(312) 440-4653

Each Heald College campus is an eligible institution under the Federal Pell Grant, Federal Work-Study, and Federal Supplemental Educational Opportunity Grant. Other grant and loan programs are available and vary by location.

Heald College is authorized under federal law to enroll non-immigrant alien students and is approved in California, Hawaii, and Oregon to train eligible veterans under Title 38, U.S. Code.

Heald College is approved by the California State Approving Agency to enroll veterans and other eligible persons. Students interested in Veterans Educational Benefits should contact the campus admissions office.

Heald College is a member of Servicemembers Opportunity Colleges ("SOC"), a consortium of national higher education associations that functions in cooperation with the Department of Defense, the military services including the National Guard, and the Coast Guard to help meet the voluntary higher education needs of servicemembers and their families. Military servicemembers, their spouses and children, and DOD employees, upon showing proof of military affiliation, are eligible to participate in Heald's military tuition program.

This catalog is published with an Addendum that includes information on tuition, fees and faculty and is not considered complete without this Addendum.

CAREER-FOCUSED CURRICULUM

Heald College offers a variety of educational options.

THE ASSOCIATE IN APPLIED SCIENCE DEGREE

Heald College awards the Associate in Applied Science degree to all students completing the required curriculum. Students can choose from several healthcare, business, legal, or technology programs – all of which emphasize practical, applied skills that are necessary in today's fast-paced work environment. In addition, students receive a general education background that emphasizes critical thinking, problem solving, communication, and interpersonal skills.

THE ASSOCIATE OF ARTS DEGREE

Heald College graduates who have earned an Associate in Applied Science degree are eligible to earn an Associate of Arts degree. By taking additional coursework in general education subjects such as art, history, music, and science, students receive additional preparation for a four-year degree.

THE DIPLOMA

Achieving success in healthcare, business, or technology requires continually updated knowledge as well as a strong educational background. A student may choose to build maximum essential skills in a shorter period of time in our diploma programs. A diploma is awarded upon completion of the required program curriculum.

THE CERTIFICATE

Students who have not earned a Heald diploma or an Associate in Applied Science degree may earn a Heald Certificate of Completion in applicable programs.

DISTANCE LEARNING (ONLINE COURSES)

Heald College offers select courses via distance learning in an online format. These courses have the same course descriptions, student learning outcomes, general topics, prerequisites, and units as the corresponding on-campus (residential) version of the courses. Heald publishes a schedule of courses offered online each quarter and students who meet the entrance criteria can register in one or more online courses. Please see the academic affairs office on campus for more information about online courses. Only students enrolled in degree, diploma, or certificate programs may take courses online. To be eligible to take an online course(s) students must be interviewed by the Campus Online Coordinator, sign an Online Learning Agreement, and successfully pass the online learning orientation course.

PROGRAMS AVAILABLE

(Not all programs are available at all campuses.)

- Business Accounting (Certificate, Degree)
- Business Administration (Diploma, Degree)
- Business Administration, Accounting (Diploma, Degree)
- Business Administration, Construction Management (Degree)
- Business Administration, Entrepreneurship (Degree)
- Business Administration, Hospitality and Tourism (Diploma, Degree)

- Business Administration, Sales and Marketing (Diploma, Degree)
- Business Administration, Software Technologies (Diploma, Degree)
- Criminal Justice (Degree)
- Criminal Justice Administration (Degree)
- Dental Assisting (Degree)
- Electronics Technology (Diploma, Degree)
- Health Information Technology (Degree)
- Information Technology, Network Security (Degree)
- Information Technology, Network Systems Administration (Diploma, Degree)
- Medical Assisting (Diploma, Degree)
- Medical Insurance Billing and Coding (Degree)
- Medical Office Administration (Diploma, Degree)
- Networking Technology, CCNA® Curriculum (Certificate, Degree)
- Networking Technology, CCNP® Curriculum (Certificate, Degree)
- Networking Technology, Microsoft® Windows® Server Administration (Certificate, Degree)
- Office Skills (Certificate)
- Paralegal (Degree)
- Pharmacy Technology (Degree)

EXPLANATION OF COURSE NUMBERING SYSTEM

Courses numbered from 100-999 are baccalaureate-level courses. When applying for admission at another school, it is up to the receiving institution to identify which baccalaureate-level courses will be accepted for transfer credit.

CERTIFICATION EXAMS

Heald College is an authorized provider of educational programs that help students prepare for the official certification tests created by the Microsoft® and Cisco® organizations. To become a Microsoft® Certified Systems Engineer (MCSE), a Cisco® Certified Network Associate (CCNA®), a Cisco® Certified Network Professional (CCNP®), or a Microsoft® Certified Application Specialist, students must pass a series of certification exams at a designated Heald campus or at an off-site authorized testing center.

INTERNSHIPS AND EXTERNSHIPS

Heald College's internships and externships provide opportunities for Heald's students to receive on-the-job training while earning college credit. Students interview for internship and externship positions, and assignments are agreed upon by the College, student, and company. Internship positions are unpaid. Externships are required in Medical Assisting, Dental Assisting, Health Information Technology, Pharmacy Technology, and Phlebotomy Technology programs and are also unpaid. Internships and externships are usually available during the day, Monday through Friday.

CORE INSTITUTIONAL LEARNING OUTCOMES

Heald College has adopted core Institutional Learning Outcomes that represent our degree and General Education outcomes. These are supported through our General Education program, each of our major areas of study, and through our administrative and educational support programs.

Heald College graduates are expected to demonstrate the following core institutional learning outcomes:

1. Communicates effectively using a variety of methods
2. Collaborates respectfully in groups with an awareness of the positive contributions of diversity to group success
3. Applies critical thinking in synthesizing information, solving problems, and making decisions
4. Identifies, retrieves, evaluates, and uses information to support academic, personal, and professional success and lifelong learning
5. Models professional behavior through appearance, attendance, personal responsibility, positive attitude, and respect for others
6. Demonstrates knowledge, skills, and abilities in a focused, in-depth program of study

Graduates' levels of attainment in core competencies vary depending on the type of credential earned: a diploma, certificate, or degree.

GENERAL EDUCATION PHILOSOPHY

Heald College degree programs include both major and General Education courses. Heald's General Education program provides a framework through which students develop knowledge, skills, and experiences to deepen critical thinking, foster creative thinking, and enhance their overall knowledge through study of the arts, humanities, social and behavioral sciences, mathematics and science. Every degree program incorporates a set of general education courses that enriches the Heald student's particular views of the world and provides a unique set of intellectual tools to promote an appreciation for life-long learning necessary to support the professional, academic, and personal success of the student. Further, critical thinking, oral and written communication, and information literacy skills are integrated and applied throughout the core curriculum through active learning activities and assignments.

Heald's General Education courses support the Core Institutional Learning Outcomes.

GENERAL EDUCATION REQUIREMENTS

Knowledge Domains	Lower Division Minimum Units	
	Associate in Applied Science Programs	Associate of Arts Program
Communication Skills	8	12
Computational Skills	4	12
Humanities / Fine Arts	4	12
Natural Sciences	4	9
Social Sciences	4	8
Total	24	53

GENERAL EDUCATION COURSES

Heald College has identified the following courses to holistically support the development of the knowledge, skills, and experiences that allow our students to meet our institutional learning outcomes.

COMMUNICATION SKILLS

COMM 220 Interpersonal Communication
ENGL 105 Composition and Reading
ENGL 155 College Composition and Research
ENGL 212 Principles of Public Speaking
ENGL 215 Group Communications
ENGL 255 Advanced Composition and Critical Thinking

COMPUTATIONAL SKILLS

MATH 103 Elementary Algebra
MATH 121 Intermediate Algebra
MATH 205 Modern Business Mathematics
MATH 230 Introduction to Statistics

HUMANITIES/FINE ARTS

ART 205 Art, Film, & Media
HUMNS 205 Contemporary Literature: Cultural Perspectives
MUSIC 205 History of Music: From Chants to Rap

NATURAL SCIENCE

ANATPHYS 215 Fundamental of Anatomy and Physiology
BIOSC 230 Human Anatomy with Lab
BIOSC 240 Human Physiology with Lab
BIOSC 250 Microbiology with Lab
CHEM 220 Introduction to General, Organic, and Biochemistry with Lab

SOCIAL SCIENCE

BIOSC 200 Human Nutrition
ENV SCI 225 Introduction to Environmental Science
LAB 201 Physical Science Laboratory
HIST 221 History of the United States (1865-Present)
PHYSICS 270 Introduction to Physics
PSYCH 220 Introduction to Psychology
PSYCH 240 Human Growth & Development
SOC 220 Introduction to Sociology

INFORMATION LITERACY

Students develop information literacy skills throughout their major and General Education course work through research papers and other projects. For example, students are required to integrate primary resources in key assignments embedded within many of their courses. Students are informed of the legal and ethical implications of using information and how to avoid plagiarism through Heald academic standards and policies. Software and applications are made available to students to reinforce integrity in their products. Learning resource centers provide additional training and support on how to use academic databases to retrieve scholarly resources.

PROFESSIONALISM

Heald supports students' development of professionalism through our attendance and dress code policies as well as through expectations set by faculty and staff for professional behavior. For example, students are required to take SUCCESS 100 Success Strategies and PROF DEV 226 Professional Development as part of their lower division coursework. These courses provide knowledge and resources that help them understand, apply, and demonstrate professionalism in varying environments. Students progress through their programs with a concrete framework of professional standards and guidelines which are reinforced daily by faculty and staff. Heald students are further able to practice core elements of professionalism before they step into the real world during internships, externships, and capstone courses where professional dress and behavior are required.

DEVELOPMENTAL EDUCATION

Heald College strongly supports the academic and personal growth of its students by providing additional preparation for college-level learning to those who can benefit. Enrollment in developmental courses is determined by placement testing. Heald's developmental education program includes foundational instruction in mathematics and English.

- ENGL 10 Essential Language Skills
- MATH 10 Essential Math

TRANSFER OF HEALD COLLEGE CREDIT TO BACHELOR'S DEGREE PROGRAMS

Transfer of credit to other institutions depends on several factors, including admissions requirements, intended major, and general education requirements. Students interested in pursuing a four-year degree after completion of their A.A.S. degree at Heald College will have their Heald College coursework evaluated by any institution to which they apply; however, several public and private colleges and universities have documented and made available their internal practices for application of Heald units toward bachelor's degree programs.¹

ARTICULATION AGREEMENTS OR TRANSFER CREDIT DOCUMENTATION

- Alliant International University
- Argosy University
- Ashford University
- Capella University
- Chapman University*
- City University
- California State University (CSU) Chancellor's Office
- CSU Chico
- CSU East Bay
- CSU Fresno
- CSU Monterey Bay*
- CSU Stanislaus
- DeVry University
- Franklin University
- Golden Gate University*
- Hawaii Pacific University
- John F. Kennedy University
- Kaplan University
- Menlo College
- National University*
- Notre Dame de Namur University
- Portland State University
- Sacramento State University
- San Jose State University^{2*}
- Sonoma State University
- Strayer University
- TUI University
- University of Hawaii*
- University of Phoenix
- University of San Francisco*
- University of the Pacific*
- Wayland Baptist University
- William Jessup University

¹ Heald makes no representation or guarantee that credits earned at Heald will be transferable to any other College or University. Acceptance of credit is determined entirely by the receiving institution, at their complete discretion, and should not be assumed. If a student's educational plans rely on another College or University's acceptance of Heald credits, the student should check with that institution prior to enrollment.

² Though a course-to-course articulation agreement has been established with SJSU, Associate of Arts graduates do not typically meet admissions requirements for the university.

* Information on transfer of Heald College credit is also posted on institution's web site at time of catalog printing.

Students interested in transferring to these colleges and universities may request a copy of transfer credit documentation from the Heald College Academic Affairs office.

CALIFORNIA STATE UNIVERSITY (CSU) SYSTEM APPROVAL OF HEALD COLLEGE GENERAL EDUCATION COURSES

The California State University system has approved several Heald College courses to meet CSU General Education Breadth

requirements (posted on the www.calstate.edu website). Typically, students completing their A.A.S. degrees at Heald College are eligible for General Education (GE) Certification up to 20 or 24 units; those students continuing on to complete their Associate of Arts degree are eligible for GE Certification up to 49 units. Additionally, many independent colleges and universities will accept CSU general education certification in lieu of their own lower division general education requirements (in part or in full), as published on the web site of the Association of Independent California Colleges and Universities.

Heald College-approved CSU GE Breadth courses are listed is below:

GE Area	Course	Title	Quarter Units	Date Approved
A1	COMM 220	Interpersonal Communication	4	Spring 2010
A1	ENGL 202	Public Speaking	3	Summer 2003
A1	ENGL 203**	Advanced Public Speaking	1	Winter 2006
A1	ENGL 212	Principles of Public Speaking	4	Winter 2006
A2	ENGL 155	College Composition and Research	4	Summer 2003
A3	ENGL 255	Advanced Composition and Critical Thinking	4	Winter 2006
B1	PHYSICS 270	Introduction to Physics	4	Summer 2003
B1, B3	CHEM 220	Introduction to General, Organic, and Biochemistry with Lab	6	Summer 2010
B2	ANATPHYS 215	Fundamentals of Anatomy and Physiology	4	Summer 2003
B2, B3	BIOSC 230	Human Anatomy with Lab	6	Summer 2010
B2, B3	BIOSC 240	Human Physiology with Lab	6	Summer 2010
B2, B3	BIOSC 250	Microbiology with Lab	6	Summer 2010
B3	LAB 200**	Physical and Life Science Laboratory	1	Winter 2006
B3	LAB 201	Physical Science Laboratory	1	Winter 2009
B4	MATH 230	Introduction to Statistics	4	Winter 2006
C1	ART 205	Art, Film, and Media	4	Winter 2006
C1	MUSIC 205	History of Music, from Chants to Rap	4	Winter 2006
C2	HUMNS 205	Contemporary Literature: Cultural Perspectives	4	Summer 2003
D0	CRIM JUS 115	Criminology	3	Summer 2003
D0	SOC 220	Introduction to Sociology	4	Spring 2010
D6, US1	HIST 221	History of the United States (1865 – Present)	4	Winter 2006
D7	ENV SCI 225	Introduction to Environmental Science	4	Summer 2003
D8	CRIM JUS 105	Introduction to Criminal Justice	3	Summer 2003
D8	CRIM JUS 220	Criminal Law	3	Summer 2003
D9	PSYCH 220	Introduction to Psychology	4	Summer 2003
E	BIOSC 200	Human Nutrition	4	Spring 2010
E	PSYCH 240	Human Growth and Development	4	Spring 2010

** No longer offered at Heald College

For those students or graduates wishing to transfer to a California State University system campus, a completed CSU GE-Breadth Certification form can be requested from the campus Academic Affairs department.

BUSINESS ACCOUNTING

Associate in Applied Science Degree in Business Accounting

Graduates of the following Heald College A.A.S. degrees may apply to earn a second A.A.S. degree in Business Accounting by completing the following additional courses.

- Business Administration**
- Business Administration with an Emphasis in Hospitality and Tourism
- Business Administration with an Emphasis in Sales and Marketing
- Business Administration with an Emphasis in Software Technologies

Heald Certificate of Completion

Students interested in pursuing a non-degree program in Business Accounting may earn a certificate of completion by successfully completing the 36-unit Business Accounting program.

Program Description

In this program, students learn the essential knowledge and skills to enter the accounting industry. Major topics covered include computerized accounting, payroll accounting and federal and state income tax, and general business principles. This program prepares students for entry level jobs in the field of accounting.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Complete the accounting cycle, including journalizing, posting, adjusting, preparing financial statements, and closing a company's accounts.
4. Apply current and applicable Federal laws for payroll and income taxes.

	Certificate of Completion	Associate in Applied Science Degree
Total Units Required for Degree/Certificate	36 units	Varies[§]
Major Courses	30 units	24 units
ACCTG 104 Fundamentals of Accounting [†]	3	
ACCTG 106 Computerized Accounting Concepts [†]	3	
ACCTG 115 Payroll Accounting Concepts [†]	3	3
ACCTG 205 Principles of Accounting I [†]	6	6
ACCTG 206 Principles of Accounting II [†]	6	6
ACCTG 215 Accounting Spreadsheet Applications [†]	3	3
ACCTG 223 Federal and State Income Taxes [†]	6	6
Professional Development Courses	6 units	
COMP APP 100 Introduction to Software Applications [†]	3	
COMP APP 121 Spreadsheet Applications	3	

CTEC Registered Tax Preparer

Heald college curriculum has been approved by the California Tax Education Council (CTEC) to offer ACCTG 223 Federal and State Income Taxes which fulfills the 60-hour "qualifying education" requirement imposed by the State of California to become a tax preparer. Students enrolled at California campuses who successfully complete this course can apply to become a CTEC Registered Tax Preparer. Each student is responsible for applying to CTEC within 18 months of course completion.

[†] These courses require a minimum passing grade of "C".

[§] The A.A.S. in Sales and Marketing is available only as an additional Heald College A.A.S. degree. The total number of units required depends on those completed for the first A.A.S. degree.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

** Graduates of this A.A.S. program may have completed the following courses or their equivalent: COMP APP 121 or ENGL 212. For those students, Campus Designated Courses (scheduled by the Academic Affairs Department) will be substituted.

Please note that program offerings may vary by campus.

BUSINESS ADMINISTRATION

Program Description

In this program, students learn the essential knowledge and skills to enter the field of business. Major topics covered include accounting, computer applications, and general business. This program prepares students for a variety of entry level jobs in the field of business.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Apply standard concepts of business management, including human resources, law, and ethics, to a business environment.
4. Apply technology and related techniques to a business setting.

	Diploma	Associate in Applied Science Degree
Total Units Required for Diploma/Degree	65 units	101 units
Major Courses	29 units	50 units
ACCTG 104 Fundamentals of Accounting [†]	3	3
ACCTG 106 Computerized Accounting Concepts	3	3
BUS ADMN 115 Principles of Business Management [†]	3	3
BUS ADMN 145 Marketing Principles		4
BUS ADMN 216 Principles of Human Resources [†]	4	4
BUS ADMN 220 E-Commerce		3
BUS ADMN 235 Business Law and Ethics		4
BUS ADMN 250 Portfolio	1	1
BUS ADMN 297 Business Administration Capstone		
or		
BUS ADMN 299 Business Administration Internship ^{††}		4
COMP APP 100 Introduction to Software Applications [†]	3	3
COMP APP 101 Word Processing Essentials [†]	3	3
COMP APP 121 Spreadsheet Applications [†]	3	3
COMP APP 215 Professional Document Production	3	3
COMP APP 221 Database Management [†]	3	3
OFF SKLS 225 Integrated Office Projects [†]		6
Professional Development Courses	6 units	13 units
OFF SKLS 101 Keyboarding [†]	3	3
OFF SKLS 151 Intermediate Keyboarding	3	3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	24 units	32 units
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
ENGL 212 Principles of Public Speaking	4	4
ENV SCI 225 Introduction to Environmental Science	4	4
HUMNS 205 Contemporary Literature: Cultural Perspectives		4
MATH 103 Elementary Algebra ^{††}	4	4
MATH 205 Modern Business Mathematics [‡]	4	4
PSYCH 220 Introduction to Psychology		4
Developmental Courses	6 units	6 units
ENGL 10 Essential Language Skills ^{††}	3	3
MATH 10 Essential Math ^{††}	3	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

* Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.

BUSINESS ADMINISTRATION WITH AN EMPHASIS IN ACCOUNTING

Program Description

In this program, students learn the essential knowledge and skills to enter the accounting industry. Major topics covered include computerized accounting, payroll accounting and federal and state income tax, and general business principles. This program prepares students for entry level jobs in the field of accounting.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Complete the accounting cycle, including journalizing, posting, adjusting, preparing financial statements, and closing a company's accounts.
4. Apply current and applicable Federal laws for payroll and income taxes.

	Diploma	Associate in Applied Science Degree
Total Units Required for Diploma/Degree	66 units	101 units
Major Courses	33 units	53 units
ACCTG 104 Fundamentals of Accounting [†]	3	3
ACCTG 106 Computerized Accounting Concepts	3	3
ACCTG 115 Payroll Accounting Concepts [†]	3	3
ACCTG 205 Principles of Accounting I [†]	6	6
ACCTG 206 Principles of Accounting II [†]	6	6
ACCTG 207 Principles of Accounting III [†]		6
ACCTG 215 Accounting Spreadsheet Applications		3
ACCTG 223 Federal and State Income Taxes		6
BUS ADMN 115 Principles of Business Management	3	3
BUS ADMN 250 Portfolio		1
BUS ACCTG 297 Business Administration - Accounting Capstone		
or		
BUS ADMN 299 Business Administration Internship ^{††}		4
COMP APP 100 Introduction to Software Applications [†]	3	3
COMP APP 101 Word Processing Essentials	3	3
COMP APP 121 Spreadsheet Applications [†]	3	3
Professional Development Courses	3 units	10 units
OFF SKLS 101 Keyboarding	3	3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	24 units	32 units
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
ENGL 212 Principles of Public Speaking	4	4
ENV SCI 225 Introduction to Environmental Science	4	4
HUMNS 205 Contemporary Literature: Cultural Perspectives		4
MATH 103 Elementary Algebra ^{††}	4	4
MATH 205 Modern Business Mathematics [‡]	4	4
PSYCH 220 Introduction to Psychology		4
Developmental Courses	6 units	6 units
ENGL 10 Essential Language Skills ^{††}	3	3
MATH 10 Essential Math ^{††}	3	3

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BUSINESS ADMINISTRATION WITH AN EMPHASIS IN ACCOUNTING *continued*

CTEC Registered Tax Preparer

Heald college curriculum has been approved by the California Tax Education Council (CTEC) to offer ACCTG 223 Federal and State Income Taxes which fulfills the 60-hour “qualifying education” requirement imposed by the State of California to become a tax preparer. Students enrolled at California campuses who successfully complete this course can apply to become a CTEC Registered Tax Preparer. Each student is responsible for applying to CTEC within 18 months of course completion.

† These courses require a minimum passing grade of “C”.

‡ Actual number of Math and English courses required is dependent on the student’s Entrance/Placement exam scores.

†† Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

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Please note that program offerings may vary by campus.

BUSINESS ADMINISTRATION WITH AN EMPHASIS IN CONSTRUCTION MANAGEMENT

Program Description

In this program, students learn about the materials and methods, procedures, equipment, and techniques essential to residential and commercial construction projects. Major topics include general business; construction project management, including scheduling and cost estimation; and construction science. This program prepares students for entry-level jobs in the field of construction management.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate key skills necessary for effective management, planning, scheduling, and control of the overall construction project with attention to related environmental considerations.
2. Explain the materials and methods used in the construction of commercial and residential construction projects, covering procedures, equipment, and techniques.
3. Illustrate proficiency in the interpretation of construction drawings and specifications, construction safety principles and practices, and related federal, state, and county codes.

		Associate in Applied Science Degree
Total Units Required for Degree		99 units
Major Courses		49 units
ACCTG 104	Fundamentals of Accounting	3
BUS ADMN 235	Business Law and Ethics	4
CNST 100	Introduction to Construction Management†	4
CNST 120	Construction Print Reading†	4
CNST 140	Introduction to Surveying**	3
CNST 160	Materials and Methods I†	4
CNST 170	Materials and Methods II	4
CNST 200	Estimating†	4
CNST 210	Planning and Scheduling†	4
CNST 220	Construction Safety	4
CNST 240	Construction Project Management	3
CNST 250	Building Codes and Standards	4
CNST 297	Construction Management Capstone	
or		
CNST 299	Construction Management Internship††	4
Professional Development Courses		16 units
COMP APP 100	Introduction to Software Applications†	3
COMP APP 121	Spreadsheet Applications†	3
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		28 units
ENGL 105	Composition and Reading††	4
ENGL 155	College Composition and Research†	4
ENV SCI 225	Introduction to Environmental Science	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra††	4
MATH 121	Intermediate Algebra†	4
PSYCH 220	Introduction to Psychology	4
Developmental Courses		6 units
ENGL 10	Essential Language Skills††	3
MATH 10	Essential Math††	3

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BUSINESS ADMINISTRATION WITH AN EMPHASIS IN CONSTRUCTION MANAGEMENT *continued*

- † These courses require a minimum passing grade of “C”.
- ‡ Actual number of Math and English courses required is dependent on the student’s Entrance/Placement exam scores.
- †† Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.
- * These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.
- ** This course requires participation in some outdoor surveying activities during daylight hours, which may fall outside of regularly scheduled class periods. A student will need to make arrangements to fulfill these course requirements.

Please note that program offerings may vary by campus.

BUSINESS ADMINISTRATION WITH AN EMPHASIS IN ENTREPRENEURSHIP

Program Description

In this program, students learn the essential knowledge and skills needed to enter the field of business with particular emphasis in small business ownership. Major topics covered include accounting, computer applications, entrepreneurship, and general business. This program prepares students for a variety of entry level jobs in the field of business as well as for small business ownership.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Apply standard concepts of business management and entrepreneurship to a business environment.
4. Assess resources and opportunities available for small business owners.

		Associate in Applied Science Degree
Total Units Required for Degree		102 units
Major Courses		54 units
ACCTG 104	Fundamentals of Accounting [†]	3
ACCTG 106	Computerized Accounting Concepts [†]	3
BUS ADMN 140	Salesmanship	4
BUS ADMN 145	Marketing Principles	4
BUS ADMN 216	Principles of Human Resources	4
BUS ADMN 220	E-Commerce	3
BUS ADMN 235	Business Law and Ethics	4
BUS ADMN 250	Portfolio	1
BUS ENTR 100	Introduction to Entrepreneurship [†]	4
BUS ENTR 150	Entrepreneurial Finance [†]	4
BUS ENTR 200	Entrepreneurship Seminar	4
BUS ENTR 297	Entrepreneurship Capstone	
or		
BUS ADMN 299	Business Administration Internship ^{††}	4
COMP APP 100	Introduction to Software Applications [†]	3
COMP APP 101	Word Processing Essentials	3
COMP APP 121	Spreadsheet Applications	3
COMP APP 215	Professional Document Production	3
Professional Development Courses		10 units
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		32 units
ENGL 105	Composition and Reading ^{††}	4
ENGL 155	College Composition and Research [†]	4
ENGL 212	Principles of Public Speaking	4
ENV SCI 225	Introduction to Environmental Science	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra ^{††}	4
MATH 205	Modern Business Mathematics ^{††}	4
PSYCH 220	Introduction to Psychology	4
Developmental Courses		6 units
ENGL 10	Essential Language Skills ^{††}	3
MATH 10	Essential Math ^{††}	3

[†] These courses require a minimum passing grade of "C".

^{††} Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.

BUSINESS ADMINISTRATION WITH AN EMPHASIS IN HOSPITALITY AND TOURISM

Program Description

In this program, students learn the essential knowledge and skills to enter the hospitality and tourism industry. Major topics covered include travel procedures, hotel operations, food service, and general business. This program prepares students for entry level jobs in the field of hospitality and tourism.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Plan and develop itineraries that address all aspects of travel, including customer needs and travel modes.
4. Provide effective front desk services in a hotel or other accommodation facility.

	Diploma	Associate in Applied Science Degree
Total Units Required for Diploma/Degree	68 units	103 units
Major Courses	35 units	55 units
ACCTG 104 Fundamentals of Accounting [†]		3
ACCTG 106 Computerized Accounting Concepts		3
BUS ADMN 115 Principles of Business Management	3	3
BUS ADMN 250 Portfolio		1
BUS HOSPTOUR 297 Business Administration - Hospitality and Tourism Capstone or		
BUS ADMN 299 Business Administration Internship ^{††}		4
COMP APP 100 Introduction to Software Applications [†]	3	3
COMP APP 101 Word Processing Essentials	3	3
COMP APP 121 Spreadsheet Applications	3	3
FRN LANG 264 Conversational Japanese Language I [†]	4	4
FRN LANG 265 Conversational Japanese Language II	4	4
HOSPTOUR 100 Introduction to Hospitality and Tourism [†]	3	3
HOSPTOUR 102 Travel Procedures [†]	6	6
HOSPTOUR 103 Hotel Operations [†]	6	6
HOSPTOUR 104 Food Service [†]		6
HOSPTOUR 107 Hospitality and Tourism Field Experience [†]		3
Professional Development Courses	3 units	10 units
OFF SKLS 101 Keyboarding	3	3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	24 units	32 units
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
ENGL 212 Principles of Public Speaking	4	4
ENV SCI 225 Introduction to Environmental Science		4
HUMNS 205 Contemporary Literature: Cultural Perspectives	4	4
MATH 103 Elementary Algebra ^{††}	4	4
MATH 205 Modern Business Mathematics [†]		4
PSYCH 220 Introduction to Psychology	4	4
Developmental Courses	6 units	6 units
ENGL 10 Essential Language Skills ^{††}	3	3
MATH 10 Essential Math ^{††}	3	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

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Please note that program offerings may vary by campus.

BUSINESS ADMINISTRATION WITH AN EMPHASIS IN SALES AND MARKETING

Program Description

In this program, students learn the essential knowledge and skills for the sales and marketing industry. Major topics include marketing, salesmanship, advertising, product development, technical sales, computer applications, and general business. This program prepares students for entry level jobs in the field of sales and marketing.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Develop sales and marketing plans as well as strategies to successfully bring new products to local, national, and global commerce markets.
4. Apply professional selling techniques in a variety of environments.

	Diploma	Associate in Applied Science Degree
Total Units Required for Diploma/Degree	65 units	97 units
Major Courses	32 units	49 units
ACCTG 104 Fundamentals of Accounting [†]	3	3
ACCTG 106 Computerized Accounting Concepts	3	3
BUS ADMN 115 Principles of Business Management	3	3
BUS ADMN 140 Salesmanship [†]	4	4
BUS ADMN 145 Marketing Principles [†]	4	4
BUS ADMN 230 Advertising [†]		4
BUS ADMN 240 Product Development [†]		4
BUS ADMN 250 Portfolio		1
BUS ADMN 255 Technical Sales [†]		4
BUS MKTG 297 Business Administration - Sales and Marketing Capstone		
or		
BUS ADMN 299 Business Administration Internship ^{††}		4
COMP APP 100 Introduction to Software Applications [†]	3	3
COMP APP 101 Word Processing Essentials	3	3
COMP APP 121 Spreadsheet Applications	3	3
COMP APP 215 Professional Document Production [†]	3	3
COMP APP 221 Database Management	3	3
Professional Development Courses	3 units	10 units
OFF SKLS 101 Keyboarding	3	3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	24 units	32 units
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
ENGL 212 Principles of Public Speaking	4	4
ENV SCI 225 Introduction to Environmental Science	4	4
HUMNS 205 Contemporary Literature: Cultural Perspectives		4
MATH 103 Elementary Algebra ^{††}	4	4
MATH 205 Modern Business Mathematics [‡]	4	4
PSYCH 220 Introduction to Psychology		4
Developmental Courses	6 units	6 units
ENGL 10 Essential Language Skills ^{††}	3	3
MATH 10 Essential Math ^{††}	3	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

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BUSINESS ADMINISTRATION WITH AN EMPHASIS IN SOFTWARE TECHNOLOGIES

Program Description

In this program, students learn the foundational skills required to work in the software technologies field. Major topics include networking concepts, core hardware technologies, operating system technologies, software applications, and general business. This program prepares students for entry level jobs in the field of software technologies.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Identify, troubleshoot, and resolve basic network, computer, and software problems.

	<u>Diploma</u>	<u>Associate in Applied Science Degree</u>
Total Units Required for Diploma/Degree	66 units	98 units
Major Courses	33 units	50 units
ACCTG 104 Fundamentals of Accounting [†]	3	3
ACCTG 106 Computerized Accounting Concepts	3	3
BUS ADMN 115 Principles of Business Management	3	3
BUS ADMN 250 Portfolio		1
BUS TECH 297 Business Administration - Software Technologies Capstone		
or		
BUS ADMN 299 Business Administration Internship ^{††}		4
COMP APP 100 Introduction to Software Applications [†]	3	3
COMP APP 101 Word Processing Essentials [†]	3	3
COMP APP 121 Spreadsheet Applications [†]	3	3
COMP APP 215 Professional Document Production		3
COMP APP 221 Database Management		3
INFOTECH 106 Introduction to Information Technology [†]	3	3
INFOTECH 115 Core Hardware Technologies [†]	6	6
INFOTECH 125 Operating System Technologies [†]	6	6
INFOTECH 160 Networking Foundations [†]		6
Professional Development Courses	3 units	10 units
OFF SKLS 101 Keyboarding	3	3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	24 units	32 units
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
ENGL 212 Principles of Public Speaking	4	4
ENV SCI 225 Introduction to Environmental Science	4	4
HUMNS 205 Contemporary Literature: Cultural Perspectives	4	4
MATH 103 Elementary Algebra ^{††}	4	4
MATH 205 Modern Business Mathematics [‡]		4
PSYCH 220 Introduction to Psychology		4
Developmental Courses	6 units	6 units
ENGL 10 Essential Language Skills ^{††}	3	3
MATH 10 Essential Math ^{††}	3	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

* Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.

CRIMINAL JUSTICE

Program Description

In this program, students learn the essential knowledge and skills to enter the criminal justice field. Major topics covered include exploration of the nature and variety of crimes, constitutional law and related legal issues and protections, law enforcement procedures, criminal investigations and evidence collection, juvenile justice, corrections, victim's issues, organized crime, and terrorism. This program prepares students for a variety of entry-level employment related to such areas as criminal investigations, insurance investigations, corrections, customs, and security. While an Associate's degree in Criminal Justice may open the door to many of these careers, it is important to note that certain jobs may require additional certification, graduation from higher education programs, and completion of additional training.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Outline the primary criminal justice system components and recognize the various operational, social, and political relationships in which they function.
2. Interpret and apply the concepts from constitutional law, criminal and procedural law, and civil law within the criminal justice and legal system.
3. Describe law enforcement systems and apply operational procedures to include functions, roles, and specializations at the various levels within the criminal justice system.
4. Differentiate between adult and juvenile corrections within the criminal justice system to include rehabilitative trends and issues, community corrections, and institutional corrections.
5. Communicate effectively in a manner that meets the standards of the criminal justice system through the application of proper oral and writing skills, interview and interrogation skills, and basic computer skills.
6. Define the principle crime causation theories resulting in criminal behavior and their application by criminal justice professionals in the performance of their respective positions.
7. Appreciate and practice cultural diversity awareness, employing cross-cultural communication techniques to effectively function within the criminal justice system.

		Associate in Applied Science Degree
Total Units Required for Degree		99 units
Major Courses		48 units
CRIM JUS 105	Introduction to Criminal Justice [†]	4
CRIM JUS 115	Criminology [†]	4
CRIM JUS 150	Introduction to Corrections [†]	4
CRIM JUS 180	Criminal Procedure and Constitutional Law [†]	4
CRIM JUS 190	Criminal Justice Communications	4
CRIM JUS 200	Law Enforcement Systems and Procedures	4
CRIM JUS 210	Investigations and Crime Scene Technology [†]	4
CRIM JUS 225	Substantive Criminal Law	4
CRIM JUS 230	Organized Crime, Gangs, and Terrorism	4
CRIM JUS 245	Juvenile Justice	4
CRIM JUS 250	Victimology	4
CRIM JUS 297	Criminal Justice Capstone	4
or		
CRIM JUS 299	Criminal Justice Internship ^{††}	4
Professional Development Courses		13 units
COMP APP 100	Introduction to Software Applications	3
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		32 units
ENGL 105	Composition and Reading ^{††}	4
ENGL 155	College Composition and Research [†]	4
ENGL 212	Principles of Public Speaking	4
ENV SCI 225	Introduction to Environmental Science	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra ^{††}	4
MATH 205	Modern Business Mathematics [‡]	4
PSYCH 220	Introduction to Psychology	4

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CRIMINAL JUSTICE *continued*

Developmental Courses

ENGL 10	Essential Language Skills ^{†‡}
MATH 10	Essential Math ^{†‡}

6 units

3
3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

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Please note that program offerings may vary by campus.

CRIMINAL JUSTICE ADMINISTRATION

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A.S. degree by successfully completing the Criminal Justice Administration program.

- Business Administration
- Business Administration with an Emphasis in Accounting
- Business Administration with an Emphasis in Hospitality and Tourism
- Business Administration with an Emphasis in Sales and Marketing
- Business Administration with an Emphasis in Software Technologies

Program Description

In this program, students learn the essential knowledge and skills to enter the criminal justice field. Major topics covered include exploration of the nature and variety of crimes, law enforcement procedures, juvenile justice, and corrections. This program prepares students for a variety of entry-level employment related to such areas as corrections, customs, and security. While an Associate's degree in Criminal Justice Administration may open the door to many of these careers, it is important to note that certain jobs may require additional certification, graduation from higher education programs, and completion of additional training.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Outline the primary criminal justice system components and recognize the various operational, social, and political relationships in which they function.
2. Describe law enforcement systems and apply operational procedures to include functions, roles, and specializations at the various levels within the criminal justice system.
3. Differentiate between adult and juvenile corrections within the criminal justice system to include rehabilitative trends and issues, community corrections, and institutional corrections.
4. Communicate effectively in a manner that meets the standards of the criminal justice system through the application of proper oral and writing skills, interview and interrogation skills, and basic computer skills.
5. Appreciate and practice cultural diversity awareness, employing cross-cultural communication techniques to effectively function within the criminal justice system.

		Associate in Applied Science Degree
Total Units Required for Degree		Varies[§]
Major Courses		28 units
CRIM JUS 105	Introduction to Criminal Justice [†]	4
CRIM JUS 115	Criminology [†]	4
CRIM JUS 150	Introduction to Corrections [†]	4
CRIM JUS 180	Criminal Procedure and Constitutional Law [†]	4
CRIM JUS 190	Criminal Justice Communications [†]	4
CRIM JUS 200	Law Enforcement Systems and Procedures [†]	4
CRIM JUS 245	Juvenile Justice [†]	4

[†] These courses require a minimum passing grade of "C".

[§] The A.A.S. in Criminal Justice Administration is available only as an additional Heald College A.A.S. degree. The total number of units required depends on those completed for the first A.A.S. degree.

Please note that program offerings may vary by campus.

DENTAL ASSISTING

Program Description

In this program, students learn front and back dental office skills performed by dental assistants. Major topics include dental office administration, emergency procedures, chairside assisting, radiology, coronal polishing, pit and fissure sealants, and effective interpersonal communication. This program prepares students for careers in dental assisting in a variety of settings including general and specialty practices, dental clinics and hospitals, armed forces dental facilities, dental supply manufacturers, and insurance companies.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Use dental terminology as appropriate to the situation.
2. Demonstrate competence with compliance to HIPAA standards and OSHA guidelines in the dental office including standard precautions and principles of asepsis.
3. Perform dental office administrative tasks professionally, ethically, and proficiently including the use of dental software, standard office applications, and the Internet.
4. Perform basic chairside skills and clinical support required for a general or specialty dental practice including the ability to identify facial landmarks, chart existing conditions of the teeth and their diagnosed treatment, manipulate and handle dental materials proficiently, and fabricate temporary crowns.
5. Satisfactorily complete CPR training according to the American Heart Association Standards.
6. Demonstrate competence in coronal polishing, sealant application, and taking a full-mouth set of clinically diagnosable x-rays observing radiation safety standards.

		Associate in Applied Science Degree
Total Units Required for Diploma/Degree		99 units
Major Courses		52 units
DENTASST 101	Oral Sciences [†]	3
DENTASST 106	Biomedical Sciences [†]	3
DENTASST 110	Dental Materials [†]	6
DENTASST 120	Pharmacology and Office Emergencies [†]	3
DENTASST 205	Chairside Assisting [†]	6
DENTASST 206	Advanced Chairside Assisting [†]	6
DENTASST 212	Dental Practice Management [†]	3
DENTASST 216	Coronal Polishing ^{†**}	1
DENTASST 225	Pit and Fissure Sealants ^{†**}	3
DENTASST 230	Radiology I [†]	3
DENTASST 235	Radiology II [†]	3
DENTASST 251	Dental Assisting Seminar I [†]	1
DENTASST 256	Dental Assisting Seminar II [†]	1
DENTASST 298	Dental Assisting Externship I ^{††}	5
DENTASST 299	Dental Assisting Externship II ^{††}	5
Professional Development Courses		9 units
COMP APP 100	Introduction to Software Applications [†]	3
COMP APP 101	Word Processing Essentials	3
PROF DEV 226	Professional Career Development	3
General Education		32 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology [†]	4
ENGL 105	Composition and Reading ^{††}	4
ENGL 155	College Composition and Research [†]	4
ENGL 212	Principles of Public Speaking	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra ^{††}	4
MATH 205	Modern Business Mathematics [†]	4
PSYCH 220	Introduction to Psychology	4

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DENTAL ASSISTING *continued*

Developmental Courses

ENGL 10	Essential Language Skills ^{†‡}	3
MATH 10	Essential Math ^{†‡}	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{‡‡} Externships are typically available during the day, Monday through Friday.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

** Not offered at the Honolulu campus. Success 100 is offered in place of these courses.

Please note that program offerings may vary by campus.

ELECTRONICS TECHNOLOGY

Program Description

In this program, students learn the foundational skills necessary to troubleshoot and maintain electronic products and systems. Major topics include digital and analog electronics, DC and AC principles, semiconductor and industrial electronics principles, and hardware and software technologies. This program prepares students for careers in a variety of positions including Electronics Technician, Field Service Technician, and PC Technician.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Analyze electronic circuits by applying electronic theories and laws.
2. Demonstrate a thorough understanding of the relationship between voltage, current, resistance, and power in an electronic circuit.
3. Read and interpret schematic diagrams of electronic circuits: identifying components, describing operation, and tracing signal flow.
4. Demonstrate appropriate troubleshooting techniques using standard electronics test equipment.
5. Document technical information obtained accurately while troubleshooting or analyzing an electronic circuit.

	Diploma	Associate in Applied Science Degree
Total Units Required for Diploma/Degree	64 units	98 units
Major Courses	42 units	61 units
ELECTR 106 Introduction to Electronics and Electronics Math [†]	6	6
ELECTR 116 Digital Electronics Principles [†]	6	6
ELECTR 117 DC and AC Electronics Principles [†]	6	6
ELECTR 226 Semiconductor Electronics Principles [†]	6	6
ELECTR 227 Analog Electronics [†]		6
ELECTR 235 Electronics Communication [†]		6
ELECTR 237 Industrial Electronics [†]		6
ELECTR 297 Electronics Technology Capstone		
or		
ELECTR 299 Electronics Technology Internship ^{††}		4
INFOTECH 106 Introduction to Information Technology [†]	3	3
INFOTECH 115 Core Hardware Technologies	6	6
INFOTECH 125 Operating System Technologies	6	6
Campus Designated Courses	3	
Professional Development Courses	3 units	10 units
COMP APP 100 Introduction to Software Applications	3	3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	16 units	24 units
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
HUMNS 205 Contemporary Literature: Cultural Perspectives		4
MATH 121 Intermediate Algebra [†]	4	4
PHYSICS 270 Introduction to Physics	4	4
PSYCH 220 Introduction to Psychology		4
Developmental Courses	3 units	3 units
ENGL 10 Essential Language Skills ^{††}	3	3

[†] These courses require a minimum passing grade of "C".

^{††} Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{†††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.

HEALTH INFORMATION TECHNOLOGY

Program Description

In this program, students learn how to code and classify data for reimbursement and how to analyze clinical data. Major topics include hospital and physician coding, healthcare delivery systems, information management, reimbursement methodologies, healthcare statistics, and effective interpersonal communication in a healthcare setting. This program prepares students for careers as health data analysts, patient information coordinators, clinical coding specialists, and insurance claims analysts in hospitals, long term care facilities, ambulatory care facilities, physician's offices, insurance companies, information system vendors, government agencies, and private industry.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Ensure the accuracy, privacy, security, and validity of healthcare data and records.
2. Ensure regulations and standards are followed for collecting, analyzing, and reporting healthcare data to legitimate users.
3. Code and classify data for reimbursement.
4. Use computer systems, software (including common applications as well as health information systems and health information specialty systems), the internet, and hardware technology to (1) ensure data collection, storage and analysis; (2) process healthcare data requests; (3) report healthcare information; and (4) develop policies for health information systems and functions.
5. Use appropriate medical terminology as it applies to health information technology.

		Associate in Applied Science Degree
Total Units Required for Degree		107 units
Major Courses		47 units
HLTH 100	Healthcare Delivery Systems [†]	3
HLTH 140	Legal and Ethical Healthcare Issues [†]	3
HLTH 155	Disease Pathology and Pharmacotherapy [†]	6
HLTH 170	Healthcare Management and Supervision [†]	3
HTH INFO 101	Introduction to Diagnostic Coding [†]	3
HTH INFO 102	Introduction to Procedural Coding [†]	3
HTH INFO 110	Healthcare Records and Data Structure [†]	3
HTH INFO 160	Healthcare Statistics [†]	3
HTH INFO 180	Healthcare Computing [†]	3
HTH INFO 203	Advanced Coding [†]	6
HTH INFO 205	Reimbursement Methodologies [†]	3
HTH INFO 299	Health Information Technology Externship ^{††}	5
MED ADMN 120	Fundamentals of Medical Terminology [†]	3
Professional Development Courses		22 units
COMP APP 100	Introduction to Software Applications [†]	3
COMP APP 101	Word Processing Essentials	3
COMP APP 121	Spreadsheet Applications	3
COMP APP 221	Database Management	3
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		32 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology [†]	4
ENGL 105	Composition and Reading ^{††}	4
ENGL 155	College Composition and Research [†]	4
ENGL 212	Principles of Public Speaking	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elemental Algebra ^{††}	4
MATH 205	Modern Business Mathematics [‡]	4
PSYCH 220	Introduction to Psychology	4
Developmental Courses		6 units
ENGL 10	Essential Language Skills ^{††}	3
MATH 10	Essential Math ^{††}	3

HEALTH INFORMATION TECHNOLOGY *continued*

† These courses require a minimum passing grade of “C”.

‡ Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

‡ Externships are typically available during the day, Monday through Friday.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.

INFORMATION TECHNOLOGY WITH AN EMPHASIS IN NETWORK SECURITY

Program Description

In this program, students learn the information technology and network security skills necessary to help businesses maintain their network systems and protect them against threats. Major topics include hardware and software, networking, information security, defensive countermeasures, ethical hacking, and computer forensics. This program prepares students for careers in a variety of positions including Information Security Technician, LAN Administrator, Junior Network Administrator, Technical Support Specialist, and PC Technician.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Perform common network administrative tasks associated with user and resource management, maintenance, and monitoring of systems and fault tolerance strategies.
2. Design and configure a TCP/IP addressing scheme in a routed network.
3. Identify, troubleshoot, and resolve basic network, computer, and software problems.
4. Identify major threats to computer systems and networks, apply effective countermeasures to prevent such attacks, and develop recovery plans.
5. Recognize and evaluate changes in the security environment and security field.

		Associate in Applied Science Degree
Total Units Required for Degree		99 units
Major Courses		55 units
INFOTECH 106	Introduction to Information Technology [†]	3
INFOTECH 115	Core Hardware Technologies [†]	6
INFOTECH 125	Operating System Technologies [†]	6
INFOTECH 160	Networking Foundations [†]	6
INFOTECH 215	Advanced Networking	6
INFOTECH 220	Introduction to Linux	6
INFOTECH 255	Introduction to Wireless Networking	3
INFOTECH 260	Introduction to Computer Security Concepts [†]	3
INFOTECH 261	Introduction to Ethical Hacking [†]	3
INFOTECH 270	Routing and Switching Fundamentals	3
INFOTECH 291	Computer Forensic Techniques and Technologies [†]	3
INFOTECH 295	Defensive Countermeasures [†]	3
INFOTECH 297	Information Technology Capstone	
or		
INFOTECH 299	Information Technology Internship ^{††}	4
Professional Development Courses		10 units
COMP APP 100	Introduction to Software Applications	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		28 units
ENGL 105	Composition and Reading ^{††}	4
ENGL 155	College Composition and Research [†]	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra ^{††}	4
MATH 121	Intermediate Algebra ^{††}	4
PHYSICS 270	Introduction to Physics	4
PSYCH 220	Introduction to Psychology	4
Developmental Courses		6 units
ENGL 10	Essential Language Skills ^{††}	3
MATH 10	Essential Math ^{††}	3

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INFORMATION TECHNOLOGY WITH AN EMPHASIS IN NETWORK SECURITY

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- † These courses require a minimum passing grade of “C”.
- ‡ Actual number of Math and English courses required is dependent on the student’s Entrance/Placement exam scores.
- †† Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.
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Please note that program offerings may vary by campus.

INFORMATION TECHNOLOGY WITH AN EMPHASIS IN NETWORK SYSTEMS ADMINISTRATION

Program Description

In this program, students learn the foundational skills required to install, configure, troubleshoot, and maintain network systems in business environments. Major topics covered include hardware technologies, operating systems, networking, routing, security, and database management. This program prepares students for careers in a variety of positions including LAN Administrator, Junior Network Administrator, Technical Support Specialist, and Network Support Technician.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Perform common network administrative tasks associated with user and resource management, maintenance, and monitoring of systems and fault tolerance strategies.
2. Design and configure a TCP/IP addressing scheme in a routed network.
3. Identify, troubleshoot, and resolve basic network, computer, and software problems.
4. Install, configure, manage, and use relational database systems in business and technical environments.

	Diploma	Associate in Applied Science Degree
Total Units Required for Diploma/Degree	65 units	99 units
Major Courses	36 units	55 units
INFOTECH 106 Introduction to Information Technology [†]	3	3
INFOTECH 115 Core Hardware Technologies [†]	6	6
INFOTECH 125 Operating System Technologies [†]	6	6
INFOTECH 130 Introduction to Programming Concepts	3	3
INFOTECH 160 Networking Foundations [†]	6	6
INFOTECH 215 Advanced Networking [†]	6	6
INFOTECH 220 Introduction to Linux [†]	6	6
INFOTECH 255 Introduction to Wireless Networking	3	3
INFOTECH 260 Introduction to Computer Security Concepts	3	3
INFOTECH 265 Advanced Database Concepts [†]		6
INFOTECH 270 Routing and Switching Fundamentals		3
INFOTECH 297 Information Technology Capstone		
or		
INFOTECH 299 Information Technology Internship ^{††}		4
Professional Development Courses	3 units	10 units
COMP APP 100 Introduction to Software Applications	3	3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	20 units	28 units
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
HUMNS 205 Contemporary Literature: Cultural Perspectives	4	4
MATH 103 Elementary Algebra ^{††}	4	4
MATH 121 Intermediate Algebra ^{††}	4	4
PHYSICS 270 Introduction to Physics		4
PSYCH 220 Introduction to Psychology		4
Developmental Courses	6 units	6 units
ENGL 10 Essential Language Skills ^{††}	3	3
MATH 10 Essential Math ^{††}	3	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

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Please note that program offerings may vary by campus.

MEDICAL ASSISTING

Program Description

In this program, students learn front and back medical office skills performed by medical assistants. Major topics include medical office administration; clinical, diagnostic, and emergency procedures; and effective interpersonal communication. This program prepares students for careers in medical assisting in a variety of settings including family and internal medicine clinics, hospitals, and pain centers.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Apply principles of infection control, asepsis, and sterilization techniques within OSHA guidelines.
2. Perform clinical, laboratory, and emergency procedures within the medical assisting scope of practice.
3. Identify drug classifications and calculate dosage.
4. Demonstrate appropriate communication in the medical setting.
5. Perform medical administrative tasks.
6. Perform medical billing and coding procedures including completing insurance forms.
7. Demonstrate competence with HIPAA standards.

		Diploma	Associate in Applied Science Degree
Total Units		62 units	98 units
Major Courses		41 units	45 units
HLTH 120	Communication for Healthcare Professionals [†]		4
MED ADMN 101	Medical Office Procedures [†]	6	6
MED ADMN 120	Fundamentals of Medical Terminology [†]	3	3
MED ADMN 201	Medical Billing and Coding [†]	6	6
MED ADMN 230	Medical Computerized Office [†]	3	3
MED ASST 215	Clinical and Diagnostic Procedures [†]	6	6
MED ASST 220	Medical Laboratory Procedures [†]	6	6
MED ASST 235	Pharmacology and Dosage Calculations [†]	3	3
MED ASST 263	Medical Assisting Special Project [†]	3	3
MED ASST 299	Medical Assisting Externship ^{††}	5	5
Professional Development Courses		3 units	19 units
COMP APP 100	Introduction to Software Applications [†]	3	3
COMP APP 101	Word Processing Essentials		3
COMP APP 121	Spreadsheet Applications		3
OFF SKLS 101	Keyboarding		3
PROF DEV 226	Professional Career Development		3
SUCCESS 100	Success Strategies		4
General Education		12 units	28 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology [†]	4	4
ENGL 105	Composition and Reading ^{††}	4	4
ENGL 155	College Composition and Research [†]		4
HUMNS 205	Contemporary Literature: Cultural Perspectives		4
MATH 103	Elementary Algebra ^{††}		4
MATH 205	Modern Business Mathematics [†]		4
PSYCH 220	Introduction to Psychology	4	4
Developmental Courses		6 units	6 units
ENGL 10	Essential Language Skills ^{††}	3	3
MATH 10	Essential Math ^{††}	3	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Externships are typically available during the day, Monday through Friday.

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MEDICAL ASSISTING *continued*

PHLEBOTOMY TECHNOLOGY***

Students who have earned a Heald Associate in Applied Science degree in Medical Assisting may earn a certificate of completion in Phlebotomy Technology by successfully completing the courses listed below:

Major Courses	5 units
PHLEB 225 Phlebotomy Principles [†]	3
PHLEB 226 Phlebotomy Principles Lab [†]	1
PHLEB 299 Phlebotomy Externship ^{† ††}	1

*** Not available at all campuses

Please note that program offerings may vary by campus.

MEDICAL INSURANCE BILLING AND CODING

Program Description

In this program, students learn to effectively and efficiently prepare medical insurance claims and use software to assign standardized codes. Major topics include medical billing and coding, healthcare delivery systems, legal and ethical principles, and effective interpersonal communication in a healthcare setting. This program prepares students for careers as medical billers and coders in a hospital, managed care organization, ambulatory care facility, or insurance company.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Assign a code to each diagnosis and procedure in a patient's medical record.
2. Explain reimbursement payment systems and prepare medical insurance claims.
3. Demonstrate competence in the use of software applications to assign standardized codes.
4. Use ethical and legal principles in coding and billing processes.
5. Demonstrate competence with HIPAA standards and confidentiality.
6. Demonstrate appropriate communication in the medical setting.
7. Keyboard at net 35 WPM and 10 key at net 9,000 KSPH.

		Associate in Applied Science Degree
Total Units Required for Degree		103 units
Major Courses		53 units
HLTH 100	Healthcare Delivery Systems [†]	3
HLTH 120	Communication for Healthcare Professionals	4
HLTH 140	Legal and Ethical Healthcare Issues [†]	3
HLTH 155	Disease Pathology and Pharmacotherapy [†]	6
HLTH 160	Quality Assurance and Reimbursement Methodologies [†]	6
HLTH 200	Advanced Billing and Coding [†]	3
HLTH 296	Medical Insurance Billing and Coding Capstone I	3
HLTH 297	Medical Insurance Billing and Coding Capstone II	3
or		
HLTH 299	Medical Insurance Billing and Coding Internship ^{††}	4
HTH INFO 101	Introduction to Diagnostic Coding [†]	3
HTH INFO 102	Introduction to Procedural Coding [†]	3
HTH INFO 110	Healthcare Records and Data Structure [†]	3
MED ADMN 101	Medical Office Procedures [†]	6
MED ADMN 120	Fundamentals of Medical Terminology [†]	3
MED ADMN 230	Medical Computerized Office	3
Professional Development Courses		16 units
COMP APP 100	Introduction to Software Applications	3
OFF SKLS 101	Keyboarding [†]	3
OFF SKLS 151	Intermediate Keyboarding	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		28 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology [†]	4
ENGL 105	Composition and Reading ^{††}	4
ENGL 155	College Composition and Research [†]	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra ^{††}	4
MATH 205	Modern Business Mathematics [‡]	4
PSYCH 220	Introduction to Psychology	4
Developmental Courses		6 units
ENGL 10	Essential Language Skills ^{††}	3
MATH 10	Essential Math ^{††}	3

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MEDICAL INSURANCE BILLING AND CODING *continued*

- † These courses require a minimum passing grade of “C”.
- ‡ Actual number of Math and English courses required is dependent on the student’s Entrance/Placement exam scores.
- †† Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.
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Please note that program offerings may vary by campus.

MEDICAL OFFICE ADMINISTRATION

Program Description

In this program, students learn medical front office skills. Major topics include medical office administration, medical billing and coding, business management, human resources, and effective interpersonal communication in a healthcare setting. This program prepares students for careers in medical office administration in a variety of settings including family and internal medicine clinics, hospitals, and pain centers.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate appropriate communication in the medical setting.
2. Perform medical administrative tasks including transcription of medical documents and reports.
3. Perform medical billing and coding procedures including completing insurance forms.
4. Demonstrate competence with compliance to HIPAA standards and OSHA guidelines in the medical office .
5. Apply basic concepts of business management and human resources.
6. Demonstrate proficiency with software applications, including the creation and editing of documents, spreadsheets, and databases.

	Diploma	Associate in Applied Science Degree
Total Units Required for Diploma/Degree	66 units	104 units
Major Courses	37 units	57 units
BUS ADMN 115 Principles of Business Management	3	3
BUS ADMN 216 Principles of Human Resources		4
COMP APP 100 Introduction to Software Applications [†]	3	3
COMP APP 101 Word Processing Essentials	3	3
COMP APP 121 Spreadsheet Applications		3
COMP APP 215 Professional Document Production		3
COMP APP 221 Database Management		3
HLTH 120 Communication for Healthcare Professionals [†]	4	4
HLTH 140 Legal and Ethical Healthcare Issues	3	3
MED ADMN 101 Medical Office Procedures [†]	6	6
MED ADMN 120 Fundamentals of Medical Terminology [†]	3	3
MED ADMN 201 Medical Billing and Coding [†]	6	6
MED ADMN 230 Medical Computerized Office [†]	3	3
MED ADMN 245 Introduction to Medical Transcription [†]		3
MED ADMN 297 Medical Office Administration Capstone		
or		
MED ADMN 299 Medical Office Administration Internship ^{††}		4
MED ASST 235 Pharmacology and Dosage Calculations	3	3
Professional Development Courses	3 units	13 units
OFF SKLS 101 Keyboarding [†]	3	3
OFF SKLS 151 Intermediate Keyboarding		3
PROF DEV 226 Professional Career Development		3
SUCCESS 100 Success Strategies		4
General Education	20 units	28 units
ANATPHYS 215 Fundamentals of Anatomy and Physiology [†]	4	4
ENGL 105 Composition and Reading ^{††}	4	4
ENGL 155 College Composition and Research [†]	4	4
HUMNS 205 Contemporary Literature: Cultural Perspectives		4
MATH 103 Elementary Algebra ^{††}	4	4
MATH 205 Modern Business Mathematics [†]		4
PSYCH 220 Introduction to Psychology	4	4

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MEDICAL OFFICE ADMINISTRATION *continued*

Developmental Courses		6 units	6 units
ENGL 10	Essential Language Skills ^{†‡}	3	3
MATH 10	Essential Math ^{†‡}	3	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

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Please note that program offerings may vary by campus.

NETWORKING TECHNOLOGY WITH AN EMPHASIS IN CCNA® CURRICULUM

Associate in Applied Science Degree in Networking Technology with an Emphasis in CCNA® Curriculum

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional A.A.S. degree by successfully completing the Networking Technology with an Emphasis in CCNA® Curriculum program.

- Business Administration with an Emphasis in Software Technologies
- Electronics Technology
- Information Technology with an Emphasis in Network Security
- Information Technology with an Emphasis in Network Systems Administration

Heald Certificate of Completion

Students who have equivalent training or experience in the field, but who have not earned a Heald Associate in Applied Science degree, may earn a certificate of completion by successfully completing the Networking Technology with an Emphasis in CCNA® Curriculum program.

Program Description

In this program, students learn foundational networking skills and concepts necessary to install, configure, and manage a Cisco®-based network. Major topics include networking, routing, switching, and troubleshooting. This program prepares students for careers in a variety of positions including Field Technician, Network Technician, and Network Engineer.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Describe how a network works.
2. Install, operate, and troubleshoot a small to medium-size enterprise branch network, to include connecting to multiple WANs, basic security measures, and wireless extension of the network.
3. Configure, verify, and troubleshoot basic router operation and routing on Cisco® devices.
4. Configure, verify, and troubleshoot basic network intermediate and end devices (computers, hubs, and switches).
5. Implement an IP addressing scheme and IP Services to meet network requirements in a medium-size Enterprise branch office network.

	<u>Certificate</u>	<u>Associate in Applied Science Degree</u>
Total Units Required for Certificate/Degree	24 units	Varies[§]
Major Courses	24 units	24 units
NET TECH 700 Cisco® Networking Fundamentals [†]	6	6
NET TECH 710 Routing Protocols and Concepts [†]	6	6
NET TECH 810 LAN Switching and Wireless [†]	6	6
NET TECH 850 Accessing the WAN [†]	6	6

Certification Exams

To become a Cisco Certified Network Associate (CCNA®), the student must pass a certification exam. This exam may be taken at designated Heald College campuses or at off-site authorized testing centers.

[†] These courses require a minimum passing grade of "C".

[§] The A.A.S. in Networking Technology with an Emphasis in CCNA® Curriculum is available only as an additional Heald A.A.S. degree. The total number of units required depends on those completed for the first A.A.S. degree.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.



NETWORKING TECHNOLOGY WITH AN EMPHASIS IN CCNP® CURRICULUM

Associate in Applied Science Degree in Networking Technology with an Emphasis in CCNP® Curriculum

Graduates of Heald College Networking Technology with an Emphasis in CCNA® Curriculum may earn an additional A.A.S. degree by successfully completing the Networking Technology with an Emphasis in CCNP® Curriculum program. Depending upon the program from which they graduated, students may be required to take prerequisite courses before entering this program. The total number of units required depends on those completed for the first A.A.S. degree.

Heald Certificate of Completion

Students who have equivalent training or experience in the field, but who have not earned a Heald Associate in Applied Science degree, may earn a certificate of completion by successfully completing the Networking Technology with an Emphasis in CCNP® Curriculum program.

Prerequisites

Before entering this program, the student must have a valid Cisco Certified Network Associate (CCNA) certification or must provide an official Cisco® transcript indicating successful completion of Cisco® semesters 1-4.

Program Description

In this program, students learn the skills necessary to configure, maintain, and support end-to-end network infrastructures. Major topics include network configuration, diagnosis, and troubleshooting. This program prepares students for careers in positions such as Network Administrator, Level II Support Engineer, Level II Systems Engineer, Network Engineer, and Deployment Engineer.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Install, configure, and operate LANs, WANs, and remote access services for enterprise size organizations.
2. Implement scalable networks using multilayer switching technologies.
3. Create and deploy a global intranet.
4. Troubleshoot a network environment using Cisco® routers and switches for multiple protocol clients and services.

	<u>Certificate</u>	<u>Associate in Applied Science Degree</u>
Total Units Required for Certificate/Degree	24 units	Varies[§]
Major Courses	24 units	24 units
NET TECH 901 Advanced Routing Configuration [†]	6	6
NET TECH 911 Remote Access Networks [†]	6	6
NET TECH 921 Multi-layer Switching [†]	6	6
NET TECH 931 Network Troubleshooting [†]	6	6

Certification Exams

To become a Cisco Certified Network Professional (CCNP®), the student must pass a series of four certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

[†] These courses require a minimum passing grade of "C".

[§] The A.A.S. in Networking Technology with an Emphasis in CCNP® Curriculum is available only as an additional Heald A.A.S. degree. The total number of units required depends on those completed for the first A.A.S. degree.

^{**} These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.



NETWORKING TECHNOLOGY WITH AN EMPHASIS IN MICROSOFT® WINDOWS® SERVER ADMINISTRATION

Associate in Applied Science Degree in Networking Technology

Graduates of the following Heald College Associate in Applied Science degree programs may earn an additional A.A.S. degree by successfully completing the Networking Technology with an Emphasis in Microsoft® Windows® Server Administration program:

- Business Administration with an Emphasis in Software Technologies
- Electronics Technology
- Information Technology with an Emphasis in Network Security
- Information Technology with an Emphasis in Network Systems Administration

Heald Certificate of Completion

Students who have equivalent training or experience in the field, but who have not earned a Heald Associate in Applied Science degree, may earn a certificate of completion by successfully completing the Networking Technology with an Emphasis in Microsoft® Windows® Server Administration program.

Program Description

In this program, students learn the skills necessary to configure, maintain, and support Microsoft® Windows® Server operating systems. Major topics include operating systems and configurations, network systems and services, and troubleshooting techniques. This program prepares students for careers in a variety of positions such as Network Administrator, Network Engineer, Customer Support Technician, and LAN Administrator.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Install and upgrade desktop and server operating systems.
2. Install and configure services, protocols, remote access, and routers.
3. Design, implement, administer, support, and monitor a network information system.
4. Use network systems engineering methodologies and techniques to analyze business requirements to plan a network information system.
5. Use problem solving and troubleshooting skills in hardware and software related issues.

		Certificate	Associate in Applied Science Degree
Total Units Required for Certificate/Degree		24 units	Varies[§]
Major Courses		24 units	24 units
NET ADMN 780	Windows® Networking I†	12	12
NET ADMN 880	Windows® Networking II†	12	12

Certification Exams

To become a Microsoft® Certified Professional (MCP), a Microsoft® Certified Systems Administrator (MCSA), and a Microsoft® Certified Systems Engineer (MCSE), the student must pass the required certification exams. These exams may be taken at designated Heald College campus testing sites or at off-site authorized testing centers. Heald campuses reserve the right to teach the books and materials used in this program in any order.

† These courses require a minimum passing grade of "C".

§ The A.A.S. in Networking Technology with an Emphasis in Microsoft® Windows® Server Administration is available only as an additional Heald A.A.S. degree. The total number of units required depends on those completed for the first A.A.S. degree.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.

OFFICE SKILLS

Program Description

In this certificate program, students learn the basics of common office software applications and accounting. Major topics include the accounting cycle and the use of documents, spreadsheets, databases, and presentations. This program prepares students for careers within a variety of office and workplace settings with the opportunity to sit for the Microsoft® Certified Application Specialist (MCAS) certification exam.*

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Complete the accounting cycle, including journalizing, posting, adjusting, and closing a company's accounts.
2. Use software applications proficiently, including the creation, editing, and integration of documents, spreadsheets, and presentations.

		Certificate
Total Units Required for Certificate		24 units
Major Courses		24 units
ACCTG 104	Fundamentals of Accounting	3
COMP APP 100	Introduction to Software Applications†	3
COMP APP 101	Word Processing Essentials†	3
COMP APP 121	Spreadsheet Applications†	3
COMP APP 215	Professional Document Production†	3
COMP APP 221	Database Management†	3
OFF SKLS 101	Keyboarding†	3
Campus Designated Course**		3

Certification Exams

To become a Microsoft® Certified Application Specialist, the student must pass one or more of the Microsoft® Certified Application Specialist (MCAS) certification exams. These exams may be taken at designated Heald College campuses or at off-site authorized testing centers.

† These courses require a minimum passing grade of "C".

* Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

** Each campus will schedule additional courses as needed to complement the student's program.

Please note that program offerings may vary by campus.

PARALEGAL

Program Description

In this program, students learn the essential knowledge and skills to enter the legal field as a paralegal. Major topics covered include legal research and writing, civil litigation, criminal law, criminal procedure, contracts, torts, law office management, business organizations, and ethics as it applies to the paralegal profession. This program prepares students for entry level paralegal positions in a variety of functions including law firms, legal departments of corporations, and other non-profit, state, and federal agencies.*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Conduct independent legal research and apply critical thinking skills to identify areas of law that are relevant and applicable to various legal issues.
2. Draft legal correspondence, memoranda, pleadings, and other legal documentation applying critical thinking, organizational, and legal research and legal writing skills.
3. Apply modern and legal technology to the performance of legal documentation, tasks, and other assignments.
4. Demonstrate the ability to assist an attorney in preparing legal cases for trial through the use of interviewing and investigation skills, legal research, and legal document preparation skills.
5. Identify and analyze ethical issues that may arise in the performance of work as a paralegal.
6. Perform law office management tasks such as maintaining case files and other relevant case information in an organized and effective manner suitable for the legal environment.
7. Demonstrate effective communication skills and how they are used in relation to the profession of a paralegal.

		Associate in Applied Science Degree
Total Units Required for Degree		103 units
Major Courses		43 units
LEGAL 105	Introduction to Legal Terminology and the Profession [†]	3
LEGAL 120	Legal Research [†]	3
LEGAL 130	Legal Writing [†]	3
LEGAL 140	Civil Litigation for Paralegals I [†]	3
LEGAL 150	Civil Litigation for Paralegals II [†]	3
LEGAL 170	Criminal Law and Procedure	4
LEGAL 180	Torts	3
LEGAL 190	Contracts	3
LEGAL 200	Ethics for Paralegals	4
LEGAL 205	Legal Office Management [†]	3
LEGAL 220	Business Organizations and Corporations	3
LEGAL 230	Family Law	4
LEGAL 297	Paralegal Capstone	
or		
LEGAL 299	Paralegal Internship ^{††}	4
Professional Development Courses		22 units
COMP APP 100	Introduction to Software Applications [†]	3
COMP APP 101	Word Processing Essentials	3
COMP APP 121	Spreadsheet Applications	3
OFF SKLS 101	Keyboarding [†]	3
OFF SKLS 151	Intermediate Keyboarding	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		32 units
ENGL 105	Composition and Reading ^{††}	4
ENGL 155	College Composition and Research [†]	4
ENGL 212	Principles of Public Speaking	4
ENV SCI 225	Introduction to Environmental Science	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra ^{††}	4
MATH 205	Modern Business Mathematics [‡]	4
PSYCH 220	Introduction to Psychology	4

PARALEGAL *continued*

Developmental Courses

ENGL 10	Essential Language Skills ^{††}	3
MATH 10	Essential Math ^{††}	3

UPL (Unauthorized Practice of Law) Statement

Paralegals and other non-lawyers may not practice law or provide any kind of advice, explanation, opinion, or recommendation to a consumer about possible legal rights, remedies, defenses, options, selection of forms, or strategies. Furthermore, paralegals and other non-lawyers shall not hold themselves out to the public to be a lawyer, expert, or give the impression in any way that they are authorized to practice law. Paralegals and non-lawyers may work under the direction of a lawyer in the preparation, research, and writings of a case including, but not limited to, interviewing clients.

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

^{††} Students take either an internship or capstone course. Internships are typically available during the day, Monday through Friday. Planning for internships should occur several quarters in advance of the internship. Students should consult their campus Academic Affairs Department for more information.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

Please note that program offerings may vary by campus.

PHARMACY TECHNOLOGY

Program Description

In this program, students learn the essential knowledge and skills to enter the direct patient care field of pharmacy technology. Major topics include community pharmacy, institutional pharmacy, federal and state pharmacy law, and non-sterile and aseptic compounding. This program prepares students for a career as a pharmacy technician in various pharmacy settings and to sit for the national Pharmacy Technician Certification Exam (PTCE).*

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Perform essential duties of a pharmacy technician, including prescription and medication orders processing and preparation, pharmaceutical calculations, and non-sterile and aseptic compounding, using pharmacy-related technology.
2. Demonstrate the ability to work as independent and collaborative members of a healthcare team.
3. Communicate effectively with patients and healthcare team members, using correct terminology and strong customer service skills.

		Associate in Applied Science Degree
Total Units Required for Degree		97 units
Major Courses		46 units
MED ADMN 120	Fundamentals of Medical Terminology [†]	3
PHARM 100	Introduction to Pharmacy [†]	4
PHARM 120	Pharmaceutical Mathematics [†]	4
PHARM 140	Drug Classification Systems [†]	4
PHARM 200	Community Pharmacy: Practice and Principles [†]	6
PHARM 220	Institutional Pharmacy: Practice and Principles [†]	6
PHARM 240	Pharmacology for Pharmacy Technicians [†]	4
PHARM 260	Intravenous Products and Aseptic Technique	3
PHARM 270	Pharmacy Operations and Administration	4
PHARM 296	Pharmacy Technology Externship I [±]	4
or		
PHARM 297	Pharmacy Technology Externship I [±]	8
PHARM 298	Pharmacy Technology Externship II [±]	4
or		
PHARM 299	Pharmacy Technology Externship II [±]	8
Professional Development Courses		13 units
COMP APP 100	Introduction to Software Applications	3
OFF SKLS 101	Keyboarding	3
PROF DEV 226	Professional Career Development	3
SUCCESS 100	Success Strategies	4
General Education		32 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology	4
ENGL 105	Composition and Reading [†]	4
ENGL 155	College Composition and Research [†]	4
ENGL 212	Principles of Public Speaking	4
HUMNS 205	Contemporary Literature: Cultural Perspectives	4
MATH 103	Elementary Algebra [†]	4
MATH 121	Intermediate Algebra [†]	4
PSYCH 220	Introduction to Psychology	4
Developmental Courses		6 units
ENGL 10	Essential Language Skills [†]	3
MATH 10	Essential Math [†]	3

[†] These courses require a minimum passing grade of "C".

[‡] Actual number of Math and English courses required is dependent on the student's Entrance/Placement exam scores.

[±] Pharmacy Technology students are required to complete two externship courses. Students will complete PHARM 296 or PHARM 297 Pharmacy Technology Externship I and PHARM 298 or PHARM 299 Pharmacy Technology Externship II. Hours and awarded units will vary based on the externship site agreement in place. Total program units may vary based on the hours and awarded units for the externship courses.

^{††} Externships are typically available during the day, Monday through Friday.

* These are examples of common jobs found in this field. Jobs, job titles, and their related qualifications vary greatly by employer and Heald does not guarantee a particular job, title, or salary.

SALES AND MARKETING

Graduates of the following Heald College Associate in Applied Science Degree programs may earn an additional A.A.S. degree by successfully completing the Sales and Marketing program.

- Business Administration with an Emphasis in Accounting*
- Electronics Technology
- Information Technology with an Emphasis in Network Security
- Information Technology with an Emphasis in Network Systems Administration

Program Description

In this program, students learn the essential knowledge and skills for the sales and marketing industry. Major topics include marketing, salesmanship, advertising, product development, technical sales, computer applications, and general business. This program prepares students for entry level jobs in the field of sales and marketing.

Students who have earned this Associate in Applied Science degree are also eligible to earn an Associate of Arts degree. Students intending to pursue a baccalaureate degree program can take additional general education coursework in order to meet transfer requirements.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Demonstrate basic proficiency in business technology using common software and the Internet.
2. Apply basic accounting concepts as they pertain to a business environment.
3. Develop sales and marketing plans as well as strategies to successfully bring new products to local, national, and global commerce markets.
4. Apply professional selling techniques in a variety of environments.

		Associate in Applied Science Degree
Total Units Required for Degree		Varies[§]
Major Courses		23 units
BUS ADMN 140	Salesmanship [†]	4
BUS ADMN 145	Marketing Principles [†]	4
BUS ADMN 230	Advertising [†]	4
BUS ADMN 240	Product Development [†]	4
BUS ADMN 255	Technical Sales [†]	4
COMP APP 215	Professional Document Production [†]	3
Professional Development Courses		7 units
COMP APP 121	Spreadsheet Applications	3
ENGL 212	Principles of Public Speaking	4

[†] These courses require a minimum passing grade of "C".

* Graduates of this A.A.S. program may have completed the following courses or their equivalent: COMP APP 121 or ENGL 212. For those students, Campus Designated Courses (scheduled by the Academic Affairs Department) will be substituted.

[§] The A.A.S. in Sales and Marketing is available only as an additional Heald College A.A.S. degree. The total number of units required depends on those completed for the first A.A.S. degree.

Please note that program offerings may vary by campus.

ASSOCIATE OF ARTS

Program Description

The Associate of Arts program is a foundational program for students who want to pursue a bachelor's degree program at a four-year institution after completing their Associate in Applied Science degree at Heald. The Associate of Arts program consists of general studies coursework, including humanities, mathematics, and science, that supports transfer to a four-year institution.

Graduates of Heald College Associate in Applied Science degree programs may earn an Associate of Arts degree by successfully completing the Associate of Arts program. Depending upon the program from which they graduated, students may be required to take prerequisite courses before entering this program. Students should see their Director of Academic Affairs for additional guidance.

Program Student Learning Outcomes

Upon completion of this program, students should be able to:

1. Critically analyze written, spoken, and visual argumentative strategies, logical fallacies, assumptions, key definitions, and various forms of evidence.
2. Apply appropriate statistical technique to sets of qualitative and quantitative data.
3. Evaluate human creations in the arts.
4. Apply scientific problem solving methods in recording data, analyzing problems, and finding solutions in an orderly manner.

		Business or Legal	Healthcare	Technology
Total Units Required for Degree		37 units	33 units	33 units
ANATPHYS 215	Fundamentals of Anatomy and Physiology ^{†*}	4		4
ART 205	Art, Film, and Media ^{†**}	4	4	4
COMM 220	Interpersonal Communication ^{†**^}	4	4	4
ENGL 255	Advanced Composition and Critical Thinking ^{†*}	4	4	4
ENV SCI 225	Introduction to Environmental Science [*]		4	4
HIST 221	History of the United States (1865-Present) ^{†*}	4	4	4
LAB 201	Physical Science Laboratory ^{†*}	1	1	1
MATH 121	Intermediate Algebra ^{†±}	4	4	
MATH 230	Introduction to Statistics ^{†*}	4	4	4
MUSIC 205	History of Music: From Chants to Rap ^{†**}	4		4
PHYSICS 270	Introduction to Physics [*]	4	4	

[†] These courses require a minimum passing grade of "C".

[‡] Depending upon campus availability, Healthcare students will take either ART 205 or MUSIC 205.

^{*} These courses have been approved as CSU General Education Breadth Certification Courses.

[^] Students receiving a "C" or better in ENGL 212 taken in their previous Heald A.A.S. program do not need to take COMM 220 in the AA program.

[±] Pharmacy tech and Construction Management graduates do not take MATH 121.

Students enrolled in the Associate of Arts degree program complete general education courses in the following CSU GE-Breadth Subject Areas:

A1	Oral Communication	COMM 220, ENGL 212
A2	Written Communication	ENGL 155
A3	Critical Thinking	ENGL 255
B1	Physical Science	PHYSICS 270
B2	Life Science	ANATPHYS 215
B3	Laboratory Activity	LAB 201
B4	Mathematics/Quantitative Reasoning	MATH 230
C1	Arts	ART 205, MUSIC 205
C2	Humanities	HUMNS 205
D6 & US1	History & Historical Development of American Institutions and Ideals	HIST 221
D7	Interdisciplinary Social or Behavioral Science	ENV SCI 225
D9	Psychology	PSYCH 220

Please note that program offerings may vary by campus.

COURSE DESCRIPTIONS

ACCTG 104

Fundamentals of Accounting

3 units

Students are introduced to terms, concepts, and applications of double-entry accounting for a proprietary service business. Topics covered include cash transactions, preparation of general journal entries, and posting. The completion of the accounting cycle, including end-of-period adjustments, preparation of financial statements, and closing entries, is also covered.

Student learning outcomes:

- Identify accounting terms and concepts as appropriate to the accounting cycle
- Journalize transactions in general journal format using the double-entry framework of debits and credits
- Post transactions to general ledger accounts
- Create a trial balance and the three main financial statements
- Explain end-of-period adjustments and closing entries

ACCTG 106

Computerized Accounting Concepts

3 units

Students apply accounting concepts and principles in a computer environment using integrated commercial accounting software. They get hands-on experience inputting a new company setup, entering data, preparing computerized forms and reports, and troubleshooting.

Prerequisites:

ACCTG 104 Fundamentals of Accounting

Student learning outcomes:

- Identify and navigate the basic functions of an accounting software
- Explain the relationship between manual and computer accounting systems
- Utilize a computerized accounting system to create and report audit trails
- Create and modify financial statements

ACCTG 115

Payroll Accounting Concepts

3 units

Students cover the basic rules and procedures for calculating, recording, and reporting payroll. An overview of federal and state laws affecting payroll, such as the Fair Labor Standards Act, is included. Emphasis is on employer and employee payroll taxes, including income taxes, Social Security and Medicare (FICA), and federal and state unemployment taxes; and the forms required to report and pay those taxes to the proper government entities.

Student learning outcomes:

- Calculate gross pay including overtime pay for time-based, salaried, piece-work, and commission-based wage plans according to the Fair Labor Standards Act
- Determine employer's share of payroll taxes for FICA, SUTA, FUTA
- Identify and complete appropriate tax forms used to report and remit payroll taxes to appropriate federal and state agencies
- Calculate amounts to be withheld for federal income tax, FICA, and other payroll deductions and resulting net pay
- Prepare payroll register and employees' earnings records

- Calculate amounts to be withheld for federal income tax, FICA, and other payroll deductions and resulting net pay
- Prepare payroll register and employees' earnings records
- Identify basic laws affecting payroll

ACCTG 205

Principles of Accounting I

6 units

Students apply generally accepted accounting principles as developed by the Financial Accounting Standards Board (FASB) in a merchandising environment. Topics include the use of special journals and subsidiary ledgers, inventory methods, deferrals and accruals, internal control, and accounting for the acquisition, depreciation, and disposal of fixed assets.

Prerequisites:

ACCTG 104 Fundamentals of Accounting

Student learning outcomes:

- Differentiate the activities of a merchandising business from those of a service business, including journal entries utilizing different cost of inventory methods, while identifying the differences of Sole Proprietorships, Partnerships, LLCs and Corporations
- Complete a 10-column worksheet, prepare end-of-period financial statements, adjusting and closing entries, and a post-closing trial balance for a company using a perpetual and/or periodic inventory method
- Calculate, record and journalize acquisition, depreciation and disposal of fixed assets, indicating possible gain/loss involved with trade or sale while demonstrating multiple commonly accepted methods
- Identify FASB, APB, SEC, and AICPA while applying GAAP to solve accounting problems
- Meet or exceed a target range of 4,000 net ksph using 10-key

ACCTG 206

Principles of Accounting II

6 units

Students continue the study of accounting principles with emphasis on their application to partnerships and corporations. Topics include stock and bond transactions, preparation of corporate statements of income, stockholders' equity, retained earnings, calculation of earnings per share, cash flow, and statement analysis.

Prerequisites:

ACCTG 205 Principles of Accounting I

Student learning outcomes:

- Record transactions and prepare the financial statements, including the Statement of Cash Flows, for corporate organizational structures
- Calculate amounts and record transactions related to stocks and other forms of capital
- Calculate and amortize bond discounts (premiums) using the straight-line and/or effective interest rate method (optional) as well as investments in stocks and bonds
- Meet or exceed a target range of 6,000 net ksph using 10-key

COURSE DESCRIPTIONS

ACCTG 207

Principles of Accounting III

6 units

Students expand their study of accounting principles to a manufacturing environment. Topics include job cost and process costing methods, budgeting, managerial accounting concepts such as break-even analysis, and other management concerns including ethical and global issues.

Prerequisites:

ACCTG 206 Principles of Accounting II

Student learning outcomes:

- Differentiate between financial and managerial accounting.
- Compare and contrast cost flow utilizing a job order system versus process cost system.
- Employ breakeven analysis to compute the breakeven point, sales required to reach a profit, and perform “what if” analysis.
- Identify and classify costs in a manufacturing environment.
- Meet or exceed a target range of 9,000 net ksph using 10-key

ACCTG 215

Accounting Spreadsheet Applications

3 units

Students apply spreadsheet skills and accounting knowledge to solve accounting problems. A variety of accounting cases and models are included. Topics covered include formula development, model building, and “what if” analysis.

Prerequisites or Co-requisites:

COMP APP 121 Spreadsheet Applications

ACCTG 205 Principles of Accounting

Student learning outcomes:

- Use spreadsheet application to prepare standard accounting spreadsheets such as payroll registers and depreciation schedules
- Calculate values using the high-level functions such as PV and PMT of a spreadsheet application
- Edit and change worksheets as necessary
- Use spreadsheet application to produce and present financial statements and budgets
- Set up spreadsheets using appropriate business formatting and models

ACCTG 223

Federal and State Income Taxes

6 units

This course includes instruction in and application of current federal and state income tax laws related to the preparation of personal income taxes. Emphasis is on the 1040 and related forms and schedules for the preparation of income taxes for individuals, including itemized deductions, credits, rental income, capital gains/losses, and business income and expenses including the calculation of depreciation.

Prerequisites:

ACCTG 104 Fundamentals of Accounting

Student learning outcomes:

- Select and complete state tax forms and supporting documentation
- Select and complete federal tax forms and supporting documentation

- Identify and calculate appropriate tax allowances, exceptions, deductions, gains, losses, and credits for individuals and businesses

- Utilize a manual method or computer software to prepare individual tax returns

- Identify itemized deductions and tax credits

- Utilize appropriate tax table, schedule, or worksheet to calculate tax

- Identify taxable vs. exempt income

ANATPHYS 215

Fundamentals of Anatomy and Physiology

4 units

Students are introduced to the structure and function of the human organ systems. The course is designed to provide a basic understanding of the human body and associated terminology. (CSU Area B2)

Student learning outcomes:

- Identify the body systems, organs they contain, and their basic functions
- Identify common diseases of various body systems
- Identify the four types of tissue and their functions
- Use medical terminology related to anatomy and physiology
- Find information on anatomy and physiology on the Internet

ART 205

Art, Film, and Media

4 units

Students are introduced to the study of visual arts in different mediums such as drawing, painting, sculpture, photography, film, and graphic design. The evolution of the visual arts from prehistoric times to the modern era is covered, and attention is given to western as well as nonwestern art forms, including those from the Islamic world, Asia, and Africa. The course culminates with students’ critical analysis of visual art at a local museum. (CSU Area C1)

Prerequisites or Co-requisites:

ENGL 155 College Composition and Research

Student learning outcomes:

- Discuss the elements of art, principles of design, and the creative process
- Discuss major historical and contemporary movements in art and how art reflects its time
- Compare and contrast visual art from various cultures
- Identify the different art media

BIOSC 200

Human Nutrition

4 units

This course provides an introduction to the science of nutrition. Major topics include digestion and metabolism, the six major classes of nutrients, nutrition through the lifespan, energy balance, and nutrition and disease. Emphasis is placed on the physiological and biochemical relationship between food and the human body. (CSU Area E)

Student Learning Outcomes:

- Evaluate the reliability of nutritional information using scientific evidence

COURSE DESCRIPTIONS

- Discuss the six major classes of nutrients and the role they play in the human body
- Describe the processes of digestion and metabolism
- Explain the relationship between nutrition and the maintenance of good health and prevention of chronic disease throughout the lifecycle
- Relate socio-cultural and psychological factors to nutritional choices
- Evaluate a personal diet record

BIOSC 230

Human Anatomy with Lab

6 units

This integrated lab and lecture course presents a systemic approach to the study of the human body. Topics include: the history and scope of the science of anatomy; body plan and organization; cells; tissues; organs; the gross and microscopic anatomy of the major body systems; and the general functions of the body systems. Emphasis is placed on the relationship of normal and abnormal anatomical structure to health and disease, and on the application of the scientific method to the study of anatomy concepts in the laboratory. (CSU Areas B2, B3)

Student Learning Outcomes:

- Apply the scientific method to the exploration of human anatomy
- Describe the major gross and microscopic components of each of the major systems in the human body
- Explain the interrelationship between the structure and function of each of the major human body systems
- Relate the gross and microscopic structures of the major body systems to health and disease
- Relate the anatomical features of a cell, tissue, or organ to its location and function
- Identify the major tissues of the human body using a microscope
- Locate gross anatomical structures on a model of the human body and on a human subject, where appropriate

BIOSC 240

Human Physiology with Lab

6 units

This integrated lab and lecture course provides an introduction to the functional relationships between major organ systems, tissues, and cells within the human body. Topics include: the history and scope of the science of physiology; regulation and homeostasis; biochemistry; and the function of cells, tissues, and major systems of the body. Emphasis is placed on the integration of the body systems and the ways in which they work together to maintain homeostasis, the relationship of normal and impaired physiological functions of the body systems to health and disease, and the application of the scientific method to the study of physiological concepts in the laboratory. (CSU Areas B2, B3)

Prerequisites:

CHEM 220 Introduction to General, Organic, and Biochemistry with Lab

Prerequisites or Co-requisites:

BIOSC 230 Human Anatomy with Lab

Student learning outcomes:

- Apply the scientific method to the exploration of human physiology

- Discuss the role of homeostasis in maintaining normal body functions
- Describe the function of major body systems and their component organs in health and disease
- Explain the chemical and physical principles that underlie the functions of cells and tissues
- Relate the signs and symptoms of given disease states to the underlying pathophysiology
- Analyze the adaptive physiological responses to stress, infectious organisms, and toxins
- Distinguish between normal and diseased histological samples using a microscope

BIOSC 250

Microbiology with Lab

6 units

This integrated lab/lecture course is an introduction to the fundamental concepts of microorganisms, particularly bacteria, viruses, fungi, helminths, and protozoa. Topics include: the history and scope of the science of microbiology; the morphology and physiology of microorganisms; the role of microorganisms in the disease process; epidemiology, immunology and control measures; environmental concerns; lab aseptic technique; and laboratory techniques for isolating, culturing, staining, identifying, and controlling microbes. Emphasis is placed on the role of microorganisms in the transmission of infectious disease, their importance in the maintenance of normal body functions, and the application of the scientific method to the study of microbiology concepts in the laboratory. (CSU Areas B2, B3)

Prerequisites:

CHEM 220 Introduction to General, Organic, and Biochemistry with Lab

Student learning outcomes:

- Apply the scientific method to the exploration of microbiology
- Analyze in detail the human host defenses and immune mechanisms
- Describe the major metabolic pathways found in microorganisms and their role in human disease
- Relate the role of microorganisms to both normal and disease states in the human body
- Relate epidemiological principles to a discussion of the major human infectious diseases caused by viruses, bacteria, protozoa, helminths, and fungi
- Apply biochemical tests, morphological characteristics, and scientific methodology to the successful identification of microorganisms
- Perform fundamental microbiology lab techniques including: asepsis; lab safety; basic microscopy; cytological staining; and the culturing, isolation, and identification of microorganisms

BUS ADMN 115

Principles of Business Management

3 units

Students explore the theory and application of management concepts and organizational and financial structures in business enterprises. Case analysis and problem-solving techniques are used to examine the planning and organization of workflow, delegation, leadership styles, decision making, stress and time management, and employee relations.

COURSE DESCRIPTIONS

Student learning outcomes:

- Use business terminology effectively
- Recommend management functions and leadership style for a new business
- Identify the strengths, weaknesses, opportunities, and threats of a business within your community
- Define the role of ethics and social responsibility in business

BUS ADMN 140

Salesmanship 4 units

This course focuses on the development of professional selling skills. Students analyze the sales process and learn techniques used to effectively communicate with customers.

Student learning outcomes:

- Identify the various types of sales opportunities – retail, product, and services
- Develop sales scripts and presentations
- Deliver a sales presentation
- Create reports including sales projects and contact activity
- Develop sales documents that are used to procure business

BUS ADMN 145

Marketing Principles 4 units

Students learn and apply the basic concepts of marketing. Subjects included are marketing planning and information, buyer behavior, product and service strategy, pricing and distribution, and marketing in special settings.

Student learning outcomes:

- Discuss the marketing process
- Conduct market research
- Analyze marketing opportunities and propose strategies
- Identify target markets and consumer behavior
- Demonstrate knowledge of marketing terminology
- Create a marketing plan for a product or service

BUS ADMN 150

Introduction to Project Management 3 units

Students develop skills needed for effective project management. Project management stages are covered from initiation to completion. Strengths and weaknesses of various project management tools are included.

Student learning outcomes:

- Identify the steps in developing and executing a project plan
- Determine the start, duration, and finish limits for project activities
- Identify a project's critical path timeline
- Identify effective project management productivity tools
- Prepare and deliver formal project plans, presentations and reports

BUS ADMN 175

Customer Service 4 units

This course addresses the importance of customer service in the success and future of businesses. Customer service techniques and personal skills that attract and retain customers are identified and developed.

Student learning outcomes:

- Discuss the importance of customer service to attract and retain customers
- Define multi-channel customer contact points
- List ways to earn repeat business from customers
- List the steps to be used in dealing with an angry customer
- Provide examples of positive and negative language

BUS ADMN 216

Principles of Human Resources 4 units

Students examine the traditional and contemporary concerns of personnel departments in business enterprises. Emphasis is placed on how organizations obtain, maintain, and retain their human resources. Topics include equal employment opportunities, staffing, training, and development.

Student learning outcomes:

- Identify laws that affect employment including hiring, promoting, evaluating and terminating employees
- Analyze business problems related to human resource functions
- Use human resources terminology
- Analyze business cases

BUS ADMN 220

E-Commerce 3 units

Students explore how business is conducted over the Internet. Students work in teams to create a proposal for an Internet-based business considering such issues as security, online transactions and payments, and sales and marketing. Students present their e-commerce business to the class.

Student learning outcomes:

- Design and develop an Internet-based business
- Develop an e-commerce business plan
- Describe and differentiate between internet businesses and traditional businesses
- Identify marketing and sales strategies of internet-based businesses

BUS ADMN 230

Advertising 4 units

Students examine the exciting and fast-moving world of advertising and promotion. Emphasis is on the big picture: methods and media for communication, motivation and appeal, advertising objectives, copywriting, federal regulations, and competition.

Student learning outcomes:

- Develop an advertising campaign
- Identify a target market
- Describe the process of developing a media campaign
- Write and edit advertising copy
- Create advertising materials that are appropriate for a variety of audiences

BUS ADMN 235

Business Law and Ethics 4 units

Students explore the laws applicable to business institutions and

COURSE DESCRIPTIONS

their operations. The course presents a basic overview of the concepts and terminology essential to understanding the field of business law. An examination of ethics in regard to the law, business, and society is included.

Student learning outcomes:

- Apply the concepts of contractual law, case law, civil law, jurisdiction, and ethics to business problems
- Communicate business law situations using appropriate legal terminology
- Apply law and ethics to case studies

BUS ADMN 240

Product Development

4 units

Students develop and strategize a marketing plan for a new product. All marketing principles are incorporated into the marketing project, including examination of the market and advertising required for promotion of the product. Students present their marketing plan to the class.

Prerequisites:

BUS ADMN 145 Marketing Principles
BUS ADMN 230 Advertising

Student learning outcomes:

- Plan the development of a product or service based on availability of resources and market demand
- Write a marketing plan for a new product or service
- Give an oral presentation promoting a product or service

BUS ADMN 250

Portfolio

1 unit

Students learn how to prepare and present a portfolio. They organize documents and projects created during their program of study into an appealing, professional product. Portfolio is taken in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Prepare and present a professionally-assembled portfolio

BUS ADMN 255

Technical Sales

4 units

Students focus on the sales of technical products from the aspect of the salesman and the retailer. Students develop techniques for effective selling of high-tech equipment in addition to acquiring foundational knowledge of the principles and practices of retail store operations.

Student learning outcomes:

- Identify the pre-sales, sales, and post-sales techniques used when selling technical products
- Present technical information to potential customers
- Provide good customer service in a retail or technical setting

BUS ADMN 297

Business Administration Capstone

4 units

This course is the culmination of the Business Administration program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

BUS ADMN 299

Business Administration Internship

4 units

Students gain work experience through on-the-job training situations relevant to their major field of study. Business Administration Internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

BUS ACCTG 297

Business Administration - Accounting Capstone

4 units

This course is the culmination of the Business Accounting program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

BUS ENTR 100

Introduction to Entrepreneurship

4 units

This course introduces students to the process of identifying and evaluating entrepreneurial opportunities. Topics include a framework for how to select, fund, and start a venture. Emphasis is placed on helping students reflect on their own entrepreneurial potential and to evaluate entrepreneurship as a potential career path.

Student learning outcomes:

- Describe entrepreneurial concepts and processes
- Define an approach for identifying and analyzing business opportunities
- Describe the role of ethics and social responsibility in business
- Present a business idea
- Outline a small business plan

COURSE DESCRIPTIONS

BUS ENTR 150

Entrepreneurial Finance 4 units

This course introduces students to the various aspects of funding and managing entrepreneurial ventures, with a major focus on start-up and the initial stages of growth. Topics include a discussion of how entrepreneurs obtain and use financial resources, budgeting and cash flow analysis, financial statements, and the value of financial planning. Emphasis is placed on investment analysis, financing the entrepreneurial firm, and managing the growing business.

Prerequisites:

ACCTG 104 Fundamentals of Accounting
BUS ENTR 100 Introduction to Entrepreneurship

Student learning outcomes:

- Assess options for business financing
- Describe how to manage finances for sustainable growth
- Analyze financial statements
- Create an operating, cash flow, and capital budget for a business plan

BUS ENTR 200

Entrepreneurship Seminar 4 units

This course introduces students to the crucial link between theory and practice through the study of business cases. Topics include cases from a broad variety of service and product industries: retail, wholesale, mail order, and internet. Students get a real sense of what it takes to conceive, develop, finance, and operate a business, and how elements such as business plans and financial forecasts function in the real world. Emphasis is placed on determining key factors that distinguish the successful entrepreneurs from the not-so-successful ones.

Prerequisites:

BUS ENTR 150 Entrepreneurial Finance

Student learning outcomes:

- Identify key entrepreneurial business practices
- Analyze the effectiveness of a small business
- Determine factors that distinguish the successful entrepreneur from the not-so-successful one

BUS ENTR 297

Entrepreneurship Capstone 4 units

This course is the culmination of the Business Administration with an Emphasis in Entrepreneurship program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

BUS HOSP 297

Business Administration Hospitality and Tourism Capstone 4 units

This course is the culmination of the Business Hospitality and Tourism program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

BUS MKTG 297

Business Administration - Sales and Marketing Capstone 4 units

This course is the culmination of the Business Sales and Marketing program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

BUS TECH 297

Business Administration - Software and Technologies Capstone 4 units

This course is the culmination of the Business Software Technologies program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

CHEM 220

Introduction to General, Organic, and Biochemistry with Lab 6 units

This integrated lab and lecture course introduces the principles of general, organic, and biological chemistry. Topics include: matter; atoms and elements; chemical bonding and reactions; chemical calculations; gases; solutions; acids and bases; hydrocarbons; alcohols and ethers; carbohydrates; lipids;

COURSE DESCRIPTIONS

proteins; nucleic acids; metabolism; and nuclear chemistry. Emphasis is placed on the application of the scientific method to the study of chemistry concepts as they relate to the human body and to experiments in the laboratory. (CSU Areas B1, B3)

Prerequisites:

MATH 103 Elementary Algebra

Student learning outcomes:

- Solve qualitative and quantitative chemistry problems using scientific methodology
- Relate chemical and physical processes at the molecular level to biological and regulatory systems
- Discuss the role of chemistry in human metabolism
- Explain an element's physical and chemical properties based on the concepts of atomic structure, electron configurations, and periodic properties
- Write a formal lab report in journal format

CNST 100

Introduction to Construction Management 4 units

In this course, students learn the fundamentals of construction management. Topics include a general overview of the organization, industry standards, environmental considerations, and career opportunities within the industry. Upon completion of this course, students will be able to articulate the basic components of the construction industry, discuss the relationship between construction and the environment, and describe career path opportunities.

Student learning outcomes:

- Describe construction standards, regulations, and means of project delivery
- Examine roles, responsibilities, and risks involved in the construction process
- Discuss the relationship between construction and the environment
- Recognize career opportunities within the construction industry

CNST 120

Construction Print Reading 4 units

In this course, students learn to interpret construction prints and specifications that are associated with the construction trades. Topics include the four construction views, major construction disciplines, types of drawings, and sketching. Upon completion of this course, students should be able to read and interpret a set of construction prints.

Prerequisites or Co-requisites:

CNST 100 Introduction to Construction Management

Student learning outcomes:

- Explain the types of drawings used to create construction plans
- Read complete sets of working drawings for residential and light commercial construction
- Recognize industry standard techniques and terminology when creating drawings and sketches

CNST 140

Introduction to Surveying

3 units

In this course, students learn the basics of construction site surveying. Topics include building layout, measurement procedures, vertical controls, line and grade, field notes, and surveying instrument use, care, and operation. Upon completion of this course, students will be able to explain basic surveying operations in a construction setting and demonstrate the operation of surveying equipment.

Prerequisites or Co-requisites:

CNST 100 Introduction to Construction Management

Student learning outcomes:

- Describe the concepts of land and construction surveying as they apply to the construction of various facilities
- Outline essential elements of surveying practices and the types of surveying activities encountered in the field
- Describe the use and care of various surveying instruments and equipment

CNST 160

Materials and Methods I

4 units

In this course, students learn about materials and methods used in today's construction industry. Topics include an overview of materials and methods, site work, concrete, masonry, wood and plastics, and the CSI MasterFormat™. Upon completion of this course, students will be able to identify and explain the characteristics and use of standard construction materials.

Prerequisites:

CNST 100 Introduction to Construction Management

CNST 120 Construction Print Reading

Student learning outcomes:

- Identify the history and background of materials and methods used to design and construct most buildings
- Explain the general physical properties of construction materials, including green materials, and methods of installation and testing
- Describe the Construction Specification Institute's MasterFormat™ divisions, proper terminology, specifications, and installation
- Support the use of green concepts in relation to the specification, ordering, and installation of construction materials

CNST 170

Materials and Methods II

4 units

In this course, students learn additional content as it relates to materials and methods at the job site. Topics include thermal and moisture protection, doors and windows, finishes, fire suppression, and testing of construction materials for standards and quality. Upon completion of this course, students will be able to identify and explain the characteristics and use of standard construction materials, describe the industry-standard methods for their use at a construction site, conduct common quality tests, and document the results.

Prerequisites:

CNST 160 Materials and Methods I

Student learning outcomes:

- Explain the general physical properties of construction materials and methods of installation and their use on a construction site

COURSE DESCRIPTIONS

- Demonstrate the ability to set up and conduct common materials tests
- Document and interpret the results of common materials testing reports

CNST 200

Estimating

4 units

In this course, students will learn analytical techniques to estimate and control project costs. Topics include site investigation, quantity takeoff, work analysis, and bid preparation. Upon completion of this course, students will be able to explain the fundamentals of different types of cost estimating, identify the appropriate use of each, and demonstrate the use of popular estimating software.

Prerequisites:

CNST 100 Introduction to Construction Management
CNST 120 Constructions Print Reading
CNST 160 Materials and Methods I
COMP APP 121 Spreadsheet Applications

Student learning outcomes:

- Describe and effectively use procedures to estimate the cost of a construction project
- Design take-offs for a variety of components of building construction
- Prepare basic estimates using commercial cost estimating software

CNST 210

Planning and Scheduling

4 units

In this course, students learn the principles of construction planning, scheduling, and resource optimization. Topics include project scheduling using the critical path method; determining tasks, their duration, and their start and finish dates; and the use of project management tools to improve project planning and execution. Upon completion of this course, students will be able to plan a construction project; schedule the labor, equipment, and materials for a construction project; and manage project changes and their effect on the project schedule and resources.

Prerequisites:

CNST 100 Introduction to Construction Management
CNST 120 Constructions Print Reading
CNST 160 Materials and Methods I
COMP APP 121 Spreadsheet Applications

Student learning outcomes:

- Design a schedule for a construction project
- Calculate the time quantities associated with schedule activities
- Apply project resources to a schedule and manage resource usage
- Assess project schedule constraints

CNST 220

Construction Safety

4 units

In this course, students learn about the Occupational Safety and Health Act (OSHA) as it relates to construction, and the responsibilities of construction managers to enforce OSHA and related safety practices. Topics include OSHA regulations that apply to construction, the importance of accident prevention, and accident investigation, reporting, and record keeping. Upon completion of this course, students will be able to convey why adherence to OSHA

regulations is critical to a construction project, identify common construction-related accidents, explain how accidents can be prevented, and follow appropriate steps if an accident occurs.

Prerequisites:

CNST 100 Introduction to Construction Management

Student learning outcomes:

- Describe management and employee responsibilities for job site safety and health at a construction site
- Recognize the construction safety hazards associated with various construction processes, materials, and equipment
- Explain the OSHA construction standards and the enforceable requirements for worker safety and health

CNST 240

Construction Project Management

3 units

In this course, students learn theories, techniques, and methodologies of project management to effectively plan and control construction projects. Topics include the project management life cycle, defining the project team, project planning and initiation, project resources planning, project control, execution and monitoring, and project quality assurance. Upon completion of this course, students will be able to use project management software and the project life cycle model to organize, plan, monitor, and control a construction project.

Prerequisites:

CNST 200 Estimating
CNST 210 Planning and Scheduling

Student learning outcomes:

- Explain the essential steps and elements of the project life cycle
- Identify the issues that relate to the management of personnel and teams within the context of project management
- Demonstrate the process used to determine project scope, estimate costs and schedules, organize and staff a project, monitor project progress, and develop lessons learned from completed projects

CNST 250

Building Codes and Standards

4 units

In this course, students learn about building codes and zoning ordinances. Topics include identifying the organizations responsible for developing building codes and zoning ordinances; current building codes and their meaning; and the purpose of inspections to ensure compliance with building codes. Upon completion of this course, students will be able to describe the purpose of and organizations responsible for building codes and zoning ordinances, explain the meaning of common building codes and zoning ordinances, and perform a preliminary review of a construction site for potential non-compliance with common building codes.

Prerequisites:

CNST 100 Introduction to Construction Management

Student learning outcomes:

- List various construction classifications, zoning ordinances, and occupancy categories
- Identify organizations responsible for building codes and zoning ordinances

COURSE DESCRIPTIONS

- Locate and cross-reference the guidelines, tables, charts, and specifications as presented in the building codes
- Calculate and determine if the construction meets building code standards for site, foundation, rough HVAC, electrical, and plumbing inspections, and final building structure inspection

CNST 297

Construction Management Capstone 4 units

This course is the culmination of the Construction Management program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

CNST 299

Construction Management Internship 4 units

Students gain work experience through on-the-job training situations relevant to their major field of study. Construction Management Internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned to actual work situations.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

COMM 220

Interpersonal Communication 4 units

This course introduces the theory and practice of communication within an interpersonal context. Topics include self-disclosure and perception, effective listening, verbal and nonverbal messages, aspects of interpersonal relationships, managing relationship dynamics, factors affecting conflict and conflict resolution. Emphasis is placed on helping students interact more effectively in personal, professional, and community relationships through frequent, in-class practice and interaction. (CSU Area A1)

Prerequisites:

ENGLS 155 College Composition and Research

Student learning outcomes:

- Identify major concepts of interpersonal communication and apply them to personal experiences
- Describe factors that contribute to interpersonal conflicts and strategies for managing these conflicts

- Explain the role of self-perception and self-awareness in interpersonal communication
- Discuss the importance of gender, culture, and context to interpersonal communication competence
- Demonstrate interpersonal communication competence in personal and professional contexts

COMM 225

Social Communication 4 units

This course introduces the theory and practice of communication within an interpersonal context. Topics include self-disclosure and perception, effective listening, verbal and nonverbal messages, aspects of interpersonal relationships, managing relationship dynamics, factors affecting conflict and conflict resolution. Emphasis is placed on helping students interact more effectively in personal, professional, and community relationships through frequent, in-class practice and interaction. (This course is only to be offered as an online course as an alternative to the ground public speaking courses)

Prerequisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Identify major concepts of interpersonal communication and apply them to personal experiences
- Describe factors that contribute to interpersonal conflicts and strategies for managing these conflicts
- Explain the role of self-perception and self-awareness in interpersonal communication
- Discuss the importance of gender, culture, and context to interpersonal communication competence
- Demonstrate interpersonal communication competence in personal and professional contexts

COMP APP 100

Introduction to Software Applications 3 units

Students acquire introductory skills in major software applications used in professional environments: word processing, spreadsheets, presentation, database, and electronic communications. Additionally, computer operating systems, the World Wide Web, data storage, and file management are addressed.

Student learning outcomes:

- Use basic software applications, including word processing, spreadsheets, presentation, database, and electronic communications (email)
- Organize documents in folders on the computer
- Conduct basic Internet searches
- Produce business documents using software applications
- Use basic computer terminology

COMP APP 101

Word Processing Essentials 3 units

Students learn how to apply word processing features and concepts. This class explores the concepts and features of word processing through projects emphasizing formatting, proper business style, and the development of written communication skills.

Prerequisites:

COMP APP 100 Introduction to Software Applications

COURSE DESCRIPTIONS

Student learning outcomes:

- Create, format, and edit documents
- Produce mail-merge letters labels, and envelopes
- Create newsletters, including columns, multiple selections, and graphics
- Insert and modify text, images and graphics
- Insert, view, and edit comments
- Save documents as Web pages

COMP APP 121

Spreadsheet Applications

3 units

This course focuses on the operations and features of spreadsheet software. Students analyze and apply spreadsheet solutions to business problems in the areas of finance, information tracking, reporting, and presentation. Real-world business situations are explored through the use of creative thinking and problem-solving techniques.

Prerequisites:

COMP APP 100 Introduction to Software Applications

Student learning outcomes:

- Work with cells and cell data
- Manage workbooks, including files and folders, templates, naming conventions, and file formats
- Modify, format and print worksheets
- Create and revise formulas using statistical, date and time, financial, and logical functions
- Create and modify graphics

COMP APP 215

Professional Document Production

3 units

Students develop skills to create a multimedia presentation using presentation software. They incorporate graphics, fonts, styles, layout techniques, and online resources in electronic presentations. In addition, they use desktop publishing functions and features to create pieces, such as flyers, brochures, and business cards, that communicate with an audience.

Prerequisites:

COMP APP 100 Introduction to Software Applications

Student learning outcomes:

- Create new presentations
- Insert and edit text-based content, tables, charts, diagrams, pictures, shapes and graphics
- Manage and deliver presentations
- Create professional documents, including business card, logo or letterhead, tri-fold brochure, and newsletter
- Insert graphics, clip art, and photographs

COMP APP 221

Database Management

3 units

The course is an introduction to the use of a database management program. Students learn about database structure, how to access, edit, and search files, and best practices in designing and producing reports and tables.

Prerequisites:

COMP APP 100 Introduction to Software Applications

Student learning outcomes:

- Create, modify, and manage databases
- Enter and edit records
- Create and modify forms
- Develop tables and queries
- Create and modify reports

CRIM JUS 105

Introduction to Criminal Justice

4 units

Students explore the American system of justice, including various subsystems. The roles of criminal justice agents and their interrelationships in society are included. (CSU Area D8)

Student learning outcomes:

- Explain the American criminal justice system
- Describe the qualifications required to fill criminal justice and law enforcement jobs
- Distinguish between criminal and civil law
- Articulate the importance and application of the Bill of Rights to the criminal justice system
- Use basic criminal justice terminology

CRIM JUS 115

Criminology

4 units

This course provides an introduction to criminology and the impact of crime on society. The student will explore the crime problem, its etiology and context, and the causes of crime. Students will be introduced to the statistical measures commonly applied to crime problems and how law enforcement measures crime trends. The social and psychological implications of criminological theory will be discussed. (CSU Area D0)

Prerequisites or Co-requisites:

CRIM JUS 105 Introduction Criminal Justice

Student learning outcomes:

- Describe the historical development of criminology
- Identify the major criminological theories
- Analyze criminal behavior by applying an appropriate criminological theory
- Evaluate the Uniform Crime Report as a source for statistical analysis

CRIM JUS 150

Introduction to Corrections

4 units

Students acquire knowledge about the history and trends of adult and juvenile corrections with an emphasis on the modern correction process, legal issues, and specific laws. Focus is also on the impact of deviant behavior, police roles and responsibilities, jails and the prison system, the courts, and probation.

Prerequisites or Co-requisites:

CRIM JUS 105 Introduction Criminal Justice

Student learning outcomes:

- Describe the historical development of punishment
- Identify and discuss the constitutional safeguard of inmates
- Differentiate between the goals of rehabilitation and punishment, probation and parole

COURSE DESCRIPTIONS

- Identify the types of prisons, jurisdictions, and related inmate classifications

CRIM JUS 180

Criminal Procedure and Constitutional Law 4 units

This course provides the student with an overview of the U. S. constitution from the perspective of the criminal justice system practitioner. Emphasis will be placed on case law, constitutional amendments, the bill of rights, equal protection under the law, and balancing individual state and federal rights. The student will also identify critical steps in courtroom procedure and protocol for criminal trials, as well as addressing legal issues regarding the admission of evidence in court including, privileged communication, competency of evidence and witnesses, and real evidence.

Prerequisites or Co-requisites:

CRIM JUS 105 Introduction Criminal Justice

Student learning outcomes:

- Outline the key historical factors behind the development of the U. S. Constitution
- List the first ten amendments to the Constitution
- Create a summary of key issues for landmark Supreme Court decisions pertaining to the First, Fourth, Fifth, Sixth, Eighth, and Fourteenth Amendments to the Constitution
- List steps required to research and discuss landmark court decisions
- Identify what elements of a communication may qualify it as privileged in a court of law
- Explain the concept of competency of evidence and witnesses in a criminal trial

CRIM JUS 190

Criminal Justice Communications 4 units

This course will provide the student with an understanding of the importance of written and verbal communication in the criminal justice system. The student will learn, through study and practice, how to record facts accurately, concisely, and completely in writing, as well as how to effectively listen and share information in various criminal justice situations. Emphasis will be placed on English vocabulary, spelling, word recognition, first person conversational writing, reading comprehension, and common sense resolution of problems through effective communication. The student will be exposed to cultural issues in communications with the public.

Prerequisites:

CRIM JUS 105 Introduction to Criminal Justice
ENGL 105 Compositions and Reading

Student learning outcomes:

- Write clear, concise, and accurate standard police incident reports including narrative, chronological, and question and answer elements
- Craft and ask effective questions for interviewing witnesses, victims, and suspects
- Identify the purpose and importance of written investigative field notes and reports
- Use correct terminology in a variety of written and verbal communication typical to criminal justice situations
- Assess cultural implications in verbal and non-verbal communications

- Identify the types of reports that are used in various criminal cases

CRIM JUS 200

Law Enforcement Systems and Procedures 4 units

This course is designed to explain the methods and systems generally accepted as best practices within the law enforcement community. The course will address policy, procedure, and guidelines at the agency level, as well as responsibilities and activities of law enforcement professionals. The law enforcement code of ethics will be discussed.

Prerequisites:

CRIM JUS 105 Introduction to Criminal Justice

Student learning outcomes:

- Describe the organizational structure of local, state, and federal law enforcement agencies
- Identify major historical developments leading to modern policing
- Apply standards of the law enforcement code of ethics in a variety of situations
- Identify diversity issues in policing and evaluate how law enforcement responds to these issues
- Explain the role, authority, and interagency responsibilities at the local, state, and federal levels of law enforcement
- Describe the functions of the job of law enforcement officer
- Identify the core competencies of community policing

CRIM JUS 210

Investigations and Crime Scene Technology 4 units

This course provides an introduction to the practical applications of scientific techniques and technology in the investigation of criminal cases. Basic procedures and standards in the collection of evidence, the interview of witnesses, victims, and suspects, and the preparation of a case for court will be addressed. In addition, ethical issues regarding investigative practices will be discussed.

Prerequisites:

CRIM JUS 105 Introduction to Criminal Justice

Student learning outcomes:

- Conduct basic crime scene investigations and record the findings
- Identify the tools and technologies for conducting criminal investigations and demonstrate their appropriate use
- Explain the protocols and procedures for legally collecting and preserving evidence from a crime scene
- Describe the requirements for evidence to be admitted at trial

CRIM JUS 225

Substantive Criminal Law 4 units

This course is designed to expand the student's knowledge of state, local, and federal criminal statutes. The definition of elements of a crime, as well as concepts such as levels of culpability, classification of crimes, parties to a crime, and preparatory offenses will be discussed. Emphasis will be placed on the identification of the appropriate violations for a given set of circumstances.

COURSE DESCRIPTIONS

Prerequisites:

CRIM JUS 105 Introduction to Criminal Justice

Student learning outcomes:

- Define specific crimes as they pertain to state statutes
- Identify and define elements of specific crimes
- Distinguish among crime classifications
- Identify the levels of culpability
- Describe the various affirmative defenses of criminal law
- Compare and contrast elements of preparatory offenses and parties to a crime

CRIM JUS 230

Organized Crime, Gangs, and Terrorism **4 units**

This course addresses the traditions and evolutions of organized crime, gangs, and terrorism as they apply to the criminal justice professional. The student will identify the implications of the transcending partnerships evolving between the traditionally disparate groups of organized crime, organized criminal street gangs, and terrorists including narco-terrorism, international crime networks, state-sponsored crime and terrorism, and the law enforcement response. Historical elements of organized criminal activity will be discussed.

Prerequisites:

CRIM JUS 105 Introduction to Criminal Justice

Student learning outcomes:

- Outline the historical developments of traditional organized crime
- Discuss and assess the relationship between narcotics trafficking, organized crime, and terrorism
- List key terrorist groups by identifying resources posting active terror organizations and suspects
- Compare and contrast the role of law enforcement and the military in the global war on terror
- List criminal gangs operating at a national level by identifying resources posting gang activity
- List elements of the Racketeering Influenced and Corrupt Organization (RICO) statutes at the state and federal level

CRIM JUS 245

Juvenile Justice **4 units**

This course addresses juvenile justice from the law enforcement, social, and judicial perspective. Students will study the causes of delinquent activity and the response of the justice system. The student will also assess the alternatives available within the justice system or social service agencies in dealing with delinquency. Students evaluate the differences and similarities between the adult system for criminal cases and the juvenile system. Students will outline elements in a juvenile adjudication hearing.

Prerequisites:

CRIM JUS 105 Introduction to Criminal Justice

Student learning outcomes:

- Compare and contrast the adult and juvenile justice systems
- Assess causes and the response to juvenile delinquency
- Articulate the difference between a criminal act and an act of delinquency

- Outline the steps in typical juvenile adjudication hearing for a delinquent act
- Evaluate social service solutions and alternatives to incarceration

CRIM JUS 250

Victimology **4 units**

This course explores the role of victimology as an element of today's criminal justice system, and examines the consequences of victimization and the various remedies now available for victims, including laws and legislation regarding the rights of the victim in a criminal case. The course also examines cultural and social aspects of victimology. Current research on the various types of abuse such as sexual assault, spousal abuse, child abuse, elder abuse, economic, and fraud abuse will be explored as well.

Prerequisites:

CRIM JUS 105 Introduction to Criminal Justice

Student learning outcomes:

- Define Victimology and criminal victimization
- Identify and discuss the obvious consequences of victimization
- Explore Victim's Rights Legislation identifying the various types of victim restitution and compensation
- Identify and discuss the characteristics of spousal abuse, domestic violence, the elderly, and maltreated children
- Discuss the benefits of victimization studies for victim prevention effort

CRIM JUS 297

Criminal Justice Capstone **4 units**

This course is the culmination of the Criminal Justice program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of the program and student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

CRIM JUS 299

Criminal Justice Internship **4 units**

Students gain work experience through on-the-job training situations relevant to their major field of study. Criminal Justice internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning Outcomes:

- Document the on-the job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms

COURSE DESCRIPTIONS

- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

DENTASST 101

Oral Sciences

3 units

In this course, students learn the basic oral structures, teeth embryology, and pathology in the oral cavity. Students are introduced to head and neck anatomy, facial landmarks, and anatomical disorders associated with the head and neck. Topics also include the principles of nutrition, oral hygiene, and preventative measures such as brushing, flossing and topical fluoride.

Student learning outcomes:

- Use the universal numbering system for teeth while identifying tooth anatomy and function
- Name the anatomical landmarks and normal and abnormal histologies of the head and neck
- Identify tooth morphology and function
- Explain the stages of dental caries and identify risk factors
- Explain and demonstrate aspects of preventative dentistry including oral hygiene, nutrition, fluoride therapy, and brushing/flossing techniques

DENTASST 106

Biomedical Sciences

3 units

This course introduces infection and biohazard control procedures necessary for the safe practice of dentistry. Topics include microbiology, chemical disinfectants, infectious diseases, OSHA standards, the handling of chemical waste, and applicable state laws. Students practice aseptic techniques and Universal Precautions, and they process and sterilize instruments.

Student learning outcomes:

- Identify the major groups of microorganisms and the methods of disease transmission in a dental office
- Demonstrate disinfection and sterilization techniques
- Define the roles of regulatory and advisory agencies
- Explain and apply OSHA standards and Universal Precautions
- Demonstrate safe methods of personal protection against chemical exposure
- List and perform the skills necessary to reduce bacterial contamination of dental unit water lines
- Utilize correct ergonomics to reduce muscle fatigue and prevent injury

DENTASST 110

Dental Materials

6 units

This course introduces students to a variety of dental materials. Topics include restorative materials such as amalgam and the preparation of thermoplastic resin trays. Emphasis is placed on mixing and transferring dental materials, working with dental liners, bases, and bonding systems, and mixing and pouring dental plaster. Students trim and finish dental models and fabricate vacuum-formed custom trays.

Prerequisites or Co-requisites:

DENTASST 101 Oral Sciences
DENTASST 106 Biomedical Sciences

Student learning outcomes:

- Evaluate, differentiate between, and apply restorative and esthetic materials for direct and indirect restoration
- Identify uses for and manipulate liners, bases, bonding systems, and cements for permanent and temporary restorations
- Identify and prepare three types of dental impressions to include preliminary, final, and bite registration
- Fabricate dental models and custom trays
- Perform facebow registration and inter-condylar measurements

DENTASST 120

Pharmacology and Office Emergencies

3 units

Students focus on pharmacology, learning about the classification of drugs, actions and interactions of drugs, and the effects of commonly prescribed drugs. Students become proficient in cardiopulmonary resuscitation (CPR) and practice basic first aid techniques. They learn to take and read vital signs along with how to recognize, prevent, and manage medical emergencies in the dental office.

Student learning outcomes:

- Take dental and medical health histories and review them to anticipate and prevent common office emergencies
- Recognize and assist in common emergencies that occur in the dental office
- Attain CPR certification and have knowledge of first aid procedures
- Record vital signs proficiently
- Demonstrate knowledge of the treatment and management of physically compromised patients

DENTASST 205

Chairside Assisting

6 units

Students are introduced to the dental operator. They prepare the operator and tray setups and practice providing the supplies, instruments, and dental materials for the dentist. Students learn the correct and efficient ways to transfer instruments, handpieces, and accessories, using four-handed and single-handed techniques. Techniques practiced are for a general dentistry practice.

Prerequisites or Co-requisites:

DENTASST 106 Biomedical Sciences
DENTASST 110 Dental Materials

Student learning outcomes:

- Identify the forms used in patient records and explain their purpose, function, and importance to dental treatment
- Use the diagnostic techniques for patient assessment
- Differentiate between anatomical and geometric diagram for charting
- Use color coding in a chart diagram
- Perform techniques used in dental care including treatment room preparation, operator/assistant positioning, and instrument transfer

COURSE DESCRIPTIONS

- Identify and demonstrate use of dental hand instruments, handpieces, and accessories
- Demonstrate proper moisture control utilizing the oral evacuation system, air water syringe, and dental dams
- Comprehend the importance of pain control and the complications and precautions in the use of topical and local anesthetics and nitrous oxide/oxygen sedation

DENTASST 206

Advanced Chairside Assisting

6 units

Students continue to practice dental assisting techniques in support of the dentist in the operator. Assisting techniques used in dental specialty practices are introduced including the use of oral photography and patient monitoring.

Prerequisites:

DENTASST 205 Chairside Assisting

Student learning outcomes:

- Explain the process and principles of restorative dentistry, including use of retention pins, intermediate restoration, composite veneers, matrices, and use of the wedge and recognize the differences of full crowns, inlays, onlays, and veneer crowns
- Discuss the dental assistant's role in making provisional prosthesis and describe the steps in constructions of a full and partial denture
- Discuss dental implants and endodontics, including the procedures and medications common to each
- Describe surgical procedures commonly performed in oral and maxillofacial surgery including patient monitoring
- Identify malocclusion including the use of photography and identify types of appliances used in corrective orthodontics

DENTASST 212

Dental Practice Management

3 units

Students are introduced to the dental office and the required business and clinical record keeping. Making dental appointments, acquiring patient data, conducting business on the telephone, composing business correspondence, and managing inventory are included. Students learn how to fill out dental forms, update insurance authorization, and complete third-party reimbursement forms. HIPAA standards, OSHA guidelines, and the legal and ethical aspects of dentistry are also covered.

Prerequisites:

DENTASST 205 Chairside Assisting

Student learning outcomes:

- Communicate with dental patients and the dental community in the office, in writing and on the telephone
- Use a computerized bookkeeping and scheduling system and describe manual office procedures
- Identify types of dental insurance and prepare different types of dental claim forms
- State how legal and ethical issues impact dentistry

DENTASST 216

Coronal Polishing

1 unit

Students learn how to perform coronal polishing to clinical proficiency.

Prerequisites or Co-requisites:

DENTASST 205 Chairside Assisting

Student learning outcomes:

- Explain coronal polishing procedures to the patient
- Utilize proper armamentaria in an organized sequence
- Use proper techniques when polishing teeth with selected abrasives and polishing agents
- Complete a coronal polishing procedure on at least three patients within 45 minutes each to clinical proficiency (Level 4)

DENTASST 225

Pit and Fissure Sealants

3 units

Students learn the proper use of pit and fissure sealants on early erupted primary and permanent bicuspid and molars as an effective adjunct to a caries preventative program. Students learn to perform pit and fissure sealant application to clinical proficiency.

Prerequisites:

DENTASST 216 Coronal Polishing

Student learning outcomes:

- Explain pit and fissure sealant application procedures to the patient
- Utilize proper armamentaria in an organized sequence
- Use proper techniques when applying sealant materials
- Complete a pit and fissure sealant application procedure on four patients to clinical proficiency

DENTASST 230

Radiology I

3 units

In this course, students gain knowledge of radiation safety measures. They learn how to produce diagnostic x-rays using manikins and then practice a variety of techniques taking dental x-rays for patients.

Prerequisites or Co-requisites:

DENTASST 101 Oral Sciences

DENTASST 106 Biomedical Sciences

Student learning outcomes:

- Demonstrate use of radiation safety techniques
- Discuss the laws for the practice of radiography
- Identify the parts of the x-ray machine
- Identify the critical organs sensitive to radiation exposure and be familiar with the ALARA concept
- Protect the patient and operator from excess radiation during taking of x-rays
- Use infection control principles during film exposure
- Identify and use the various types of x-ray film holders and devices
- Take a full-mouth series of x-rays of good quality
- Assemble and label film holders
- Process radiographs

DENTASST 235

Radiology II

3 units

Students continue to use radiation safety measures while exposing x-rays on patients. They prepare the equipment and

COURSE DESCRIPTIONS

supplies needed and produce x-rays using standard dental techniques. Students develop competency in processing and mounting radiographs.

Prerequisites:

DENTASST 230 Radiology I

Student learning outcomes:

- Apply radiation safety guidelines when taking dental radiographs
- Identify the federal laws that govern radiation safety
- Describe digital radiography and how it differs from traditional radiography
- List indications for skull x-ray and panoramic radiography and the clinical applications of the findings
- Describe TMJ disease conditions and who treats them
- Take dental radiography for different age groups of patients and patients with physical disabilities
- Practice infection control during exposure and film processing
- Practice and follow the HIPAA rules and patient privacy regulations
- Take a full mouth series of x-rays on a patient to competency
- Process and mount a radiograph

DENTASST 251

Dental Assisting Seminar I

1 unit

This class is held in conjunction with Dental Assisting Externship I. It offers students an opportunity to discuss their experiences during externship. Students continue to expand their knowledge of dental concepts, terminology, and procedures to meet professional requirements. Students prepare to take the California State Registered Dental Assistant (RDA) Exam and the Dental Assisting National Board (DANB) Certified Dental Assistant (CDA) Exam.

Co-requisites:

DENTASST 298 Dental Assisting Externship I

Student learning outcomes:

- Appraise externship experiences with peers for collaborative learning
- Master the test topics and application process for the RCA/CDA exam
- Complete and present a professional final project on a dental topic relevant to their externship experience and aligned with the RDA/CDA exams

DENTASST 256

Dental Assisting Seminar II

1 unit

This class is held in conjunction with Dental Assisting Externship II. It offers students an opportunity to discuss their experiences during externship and develop a comprehensive understanding of general and specialty practices and procedures in dentistry. Students continue to expand their knowledge of dental concepts, terminology, and procedures to meet professional requirements. Students prepare to take the California State Registered Dental Assistant (RDA) Exam and the Dental Assisting National Board (DANB) Certified Dental Assistant (CDA) Exam.

Co-requisites:

DENTASST 299 Dental Assisting Externship II

Student learning outcomes:

- Appraise externship experiences with peers for collaborative learning
- Master the test topics and application process for the RDA/CDA exams
- Complete and present a professional final project on a dental topic relevant to their externship experience and aligned with the RDA/CDA exams
- Use test taking techniques in preparation for the RDA/CDA exams

DENTASST 298

Dental Assisting Externship I

5 units

Students gain practical work experience with the opportunity to perform various clinical and administrative procedures in a supervised program for a minimum of 160 hours.

Prerequisites:

DENTASST 205 Chairside Assisting

DENTASST 230 Radiology I

Student learning outcomes:

- Assist office staff in taking and processing dental radiographs
- Practice infection control techniques and Standard Precautions
- Abide by HIPAA guidelines and maintain confidentiality
- Assist in chairside functions and recordkeeping
- Present a positive, professional image
- Welcome and seat patients
- Apply dental terminology to the dental environment

DENTASST 299

Dental Assisting Externship II

5 units

Students gain practical work experience with the opportunity to perform various clinical and administrative procedures in a supervised program for a minimum of 160 hours.

Prerequisites or Co-requisites:

DENTASST 298 Dental Assisting Externship I

Student learning outcomes:

- Assist office staff in taking and processing dental radiographs
- Practice infection control techniques and Standard Precautions
- Abide by HIPAA guidelines and maintain confidentiality
- Assist in chairside specialty functions and recordkeeping
- Present a positive, professional image
- Welcome and seat patients
- Apply dental terminology to the dental environment

ELECTR 106

Introduction to Electronics and Electronics Math 6 units

This course is designed to introduce students to the concepts of voltage, current, power, and resistance. Topics include Ohm's Law, Watt's Law, Kirchhoff's Current and Voltage Laws, and basic electronics math concepts. Emphasis is placed on applying basic electronics concepts to simple series, parallel,

COURSE DESCRIPTIONS

and series-parallel circuits, and using electronics test equipment in laboratory projects.

Student learning outcomes:

- Draw basic electronic schematics
- Analyze and build series, parallel, and series-parallel circuits from schematic diagrams
- Perform circuit measurements using a digital multi-meter (voltage, current, resistance)
- Manipulate number values with metric, engineering, or unit notations
- Demonstrate proper soldering and de-soldering techniques with circuit boards

ELECTR 116

Digital Electronics Principles 6 units

Students examine basic building blocks of digital electronic circuits, from discrete gates, counters, multiplexers, flip-flops, and registers, through the more complex digital circuitry used in microprocessors. Students perform lab experiments that involve computer simulations, breadboarding, testing, and troubleshooting a variety of digital circuits. Topics include the binary and hexadecimal number systems, Boolean algebra, and digital circuit simplification techniques.

Prerequisites:

ELECTR 106 Introduction to Electronics and Electronics Math

Student learning outcomes:

- Describe the difference between digital and analog signals
- Interpret and use digital information presented in various formats (i.e.: binary, decimal, hexadecimal, BCD, and ASCII)
- Construct, analyze, and troubleshoot digital circuits containing SSI and MSI logical integrated circuits
- Compare and contrast TTL and CMOS logic component characteristics
- Identify and describe the operation and characteristics of the basic logic (AND, NAND, OR, NOR, X-OR, X-NOR, NOT & buffer) gates
- Simplify and reduce Boolean combinational logic expressions
- Identify and describe the operation of adders/subtractors, multiplexers and demultiplexers, encoders/decoders, and multivibrator circuits
- Identify and describe the operation and characteristics of sequential logic circuits

ELECTR 117

DC and AC Electronics Principles 6 units

This course provides an introduction to fundamental DC and AC concepts, components, circuits, and measuring instruments. Topics include advanced series-parallel circuit analysis, AC waveform measurements, electromagnetism, inductance, capacitance, reactance, resonance, and filters. Emphasis is placed on building, analyzing, measuring, and documenting AC circuits.

Prerequisites:

ELECTR 106 Introduction to Electronics and Electronics Math

Student learning outcomes:

- Analyze series, parallel, and series-parallel circuits using resistive, capacitive, and inductive components
- Build, troubleshoot, and measure fundamental DC and AC circuits
- Demonstrate the proper use of the function generator and oscilloscope when measuring AC circuits

ELECTR 226

Semiconductor Electronics Principles 6 units

Students examine the operation of PN junctions and common semiconductor components. Semiconductor components covered include diodes, bipolar junction transistors, field effect transistors, and optical devices. Students apply course concepts to power supplies, amplifiers, and switching circuits. Students complete lab experiments that demonstrate computer-aided circuit analysis, breadboarding, and the testing and troubleshooting of analog and switching circuits.

Prerequisites:

ELECTR 117 DC and AC Electronics Principles

Student learning outcomes:

- Apply the principles of semiconductor theory to the operation of power supplies, amplifiers, and switching circuits
- Test circuits and produce report on results
- Build, analyze, and troubleshoot PN junction circuits, tri-terminal device circuits, and power supplies (incorporating rectifiers, filters, and regulator circuits),
- Build, analyze, and troubleshoot various classes of amplifier circuits using BJTs and FETs

ELECTR 227

Analog Electronics 6 units

Students learn about linear electronic circuits, including operational amplifiers, filters, oscillators, and voltage regulators. Op-amps are studied along with amplifiers, comparators, oscillators, and active filters. Other topics include sensors, electromechanical devices, and A to D and D to A conversion. Students carry out lab experiments in computer-aided circuit analysis, breadboarding, and testing and troubleshooting of various circuits.

Prerequisites:

ELECTR 117 DC and AC Electronics Principles

Student learning outcomes:

- Describe and analyze the operation of linear electronic circuits
- Analyze and troubleshoot operational amplifier circuits, filter circuits, oscillator circuits, and analog to digital / digital to analog converter circuits
- Build an op-amp equalizer
- Describe the major sections and components of AM/FM radios
- Analyze and troubleshoot superheterodyne receivers

ELECTR 235

Electronics Communication 6 units

This course provides an introduction to electronic communication systems. Topics include AM/FM transmission,

COURSE DESCRIPTIONS

antenna theory, wave propagation, radar principles, land-based and cellular phone systems, and computer networking. Emphasis is placed on applied labs and troubleshooting.

Prerequisites:

ELECTR 226 Semiconductor Electronics Principles

Student Learning Outcomes

- Explain fundamental concepts of communication systems including modulation, noise, multiplexing, and frequency-domain representation of signals
- Build, analyze, and troubleshoot radio-frequency circuits
- Describe and explain topology, equipment, and voice processing techniques in modern land-based and cellular telephone systems
- Explain fundamental concepts of radio-wave propagation, radar, and antennas
- Describe types of LAN and WAN technologies used in computer networks

ELECTR 237

Industrial Electronics and Troubleshooting 6 units

This course covers common electronic circuits and processes used in manufacturing and industrial environments. Topics include process control and instrumentation, detection sensors and programmable controllers. Emphasis is placed on applied labs and troubleshooting.

Prerequisites:

ELECTR 116 Digital Electronics Principles

Prerequisites or Co-requisites:

ELECTR 226 Semiconductor Electronics Principles

ELECTR 227 Analog Electronics

Student learning outcomes:

- Explain the differences between common types of industrial control systems
- Identify and describe common electronic circuits and components used in modern industrial environments
- Design a ladder-logic diagram used to control a manufacturing process

ELECTR 297

Electronics Technology Capstone 4 units

This course is the culmination of the Electronics Technology program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student Learning Outcomes

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

ELECTR 299

Electronics Technology Internship 4 units

Students gain work experience through on-the-job training situations in the electronics technology industry. Electronics

technology internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student Learning Outcomes

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

ENGL 10

Essential Language Skills 3 units

This course explores an integrated approach to the mechanics of communication, emphasizing the practical application of reading, writing, listening, and speaking. Instruction in sentence structure, verb-tense agreement, and punctuation strengthens the student's written and oral communication skills.

Student learning outcomes:

- Write paragraphs using various formats (cause and effect, comparison/contrast, persuasion, description, and narration)
- Use proper grammar, spelling, and punctuation
- Edit their written sentences and paragraphs
- Prepare and give an oral presentation

ENGL 105

Composition and Reading 4 units

Students enhance writing skills through the process of prewriting, organizing, drafting, revising, and editing of expository and argumentative essays. The course includes a review and further development of sentence writing and editing skills for the development of a college writing style. Various texts are analyzed to develop critical-thinking skills. *(Not transferable to CSU)*

Prerequisites:

Eligibility to enroll in this course is determined by placement exam scores or successful completion of ENGL 10 Essential Language Skills.

Student learning outcomes:

- Write formal, academic essays
- Use correct grammar, spelling, and punctuation when writing
- Critically analyze readings
- Integrate new vocabulary in writing
- Prepare presentation(s) using principles of organization and formal language

ENGL 155

College Composition and Research 4 units

Students acquire college-level writing skills: research and editing techniques, persuasive writing, audience analysis, and language sensitivity. Problem-solving communication skills are developed through group discussion, panel debates, selected readings, and presentations. Special emphasis is placed on analysis of readings. Students write a minimum of 6,000 words in a number of essays and a final research project. *(CSU Area A2)*

COURSE DESCRIPTIONS

Prerequisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Revise their own writing for errors in grammar, usage, and mechanics
- Describe and utilize an acceptable college-level writing style when constructing argumentative and persuasive essays
- Conduct research and integrate research findings into argumentative and/or persuasive essays
- Use correct MLA citations and Works Cited pages
- Analyze and evaluate the effectiveness of arguments in readings
- Use new vocabulary encountered in readings
- Prepare and give presentations

ENGL 203

Advanced Public Speaking

1 unit

Students develop skills in the preparation and delivery of oral presentations in a workplace environment. Students select appropriate topics, analyze material, and organize information for public speaking. Students prepare written critical assessments of speeches. (CSU Area A1)

Prerequisites:

ENGL 202 Public Speaking

Student learning outcomes:

- Deliver presentations, employing appropriate body language and demonstrating confidence
- Write a critical analysis of a debate and an analysis of other speakers
- Integrate visual aids and external sources into presentations

ENGL 212

Principles of Public Speaking

4 units

Students develop skills in listening, speech preparation, and oral presentation in a workplace environment. Students apply oral composition skills through a process of topic selection, research, analysis, organization of information, written analysis, and delivery of presentations. (CSU Area A1)

Prerequisites or Co-requisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Employ a process approach to speech preparation
- Use audience analysis and audience adaptation techniques
- Deliver well-executed presentations, employing appropriate body language and demonstrating confidence
- Integrate visual aids and external sources into presentations
- Critically analyze outside sources and integrate them as evidence into persuasive speaking
- Write critical analyses of arguments for persuasive speeches and analyses of other speakers

ENGL 215

Group Communications

1 unit

This course provides an introduction to the concepts of small group communication. Topics include team-building, problem solving, decision making, conflict resolution, leadership styles,

and roles. Emphasis is placed on strategies for becoming a better communicator in a group context.

Prerequisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Explain group processes and behaviors
- Discuss the difference in norms, values, and verbal and non-verbal behaviors of different group members
- Identify common sources of conflict in small groups, as well as possible strategies to resolve them
- Apply problem solving and decision making strategies in group contexts

ENGL 255

Advanced Composition and Critical Thinking

4 units

Students study the principles of argument as they apply to written, visual, and oral texts (both fiction and non-fiction), and apply them with increasing sophistication to their own research-based persuasive writing. Critical thinking will be developed through analysis of rhetorical strategies and Toulmin's argument structure as well as through examination of common logical fallacies. Advanced composition topics include primary research, advanced prose style, syntax analysis, cohesive strategies, audience analysis, and tone. Students write a minimum of 8,000 words. (CSU Area A3)

Prerequisites:

ENGL 155 College Composition and Research

Student learning outcomes:

- Critically analyze written, spoken, and visual arguments for argumentative strategies, logical fallacies, assumptions, key definitions, and various forms of evidence
- Conduct primary research and integrate it effectively with secondary research into persuasive writing
- Analyze audience characteristics and tailor specific persuasive strategies for the audience
- Identify and utilize advanced prose style and syntax in writing
- Employ techniques for persuasive argument and advanced composition in student's own writing

ENV SCI 225

Introduction to Environmental Science

4 units

Students explore contemporary environmental issues within a global context. Topics covered include energy, ecosystems, resource management, and population impact. Students explore scientific, ethical, political, economic, and social implications of environmental science to develop an understanding of current environmental issues. (CSU Area D7)

Prerequisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Identify and describe human interactions with the biosphere
- Identify and differentiate micro to macro processes in an ecosystem
- Discuss ways that can create a neutral impact for human activities on the biosphere
- Explain the interrelatedness of science, ethics, and social responsibility in environmental decision making

COURSE DESCRIPTIONS

- Analyze the effects of the use of nonrenewable and renewable natural resources on the biosphere

FRN LANG 120

Conversational Spanish I

4 units

Students learn and apply basic conversational Spanish. Emphasis is placed on practical applications of vocabulary, pronunciation, and grammar.

Student learning outcomes:

- Converse in Spanish in basic conversations
- Pronounce Spanish sounds correctly
- Use basic Spanish vocabulary in spoken and written communication
- Use appropriate Spanish grammar when writing basic sentences and paragraphs

FRN LANG 121

Conversational Spanish II

4 units

Students continue the study of the Spanish language, culture, and customs. They increase their ability to converse in Spanish and develop an expanded vocabulary of words and commonly used expressions. Students use increasingly complex sentence structure which provides confidence in their ability to communicate in the Spanish language.

Prerequisites:

FRN LANG 120 Conversational Spanish I

Student learning outcomes:

- Converse in Spanish
- Use appropriate Spanish grammar
- Discuss basic Spanish culture and history

FRN LANG 264

Conversational Japanese Language I

4 units

Students are introduced to the language, culture, and customs of Japan. Students learn to formulate and give basic responses in the Japanese language and develop a basic Japanese vocabulary. Through discussion and class activities, they converse using basic sentence patterns and commonly used expressions.

Student learning outcomes:

- Pronounce Japanese syllables correctly
- Use Japanese vocabulary in basic greetings and daily conversation
- Apply grammar in the usage of copula, motion, action, locative verbs, adjectives, and particles
- Show sensitivity and understanding toward other languages and cultures

FRN LANG 265

Conversational Japanese Language II

4 units

Students continue the study of the Japanese language, culture, and customs. Students increase their ability to converse in Japanese and develop an expanded vocabulary of words and commonly used expressions. Students use increasingly complex sentence structure which provides confidence in their ability to communicate in the Japanese language.

Prerequisites:

FRN LANG 264 Conversational Japanese Language I

Student learning outcomes:

- Listen and pronounce Japanese syllables correctly
- Continue to build vocabulary
- Form and speak simple questions and answers
- Apply I-adjectives and Na-adjectives correctly
- Express time, desires, honorifics, reasons, various counters
- Begin to expand verb inflection
- Show sensitivity and understanding toward other languages and cultures

HIST 221

History of the United States (1865-Present)

4 units

This is a survey course that covers the development of the United States after the Civil War to the present. Through a review of chronological topics, students analyze the political, economic, social, geographic, and cultural impacts upon American life. Topics include reconstruction, development of the west, industrialization, Progressivism, empire building, World War I & II, the Depression, the Cold War, and modern political events. (CSU Areas D6, US1)

Prerequisites or Co-requisites:

ENGL 155 College Composition and Research

Students learning outcomes:

- Discuss the origins and development of American political, economic, social, and cultural institutions
- Analyze the industrial revolution in America and be able to identify the cultural, technological, social, and political changes that accompanied this major shift in the American mode of production
- Identify the major political, cultural and social movements and discuss their significance on the local, regional and national levels
- Examine the emergence of the United States first as an imperial power and later as one of the world's superpowers and explain U.S. foreign policy goals as they evolved in the 20th century
- Describe the role of the U.S. in the post-cold war world as a means of demonstrating an understanding of events in the contemporary world
- Elaborate on the development and value of diversity in American society describing the contributions of a variety of ethnic and racial groups which have served to shape and expand the worldview of the American people
- Discuss the contributions that the United States has made to the world in the form of technical, political, and social advances while simultaneously understanding the limitations that any one nation faces as a part of the world economic social system

HLTH 100

Healthcare Delivery Systems

3 units

Students learn about the current structure, organization, activities and future direction of hospitals, mental health and ambulatory care facilities, nursing homes, and hospices in the United States. Students also explore government regulations,

COURSE DESCRIPTIONS

medical ethics, healthcare financing, and the responsibilities of healthcare professionals.

Student learning outcomes:

- Name the major milestones in the history of healthcare in the United States
- Identify various healthcare organizations and healthcare providers in the United States and the communities they serve
- Explain how various healthcare organizations operate
- Describe the major types of healthcare disciplines and occupations
- Describe the types and uses of data collected by the healthcare industry
- Identify the healthcare payment and reimbursement systems used in the United States
- Recognize the various quality assessment and improvement strategies used by the healthcare industry

HLTH 120

Communication for Healthcare Professionals 4 units

This course is designed to teach students how to communicate confidently with members of the healthcare community, patients of all ages, and patients' family members. This course prepares students to effectively listen, reflect, and respond appropriately to patients of culturally diverse backgrounds. Cultural diversity, age related issues, privacy, professionalism, and both spoken and unspoken language are covered.

Prerequisites:

MED ADMN 101 Medical Office Procedures
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Recognize individual biases and challenge personal assumptions as they relate to the process of professional communications in a healthcare setting
- Demonstrate the ability to respond to individuals in a confident, compassionate, and respectful manner
- Model effective interpersonal communication with diverse cultures in the areas of holistic client care, healthcare delivery, and client advocacy

HLTH 140

Legal and Ethical Healthcare Issues 3 units

Students study current legal and ethical issues applicable to the healthcare industry. They are introduced to health information and the health record as a legal document. Topics included are patient confidentiality and privacy, patient rights and release of information, informed consent, advance directives, compliance, fraud and abuse, HIPAA, and e-Health.

Student learning outcomes:

- Describe the various means that federal and state governments use to regulate healthcare
- Explain the importance of protecting a patient's right to privacy and confidentiality
- State how ethics and professional codes of conduct impact healthcare

HLTH 155

Disease Pathology and Pharmacotherapy 6 units

This course focuses on the definition, cause, signs and symptoms, diagnosis, and treatment of specific diseases. Alternative treatments and pharmacotherapy including the action of drugs, the absorption, distribution, metabolism and excretion of drugs by the body are covered.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Describe common human diseases related to the major body systems
- Research common treatments for diseases and disorders of the human body
- Identify and properly use terms related to common human diseases
- Recognize the signs, symptoms, and diagnostic tests for common human diseases and disorders.
- Discuss the typical course and management for a common medical disorder
- List the strengths and weaknesses of conventional therapeutic interventions and complementary and alternative medicine
- Discuss the action of drugs, absorption and distribution; metabolism and excretion of drugs by the body

HLTH 160

Quality Assurance and Reimbursement Methodologies 6 units

Students become familiar with health insurance terminology and the processing cycle of health insurance claims. The billing systems for various healthcare organizations including federal, Veterans Affairs, state, private and managed care health insurance plans are introduced. Legal issues and regulations related to reimbursement are covered. Strategies to ensure the accuracy and quality of coded medical documents are introduced.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Identify the various healthcare reimbursement methodologies used in the U.S.
- Compare and contrast private, commercial, and government sponsored health care insurance
- Explain the differences between managed care and traditional healthcare delivery systems
- Describe the prospective payment systems for inpatient and outpatient settings
- Explain the revenue cycle management and how it relates to claims processing
- Recognize coding compliance issues that influence reimbursement
- Audit medical documents for accuracy and commonly made coding errors
- Outline the strategies used to ensure the accuracy and quality of coded medical documents

COURSE DESCRIPTIONS

HLTH 170

Healthcare Management and Supervision 3 units

Management principles used in healthcare organizations are covered, including supervision, budgeting, and policies and procedures. Emphasis is also on communication within the organization and problem solving.

Prerequisites:

HLTH 100 Healthcare Delivery Systems
HTH INFO 110 Healthcare Records and Data Structure
Successful completion of four quarters of study.

Student learning outcomes:

- Describe the common organization structures/models used in the healthcare industry
- Explain the budgeting process used in healthcare organizations
- Explain the roles and responsibilities of executive, organizational, and strategic managers

HLTH 200

Advanced Billing and Coding 3 units

This course introduces students to the skills needed for correct coding and billing in hospital, outpatient clinic, and physician office settings using knowledge gained throughout the program. Topics include the proper use of the CMS 1500 form, the UB-04 form, and coding guidelines. Emphasis is placed on diagnostic and procedure coding, HCPCS, use of V codes and E codes, medical necessity, and the use of computer software to complete insurance claims.

Prerequisites:

HTH INFO 101 Introduction to Diagnostic Coding
HTH INFO 102 Introduction to Procedural Coding

Student learning outcomes:

- Assign correct diagnostic codes and procedure codes, including proper use of V codes, E codes, HCPCS codes, ancillary services, and modifiers
- Complete CMS 1500 and UB-04 claim forms accurately using coding guidelines and medical necessity guidelines

HLTH 296

Medical Insurance Billing and Coding Capstone I 3 units

Students continue their study of diagnostic and procedural coding. The purpose and use of Healthcare Common Procedure Coding System (HCPCS) and Resource-Based Relative Value Scales (RBRVS) are covered. Students practice coding using advanced scenarios, patient records and computerized coding systems.

Prerequisites:

HTH INFO 101 Introduction to Diagnostic Coding
HTH INFO 102 Introduction to Procedural Coding

Student learning outcomes:

- Describe the structure and functions of classification or nomenclature systems (SNOMED, DSM, RUG, AOC, and HCPCS II)
- Describe Resource-Based Relative Value Scales (RBRVS) used to determine reimbursement
- Accurately complete the CMS-1500 form
- Assign ICD-9-CM, CPT-4 and HCPCS codes to patient scenarios

HLTH 297

Medical Insurance Billing and Coding Capstone II 4 units

This course is the culmination of the Medical Insurance Billing and Coding program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

HLTH 299

Medical Insurance Billing and Coding Internship 4 units

In this course, students gain work experience through on-the-job training situations in the medical insurance billing and coding field. The internship gives students the opportunity to demonstrate the knowledge, skills, and abilities acquired throughout the program.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student Learning Outcomes:

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience
- Explain to prospective employers the on-the-job experience received through the internship
- Update resumes to include work experience gained during the internship

HOSPTOUR 100

Introduction to Hospitality and Tourism 3 units

Students focus on the history, current trends, and organizational structure of the hospitality industry. Emphasis is placed on the relationship of hotels, tourism, and travel to the local and national economy. Students explore the many career opportunities within the industry and may be required to attend certain class sessions off campus.

Student learning outcomes:

- Select an area of concentration that they want to pursue as a career
- Use key hospitality terms in a work environment.
- Explain the structure and relationship of hotels, restaurants, visitor industry attractions, transportation, and government involvement in the industry
- Discuss the cyclical nature of the travel industry and the trends and organizational relationship between the various areas of tourism

HOSPTOUR 102

Travel Procedures 6 units

Students study the services and operating procedures of travel agencies. They explore both manual and computerized processes applied to airline reservations and ticketing. This course includes tour and vacation packaging, travel counseling, and ticketing. Hands-on learning incorporates use of APOLLO

COURSE DESCRIPTIONS

or SABRE airline reservation systems and introduces travel documents, local area tourism sites, and destination geography.

Student learning outcomes:

- Identify what a travel agent does
- Locate information about world-wide locations, including time, location, and weather, using maps and other appropriate resources
- Locate fares and develop itineraries for a variety of modes of travel, including airline, ship, rail, and auto, and secure reservations using appropriate systems
- Use an airline online reservation system

HOSPTOUR 103

Hotel Operations

6 units

This course covers hotel front office and facilities operations. Students examine all stages of guest pre-arrival, stay over, and departure. Students learn aspects of reservations, reception, telecommunications, housekeeping, and security. This course examines interpersonal dynamics of staff and guests.

Student learning outcomes:

- Identify which hotel area of concentration they would like to pursue
- Explain the organizational chart of a hotel
- Describe the relationship of hotels to the hospitality industry
- Discuss computerized operations in hotel management

HOSPTOUR 104

Food Service

6 units

Students learn about food service operations from purchasing to presentation. This course includes menu planning, selecting and purchasing food, basic food preparation tools and techniques, and dining room service procedures. Students may participate in event planning by budgeting, designing, and presenting campus functions.

Student learning outcomes:

- Explain the relationship of restaurants to the hospitality industry
- Describe the progression from full-service dining to the quick-service market
- Analyze customer service in a restaurant from both the management and customer point of view

HOSPTOUR 107

Hospitality and Tourism Field Experience

3 units

Students demonstrate ability to budget, plan, and arrange travel by coordinating a class trip. By experiencing the hospitality industry as a consumer, the student develops perspective on the value of industry quality and service.

Prerequisites:

HOSPTOUR 102 Travel Procedures

Student learning outcomes:

- Budget, plan, and arrange travel
- Explain the value of industry quality and customer service
- Write letters regarding site inspection to hotel, confirmation letters of site visit and luau, and thank you letters
- Book air, room, and car as a package, individually, through a traditional travel agent, or online

- Use professionalism in dealings with hospitality professionals

HTH INFO 101

Introduction to Diagnostic Coding

3 units

Students are introduced to ICD-9-CM and Diagnosis Related Groups (DRGs) coding. They learn the rules, methodology and sequencing, data sets, documentation requirements, coding ethics, and basic reimbursement methodologies.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Explain the principles and conventions of ICD-9-CM codes
- Cite and apply basic ICD-9-CM rules
- Accurately assign ICD-9-CM codes to provider source documents
- Identify and use coding reference books and other resources effectively
- Utilize groupers for DRG assignment
- Code diseases and procedures for all major body systems

HTH INFO 102

Introduction to Procedural Coding

3 units

Students learn the basics of procedural coding (CPT) and Ambulatory Patient Classifications (APCs). Fraud and abuse, coding compliance, and compliance programs are also emphasized.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Describe the structure, characteristics, principles, rules, and functions of Current Procedural Terminology (CPT) codes and Healthcare Common Procedure Coding System (HCPCS) code set
- Accurately assign CPT and basic HCPCS codes to provider source documents
- Keyboard at net 30 words per minute and 10 key at net 4,000 keystrokes per hour

HTH INFO 110

Healthcare Records and Data Structure

3 units

Students become familiar with the design, development, and handling of health information data. They learn how information is stored, retained, and retrieved in accordance with ethical, legal and voluntary rules, regulations and standards. Numbering and filing systems, documentation and form requirements, screen designs and content, use and structure of health data sets, and how these components relate to primary and secondary record systems are covered.

Student learning outcomes:

- Identify various healthcare forms and design or revise a form for paper-based and/or electronic medical records
- Manage the accessibility, storage and retrieval of stored data, and flow of information in paper and electronic formats
- Apply filing and numbering systems to medical records
- Apply regulatory and accreditation standards and ethical, legal, and voluntary requirements to hospital inpatient health records

COURSE DESCRIPTIONS

HTH INFO 160

Healthcare Statistics

3 units

Students study the principles of healthcare statistics, including sources, definitions, collection, reporting, presentation, and analysis of data. They learn the process of abstracting data from medical records and how to interpret reports. Vital statistics and healthcare registries are also examined.

Prerequisites:

MATH 103 Elementary Algebra

HTH INFO 110 Healthcare Records and Data Structure

Student learning outcomes:

- List the common types of data that is used in healthcare statistical analysis
- Describe how statistical data is collected and used in healthcare
- Identify the common abbreviations used in healthcare statistics
- Explain how healthcare statistics are interpreted by healthcare professionals
- Demonstrate familiarity with the basic principles and concepts of healthcare statistics
- Collect basic statistical data used in healthcare
- Describe the ways that statistical data is displayed in healthcare reporting
- Use terms, formulae, and computations for hospital statistics

HTH INFO 180

Healthcare Computing

3 units

Students learn how computers and technology are used in various healthcare settings and about software applications that are specific to health information technology. Security, privacy, electronic healthcare records, electronic data, and technology implementation issues are also covered.

Prerequisites:

COMP APP 100 Introduction to Software Applications

HTH INFO 110 Healthcare Records and Data Structure

Student learning outcomes:

- Describe the various roles of the health information manager within the healthcare organization
- Describe the use of technology in healthcare and explain its importance to delivering quality healthcare
- List the commonly used healthcare information systems and application tools (hardware and software) and explain how they are used
- Explain the processes and procedures used to maintain the accuracy, confidentiality, integrity and security of healthcare data
- List the legal/ethical requirements for storing, processing, retrieving and maintaining healthcare data
- Describe the basic principles of planning, designing, selecting, implementing and supporting a health information system

HTH INFO 203

Advanced Coding

6 units

Students continue their study of diagnostic and procedural coding. The purpose and use of Healthcare Common Procedure Coding

System (HCPCS) and Resource-Based Relative Value Scales (RBRVS) are covered. Students practice coding using advanced scenarios, patient records, and computerized coding systems.

Prerequisites:

HTH INFO 101 Introduction to Diagnostic Coding

HTH INFO 102 Introduction to Procedural Coding

Student learning outcomes:

- Describe the structure and functions of Resource-Based Relative Value Scales (RBRVS), APC, and HCPCS II
- Audit medical documents for accuracy and commonly made coding errors
- Outline the strategies used to ensure the accuracy and quality of coded medical documents
- Accurately assign ICD-9CM, CPT, and HCPCS codes as well as complex modifier codes (SNOMED, DSM, RUG, etc.) to source documents
- Accurately complete the CMS-1500 forms

HTH INFO 205

Reimbursement Methodologies

3 units

Students become familiar with health insurance terminology and the processing cycle of health insurance claims. The billing systems for various healthcare organizations including federal, Veterans Affairs, state, private, and managed care health insurance plans are introduced. Legal issues and regulations related to reimbursement are covered.

Prerequisites:

HTH INFO 110 Healthcare Records and Data Structure

Successful completion of four quarters of study.

Student learning outcomes:

- Identify the various healthcare reimbursement methodologies used in the U.S.
- Compare and contrast private, commercial, and government-sponsored healthcare insurance
- Explain the differences between managed care and traditional healthcare delivery systems
- Describe the prospective payment systems for inpatient and outpatient settings
- Explain revenue cycle management and how it relates to claims processing
- Recognize coding compliance issues that influence reimbursement

HTH INFO 299

Health Information Technology Externship

5 units

In this course, students gain work experience through on-the-job training situations in the health information technology department. The externship gives students the opportunity to demonstrate the knowledge, skills, and abilities acquired throughout the program.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Collect and interpret healthcare data and statistics
- Maintain accuracy and completeness of the patient health record as defined by organizational policy and external regulations and standards

COURSE DESCRIPTIONS

- Apply patient confidentiality processes and regulations
- Accurately apply ICD-9-CM and CPT/HCPCS codes
- Employ reimbursement methodologies
- Use common software applications as well as specialized software applications for HIM processes
- Apply principles of healthcare supervision and management

HUMNS 205

Contemporary Literature: Cultural Perspectives 4 units

Students examine selected readings of fiction, essays, and novels by important contemporary writers with an emphasis on social and cultural issues. The course takes a humanities approach in the exploration of culture and its origins, values, and changing status. Discussions, essays, group projects, presentations, and peer critiques assist students in developing the skills to present sensitive and controversial topics to an audience. Students write a minimum of 5,000 words in essays, response papers, and a final research project. (CSU Area C2)

Prerequisites:

ENGL 155 College Composition and Research

Student learning outcomes:

- Analyze cultural aspects of various types of literature including prose, poetry, music, film, and drama
- Identify analogies, metaphors, and symbols within written and visual texts
- Write coherent analyses of literature in academic essays
- Analyze issues raised in literature for both discussion and academic essays

INFOTECH 106

Introduction to Information Technology 3 units

This course provides students with an introduction to computers and information technology. Topics include an overview of hardware, software, operating systems, networks, security, the Internet, careers, ethics, privacy, and current technologies. Emphasis is placed on fundamental knowledge and skills necessary for those aspiring to an information technology career.

Student learning outcomes:

- Describe the function of computer peripherals and provide an overview of hardware components
- Describe operating systems, software, and applications, and perform basic hands-on tasks including file management and system configuration
- Explain the importance of security, ethics, and privacy as relates to computers and the Internet, and perform basic hands-on tasks related to these topics
- List and describe information technology careers, important emerging technologies, and current issues related to computers and the Internet
- Describe computer networks, various network topologies, data transmission, and network media

INFOTECH 115

Core Hardware Technologies 6 units

This course is an introduction to the components and peripherals connected to a computer. Topics include the installation, configuration and troubleshooting of field

replacement units (FRUs) such as the mainboard, CPU, RAM, hard drive, CD drives, network card, and printers. Emphasis is placed on those concepts and skills needed to help establish a firm foundation of knowledge in information technology.

Prerequisites or Co-requisites:

INFOTECH 106 Introduction to Information Technology

Student learning outcomes:

- Identify and describe the function of the major components of personal computing devices
- Assemble and disassemble a computer
- Install, upgrade, and configure components and peripherals
- Troubleshoot and repair common computer component and peripheral problems
- Perform basic safety and documentation procedures

INFOTECH 125

Operating System Technologies 6 units

The course provides an introduction to various operating systems. Topics include memory, utility programs, file systems, storage, upgrades, and partitioning. Emphasis is placed on interpreting operating system faults, troubleshooting, and resolving common operating system problems.

Prerequisites:

INFOTECH 106 Introduction to Information Technology

Student learning outcomes:

- Install appropriate operating systems - including installation of drivers and system patches
- Perform system configuration and maintenance tasks on an operating system
- Demonstrate appropriate workplace communication skills and professionalism
- Describe the structure of various operating systems, including boot process, memory usage, file systems, partitioning, storage, basic network protocols, bundled utility programs, and upgrade options
- Troubleshoot common operating system problems

INFOTECH 130

Introduction to Programming Concepts 3 units

The course provides an introduction to programming concepts that are universal to all programming languages. Topics in the course include the use of data structures, conditionals, loops, and other common control structures. Upon completion of the course, the student will be able to demonstrate practical programming skills.

Student learning outcomes:

- Apply common programming concepts universal to all programming languages
- Apply the use of data structures, conditionals, loops, and other control structures in a programming language
- Demonstrate logical thought processes in writing functioning computer programs

INFOTECH 160

Networking Foundations 6 units

This course covers the foundations of designing, building, and maintaining a network. Topics include the OSI Networking

COURSE DESCRIPTIONS

Model, network architectures, physical and logical topologies, network media and connectivity devices, network standards and protocols, LAN installation, and WAN basics. Students install and configure basic client/server environments and troubleshoot connectivity issues.

Prerequisites:

INFOTECH 106 Introduction to Information Technology

Student learning outcomes:

- Define the characteristics, components, and topologies of common LAN/WAN networks
- Identify common networking standards and protocols and explain their functional application
- Plan, implement, and troubleshoot a LAN using industry-recognized NOS

INFOTECH 215

Advanced Networking

6 units

In this course, students expand their networking knowledge to focus on network server configuration and management. Topics include Active Directory objects and infrastructure, file and print services, DHCP, DNS, RRAS, and network policy and access services. Emphasis is placed on server installations, configuration, account management, system security, monitoring system performance, and troubleshooting.

Prerequisites:

INFOTECH 160 Networking Foundations

Student learning outcomes:

- Install and maintain Windows® Server as a domain controller
- Manage Active Directory user and group accounts
- Install and configure Windows® Server network services
- Configure Windows Server® security controls

INFOTECH 220

Introduction to Linux

6 units

Students design, install, and configure Linux environments. Basic management of users, file systems, services, and devices is presented. Students learn to monitor and maintain network interfaces, system logs, security, and backup processes.

Prerequisites:

INFOTECH 115 Core Hardware Technologies
INFOTECH 125 Operating System Technologies

Student learning outcomes:

- Install and maintain Linux operating systems
- Create and manage user accounts and groups
- Manage file system structure and provide secure access to network resources
- Manage processes, schedule system tasks, and install software packages

INFOTECH 255

Introduction to Wireless Networking

3 units

This course introduces students to fundamental wireless networking concepts and skills. Topics include wireless standards, radio frequency fundamentals, wireless hardware and software components, wireless site surveys, and wireless security. Emphasis is on WLAN installation, support, and troubleshooting.

Prerequisites:

INFOTECH 160 Networking Foundations

Student Learning Outcomes

- Define the characteristics of radio frequency transmission and evaluate the suitability of wireless hardware and software given business requirements and environmental constraints
- Assess the suitability of common wireless networking and security protocols given business requirements and environmental constraints
- Install, configure, maintain, and troubleshoot a wireless local area network

INFOTECH 260

Introduction to Computer Security Concepts

3 units

Students study basic security concepts. Topics include e-mail and Internet security, infrastructure security, remote access security, and server security. The basics of cryptography are discussed along with encryption, disaster recovery, security policy, and risk identification.

Prerequisites or Co-requisites:

INFOTECH 215 Advanced Networking

Student learning outcomes:

- Identify and evaluate information security threats, vulnerabilities, and risks in a computing network
- Define, evaluate, and implement network security controls including cryptography, authentication, authorization, anti-malware, firewalls, intrusion detection, and security policies

INFOTECH 261

Introduction to Ethical Hacking

3 units

This course covers the fundamentals of computer and network penetration testing. Topics include the legal aspects of ethical hacking, foot printing, port scanning, system enumeration, system vulnerabilities, Web application and wireless network vulnerabilities, and network and computer attacks. Emphasis is placed on revealing security weaknesses in corporate digital assets and improving corporate digital security.

Prerequisites:

INFOTECH 260 Introduction to Computer Security Concepts

Student learning outcomes:

- Describe the strategies and tactics used by hackers skilled at computer and network attacks
- Analyze the types and motivations of today's hackers and the organizations set in place to prevent their success
- Identify and exploit possible system vulnerabilities of remote systems using common security and hacking tools

INFOTECH 265

Advanced Database Concepts

6 units

Students design, install, configure, and maintain an advanced database system. Topics include relational database design, advanced queries, and report generation.

Prerequisites:

INFOTECH 160 Networking Foundations

Student learning outcomes:

- Install, configure, and administer SQL Server
- Create and modify a relational database

COURSE DESCRIPTIONS

- Write queries to retrieve information from a database
- Import/export data to and from databases
- Backup and restore databases

INFOTECH 270

Routing and Switching Fundamentals 3 units

This course covers the basics of initial setup, networking, and troubleshooting of Cisco routers. Topics include the differences between routed and routing protocols and the basics of LAN, VLAN, WAN, VPN, and switching architectures. Emphasis is placed on students learning how to provide network resources across network boundaries by connecting independent networks to other networks or the Internet.

Prerequisites:

INFOTECH 160 Networking Foundations

Student learning outcomes:

- Implement network routing connectivity, including the physical router connections for Local Area and Wide Area Networks
- Establish a connection to a router through the console, SSH, or Telnet
- Set up a router by giving it an initial hostname and password, giving it an IP address, assigning a routing protocol, making a backup (TFTP) of the configuration, and ensuring basic router security
- Connect independent networks using multiple routers and utilizing routing protocols

INFOTECH 291

Computer Forensic Techniques and Technologies 3 units

In this course students learn how to acquire and analyze digital evidence from computers that have been used for unlawful activities. Topics include recovering deleted, altered, or hidden data, and investigating Internet, email, and company security policy abuse. Emphasis is placed on the use of industry standard computer forensics tools and a systematic approach to conduct investigations.

Prerequisites:

INFOTECH 115 Core Hardware Technologies
INFOTECH 125 Operating System Technologies

Student learning outcomes:

- Acquire and analyze digital data for forensic purposes
- Identify common data hiding techniques
- Collect evidence that may be used in criminal investigations
- Recover data intentionally hidden or deleted
- Establish a proper chain of custody for evidence

INFOTECH 295

Defensive Countermeasures 3 units

This course covers the fundamentals of network defense. Topics include current intrusion detection technologies, basic firewall configuration, and proxy server and VPN setup. Emphasis is placed on defining risk analysis methods, examining normal and abnormal network traffic signatures, implementing secure VPN, configuring intrusion detection systems, and creating firewall rule sets and packet filters.

Prerequisites:

INFOTECH 260 Introduction to Computer Security Concepts

Student learning outcomes:

- Develop a plan for risk analysis that identifies network vulnerabilities and protects the technology assets of an organization
- Install and configure an intrusion detection system by creating a set of rules that accurately capture the behavior of intrusions and normal activities
- Set up and administer VPNs, firewalls, and proxy servers to prevent unauthorized access to computer network resources

INFOTECH 297

Information Technology Capstone 4 units

This course is the culmination of the Information Technology program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student Learning Outcomes

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

INFOTECH 299

Information Technology Internship 4 units

Students gain work experience through on-the-job training situations in the technology industry. Technology internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student Learning Outcomes

- Discuss the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

LAB 201

Physical Science Laboratory 1 unit

Students develop quantitative and critical thinking skills through scientific research using hands-on data collection, analysis, and preparation of laboratory reports. Laboratory experiments focus on areas pertinent to physical science. (CSU Area B3)

Prerequisites or Co-requisites:

PHYSICS 270 Introduction to Physics

Student learning outcomes:

- Perform and observe experimental laboratory work which demonstrates important principles of physics
- Use the data from physics experiments to calculate important physical constants

COURSE DESCRIPTIONS

- Organize and record laboratory data and describe experimental set-ups in an effective laboratory report

LAB 202

Physical Science Laboratory

1 unit

Students develop quantitative and critical thinking skills through scientific research using hands-on data collection, analysis, and preparation of laboratory reports. Laboratory experiments focus on areas pertinent to physical science. *(This course is for online only and does not meet CSU GE Breadth approval)*

Prerequisites or Co-requisites:

PHYSICS 270 Introduction to Physics

Student learning outcomes:

- Perform and observe experimental laboratory work which demonstrates important principles of physics
- Use the data from physics experiments to calculate important physical constants
- Organize and record laboratory data and describe experimental set-ups in an effective laboratory report

LEGAL 105

Introduction to Legal Terminology and the Profession

3 units

Students explore basic legal terminology and how it relates to the various areas of law. The course presents terms and concepts that students will apply to cases and current events. A basic background of the U.S. legal process is presented. This introductory course will help students gain an understanding of the legal profession and civil, criminal, and business law.

Student learning outcomes:

- Demonstrate knowledge of basic legal terminology by using context-appropriate legal terms in various modes of communication
- Describe the American judicial system and the related functions and responsibilities of all the participants
- Explain the substantive and procedural differences between criminal law, civil law, business law, and the equitable principles employed by the courts

LEGAL 120

Legal Research

3 units

Students learn the basics of legal research including how to locate sources of federal and state law, sources of primary and secondary law, statutes, legislative history, and court reports. Students practice proper citation for the various legal authorities. The course also covers how to conduct legal research online using both computerized databases as well as the Internet. Emphasis is placed on the proper use of legal terminology, technology, and critical reasoning as well as how to analyze legal authority in order to develop proper and useful legal arguments.

Prerequisites:

LEGAL 105 Introduction to Legal Terminology and the Profession

Prerequisites or Co-requisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Locate and identify sources of federal and state law as well as primary and secondary sources of law
- Research and analyze the appropriate legal principals of

law to the facts of a case in order to form the basis of a persuasive written argument

- Conduct legal research using computerized databases and the Internet and verify if a case or statute is considered good law

LEGAL 130

Legal Writing

3 units

Students examine the various categories of legal writing and acquire legal writing skills necessary to perform in a law office. Students develop research and analytical skills, persuasive writing, and appropriate document formats and structure. Students will learn to draft and write legal documents including case briefs, memorandums of law, and points and authorities. Emphasis is placed on the proper use of legal terminology, legal research and writing, analytical skills, and the review and application of Standard English grammatical principles.

Prerequisites:

LEGAL 105 Introduction to Legal Terminology and the Profession

Prerequisites or Co-requisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Identify the various categories of legal writing
- Create case briefs and memoranda of law
- Research case law and apply it analytically in writing to form the basis of persuasive argument in a memoranda of points and authorities
- Apply the appropriate formats and structures to legal documents
- Apply correct legal principles of law to the facts of a case

LEGAL 140

Civil Litigation for Paralegals I

3 units

Students are introduced to the law and procedures that are involved in identifying and prosecuting civil actions. Students become familiar with codes of civil procedure, jurisdiction, and venue. They learn to identify and produce pleadings that are typically required for the initiation of a civil lawsuit. Through practical application assignments, students learn the proper procedures for interviewing clients and witnesses, preparation of legal documentation, correspondence, and discovery. Emphasis is placed on the proper use of legal terminology, legal technology, legal research, and legal writing.

Prerequisites:

LEGAL 105 Introduction to Legal Terminology and the Profession

Student learning outcomes:

- Conduct meaningful interviews of clients and witnesses
- Identify the elements necessary for jurisdictional and venue requirements in order to bring a civil action
- Compose correspondence directed at clients, opposing parties and witnesses
- Research the proper codes of civil procedure that govern a civil action
- Create representative summons, complaints, answers, and other types of legal documents
- Locate and choose appropriate legal forms necessary for civil actions
- Create the legal documents necessary for discovery

COURSE DESCRIPTIONS

LEGAL 150

Civil Litigation for Paralegals II

3 units

Students explore the law and procedures that are involved in bringing a civil case to trial and collecting judgments. Students learn the principles of trial preparation, trial strategy, preparing exhibits, subpoenas, contacting and locating witnesses and preparing witnesses to testify at trial, preparation of trial briefs, motions to exclude evidence, and jury instructions. This course also covers trial setting procedures, arbitration, judgments, and appeals.

Prerequisites:

LEGAL 140 Civil Litigation for Paralegals I

Student learning outcomes:

- Demonstrate proper organizational skills required for proper trial preparation including the creation of a trial notebook
- Draft appropriate litigation documentation including trial and arbitration briefs as well as judgment forms
- Research the proper codes of civil procedure that govern a civil action and dictate motion and trial setting procedures and timelines
- Create representative subpoenas and jury instructions
- Locate and choose appropriate legal forms necessary for civil actions

LEGAL 170

Criminal Law and Procedures

4 units

Students will be provided with an overview of the criminal justice process including the substantive and procedural rights of the accused. Topics include probable cause, arrest, charging offenses, arraignment, pre-trial and trial process, as well as sentencing and appeal. Students will explore the definitions and elements of the various categories and types of crimes. Criminal procedure topics that will be covered include Miranda admonitions, Sixth, Fifth, and Fourth Amendments. Emphasis will be placed on critical thinking, legal document preparation, discovery issues, and ethical concerns specific to criminal legal actions.

Prerequisites:

LEGAL 105 Introduction to Legal Terminology and the Profession

Prerequisites or Co-requisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Analyze substantive and procedural criminal law
- Locate, evaluate, and analytically apply relevant sources of law to a criminal law problem
- Draft legal forms relating to the criminal process
- Identify and define the basic components of a crime
- Describe the procedures and rights that affect the accused from the investigation of a crime through trial

LEGAL 180

Torts

3 units

In this course students will be introduced to the civil wrongs and their remedies. Students will learn tort law and principles as they relate to the areas of intentional torts against the person and property, negligence, damages, vicarious liability, strict liability, product liability, nuisance, and other types of torts. Defenses and remedies to torts will also be discussed.

Prerequisites:

LEGAL 105 Introduction to Legal Terminology and the Profession

Prerequisites or Co-requisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Analyze tort law and how it relates to litigation in the area of torts
- Analyze a factual client situation and apply the appropriate tort law
- Describe the defenses to different types of torts
- Identify the types of remedies available in legal situations that involve torts

LEGAL 190

Contracts

3 units

This course provides thorough analysis of the law pertaining to contract formation, resolution of contractual disputes, and the impact of the Uniform Commercial Code on contract law. Students explore the elements of a valid contract, enforceability of agreements, affirmative defenses relating to contracts including the Statute of Frauds, performance obligations, breaches, and remedies.

Prerequisites:

LEGAL 105 Introduction to Legal Terminology and the Profession

Prerequisites or Co-requisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Describe elements necessary to contract formation
- Identify problems that are encountered in contract performance
- Apply the Uniform Commercial Code to contractual issues
- Draft contract provisions
- Identify contractual remedies

LEGAL 200

Ethics for Paralegals

4 units

Students are provided an overview of the ethical responsibilities and rules that regulate the legal profession. Topics include rules of conduct for attorneys and paralegals, attorney-client privilege, work product doctrine, confidentiality, professionalism, and conflicts of interest. Emphasis will be placed on the unauthorized practice of law as it relates to paralegals as well as the issues of confidentiality and technology.

Prerequisites:

LEGAL 105 Introduction to Legal Terminology and the Profession

Prerequisites or Co-requisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Interpret when a conflict of interest has arisen within a client situation
- Describe professionalism within the paralegal profession, including the need for client confidentiality
- Apply the Model Rules of Ethics that govern the legal profession and paralegals
- Apply the rules and regulations surrounding the unauthorized practice of law

COURSE DESCRIPTIONS

LEGAL 205

Legal Office Management

3 units

Students develop skills in calendaring, billing, filing, and other important law office administrative tasks. Ethics, professionalism, teamwork, and quality control are highlighted. Increasing typing speed and accuracy are also emphasized.

Prerequisites:

LEGAL 120 Legal Research

LEGAL 130 Legal Writing

Student learning outcomes:

- Use legal terminology appropriately
- Evaluate new client matters
- Demonstrate calendaring, docket control, and case management for a simple case
- Describe attorneys' separate trust and business operating accounts
- Apply principles of timekeeping and billing management

LEGAL 220

Business Organizations and Corporations

3 units

This course introduces students to the laws applicable to business institutions and corporations. Topics include various business entities including sole proprietorships, general and limited partnerships, (S) corporations, privately and publicly held corporations, and limited liability companies. Students will learn the characteristics of each type of business entity as well as the forms and procedures necessary for formation and dissolution of a corporation.

Prerequisites:

LEGAL 120 Legal Research

LEGAL 130 Legal Writing

Student learning outcomes:

- Communicate business organizational situations using appropriate legal terminology
- Draft and file various forms and agreements that comply with specific state and federal agencies
- Describe the federal and state securities laws and various ethical rules that intersect with daily functions of a paralegal

LEGAL 230

Family Law

4 units

Students are introduced to the fundamental common law and statutory concepts of family law. Topics include formal and informal marriages, annulments, legal separations, dissolutions, marital property, separate property, community property as it relates to certain states, spousal and child support, child custody, adoption, and guardianship. Emphasis will be placed on a paralegal's role in a family law setting including the preparation of family law documents and time limits for filing these documents as they relate to the practice of family law.

Prerequisites:

LEGAL 120 Legal Research

LEGAL 130 Legal Writing

Student learning outcomes:

- Demonstrate knowledge of substantive family law concepts concerning marriage, dissolution, parent-child relationships, and other matters governed by a family law court
- Describe family law procedures and practices

- Draft standard legal forms and documents relating to the practice of family law
- Identify the ethical obligations of a family law paralegal

LEGAL 270

Bankruptcy

3 units

Students will explore the concepts of bankruptcy law and procedure. This course covers the commencement of a bankruptcy case, preparing schedules, operating and liquidating procedures, adversary matters, and litigation in bankruptcy court, debtor's and creditor's rights and obligations, secured transactions, UCC transactions, and the unique position of real estate. Emphasis will be placed on the paralegal's role in bankruptcy document preparation.

Prerequisites:

LEGAL 120 Legal Research

LEGAL 130 Legal Writing

Student learning outcomes:

- Distinguish between creditor and debtor rights
- Describe the different bankruptcy chapters
- Describe bankruptcy procedures
- Draft legal forms and documents relating to bankruptcy proceedings

LEGAL 297

Paralegal Capstone

4 units

This course is the culmination of the Paralegal program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Demonstrate their level of mastery of the program and student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

LEGAL 299

Paralegal Internship

4 units

Students gain work experience through on-the-job training situations relevant to their major field of study. Paralegal Internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Document the on-the-job experience gained during internship
- Evaluate the internship work experience by filling out appropriate forms
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

COURSE DESCRIPTIONS

MATH 10

Essential Math

3 units

Students learn the fundamental concepts of arithmetic, including whole numbers, fractions, ratios, proportions, percentages, and signed numbers. A brief introduction to algebra is included.

Student learning outcomes:

- Add, subtract, multiply, and divide whole numbers, fractions, decimals, and signed numbers, applying the standard “order of operations”
- Convert between improper fractions and mixed numbers, and simplify or build fractions to equivalent fractions
- Convert between fractions, decimals, and percents, and between units of measurement
- Solve applied problems using whole numbers, fractions, decimals, percents, ratio and proportion, signed numbers, and measurements
- Solve simple equations using the distributive, addition, and multiplication properties as an introduction to algebra

MATH 103

Elementary Algebra

4 units

Students practice fundamental algebraic operations on integers, rational numbers, polynomials, and algebraic expressions. This course also explores problems involving factoring, exponents, and scientific notation. Additionally, students apply mathematics concepts to real-world contexts. *(Not transferable to CSU)*

Prerequisites:

Eligibility to enroll in this course is determined by placement exam scores or successful completion of MATH 10 Essential Math.

Student learning outcomes:

- Add, subtract, multiply, and divide signed numbers
- Solve for an unknown value
- Manipulate equations to solve for variables
- Factor numbers
- Solve algebraic word problems
- Add, subtract, evaluate and factor polynomials
- Solve problems involving exponents
- Express numbers using scientific notation

MATH 121

Intermediate Algebra

4 units

This course introduces students to standard concepts in intermediate algebra and the application of those concepts. Topics include linear equations and inequalities, and polynomial, rational, radical, and quadratic expressions. Emphasis is placed on solving equations and simplifying algebraic expressions.

Prerequisites:

MATH 103 Elementary Algebra or
ELECTR 106 Introduction to Electronics and Electronics Math

Student learning outcomes:

- Solve linear equations in one and two variables
- Graph lines on a Cartesian coordinate plane
- Simplify various polynomial expressions
- Factor algebraic expressions
- Solve quadratic equations by factoring and by applying the quadratic formula

MATH 205

Modern Business Mathematics

4 units

Students explore applications of mathematics in economic and business contexts. Specific topics include functions and related business formulas, tables and graphs, and finance (including interest). The basic tools of quantitative analysis, emphasizing data presentation, measures of central tendency, and measures of variation and skewness, are also covered. This course includes an introduction to basic theory of random variables, probability theory, sampling, and sampling distributions. *(Not transferable to CSU)*

Prerequisites:

Eligibility to enroll in this course is determined by placement exam scores or successful completion of MATH 103 Elementary Algebra.

Students learning outcomes:

- Calculate business formulas such as trade discount amounts, chain discounts, interest, and depreciation
- Calculate present value (PV) and future value (FV) for annuities
- Find the cost for the purchase of investments and compute the proceeds from the sale of investments
- Identify the components of central tendency – mean, median, and mode – used in statistics

MATH 230

Introduction to Statistics

4 units

This course introduces students to the basic concepts, logic, and issues involved in statistical reasoning. Topics include sampling and experimentation, descriptive and exploratory data analysis, statistical inference, probability, binomial and normal distributions, confidence intervals, hypothesis testing, and regression analysis. Emphasis is placed on providing students with a critical framework for analysis of real-world data and assessment of its statistical validity. *(CSU Area B4)*

Prerequisites:

MATH 121 Intermediate Algebra

Student learning outcomes:

- Use core statistical terminology and describe the goals of various statistical methodologies
- Organize, analyze, and summarize statistical data utilizing numerical, tabular, and graphical methods
- Formulate normal and binomial distributions and employ them to calculate probabilities of events
- Perform hypothesis testing and estimate population parameters using confidence intervals
- Find linear correlations between variables and develop simple regression equations

MED ADMN 101

Medical Office Procedures

6 units

This course introduces business administration skills important to the effective management of a medical office. Procedures and topics include manual accounting, ethics, appointment scheduling, medical records, healthcare systems in the United States, and patient interactions. Emphasis is placed on the development of the organizational skills needed to be effective in medical office administration.

COURSE DESCRIPTIONS

Student learning outcomes:

- Model effective interpersonal communication with patients and members of the healthcare staff in person and on the telephone
- Manage the medical front office including patient and financial records using HIPAA guidelines
- Identify legal and ethical issues pertaining to the medical field
- Use medical terminology and abbreviations in patient records and on the telephone

MED ADMN 120

Fundamentals of Medical Terminology 3 units

Students are introduced to the language used in a healthcare setting. Students learn medical terminology, concentrating on prefixes, suffixes, and roots common to diseases and the medical field. Pronunciation, identification, and spelling are stressed.

Student learning outcomes:

- Use the universal language of medicine by being able to identify prefixes and suffixes and the meanings of words when in combined forms
- Recognize and interpret medical abbreviations, acronyms, and eponyms
- Pronounce, spell, and use medical terms
- Use terminology associated with body systems, conditions, disorders, diseases, and procedures
- Access and use appropriate reference materials

MED ADMN 200

Healthcare Billing and Coding 3 units

Students learn the fundamentals of medical insurance billing, including billing and collection procedures and insurance claim filing. Emphasis is placed on accuracy in completing forms for major health plans.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Discuss health insurance provided in the United States and the various types of plans available
- Fill out CMS-1500 claim forms for patients
- Process insurance claims
- Cite the basic eligibility requirements of patients for Medicare, Medicaid, Tricare, and Workers' Compensation
- Use terminology related to health insurance topics and issues

MED ADMN 201

Medical Billing and Coding 6 units

This course introduces the fundamentals of medical insurance, including billing and collection procedures, insurance claim filing, procedural and diagnostic coding, and collection law. Topics include ICD-9-CM, CPT and HCPCS codes, medical ethics, communicating with insurance companies and outside agencies, and HIPAA compliance. Emphasis is placed on accuracy in completing forms for major health plans.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Prepare and process insurance claims and patient ledgers by abstracting information from patient records using Current Procedural Terminology (CPT) codes, ICD-9-CM, and HCPCS
- Interpret information from an insurance plan's Explanation of Benefits
- Use Electronic Health Records (EHR), billing methods, and collection procedures appropriate to a medical practice
- Use terminology related to insurance claims and medical billing and coding
- Explain HIPAA and its effect on medical records

MED ADMN 230

Medical Computerized Office 3 units

Students develop skill in entering, editing, analyzing, and retrieving patients' data using specialized medical software. This course also includes hands-on use of the software for insurance billing, coding of diseases, medical records, and related medical information.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Use specialized medical software to enter, edit, analyze, and retrieve patients' data
- Post procedure and diagnosis codes in software and run the daily report
- Schedule and cancel individual and multiple appointments
- Print Hospital Rounds Report
- Print claim forms for insurance carriers
- Interpret information from an insurance plan's Explanation of Benefits
- Identify the various reports available through use of the software

MED ADMN 245

Introduction to Medical Transcription 3 units

This course introduces students to transcribing recorded dictation of medical documents and reports using transcription software. Topics include transcription rules, proofreading, using medical reference materials, and medical records. Emphasis is placed on applying the principles of English grammar, punctuation, spelling, and medical terminology when transcribing healthcare documents.

Prerequisites:

COMP APP 100 Introduction to Software Applications
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Format and transcribe medical reports as dictated from a transcription machine
- Transcribe documents using proper medical terminology and medical abbreviations
- Use medical reference materials
- Edit transcribed medical documents using proofreader's marks

COURSE DESCRIPTIONS

MED ADMN 297

Medical Office Administration Capstone 4 units

This course is the culmination of the Medical Office Administration program. Students apply the knowledge, skills, and abilities developed throughout the program to a real-world capstone project. Upon completion of this course, students will have tangible evidence demonstrating their level of mastery of the program and institutional student learning outcomes.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. or diploma program.

Student Learning Outcomes:

- Demonstrate their level of mastery of Heald's institutional and program student learning outcomes
- Reflect on their experience in the program and how the program has prepared them for their career goals

MED ADMN 299

Medical Office Administration Internship 4 units

Students gain work experience through on-the-job training situations in the healthcare industry. Medical Office Administration Internships give students the opportunity to put theory into practice and to apply the knowledge and skills they have learned at Heald to actual work situations.

Prerequisites:

Usually scheduled in the final quarter of the A.A.S. degree program.

Student learning outcomes:

- Discuss the on-the-job experience gained during internship at a medical facility
- Evaluate the internship work experience by filling out appropriate forms
- Explain to prospective employers the on-the-job experience received through the internship
- Update resume to include work experience gained during the internship

MED ASST 215

Clinical and Diagnostic Procedures 6 units

This course introduces the basic clinical care skills and procedures necessary to perform routine patient care in a clinic or office situation, including patient preparation, education, and positioning, aseptic technique, and the fundamentals of microbial control. Topics include skill development in diagnostic procedures, including vital signs, EKG, and spirometry. Emphasis is placed on emergency preparedness and response through the study of the principles of First Aid and CPR.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student Learning Outcomes:

- Perform basic clinical care skills and procedures
- Practice precautions in accordance to OSHA standards
- Prepare for and respond to emergency situations
- Model effective interpersonal communication with patients and members of the healthcare staff

MED ASST 220

Medical Laboratory Procedures 6 units

This course introduces laboratory techniques, including the collection of routine specimens, the preparation and examination of samples for diagnostic purposes, and the recognition of normal laboratory values and abnormal levels. Topics include universal precautions, quality assurance and microscope usage. Emphasis is placed on developing skills in injection, venipuncture, and other methods of blood collection.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology
MED ASST 235 Pharmacology and Dosage Calculations

Student learning outcomes:

- Perform basic laboratory procedures including the use of a microscope
- Practice precautions in accordance to OSHA standards
- Model effective interpersonal communication with patients and members of the healthcare staff
- Perform basic invasive procedures such as injections, venipuncture, and capillary puncture techniques

MED ASST 235

Pharmacology and Dosage Calculations 3 units

Students acquire basic knowledge of pharmacology and drug dosage calculations. The pharmacology component includes drug classifications, action/kinetics, side effects, drug interactions, and desired outcomes. Dosage calculations emphasize the use of Roman numerals, percents, ratios, metric conversions, apothecary, and household measurement systems.

Prerequisites:

ANATPHYS 215 Fundamentals of Anatomy and Physiology
MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Demonstrate broad knowledge of the classification of drugs
- Explain drug side effects, interactions, and desired actions
- Provide patient education regarding medications
- Calculate simple dosages of medications to administer and be able to convert units
- Identify C class medications and refill protocols
- Read a prescription

MED ASST 263

Medical Assisting Special Project 3 units

This class is scheduled in conjunction with the Medical Assisting Externship. It offers students the opportunity to discuss their experiences during externship. Students review clinical and administrative concepts, procedures, and skills required of a Medical Assistant in preparation for the Certified Medical Assistant (CMA) / Registered Medical Assistant (RMA) certification exams. Using their technical knowledge, medical terminology, and the research and analytical skills gained throughout the program, students complete a benchmark assignment.

Co-requisites:

MED ASST 299 Medical Assisting Externship

Student learning outcomes:

- Share information about the externship experience that will benefit peers

COURSE DESCRIPTIONS

- Research medical topics using a variety of methods
- Develop proficiency on the (CMA) / (RMA) certification exam topics in preparation for applying for a certification exam

MED ASST 299

Medical Assisting Externship

5 units

Students gain practical work experience with the opportunity to perform various clinical and administrative procedures in a supervised program for a minimum of 160 hours in a medical facility. This required externship is taken concurrently with a seminar/project course to correlate patient care principles and concepts with the hands-on experience of patient care situations as presented in the externship. Externships are taken in the final quarter of the degree/diploma program.

Prerequisites:

MED ASST 215 Clinical and Diagnostic Procedures

MED ASST 220 Medical Laboratory Procedures

Student learning outcomes:

- Show evidence of satisfactory completion of a 160-hour externship in a medical facility
- Discuss the administrative and clinical tasks completed on the externship
- Explain what professional dress & behavior is required in a medical practice or facility
- Fill out the forms required to complete the externship

MUSIC 205

History of Music: From Chants to Rap

4 units

Students survey the evolution of western music from the middle ages to the present by identifying and analyzing musical compositions. The course explores basic elements of music, including structure of musical compositions as well as orchestral instrumentation. For each musical period, students explore styles, characteristics, and major composers. Emphasis is placed on becoming a knowledgeable and discerning listener. (CSU Area C1)

Prerequisites or Co-requisites:

ENGL 155 College Composition and Research

Student learning outcomes:

- Identify masterpieces of classical music repertoire
- Distinguish the important compositional characteristics between several stylistic periods of music history
- Compare and contrast music of various periods for texture, rhythm, form, melodic contour, harmonic orientation, and time of composition
- Evaluate the elements of a live performance
- Define the elements that make up the classical performance tradition

NET ADMN 780

Windows Networking I

12 units

This course and the NET ADMN 880 Windows®

Networking II course map to the Microsoft® Official Academic Course curriculum.

Prerequisites:

Specified Heald A.A.S. degree or industry experience

Student learning outcomes:

- Plan the implementation of a Windows® desktop operating system in a stand-alone or networked environment
- Install and configure a Windows® desktop operating system
- Manage computer and network resources
- Support users and troubleshoot common system issues
- Manage accounts and resources in a Microsoft® Windows® Server environment
- Maintain server resources in a Microsoft® Windows® Server environment
- Monitor and configure server performance in a Microsoft® Windows® Server environment
- Safeguard data in a Microsoft® Windows® Server environment
- Plan, Implement, and troubleshoot a Microsoft® Windows® Server Active Directory infrastructure
- Create and manage sites, forests, domains, and organizational units
- Use Group Policy to deploy and manage software
- Configure and troubleshoot Active Directory replication

NET ADMN 880

Windows Networking II

12 units

This course and the NET ADMN 780 Windows®

Networking I course map to the Microsoft® Official Academic Course curriculum.

Prerequisites:

Specified Heald A.A.S. degree or industry experience.

Student learning outcomes:

- Implement, manage, and maintain IP addressing, name resolution, network security, and Routing and Remote Access
- Plan, implement and maintain server roles, server security, network infrastructure, Routing and Remote Access, and server availability
- Create a conceptual design by gathering and analyzing business and technical requirements
- Create a logical and physical design for an Active Directory infrastructure
- Create a logical and physical design for a network services infrastructure
- Implement, manage, and troubleshoot security policies, patch management infrastructure, and network communications security
- Plan, configure, and troubleshoot authentication, authorization, and PKI

NET TECH 700

Cisco® Networking Fundamentals

6 units

This course is the first course in the Cisco® Networking Academy curriculum. The course provides an introduction to network standards, concepts, topology and terminology including LANs, WANs, the OSI model, cabling, IP addressing, subnet masking and network design, and various protocols. Project learning experiences include designing networks and installation of network premise cabling.

COURSE DESCRIPTIONS

Student learning outcomes:

- Use network protocol models to explain the layers of communications in data networks
- Build a simple Ethernet network using routers and switches
- Design, calculate, and apply subnet masks and addresses
- Employ basic cabling and network designs to connect devices
- Analyze the operations and features of the transport and network layer protocols and services
- Use Cisco® CLI commands to perform basic router and switch configuration and verification

NET TECH 710

Routing Protocols and Concepts

6 units

This course is the second of four courses in the Cisco® Networking Academy curriculum. Students explore routing fundamentals including WANs and routers, the router Command Line Interface, router components, router startup and setup, router configurations, and the router IOS. Students also study TCP/IP, IP addressing, routing protocols, and network troubleshooting.

Student learning outcomes:

- Configure and verify router interfaces
- Design and implement a classless IP addressing scheme for a network
- Use advanced configuration commands with routers implementing EIGRP
- Demonstrate comprehensive RIPv1 configuration skills, apply the basic RIPv2 configuration commands, and evaluate RIPv2 classless routing updates
- Identify the characteristics of distance vector routing protocols

NET TECH 810

LAN Switching and Wireless

6 units

This course is the third of four courses in the Cisco® Networking Academy curriculum. Topics include the OSI model, LAN design, LAN switching, VLANs, and administrative tasks required for WLANs. Emphasis is placed on hands-on application of the skills learned.

Student learning outcomes:

- Troubleshoot common network problems at Layers 1, 2, 3, and 7 using a layered model approach
- Interpret network diagrams
- Perform and verify initial switch configuration tasks including remote access management
- Configure, verify, and troubleshoot VLANs, interVLAN routing, VTP, trunking on Cisco switches, and RSTP operation
- Manage IOS configuration files
- Identify the basic parameters to configure a wireless network and common implementation issues

NET TECH 850

Accessing the WAN

6 units

This course is the fourth of four courses in the Cisco® Networking Academy curriculum. Topics include the various WAN services, including LAPB, Frame Relay, HDLC, and PPP.

Emphasis is placed on hands-on activities as students configure Frame Relay LMI, map, and subinterfaces on a Cisco® router, and network services such as DHCP, NAT, VPNs and ACLs.

Student learning outcomes:

- Describe the impact of applications (Voice Over IP and Video Over IP) on a network
- Configure, verify, and troubleshoot DHCP and DNS operation on a router
- Verify, monitor, and troubleshoot ACLs in a network environment
- Configure and verify a basic WAN serial connection, a PPP connection between Cisco routers, and Frame Relay
- Configure and verify a PPP connection between Cisco routers, and Frame Relay on Cisco routers
- Troubleshoot WAN implementation issues

NET TECH 901

Advanced Routing Configuration

6 units

Students are provided with an advanced view of today's scalable inter-networks by learning about variable length subnetting. Students learn to configure the OSPF, EIGRP, and BGP routing protocols. Students receive hands-on experience configuring Cisco® routers in a lab environment and have the concepts learned in class reinforced via case-study scenarios.

Student learning outcomes:

- Describe impact of variable length subnetting on inter-networks
- Implement OSPF, EIGRP, and BGP routing protocols
- Configure Cisco® routers

NET TECH 911

Remote Access Networks

6 units

Students build upon the concepts they have learned from the WAN portion of the CCNA program. Topics covered include identifying Cisco® products for remote connectivity, assembling and cabling WAN components, configuring asynchronous connections with modems, accessing a central site with Windows, configuring PPP, and controlling access with PAP and CHAP. Students learn how to use ISDN and DDR to enhance remote connectivity, optimize the DDR interface, configure a Cisco® 700 series router, and troubleshoot a remote access network. Students receive hands-on experience configuring Cisco® routers in a lab environment throughout the course.

Student learning outcomes:

- Identify CISCO® products for remote productivity
- Configure asynchronous connections with modems
- Access a central site with Windows
- Control access with PAP and CHAP
- Use ISDN and DDR to enhance remote connectivity
- Troubleshoot a remote access network

NET TECH 921

Multi-layer Switching

6 units

Students build upon the concepts they have learned from the switching portion of the CCNA program. Topics include the usage, placement, and troubleshooting of Cisco® Catalyst switches in

COURSE DESCRIPTIONS

a network. Students receive hands-on experience configuring Cisco® switches in a lab environment throughout the course.

Student learning outcomes:

- Build scalable multi-layer switched networks
- Implement basic troubleshooting techniques in environments that use Cisco® multilayer switches for client hosts and services
- Improve traffic flow, reliability, redundancy, and performance for LAN switching that is self-supported or transported via a service provider

NET TECH 931

Network Troubleshooting

6 units

To learn how to troubleshoot a Cisco® network, students employ Cisco® troubleshooting tools, use a workgroup discovery lab and CCO, develop a troubleshooting methodology, track log-ins and connections, use the show and debug commands as a troubleshooting tool, and diagnose and correct TCP/IP problems. Students receive hands-on experience configuring Cisco® routers in a lab environment and have the concepts reinforced via case-study scenarios.

Student learning outcomes:

- Establish a baseline, so that the topology and configuration is diagrammed and tabulated
- Determine and document a troubleshooting strategy so that internetwork problems can be detected and corrected consistently
- Use Cisco IOS commands and applications to resolve optimization and failure problems at the physical or data link layer
- Use Cisco IOS commands and applications to resolve optimization and failure problems at the network layer
- Resolve an optimization or failure problem at the transport or application layer

OFF SKLS 101

Keyboarding

3 units

Students develop touch control of the keyboard. They build speed and accuracy through skill building exercises and keyboarding timings. Emphasis is placed on proper typing techniques. Students practice keying primary business documents such as letters and memos.

Student learning outcomes:

- Use proper touch keyboarding techniques on a keyboard to attain acceptable speed and accuracy
- Type a minimum of 20 wpm

OFF SKLS 151

Intermediate Keyboarding

3 units

This class provides students the opportunity to review keyboarding techniques and to improve accuracy. Students build on existing skills to increase keyboarding speed.

Prerequisites:

OFF SKLS 101 Keyboarding

Student learning outcomes:

- Increase keyboarding speed and accuracy
- Use proper touch keyboarding techniques

OFF SKLS 225

Integrated Office Projects

6 units

Students demonstrate their ability to integrate a variety of software applications into business documents and projects. The importance of error-free documentation is stressed. Students complete office simulations and participate in a group project.

Prerequisites:

COMP APP 101 Word Processing

COMP APP 121 Spreadsheet Applications

COMP APP 221 Database Management

Prerequisites or Co-requisites:

COMP APP 215 Professional Document Production

Student learning outcomes:

- Integrate software applications into business documents
- Proofread documents
- Use functions and features of Outlook
- Link applications from one document to another

PHARM 100

Introduction to Pharmacy

4 units

In this course, students learn qualifications, operational guidelines, and job duties of a pharmacy technician. Topics include overview of pharmacy practice, law, professionalism, communication, certification, and resources. Upon completion of this course, students will be able to discuss the purpose of the pharmacy department; identify the duties and responsibilities of a pharmacy technician; explain the importance of utilizing pharmacy resources; and summarize the importance of environmental safety standards, pharmacy safety, and personal safety and hygiene.

Student learning outcomes:

- Discuss the purpose, role, and duties of the pharmacy department, the pharmacist, and the pharmacy technician
- Discuss the role of federal and state regulation of pharmacy practice, including rules, law, safety standards, and hygiene
- Utilize resources available to pharmacy personnel

PHARM 120

Pharmaceutical Mathematics

4 units

In this course, students learn mathematical processes commonly encountered in the course of duty as a pharmacy technician, including those related to the preparation and distribution of pharmaceutical products. Topics include mathematical processes specific to prescription preparation and the business of pharmacy practice. Upon completion of the course, students will be able to solve mathematics problems relating specifically to pharmacy practice.

Prerequisites:

MATH 103 Elementary Algebra

Student learning outcomes:

- Evaluate basic and complex pharmaceutical calculations within the scope of practice of a pharmacy technician, including product preparation, inventory management, and pharmacy administration

COURSE DESCRIPTIONS

PHARM 140

Drug Classification Systems

4 units

In this course, students will learn the essential characteristics of disease processes, pharmaceutical drugs, abbreviations, classifications, dosages, actions in the body, and routes of administration. Topics include dosage forms, delivery systems, pharmacological classifications, and regulatory classifications. Upon completion of the course, students will be able to identify drug dosages, routes of administration, and dosage forms; identify types of drugs utilized in the treatment of disease processes, and describe pharmacological and regulatory classification systems.

Prerequisites or Co-requisites:

MED ADMN 120 Fundamentals of Medical Terminology

Student learning outcomes:

- Identify drug dosage forms and delivery systems
- Describe regulatory and pharmacological classification systems of pharmaceutical products
- Discuss fundamental disease processes and the pharmaceutical products used in treating such diseases

PHARM 200

Community Pharmacy: Practice And Principles

6 units

In this course, students will be introduced to the principles of pharmacy practice in a community (ambulatory) pharmacy setting. Topics include prescription preparation, operational guidelines, and customer service, with an emphasis on community pharmacy practice. Upon completion of the course, students will be able to prepare prescriptions and effectively work as an entry-level member of the pharmacy staff in a community-based setting.

Prerequisites or Co-requisites:

MED ADMN 120 Fundamentals of Medical Terminology

PHARM 100 Introduction to Pharmacy

PHARM 120 Pharmaceutical Mathematics

PHARM 140 Drug Classification Systems

Student learning outcomes:

- Summarize the importance of environmental safety standards, pharmacy safety, and personal safety and hygiene
- Use pharmacy management software in a laboratory setting
- Process prescriptions and prepare medications for community pharmacy patients using appropriate medical and pharmaceutical vocabulary, abbreviations, and symbols
- Demonstrate entry-level operations of a community pharmacy, including stock maintenance, inventory, record keeping, and purchasing

PHARM 220

Institutional Pharmacy: Practice And Principles

6 units

In this course, students will be introduced to the principles of pharmacy practice in an institutional pharmacy setting. Topics include medication order preparation, cart fill, unit dose preparation, operational guidelines, and customer service, with an emphasis on institutional pharmacy practice. Upon completion of the course, students will be able to prepare medication orders and effectively work as an entry-level member of the pharmacy staff in an institutional setting.

Prerequisites or Co-requisites:

MED ADMN 120 Fundamentals of Medical Terminology

PHARM 100 Introduction to Pharmacy

PHARM 120 Pharmaceutical Mathematics

PHARM 140 Drug Classification Systems

Student learning outcomes:

- Summarize the importance of environmental safety standards, pharmacy safety, and personal safety and hygiene
- Process prescriptions and prepare medications for institutional pharmacy patients using appropriate medical and pharmaceutical vocabulary, abbreviations, and symbols
- Describe institutional pharmacy practices, including drug formulary, physician order entry (POE), unit dosing, and dispensing
- Demonstrate entry-level operations of an institutional pharmacy, including stock maintenance, inventory, record keeping

PHARM 240

Pharmacology For Pharmacy Technicians

4 units

In this course, students will study therapeutic agents, properties, actions, and effects on the human body and their role in the management of disease, specifically in the management of pharmacy medication therapy. Topics include drug dosages, therapeutic properties, side effects, interactions, toxicities, and incompatibilities. Upon completion of this course, students will be able to review patient prescription and medication orders/profiles for safety and accuracy while assisting the pharmacist.

Prerequisites:

MED ADMN 120 Fundamentals of Medical Terminology

PHARM 120 Pharmaceutical Mathematics

PHARM 140 Drug Classification Systems

Student learning outcomes:

- Define various disease processes, patterns, and pathogenic organisms
- Identify and describe the various types of drugs utilized in the treatment of each disease process
- Recognize appropriate dosing intervals for drugs, side effects, and interactions
- Assist the pharmacist in the review of patient medication orders and patient profiles for therapeutic duplication, toxicities, and potential error

PHARM 260

Intravenous Products And Aseptic Technique

3 units

In this course, students will study preparation of sterile products. Topics include legal and regulatory guidelines, hand washing techniques, pharmaceutical calculations, references, safety techniques, aseptic techniques in parenteral compounding, proper use of equipment, preparation of sterile products, and safe handling of antineoplastic drugs. Upon completion of the course, students will be able to prepare intravenous products and sterile admixtures in pharmacy settings.

Prerequisites or Co-requisites:

MED ADMN 120 Fundamentals of Medical Terminology

PHARM 120 Pharmaceutical Mathematics

PHARM 220 Institutional Pharmacy: Practice and Principles

PHARM 240 Pharmacology for Pharmacy Technicians

Student learning outcomes:

- Discuss legal and regulatory guidelines associated in preparation of intravenous products and sterile admixtures
- Interpret medication orders, prepare labels, calculate quantities of ingredients, patient dosages, and flow rates

COURSE DESCRIPTIONS

- Demonstrate proper hygiene procedures, safety protocol, and equipment use, prior to, during, and after the preparation of intravenous products and sterile admixtures, including high risk and antineoplastic products

PHARM 270 Pharmacy Operations and Administration 4 units

In this course, students will study the development and application of principles of operations and management of a pharmacy in community and institutional settings. Topics include customer service, supervision and management, budgeting, legal and regulatory compliance, marketing, and problem solving. Upon completion of the course, students will be able to discuss and determine appropriate resolutions of common issues associated with pharmacy operations, supervision, and compliance.

Prerequisites:

PHARM 100 Introduction to Pharmacy

Student learning outcomes:

- Describe operational and administrative structures and models of community and institutional pharmacies
- Describe national and state regulatory agencies, implementation of rules and regulations established by these agencies, and their impact on pharmacy practice
- Discuss problems associated in pharmacy management and supervision and the professional and communication skills necessary to resolve such problems
- Discuss pharmacy marketing and consumer advertising

PHARM 296 Pharmacy Technology Externship I 4 units

In this course, students will apply didactic and laboratory skills in a practical, work-based training environment. Students will have opportunities to work as part of a community pharmacy team and demonstrate the knowledge, skills, and abilities acquired throughout the program.

Prerequisites:

PHARM 200 Community Pharmacy: Practice and Principles
PHARM 240 Pharmacology for Pharmacy Technicians

Student learning outcomes:

- Demonstrate mastery of basic skills necessary to assist the pharmacist in serving patients, maintaining medication and inventory systems, and the administration of a community pharmacy setting
- Apply classroom and laboratory knowledge in a real pharmacy environment in a safe and accurate manner
- Utilize resources and sources of information to work effectively as a member of the healthcare team

PHARM 297 Pharmacy Technology Externship I 8 units

In this course, students will apply didactic and laboratory skills in a practical, work-based training environment. Students will have opportunities to work as part of a community pharmacy team and demonstrate the knowledge, skills, and abilities acquired throughout the program.

Prerequisites:

PHARM 200 Community Pharmacy: Practice and Principles
PHARM 240 Pharmacology for Pharmacy Technicians

Student learning outcomes:

- Demonstrate mastery of basic skills necessary to assist the pharmacist in serving patients, maintaining medication and inventory systems, and the administration of a community pharmacy setting
- Apply classroom and laboratory knowledge in a real pharmacy environment in a safe and accurate manner
- Utilize resources and sources of information to work effectively as a member of the healthcare team

PHARM 298 Pharmacy Technology Externship II 4 units

In this course, students will continue to apply didactic and laboratory skills in a practical, work-based training environment. Students will have opportunities to work as part of an institutional pharmacy team and demonstrate the knowledge, skills, and abilities acquired throughout the program.

Prerequisites:

PHARM 220 Institutional Pharmacy: Practice and Principles
PHARM 240 Pharmacology for Pharmacy Technicians

Student learning outcomes:

- Demonstrate mastery of basic skills necessary to assist the pharmacist in serving patients, maintaining medication and inventory systems, and the administration of an institutional pharmacy setting
- Apply classroom and laboratory knowledge to a real pharmacy environment in a safe and accurate manner
- Utilize resources and sources of information to work effectively as a healthcare team member

PHARM 299 Pharmacy Technology Externship II 8 units

In this course, students will continue to apply didactic and laboratory skills in a practical, work-based training environment. Students will have opportunities to work as part of an institutional pharmacy team and demonstrate the knowledge, skills, and abilities acquired throughout the program.

Prerequisites:

PHARM 220 Institutional Pharmacy: Practice and Principles
PHARM 240 Pharmacology for Pharmacy Technicians

Student learning outcomes:

- Demonstrate mastery of basic skills necessary to assist the pharmacist in serving patients, maintaining medication and inventory systems, and the administration of an institutional pharmacy setting
- Apply classroom and laboratory knowledge to a real pharmacy environment in a safe and accurate manner
- Utilize resources and sources of information to work effectively as a healthcare team member

PHLEB 225 Phlebotomy Principles 3 units

Students explore the legal and ethical aspects related to phlebotomy and learn about the duties and responsibilities of a phlebotomist. They examine various techniques used in venipuncture. They study the unique factors facing a phlebotomist including safety for the patient and technician and patient education. Focus is on complications in obtaining blood

COURSE DESCRIPTIONS

in a variety of clinical situations. Students are introduced to their state's requirements for a position as a phlebotomist.

Prerequisites:

MED ASST 299 Medical Assisting Externship

Student learning outcomes:

- Define phlebotomy and identify health professionals who perform phlebotomy procedures
- Identify the importance of phlebotomy procedures and health care settings where phlebotomy services are routinely performed
- List examples of positive and negative body language
- Define "informed consent"
- Explain how to avoid litigation as it relates to blood collection
- Identify key elements of the Health Insurance Portability and Accountability Act (HIPAA) and OSHA guidelines
- Use medical terminology pertinent to phlebotomy

PHLEB 226

Phlebotomy Principles Lab

1 unit

Students practice venipuncture and finger sticks on teaching aids and, after mastery, on each other. They use infection control and Standard Precautions before, during, and after each procedure.

Co-requisites:

PHLEB 225 Phlebotomy Principles

Student learning outcomes:

- Use infection control techniques and Standard Precautions
- Draw blood (venipuncture) to competency
- Perform a finger stick to competency
- Use appropriate medical terminology when performing venipuncture and finger sticks on patients

PHLEB 299

Phlebotomy Externship

1 unit

Students gain practical work experience performing various venipuncture and skin punctures for a minimum of 40 hours in a state-approved medical facility. This required externship is taken after successful completion of a phlebotomy principles course.

Prerequisites:

PHLEB 225 Phlebotomy Principles

Student learning outcomes:

- Show evidence of satisfactory completion of a 40-hour externship performing at least 50 venipuncture draws and 10 finger sticks in a medical laboratory
- Discuss blood draws and finger sticks completed on the externship
- Explain what dress and behavior is required in a medical laboratory
- Fill out the forms required to complete the externship
- Update resume to include work experience gained during the externship

PHYSICS 270

Introduction to Physics

4 units

Students explore a variety of topics in the field of physics:

mechanics, momentum, properties of matter, heat, sound, electricity, magnetism, and light. (CSU Area B1)

Prerequisites:

MATH 121 Intermediate Algebra

Student learning outcomes:

- Convert measurements from English units to metric units and vice versa
- Perform simple calculations based on constant speed of motion and gravity
- Explain how sound waves travel through different media
- Explain the cause of static electricity and its importance in technical industries
- Describe the nature of magnetism and the magnetic effect of electric currents
- Describe the characteristics of mechanical waves

PROF DEV 226

Professional Career Development

3 units

This course prepares students for success after graduation and is taken toward the end of their program of study. The course focuses on the skills students will need to conduct a job search, apply for employment, obtain a job, and maintain a successful career. Students gain experience with employment research, resume writing, interviewing, and preparing business and technical documents such as emails, memos, and professional letters. Professional behavior is emphasized throughout the course.

Prerequisites:

Successful completion of three quarters of study in a Heald A.A.S. degree program

Student learning outcomes:

- Demonstrate professionalism in business writing and interpersonal communication, including in an interview
- Apply professional career skills to an effective job search
- Compile career development documents including a resume, cover letter, references list, and thank you letter

PSYCH 220

Introduction to Psychology

4 units

Students learn theories and concepts of behavior, perception, and personality. Topics include biological, physiological, and cognitive processes, learning and motivation, emotion, lifespan development, social behavior, and applied psychology. (CSU Area D9)

Prerequisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Apply an understanding of human behavior to relationships with others
- Name the basic units of the nervous system and how sensory input affects human behavior
- Describe how heredity, conditioning, and environment affect development
- Identify the dynamics of group behavior

COURSE DESCRIPTIONS

PSYCH 240

Human Growth and Development

4 units

This course provides an introduction to the basic concepts of biological and psychological growth and development across the lifespan. Topics include the major stages of life including prenatal, neonatal, infancy, childhood, adolescence, adulthood, and end of life, grief, and bereavement. Emphasis is placed on the normal physical, cognitive, social, and emotional growth and developmental milestones achieved throughout the lifespan. (CSU Area E)

Prerequisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Describe the main theories of human development and their practical implications at each stage of development
- Discuss the major developmental stages of life and the normal physical, cognitive, social, and emotional milestones achieved during each
- Explain the biological, psychological, and social factors that shape human development throughout the lifespan
- Analyze the role that culture plays in our interpretations of developmental norms and individual differences across the lifespan
- Identify the causes of common kinds of abnormal growth and development occurring during different stages of the lifespan

SOC 220

Introduction to Sociology

4 units

This course provides an introduction to the study of society and human behavior. Topics include the major sociological theories, culture, social groups, social control, diversity, inequality, social institutions, social problems, and social change. Emphasis is placed on teaching students how their lives are influenced by the social world and helping them to understand their unique places in society. (CSU Area D0)

Prerequisites:

ENGL 105 Composition and Reading

Student learning outcomes:

- Describe the major sociological theories and research methodologies
- Explain how identities such as race, class, gender, age, sexual orientation, religion, and nationality contribute to a range of social experiences, social perspectives, and behaviors
- Discuss the major contributors to social change in society
- Explain the structure, function, and processes of the major social institutions
- Analyze the causes of major social problems and the impacts they have had on society

SUCCESS 100

Success Strategies

4 units

This course introduces students to the basic ideas, skills, and strategies necessary for academic achievement and successful professional careers. Emphasis is placed on effective study habits, communication skills, critical thinking and problem solving, as well as on learning styles, time management, personal health and wellness, and career planning. Students will also learn to utilize Heald College's library and other available resources.

Student learning outcomes:

- Demonstrate communication, time management, critical thinking, study skills, and literacy skills that support academic and professional success
- Recognize the benefits of self-motivation, self-management, and personal responsibility on career planning and development
- Explain the relationship between physical health, psychological well-being, and healthy lifestyles to personal growth and development
- Prepare a career plan

WORKSHOP 10

Workshop (if required)

0 units

Workshop is an instructor-guided laboratory providing additional practice, application, tutoring, and skill development in subject areas where additional instruction is needed. Workshops support student success in every program by assisting students in meeting course and program requirements in accounting, math, English, computer applications, keyboarding, electronics, or any other topic requiring additional work.

Student learning outcomes:

- Demonstrate increased skill or knowledge in designated content area

POLICIES AND PROCEDURES

This is an official document publishing the policies, procedures, and regulations of Heald College (The College). Each student is responsible for knowing and complying with the information contained in this publication, other campus information bulletins, and the online catalog. Copies of this document and other printed bulletins are available online at Heald College's website, www.heald.edu or in the Academic Affairs Department on campus.

The College reserves the right to change or modify its regulations, curricula, courses, tuition, fees, or any aspect of its Academic Calendars, programs, policies, and procedures. The Policies and Procedures published in the catalog on the Heald web site (www.heald.edu) is the official Heald Publication and supersedes previously printed material.

ENROLLMENT

Admission to Heald College requires that applicants do the following:

- Interview with an Admissions Advisor.
- Provide proof of graduation from a high school that is recognized by the state/province or proof of successfully completing high school equivalency as recognized by the state/providence (the General Education Development Exam, a state-recognized high school proficiency exam, or international coursework deemed equivalent by the college). Original diplomas, sealed official transcripts, or documents sent directly from the institution via fax machine that include a date of graduation are acceptable forms of proof. Students who graduated from a California public high school during or after the 2005 - 2006 school year will also be required to have passed the California High School Exit Exam (CAHSEE). If proof of high school graduation or its equivalent is not provided within the specified timeframe, applicants will not be allowed to attend college at Heald. Applicants who provide documentation of successfully completing a minimum of six college-level credits or units from an accredited school that are applicable to a Heald College program are exempt from the proof of graduation requirement.
- Complete an enrollment agreement for admission.
- Sign and/or initial all disclosures, acknowledgements and any documentation required for admission.
- Pass the entrance examination(s) required for the desired program of study.

The Admissions Advisor reviews the applicant's qualifications and recommends admission to the Campus President whose decision is considered final. Heald College reserves the right to deny admission to any person for any nondiscriminatory reason. Applicants are notified promptly of their acceptance status.

New students attending Heald College are issued an email address ending in @Heald.edu. This address is used to deliver communications from the college, and so should be forwarded to a personal email address if so desired.

Applicants who intend to enroll in the Associate of Applied Science Pharmacy Technology program must possess a high school diploma or GED at the time of enrollment.

FINANCIAL

Tuition is charged for each quarter and is based on the number of units the student is registered for at the conclusion of the Add/Drop Period of each Enrollment Period. Tuition and fees for subsequent quarters will be charged at the published rate then in effect at the beginning of each quarter. Arrangements to cover the cost of tuition, books, and fees must be completed prior to registration each quarter. All Heald College ("Heald") fees are non-refundable unless designated otherwise as refundable in the Catalog Addendum.

Cost of textbooks and program specific fees are charged separately and are not included in the tuition cost.

You are responsible for payment of tuition, fees, and other expenses as charged by Heald. If you get a student loan, you are responsible for repaying the loan plus any interest.

Heald offers a standard and alternative schedule option. The alternative schedule option is designed for students to take a lower unit load each quarter while remaining enrolled full-time. The alternative schedule requires additional terms of study to complete as compared to the standard schedule, while the number of units required for program completion remains the same as the standard schedule option.

STUDENT FINANCING

Heald College tuition is due in full at the beginning of each quarter. Heald assists students in applying for government grants and student loans. Interested students should see a financial aid advisor. In order to apply, students must complete the Free Application for Federal Student Aid. Eligibility is determined using the Federal Needs Analysis Methodology.

Eligible students may apply for the following financial aid programs:

Government Grants and Loans

- Federal Pell Grants
- Federal SEOG Grants
- Academic Competitiveness Grant
- State of California Grants
- CA Chaffee Grants
- Federal Direct Student Loans (subsidized and unsubsidized)
- Federal PLUS Loans
- Alternative Student Loans
- Federal Work-Study
- Federal Work-Study for Community Service
- Other Aid Opportunities

Grant and loan award amounts are determined on the basis of available funds, student eligibility, and demonstrated need. Funds are disbursed on a quarterly basis by crediting the student's tuition account or by disbursement directly to the student. A student will receive written notification each time student loan funds are applied to his/her account and has 14 calendar days to decline the funds in writing. If the student

POLICIES AND PROCEDURES

chooses not to accept a loan disbursement, satisfactory arrangements for tuition payment must be made.

All first-year, first-time recipients of student loans may be required to attend loan entrance advising prior to the first disbursement. The Financial Aid Award Letter informs students of their maximum loan eligibility. Heald College encourages students to borrow the minimum amount necessary to cover the direct cost of attendance which includes tuition, books, and fees.

The College operates a bookstore for the convenience of its students. Each student is assigned a retail bookstore account to facilitate the purchase of books.

At the time of graduation or early withdrawal, the student is responsible for any outstanding tuition or book balances and any repayment of loan or grant funds determined by the federal return of funds calculation, as well as any student loan obligations. Upon leaving Heald College, loan borrowers are required to attend a loan exit counseling session in which loan obligations and requirements for repayment are discussed.

The College reserves the right to withhold certain services and eligibility from students who owe a financial obligation to the institution but otherwise meet the College's graduation requirements. This can include, but is not limited to, withholding the student's transcript, utilization of job placement services, re-enrollment privileges at any Heald campus, or other reasonable measures. Payment in full will reinstate the services and eligibility otherwise afforded to Heald graduates. With acceptable satisfactory arrangements for repayment, the College also has the discretion to determine whether any or all of these privileges can be prematurely reinstated in anticipation of full payment.

Students must meet satisfactory academic progress requirements described in this document to remain eligible for federal and state financial assistance programs. For a student to receive financial aid at a second academic year level, 36 units must be earned in a minimum of thirty-six weeks of the program.

Other Aid Opportunities

If the above resources are not sufficient to meet the student's full tuition and book costs, a number of alternative resources may be available. The financial aid advisor can help a student explore these alternatives:

- Scholarships
- Private Loans
- Alternative Loan Programs from various lenders

Federal Work-Study jobs are available on and off campus. Each Heald campus offers community service work-study job opportunities. If interested, a student should talk to his/her Financial Aid Advisor to determine eligibility.

High School Scholarship Award Program

Heald College offers a Scholarship Program for high school seniors who attend Heald College. Scholarship award amounts vary and only apply towards tuition and books at Heald. To

be eligible for a Heald College High School Scholarship, the applicant must:

1. Successfully complete the requirements for graduation from high school
2. Complete a Conditional Enrollment Agreement for admission to Heald College
3. Complete the High School Scholarship Application process:
 - Submit a completed High School Scholarship Application Packet. This includes the applicant's essay and two letters of recommendation from teachers, high school counselors, employers, or other adult professionals.
 - Interview with the Scholarship Committee at the Heald campus the applicant plans to attend
 - Provide a current high school transcript or grade report.

High School Scholarship recipients are selected by the Scholarship Committee based on evaluation of their performance in all components of the application process. Scholarships are not transferable.

ORIENTATION

A required Orientation for new students, usually held the week prior to the first day of classes, provides an opportunity for students to familiarize themselves with the campus and Heald College guidelines and policies, and to meet with faculty, staff, and other students.

CLASS SCHEDULES

Classes at Heald College are typically scheduled Monday through Friday. Day and evening sessions are available. Some campuses offer selected courses scheduled on weekends. Students requiring additional academic support may be requested to attend workshops after regular scheduled class times as a condition of continued enrollment.

At Heald College education is a full-time commitment. Day and evenings students may be assigned to instructor guided workshops in addition to scheduled courses. Additional outside study is required for all courses.

ADD/DROP PERIODS

11-week classes (quarter-based enrollments): Heald College has a five-day Add/Drop Period at the beginning of each 11-week class period during which students can increase or decrease their unit load for the quarter.

Six week classes (first-term mid-quarter enrollments): Heald College has a two-day Add/Drop Period at the beginning of each six week class period during which students can increase or decrease their unit load for the quarter. Tuition and fees for the quarter are billed after the Add/Drop Period closes.

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ENROLLMENT PERIODS

Quarter-based Programs: 11 calendar weeks beginning on the first day of classes each academic quarter.

Mid-quarter starts (Initial enrollment only): Six calendar weeks beginning on the first day of classes. After the first six weeks of classes, students starting during mid-quarter starts will follow policies according to those designed for students enrolled in quarter-based programs.

EXTERNSHIPS/CLINICALS

Externship/clinical classes are generally completed during the day but are not restricted to regular business hours and may require distant travel, different shifts or weekend work. All Externships are unpaid.

COURSE CREDIT POLICY

Credit by Examination

Students wishing to receive credit by examination should contact the Academic Affairs department, for not all Heald courses are eligible for credit by examination. Credits earned by examination receive a grade of CR on transcripts.

Placement Examinations

Upon enrollment at Heald College, students complete assessments to determine appropriate placement in their program's math and English course sequence. Through these placement examinations, students may receive credit for courses preceding college-level math and English.

Challenge Examinations

Heald students may have an opportunity to earn credit by demonstrating proficiency in some courses in their program of study. Students can demonstrate proficiency for each course credit only once. Students who withdraw from a class after the last day of the Add/Drop period – as published in the College catalog – are ineligible to challenge the class from which they withdrew. (Note: The State of Oregon mandates that no more than 25% of any degree program may be earned through challenge examinations.)

Advanced Placement/CLEP Examinations

Credit is given for courses for which proof of successful completion of any of the following areas is submitted:

- An equivalent Advanced Placement (AP) test score of 3 or higher
- An equivalent College Level Examination Program (CLEP) examination

A student must provide official documentation of the above in order to receive course credit. The Academic Affairs department can provide information about which CLEP or AP exams are equivalent to Heald College courses.

Acceptance of Transfer Credit

The acceptance of credit for transfer is based on two primary factors described below: eligibility of units for transfer and applicability of those units to a degree, diploma, or certificate. Formal evaluation of transfer credit is contingent upon receipt of

an official transcript or other form of official documentation, such as foreign transcript evaluation.

Eligibility of Transfer Units

Credits eligible for transfer into Heald College must meet the following criteria:

- **Credits from Higher Education Institutions:** Credits must be earned at an institution with regional, national, or specialized accreditation which is currently recognized by the Council for Higher Education Accreditation and/or US Department of Education.
- **Credits from Foreign Institutions:** Transcripts from foreign institutions must be translated into English (if applicable) and evaluated by a member of the National Association of Credential Evaluation Services. The cost associated with any transcript evaluation is the responsibility of the student. Upon receipt of the official transcript, transcript translation, and transcript evaluation, Heald College will assess both the eligibility of units and applicability to academic program as defined in this policy.
- **Military and Workplace Training:** Military and workplace training will be evaluated using the American Council of Education (ACE) recommendations for college credit.
- **Grades:** Course is completed with a grade of C- or better. Courses in which a grade of "Credit" or "Pass" is earned will also be eligible for transfer, provided that "Credit" and "Pass" are equal to grades of C- or better.
- **Level:** Course is identified as college-level (either upper-division or lower-division). Those courses which are not college-level are often referred to as "developmental" or "remedial" and are not eligible for transfer credit.
- **Unit Equivalencies:** A course (or series of courses) may be accepted in lieu of a Heald course provided it is an equivalent (or higher) number of units. To assess this, semester units will be converted to quarter units. Quarter units are equal to two-thirds (2/3) of a semester unit. Conversely, a semester unit is equal to one-and-a-half (1-1/2) quarter units.

Applicability to Academic Program

Once units are determined to be eligible for transfer credit, the following criteria will be used to apply those credits to course requirements in specific certificate, diploma, and degree programs:

- **General Education:** Most courses in the same general education area (such as social science) will be accepted for transfer credit. Exceptions include:
 - o Those general education courses which serve as prerequisites are only eligible for transfer credit based on course equivalency.
 - o General education courses which do not align with Heald College's general education philosophy.
- **Campus Designated Courses:** Any college-level course may be applied to meet campus designated course unit requirements.

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- All other courses must be equivalent in content, scope, and rigor to be accepted for transfer credit. It is possible for a series of courses to be accepted in lieu of one Heald College course. One factor in assessing equivalency is the currency of any software application or technology used in prior coursework.

Additionally, not all courses are eligible for transfer credit, and a full listing of such courses and the rationale is available in the Academic Affairs office.

Process for evaluation of transfer credit

1. Preliminary evaluation of transfer credit based on unofficial transcripts may be completed for informational purposes and are not binding; credits will be awarded upon receipt of official documentation (defined below).
2. Official documentation (official transcripts and, if applicable, transcript translation and evaluation) must be submitted to the Academic Affairs office if a student's schedule is to be adjusted based on transfer credit. An official transcript from each institution attended is required.
3. Courses accepted for transfer will be noted on student's transcript with a grade of TR (Transfer). These grades are not included in the computation of GPA; however, they are counted toward the quantitative satisfactory measure of academic progress.
4. Students who change programs are responsible for requesting re-evaluation of their transcript against new program criteria to determine which courses may be applied for credit.

Heald College does not accept experiential learning for course credit.

Residence Requirement

Twenty-five percent or more of the units of a certificate, diploma, or degree program must be earned in residence at Heald College. Thus, up to seventy-five percent of the units of a certificate, diploma, or degree program may be earned through a combination of transfer credit and/or credit by examination. Residency at any Heald College campus meets this requirement.

CAMPUS DESIGNATED COURSES AND ELECTIVES

In certain programs, each campus will schedule additional courses or electives as needed to complement the student's program and help fulfill the total required units of study for that program. An internship is a designated course option for some programs.

LEARNING SUPPORT SERVICES

Library Services are available at campus Learning Resource Centers (LRCs). At the LRCs, students may access peer-reviewed journal articles provided through various electronic research databases. Such databases were chosen to align with Heald College's academic program offerings, and trained staff are available to provide support for their use. Additionally, students may access research databases off-site.

Tutoring Services are available through the Learning Resource Center. Scheduled tutoring hours are published each quarter,

and students are encouraged to seek tutoring when needed. Tutoring is provided free of charge to Heald students.

Technology Services are available to all Heald students. Students can access computers in campus Learning Resource Centers to complete course assignments. Additionally, all Heald students are provided with an email account and a personal network drive to support academic coursework. Campus-based IT staff provide technology support when needed.

GRADING POLICIES, COURSE WORK, AND UNITS

Students must be enrolled for at least 12 units each quarter to be considered full time. Students enrolled for nine to eleven units are considered three-quarter time; students enrolled for six to eight units are considered half time.

Achievement may be measured by a variety of criteria, such as tests, practice sets, textbook/workbook exercises, class participation, special team and individual projects, presentations, portfolios, and other assessments. Satisfactory completion of a course is based on achieving a grade of at least "D." However, a minimum grade of "C" is required in certain prerequisite or major courses. Courses requiring a minimum grade of "C" are noted on that program's catalog page.

If a student is unable to complete the required assignments by the end of the quarter, an incomplete grade may be granted at the discretion of the instructor. The request for an incomplete must be submitted in writing to the instructor prior to the scheduled final.

If granted, the student must arrange to complete all work – and a grade must be awarded – no later than the end of the ensuing quarter. If the incomplete course is a prerequisite for an advanced course in which the student is enrolled, the incomplete work must be completed and a grade awarded no later than the end of the first week of the current quarter in which the student is enrolled. If the incomplete grade remains by the end of the first week, the student must withdraw from the advanced course. If the course work to satisfy the Incomplete grade is not completed within the time allowed, a grade is awarded based on the Gradebook calculation for the class. If the awarded grade becomes an "F" grade (or non-passing) the course will need to be repeated.

The degree will not be awarded until course requirements are completed. If the requirements are not met the student must re-enroll in a currently offered program and complete the requirements for the current program of study in order to be awarded a diploma or degree.

Students who attend class during the Add/Drop Period and then withdraw prior to the end of the Add/Drop Period may receive a grade of "NS" to designate "No Show." The units associated with a grade of "NS" are not calculated in GPA or included in measuring quantitative progress.

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A	89.50% – 100.00%	= Superior
B	79.50% – 89.49%	= Above Average
C	69.50% – 79.49%	= Average
D	59.50% – 69.49%	= Below Average
F	59.49% or below	= Failing - Class performance and subject knowledge are below academic and job acceptability; class must be repeated
CR		= Credit
NC		= No Credit
INC		= Incomplete
W		= Withdrawal after the Add/Drop Period
WF		= Withdrawal with a failing grade after the published last to drop without a failing grade period
NS		= Withdrawn from individual classes and/or school during the add/drop period; no attendance is posted
TR		= Transfer Credit

If a grade of “F” or “W” is received, the course must be repeated and a passing score registered on the student’s transcript to satisfy graduation requirements. Students seeking a fourth attempt to pass a course must seek and secure the permission of the Director of Academic Affairs.

The units associated with a grade of “W” are not calculated in the Grade Point Average (GPA) in measuring “qualitative progress”; however, the “WF” grade is included in the GPA calculation. The units associated with a “W” or “WF” grade are included as units attempted in measuring “quantitative progress.” Quantitative progress is the ratio of the units attempted to units successfully completed. Further information on measuring qualitative and quantitative progress may be found under Satisfactory Academic Progress in this catalog.

Heald does not grant “extra credit” points. Students can view their grades online at any time using the Heald Student Portal.

GRADE POINT AVERAGE

The Cumulative Grade Point Average (CGPA) indicates the overall achievement of the student for all courses in which a letter grade was earned. It is computed by dividing the sum of the grade points earned by the sum of graded units taken. For courses that are repeated, only the higher grade is used in computing the GPA. Grade points are earned as follows:

- A earns 4 points
- B earns 3 points
- C earns 2 points
- D earns 1 point
- F earns 0 points
- W earns 0 points
- WF earns 0 points

REPEATING COURSES

If a grade of “F”, “W” or “WF” is received, the course must be repeated and a passing score registered on the student’s transcript to satisfy graduation requirements. Students seeking a fourth attempt to pass a course must seek and secure the permission of the Director of Academic Affairs.

Some courses, called “major courses,” are prerequisite to more advanced courses and require a grade of “C” or better. In these courses, when a grade of “D” is earned, the course may be retaken to improve the grade. However, only a single repetition of a previously passed class may be counted toward qualifying enrollment status for Title IV Financial Aid funding eligibility purposes.

Repeated courses may delay graduation and result in additional tuition and other costs. Students are also responsible for purchasing any new, updated, or additional textbooks or materials when repeating a course. Repeated courses are counted as units attempted in determining satisfactory academic progress. Students are strongly encouraged to meet frequently with the instructor and/or a tutor to assess their progress in a repeated course and to receive additional academic support if needed.

GRADE APPEALS

Appeals of final grades must be submitted with supporting documentation to the Director of Academic Affairs no later than 30 days after the start of the quarter immediately following the quarter the final grade was assigned. Final grade appeals will be considered only if there is a grade calculating error and/or incorrect application of syllabi grading criteria.

Students wishing to appeal grades from class assignments, tests, quizzes, or other class projects that count in the final grade should follow the Student Issues Resolution Process and Grievance Procedure that is listed in the Heald Catalog.

SATISFACTORY ACADEMIC PROGRESS

Federal regulations require Heald College to establish satisfactory progress standards for financial aid recipients. Students are required to make satisfactory academic progress towards graduation in order to be eligible to receive loans, grants and other funding and to be in good academic standing with the College. The Satisfactory Academic Progress (SAP) Standards apply to all students enrolled at Heald including those students who do not receive financial aid.

The SAP standards shown in the table below define the minimum requirements for academic progress. At each evaluation point, each student’s cumulative grade point average and completion percentage rate is reviewed to determine if s/he is meeting the standards.

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Satisfactory Academic Progress Standards

Evaluation Point	Minimum CGPA	Minimum Successful Completion Percentage
Programs equal to or greater than 90 total units		
After attempting 24 units	1.5	40%
After attempting 36 units	1.75	50%
After attempting 48 units	1.75	60%
After attempting 60 units	2.0	66.67%
After attempting every 12 units thereafter	2.0	66.67%
Programs with fewer than 90 total units and greater than 36 total units		
After attempting 24 units	1.75	50%
After attempting 36 units	2.0	66.67%
After attempting every 12 units thereafter	2.0	66.67%
Programs with 36 or fewer total units		
After attempting 12 units	1.75	50%
After attempting 24 units	2.0	66.67%
After attempting every 12 units thereafter	2.0	66.67%

Note: all SAP calculations are performed at the end of the term after grades are issued.

Qualitative and Quantitative Standards

Quantitative progress is based on the number of units attempted and the number of units successfully completed in the student's program. Students must make sufficient quantitative progress to graduate within 150% of the required units to complete his/her program of study. For example, if a student's program requires 100 units, the student may not attempt more than 150 units. This means that to maintain satisfactory quantitative progress, a student must successfully complete at least two-thirds of all units attempted in progressing toward his/her degree, diploma, or certificate objective. Units attempted include all units for which the student has remained enrolled at the College past the add/drop period regardless of the grade earned.

- Transfer credits and credits earned through challenge exams, CLEP, AP, and Compass test scores count as units attempted and units completed for the purpose of calculating satisfactory academic progress; however these units will not be calculated in the GPA.
- Courses receiving an incomplete or "INC" grade will not be counted as units attempted for the purpose of calculating the quantitative measurement for the quarter in which the "INC" grade was awarded.
- The quantitative measurement will be reevaluated if the student changes his/her program of study, reenrolls in a new program, transfers from one Heald Campus to another, enrolls having transfer credits from another institution, or completes a course previously graded as "incomplete." In the case of a change of a program of study, only the units from the previous program that will count towards the student's new program requirements are included in the calculation of completion rate.

Please see the following table for information about how grades count for the purposes of calculating completion rates and GPA.

Grade	Credits Attempted	Credits Completed	Calculated in GPA
A, B, C, D*	Yes	Yes	Yes
F	Yes	No	Yes
INC (Incomplete)	No	No	No
W (Withdrawal)	Yes	No	No
WF (Withdrawal Failure)	Yes	No	Yes
CR (Credit)	Yes	Yes	No
NC (No Credit)	Yes	No	No
NS (Withdrawal during add/drop period)	No	No	No
TR (Transfer Credit)	Yes	Yes	No

* Some courses that are prerequisites for other required courses must be passed with a "C" grade or better to be counted as credit completed. All "D" grades are counted as credit attempted.

Satisfactory Academic Progress (Effective July 18, 2011)

If satisfactory progress is not being achieved as measured by the qualitative, quantitative, or maximum time frame standards, the student will be placed on FA Warning for the subsequent quarter. While on FA Warning the student will commit to an Academic Improvement Plan (AIP) outlining quarterly expectations, and progress in meeting these expectations will be documented.

Students not meeting the minimum satisfactory academic progress standards at the end of the FA Warning period must appeal to continue their studies at Heald. An academic review will determine if the student has satisfactorily met appeal requirements and demonstrated progress. Additional progress is demonstrated through improvements to CGPA and/or completion percentage during the previous quarter. Students whose appeals are approved will be moved to FA Probation status. While on FA Probation the student will commit to an Academic Progress Plan (APP) outlining quarterly expectations, and progress in meeting these expectations will be documented.

Students are evaluated for satisfactory academic progress after every quarter. Students who do not meet the minimum SAP standard for a third consecutive term must appeal to continue their studies at Heald. An academic review will determine if the student has satisfactorily met the appeal requirements and demonstrated progress in meeting the APP. Progress is demonstrated through improvements to CGPA and/or completion percentage during the previous quarter. Students whose appeals are approved will be moved to SAP Meeting APP status.

Students who continue not to meet the minimum SAP standard will have to appeal each quarter, but may remain eligible for financial aid.

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A student may be dismissed if at any point in the SAP process it is determined that he/she:

1. is not making sufficient progress on his/her AIP or APP, and/or
2. can not complete his/her program of study within 150% of their program requirement, and/or
3. can not graduate with a 2.0 CGPA.

Situation	Requirements	SAP Status	Academic Eligibility	Federal Financial Aid Availability
First term in which CGPA and/or rate of progress is below minimum standards	Student must complete Academic Advising and sign an Academic Improvement Plan	FA Warning	Student should continue to attend classes	Student remains eligible for federal financial aid
Second consecutive term in which CGPA and/or rate of progress is below minimum standards	Student must appeal to continue studying at Heald. Appeal must be received no later than midnight on the first day of the term	SAP NOT MET	Student may not attend class until appeal outcome has been determined	Student remains eligible for federal financial aid if appeal is approved and loses eligibility if appeal is denied
Appeal is approved	Student must complete Academic Advising and sign an Academic Progress Plan	FA PROBATION	Student may return to class	Student remains eligible for federal financial aid
Appeal is denied	N/A	SAP DISMISSED	Student is dismissed from school	Student loses eligibility for federal financial aid
Student does not appeal (or does not meet appeal deadline)	N/A	SAP NOT MET	Student is dismissed from school, but may appeal for reentry in the next term	Student loses eligibility for federal financial aid
Additional consecutive terms in which CGPA and/or rate of progress is below minimum standards	Student must appeal to continue studying at Heald. Appeal must be received no later than midnight on the first day of the term	SAP NOT MET	Student may not attend class until appeal outcome has been determined	Student remains eligible for federal financial aid if appeal is approved and loses eligibility if appeal is denied

Situation	Requirements	SAP Status	Academic Eligibility	Federal Financial Aid Availability
Appeal is approved	Student must complete Academic Advising and sign another Academic Progress Plan (or continue with previous APP if written to span multiple terms)	SAP MEETING APP	Student may return to class	Student remains eligible for federal financial aid
Appeal is denied	N/A	SAP DISMISSED	Student is dismissed from school	Student loses eligibility for federal financial aid
Student does not appeal (or does not meet appeal deadline)	N/A	SAP NOT MET	Student is dismissed from school, but may appeal for reentry in the next term	Student loses eligibility for federal financial aid
It becomes mathematically impossible for a student to complete the program within 150% of the standard program length	N/A	SAP DISMISSED	Student is dismissed from school	Student loses eligibility for federal financial aid

SAP Appeals

Students who are eligible to appeal their Satisfactory Academic Progress must appeal in writing to the Program Director who will discuss the appeal with the Director of Academic Affairs. Appeals may be submitted by mail, email, fax, or hand delivery and must be submitted no later than midnight the first day of the term. Documentation to support the mitigating circumstances which have prevented Satisfactory Academic Progress must be included. Examples of mitigating circumstances could include death in the family, significant illness (physical or mental), hospitalization, or other circumstances outside the control of the student.

If an appeal is approved the student will be allowed to continue studying at Heald and may be eligible for financial aid. An approval for an appeal for mitigating circumstance does not eliminate or disregard accumulated grades, nor does it in any way modify the student's permanent academic record.

If an appeal is denied the student will be dismissed. The decision of the Director of Academic Affairs is final.

Students who transfer from one Heald campus to another while not meeting Satisfactory Academic Progress standards may be required to appeal to begin studying at the new Heald campus.

Reinstatement after Dismissal

Students who have been dismissed for not meeting SAP may appeal to reenter, but may not re-enter at any Heald campus

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until the third quarter following the dismissal. Thus, a student who is dismissed at the end of the April term may not return until the following January quarter. The appeal must include a plan to return to good academic standing and should be filed with the DAA before the start of the quarter in which the student wishes to return. Students who are dismissed for failing to make Satisfactory Academic Progress and who apply to reenter in a future term may not be eligible for financial aid until the minimum SAP Standards are met.

SPECIAL NOTICE TO VETERANS STANDARDS OF PROGRESS (CFR SEC. 21.4253(D)(4))

Heald College works with the Veterans' Administration to ensure the success of students enrolled for veterans' benefits under Title 38 U.S. Code. A veteran or eligible person who remains on probation for grade point deficiency below a 2.0 CGPA beyond one quarter will have his/her veteran's educational benefits discontinued. There will be no further certification of benefits until the student's cumulative academic standing reflects improvement to a 2.0 CGPA.

The conditions for re-admittance after dismissal for unsatisfactory academic progress are also subject to the above standards of progress for veteran students.

PROGRAM COMPLETION REQUIREMENTS

To receive an associate degree, diploma, or certificate of completion, a student must fulfill the following requirements:

1. Complete the courses as outlined in the academic catalog under which the student enrolled.
2. Complete unit and course requirements with a minimum 2.0 CGPA.
3. Complete within 150% of the program units.
4. Achieve a minimum grade of "C" in the program's major courses. Refer to the Programs and Course Descriptions in a separate section of this catalog for identification of major courses.
5. Complete at least 25% of the units while attending Heald College.

CAREER SERVICES

Career Services Department offers a variety of services to include assisting actively enrolled students with pursuing part-time employment and internships.

Heald College graduates with documented right to work in the United States receive lifetime career services assistance as is then available at time of request. Those who postpone an active career search or relocate outside Heald's geographic area should note that the level of career services assistance they receive is reduced.

Graduates utilizing student or career services are expected to maintain the same standards of conduct as Heald students. Violations are subject to a two-step process: first offense – written warning; second offense – suspension of privileges, subject to Campus President's discretion.

ADDITIONAL TRAINING, EDUCATION, AND CERTIFICATION DISCLOSURES

Some industries may require additional training, education, and/or certifications even after completion of a program at Heald College. Certain cities, counties, states and employers may have specific regulations for employment and may require a minimum number of training hours, education (including a high school diploma or equivalent), certification, and/or successful completion of a written and/or practical exam. This might impact the availability of externship and employment positions. Students who wish to enroll in the Medical Insurance Billing and Coding Program should note that examinations administered by the American Health Information Management Association (AHIMA) require that students be a high school graduate or equivalent prior to being able to take certification examinations.

GRADUATION CEREMONY REQUIREMENTS

Prior to participating in graduation ceremonies, graduates may be asked to clear departmental requirements with career services, academic affairs, financial aid, the business office and/or other campus functional areas. Heald may, from time to time, place student names and program in internal Communications (graduation and honors lists, etc).

ATTENDANCE POLICY

Students are expected to attend all classes as scheduled, to arrive on time, and to remain until the end of each class. Absences should occur only in the event of illness or unforeseen and unavoidable situations or emergencies. Students should inform their instructors of planned absences in advance via email and/or telephone. Students may be subject to additional attendance monitoring requirements and conditions as needed to promote good attendance and academic success.

- All students are expected to attend classes beginning with the first day of each quarter. Students who have not posted attendance in any class by their first class after the Add/Drop period will be withdrawn from school and will need to apply for re-entry if they wish to return in another term.
- Once they have posted attendance in a term, students who do not post attendance in all scheduled classes for 14 consecutive calendar days will be withdrawn from school. In instances where the 14th consecutive calendar day is not a scheduled class meeting for that student, the student will be allowed the opportunity to post attendance at his/her next regularly scheduled class meeting. Please reference the "Attendance Appeals" section below for further information on appealing potential withdrawal from school. Once a student has been withdrawn from school, the student may not be reinstated in the current quarter and will have to apply to re-enter in a future quarter. For example, a student withdrawn in the April quarter may not re-enter until the July quarter.
- Students who are absent 14 consecutive calendar days in an individual course will be withdrawn from the course. If the course in question does not meet on the 14th consecutive calendar day students will be allowed the opportunity to post attendance at the next regularly

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scheduled meeting of that course. Students wishing to be reinstated to an individual course from which they have been dropped must petition for instructor approval.

- Students who never attend a course are cancelled, and a grade of NS (No Show) is assigned.

Saturdays and Sundays are included in the consecutive absence count. Holiday and break days are excluded. The 14 consecutive calendar day count restarts on the first day of each term in which the student is enrolled.

Attendance Appeals

Students who are absent from all classes for 14 consecutive calendar days may appeal the pending withdrawal from school. Appeals must be submitted in writing to the Director of Academic Affairs prior to the end of the 15th day of consecutive absences (or the next business day if the 15th day falls on a holiday or weekend day), and documentation must be included to support the mitigating circumstances which have prevented satisfactory attendance. Appeals that are submitted after the deadline above or that do not include complete documentation will not be reviewed or granted. If the appeal process occurs during the quarter, students may receive permission from the Director of Academic Affairs to continue attending classes while the appeal is pending. Incurring additional absences is unacceptable during an appeal. Appeals will not be considered for absences of 21 consecutive days or more except in the event that the student's first opportunity to post attendance within the guidelines of the 14 day attendance policy is on or beyond the 21st day.

Students who believe their attendance has been marked in error may submit an attendance appeal in writing to the Director of Academic Affairs no later than 30 days after the start of the quarter immediately following the quarter the attendance was posted. Attendance appeals will only be considered if the student can produce documentation of the attendance error.

Additional Attendance Information for Online Courses

Attendance and participation is an important determinant of success in online study. The attendance posted by the instructor is based on the student's participation in the online course, not login minutes. Attendance starts when the term starts, not on the day the student was enrolled in the class.

- During the first week, in order to be marked present, students must email their instructor and post to their Class Thread.
- Thereafter, in order to be marked present, students must demonstrate that they are making sufficient progress toward the successful completion of the Module.

Students are allowed to study online for no more than 50% of their academic program. This does allow a student to study fully online for a given quarter, but the total number of online courses shall not exceed 50% of the total number of courses in the program of study.

ADD/DROP POLICY

The first week of a regular quarter and the first two days of a mid-quarter (refer to academic calendar) are considered the

Add/Drop period. This is a time for making changes to the schedule for continuing students, and new and re-entering students are allowed to enroll during this period.

PROFESSIONAL APPEARANCE

At Heald College, student appearance standards have been established to be at or above those normally required in a professional business, industry, or healthcare workplace. The dress standard helps prepare a student for the workplace and fosters a professional appearance, which is a positive factor in job placement. The professional appearance policy is discussed in the enrollment process and is available in the campus Academic Affairs Department. Following medical or dental professional dress practices, healthcare students are required to wear appropriate medical or dental uniforms.

STUDENT CONDUCT AND DISCIPLINE

The standards of conduct for Heald students are patterned after those expected of professional employees in business, industry, and healthcare. Students are expected to observe Heald policies and to act in a manner that is a credit to the College and to themselves. Students are expected to be cooperative and to show respect for Heald College officials who are acting in the performance of their duties. Misuse of property and behavior that is disruptive, violent, intimidating, destructive, dishonest, or discourteous are examples of misconduct that can subject a student to disciplinary action.

Heald maintains the right, at its sole discretion, to discipline a student in violation of college standards or policies. Violations are subject to a two-step process: first offense - written warning; second offense - dismissal, subject to the Campus President's discretion. Some violations may warrant immediate dismissal. These include, but are not limited to: threatening the safety of others; possessing alcohol, drugs, other foreign substances, or dangerous weapons on campus; theft, misuse, or vandalism of the College or another's property; academic dishonesty; or harassment or intimidation of others.

ACADEMIC FREEDOM STATEMENT

The primary objective of the College is to provide quality education to our students. The College is committed to the free pursuit and dissemination of knowledge. Faculty members are encouraged to explore, discuss and create thoughtful teaching and learning experiences that examine differing perspectives. As professionals, they should be honest, responsible, and respectful of others and their opinions. Faculty are expected to support the College's objectives and to differentiate between their own viewpoints and those of others, including professionally accepted views in a discipline. Faculty should present data and information fairly and objectively.

ACADEMIC INTEGRITY

True learning can take place only when students do their own work honestly, without copying from other students or other sources. Heald College enforces the highest standards of academic integrity, both to preserve the value of the education offered and to prepare students to become productive members of the workforce and society. At Heald, it is considered a breach of academic

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honesty for students to employ any form of deception in the completion of academic work, including but not limited to:

- copying work, ideas, or projects from any other person or media
- allowing another person to copy or borrow original work in any form
- allowing another person to copy answers on a quiz or test or to communicate with another person during a quiz or a test
- representing the work of another team member as one's own
- stopping or delaying another student in the completion of any work
- plagiarism in any form, including failing to give credit to the source of thoughts, words, ideas, or work from any other person, printed material, or website

When a violation of this policy occurs, disciplinary action will be taken. Subject to the severity of the violation or repeated/multiple occurrences, academic dishonesty may result in an "F" grade for an assignment, project, assessment, or the course itself, or may result in dismissal from the College. All violations of the Academic Integrity Policy are documented and made a permanent part of a student's record. Further information is available from the Academic Affairs Department.

STUDENT RECORDS AND PRIVACY RIGHTS

The Family Educational Rights and Privacy Act of 1974 (FERPA), 20 USC § 1232g, protects the student from having his/her records released to persons or institutions without the student's written consent and allows the student to review his/her own official education records to make sure that no misleading, inaccurate, or otherwise inappropriate information has been included in his/her file.

A student may review his/her records with the Director of Academic Affairs upon request. A student requesting copies of records may be charged a copying fee. A student has the right to ask for amendments to records that he/she feels are inaccurate or misleading. Heald's Student Records Access policy, as required under FERPA, is distributed annually to students. It may also be obtained by contacting the campus Academic Affairs Department.

STUDENT RECORDS

An official academic transcript for each student provides:

- a complete history of all attempted or completed courses taken at all Heald Colleges attended
- grades earned for each course
- percentage of attendance for each class

Students may review their academic records at any time with the Academic Affairs Department.

Financial records chronicle a student's tuition charges, payment, refunds, and financial transactions. A student may review these records at any time with a Financial Aid Advisor.

INFORMATION TECHNOLOGY POLICY

The use of any computer software or information technology equipment by students shall be in compliance with all laws and Heald policies. The policy is distributed to all students prior to their attending class. Students may not violate any intellectual property rights and may not compromise, tamper with, or utilize the software or equipment for inappropriate or unauthorized purposes. All such property belonging to Heald or under Heald's control may be inspected or monitored by Heald personnel at any time and for any purpose. When a violation of this policy occurs, disciplinary action may be taken. Heald College's complete information technology policy is distributed to all new students at Orientation, and a copy may be obtained at any time by contacting the campus Academic Affairs Department.

EXTRACURRICULAR ACTIVITIES

The College supports extracurricular activities that are consistent with its mission and appropriate to its business, technology, legal, and healthcare programs. Students are encouraged to participate in activities that may enhance their employability or workplace success.

SMOKING

Heald College is a nonsmoking facility. Smoking is restricted to designated areas outside the building.

DRUG AND ALCOHOL ABUSE

The use of illicit drugs and abuse of alcohol are dangerous to students, employees, and the general welfare of Heald College. There are local, state, and federal sanctions for unlawful possession, use, or distribution of illicit drugs and abuse of alcohol. Such sanctions include fines and imprisonment. The College maintains a drug and alcohol-free environment and considers the dangers of drug and alcohol abuse a serious concern. A copy of the College's drug and alcohol abuse policy is distributed to students annually with the Campus Security Report, and a copy may be obtained at any time by contacting the campus Academic Affairs Department.

SAFE WORKPLACE AND CAMPUS POLICIES

Heald College strives to provide a safe work and campus environment and encourages personal health and safety for all students and employees. Each campus maintains a Daily Crime Log that is available in either the Academic Affairs Department or Business Office of the campus. The preceding 60 days of reporting are available immediately for inspection within normal business hours. Upon request, prior information will be made available within two business days. A Campus Security Report is published and distributed annually. The most current annual report is posted in the student lounge area of the campus. Occurrences of serious campus crime are posted on the student information board. If you are aware of or are the victim of a campus crime, please notify the Campus President immediately.

NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY

Heald College is committed to nondiscrimination and equal opportunities in its admissions, college policies, academic programs,

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activities, and employment regardless of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation.

HARASSMENT

Heald College is committed to providing an educational environment that is free of fear, intimidation, or hostility. In keeping with this commitment, Heald maintains a strict policy prohibiting unlawful harassment, including sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, physical or mental disability, medical condition, age, sex, marital status, sexual orientation, or any other basis protected by federal, state, or local law, ordinance, or regulation. This policy prohibits harassment in any form, including verbal, physical, and visual harassment and applies to all Heald College students, employees, and agents. Students are encouraged to report incidences of harassment to campus administration.

STUDENTS WITH DISABILITIES

It is the student's responsibility to make his/her disability known and to present certified documentation of the disability. A student who chooses to make his/her disability known and seeks accommodation should contact the Academic Affairs Department immediately upon recognizing the need for an accommodation. The Director of Academic Affairs (DAA) or DAA Designee will discuss the recommended accommodations with the student to determine a reasonable means for delivering a specific accommodation. Documentation of recommended accommodations from a physician or other healthcare professional will be required prior to provision of the accommodation.

STUDENT ISSUE RESOLUTION, HEALD STUDENT HELP LINE, AND GRIEVANCE POLICY

Open communications

It is not uncommon for a student to encounter an obstacle or feel the need for extra assistance in his or her experience at a campus. Heald College seeks to address student issues as issues arise and works to partner with a student to arrive at effective, timely resolution to a student's issues. Heald College campus instructors, managers and campus leaders maintain an open door policy for students to communicate about any school-related issue. During the admissions and new student orientation process, Heald College begins to set student expectations about where at the campus students may go for what type of help. Heald College encourages and expects students to bring up issues as they arise in a professional manner and to work with campus instructors and staff to resolve any school-related issues in as timely a manner as possible. Heald College seeks to create an open and positive educational environment where students may communicate concerns at anytime.

Student health/safety issues

Students should immediately report to campus instructor, Director of Academic Affairs, Campus President or Heald College Student Help Line any instance where the student feels he/she has been threatened, harmed, harassed, discriminated

against, or otherwise mistreated at the campus. The Campus President will take appropriate measures in accordance with applicable campus procedures and in coordination with Heald College departments to, first, insure student safety and a positive learning environment.

Other types of Student Issues

Heald College strives to provide a positive, professional learning environment. Heald College encourages and expects students to follow campus professional level guidelines for resolving issues. For example, students generally should address issues with the appropriate person at the campus before escalating the issue to the level of Campus Manager, Director of Academic Affairs or Campus President. For example, students should generally see his/her instructor for assistance with classroom learning issues. Students may also see campus Academic staff (the Program Director or Director of Academic Affairs, for example) for help with course or program issues, including but not limited to issues with a course, course scheduling or academic progress issues; attendance or grading issues; help with campus student services; any help with any other academic-related issues. Students may see Financial Aid or Business Office staff for assistance with finance issues. Students may see the office of Career Services for assistance with career placement. In general, students should communicate with departments any concerns specific to the department. The Campus President and department leaders also maintain an open door policy for student concerns.

The Heald College Student Help Line

Heald College maintains a Heald College Student Help Line. The student should first attempt to resolve any issues with the appropriate campus staff as outlined above; however, a student may contact the Heald College Office of Student Affairs with school related concerns by contacting the following number:

The Heald College Student Help Line: 1-866-579-2874

Grievance Procedure

If a student has communicated concerns to appropriate campus instructors/staff/Help Line and still does not feel his/her issues have been resolved, the student may choose to file a grievance, or formal complaint, with the campus. The formal grievance process works as follows:

1. Student may file a grievance by writing a letter to the Campus President. The letter should outline the student's concerns, the steps taken to resolve the issue with the campus, and the specific assistance or resolution that the student is seeking.
2. The Campus President will review the issues and convene a campus Grievance Committee. The Grievance Committee shall be made up of disinterested campus faculty/staff.
3. The Grievance Committee shall investigate the issue, review all applicable records, the issues in light of Heald policy, and speak with the complaining student to allow the student an opportunity to explain his/her issues.

POLICIES AND PROCEDURES

4. The Grievance Committee shall within a reasonable amount of time reach a decision based on the facts as can be determined, records, and Heald College policy.
5. The Grievance Committee shall make a recommendation for a resolution to the student's complaint to the Campus President.
6. The Campus President and Heald College Chief Academic Officer or designee shall have the authority to review the recommendation of the Grievance Committee in light of applicable college policy and then make a decision on the issues.
7. The Campus President shall communicate the decision to the student in writing within a reasonable time once the decision has been reached.
8. The decision reached after the Grievance Committee process shall be considered final as between the student and the campus. *

**Please note: A student may also seek formal complaint resolution through the arbitration process according to the terms of the student's enrollment at the campus and an agreement to submit to the arbitration process. The student should see his/her Campus President for details about the arbitration process. Students may also seek formal complaint resolution through the following state agencies:*

California

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
Phone: (916) 431-6959
Toll-free: (888) 370-7589
Website: www.bppe.ca.gov
E-mail: bppe@dca.ca.gov

Office of the Attorney General Attn: Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
Phone: (916) 322-3360 or
Toll-free in California: (800) 952-5225
Fax: (916) 323-5341
Website: <http://oag.ca.gov/>

The Department of Consumer Affairs
Consumer Information Division
1625 North Market Blvd., Ste N112
Sacramento, CA 95834
Phone: (916) 574-7720
Toll-free: (800) 952-5210
E-mail: dca@dca.ca.gov

Hawaii

Department of the Attorney General
425 Queen Street
Honolulu, HI 96813
Phone: (808) 586-1500
Fax: (808) 586-1239
Website: <http://hawaii.gov/ag/>

Office of Consumer Protection
Department of Commerce and Consumer Affairs
Leiopapa A Kamehameha Building
235 South Beretania Street, Room 801
Honolulu, HI 96813-2419
Phone: (808) 586-2630
Fax: (808) 586-2640
Website: www.hawaii.gov/dcca/ocp

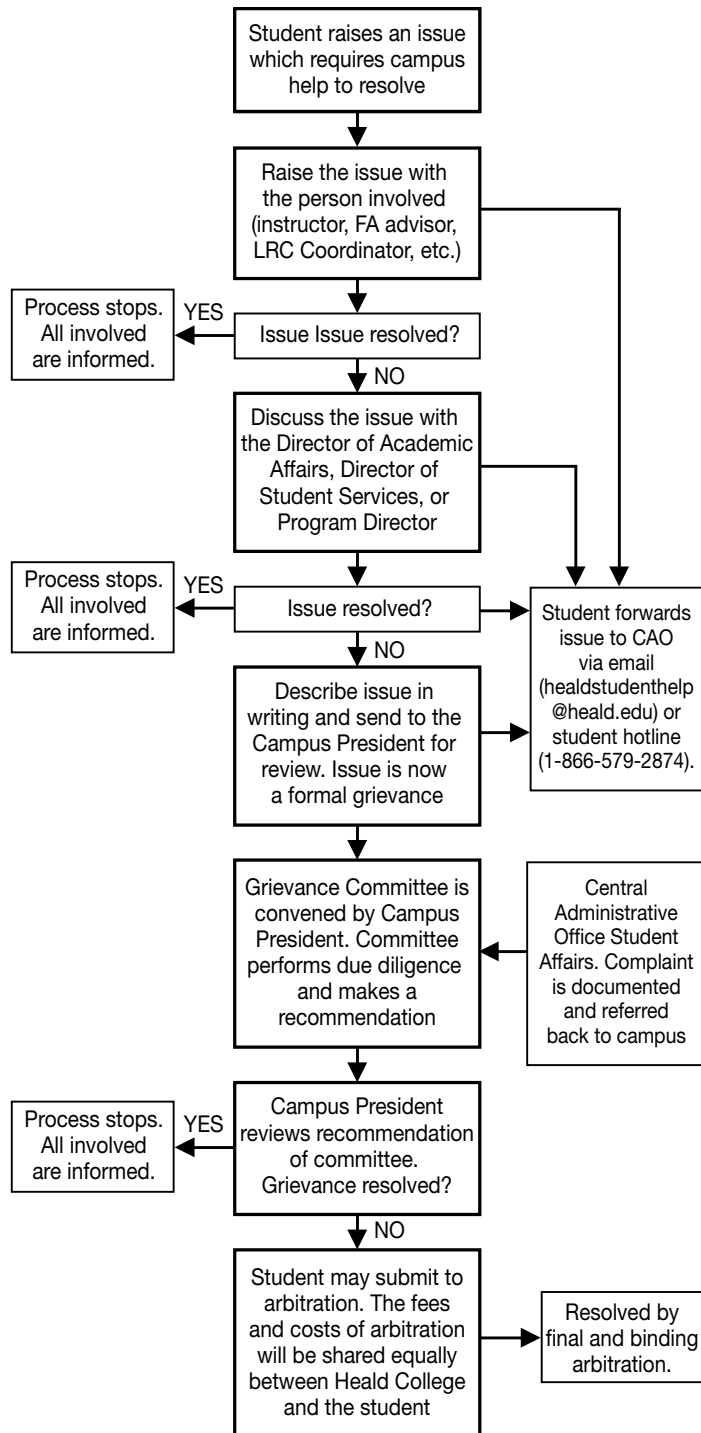
Oregon

Attorney General
Oregon Department of Justice
Financial Fraud/Consumer Protection Section
1162 Court St. NE
Salem, OR 97301-4096
Salem area: (503) 378-4320
Portland area: (503) 229-5576
Toll-free: (1-877) 877-9392
Website: <http://www.doj.state.or.us/index.shtml>

POLICIES AND PROCEDURES

STUDENT ISSUE RESOLUTION PROCESS AND GRIEVANCE¹ PROCEDURE

This flow chart is designed to provide a visual representation of Heald College's student issue resolution process and grievance procedures.



¹A grievance is a formal student complaint about a disability accommodation, harassment, discrimination, or school-related matter.

TRANSFERABILITY OF HEALD COLLEGE CREDIT

Heald makes no representation or guarantee that credits that you earn at Heald will be transferable to any other college or university. Acceptance of credits is determined entirely by the receiving institution, at their complete discretion, and should not be assumed. If your educational plans rely on another college or university's acceptance of Heald credits, you should check with that institution prior to enrollment.

INTERCAMPUS TRANSFER POLICY

Transfer from one Heald College campus to another is subject to a review and approval process. Before a transfer is approved, the student interviews with staff in Admissions, Academic Affairs, Financial Aid, and the Business Office of the transferring and receiving schools. They review areas that include, but are not limited to: conduct, attendance, academic progress, financial status, and impact upon the student's financial aid eligibility. Both Campus Presidents must agree to the transfer, and their decision is considered final. A student's official transcript will include a complete history of all attempted or completed courses taken at all Heald Colleges attended and percentage of attendance for each class in which the student was enrolled.

BRUSH-UP PRIVILEGES

Brush-up privileges are offered to degree and diploma graduates who wish to refresh the skills they learned at Heald College. The privilege applies only to those courses successfully completed in the student's original program, provided space is available and such courses are currently offered. Due to continuing changes in the technology field, brush-up privileges do not include training in software upgrades or networking technology courses. Neither internship nor externship experiences are eligible for brush up.

WITHDRAWAL FROM HEALD COLLEGE AND INSTITUTIONAL REFUND CALCULATION

A student may withdraw from Heald at any time for any reason. A withdrawal is considered to have occurred on the earlier of (a) the date the student officially notifies the school of his or her intent to withdraw, or (b) the point at which the student fails to meet the published academic policies outlined in the school catalog ("Date of Determination"). Notice of withdrawal may be given by mail, hand delivery, fax or email. The notice of withdrawal, if sent by mail, is effective when deposited in the mail, properly addressed with postage prepaid. The written notice of withdrawal need not take any particular form and, however expressed, is effective if it states that a student no longer wishes to be bound by his or her Enrollment Agreement.

Heald reserves the right to withdraw a student if, at any time, the student fails to meet Heald's policies as outlined in the Catalog as published by Heald.

The refund computations will be based on the date Heald determines the student to be withdrawn ("Date of Determination" or "DOD") and the date will vary depending on the type of withdrawal. For example, if a student begins the official withdrawal process or provides official notification to the school of his or her intent to withdraw, the DOD will be the date the

POLICIES AND PROCEDURES

student began the official withdrawal process, or the date of the notification, whichever is later. If a student does not begin the official withdrawal process or provide notification of his or her intent to withdraw, the DOD will be the date that Heald becomes aware that the student ceased attendance. Upon a student's withdrawal, Heald performs a calculation to determine unearned tuition and return of corresponding funds. Heald may retain the entire contract price for the period of enrollment—including tuition, fees, and other charges—if the student terminates their enrollment after completing more than 60% of the period of enrollment. Heald credits tuition based on the following:

A student who withdraws...	Heald is eligible to retain...	Student is entitled to a refund of...
During the Add/Drop Period	0%	100%
After the Add/Drop and through and including 10% of the Enrollment Period	5%	95%
After 10% and through and including 20% of the Enrollment Period	15%	85%
After 20% and through and including 30% of the Enrollment Period	25%	75%
After 30% and through and including 40% of the Enrollment Period	35%	65%
After 40% and through and including 50% of the Enrollment Period	45%	55%
After 50% and through and including 60% of the Enrollment Period	55%	45%
After 60% of the Enrollment Period	100%	0%

LEAVE OF ABSENCE

The purpose of a Leave of Absences (LOA) is to provide students with the opportunity to leave school for an extended period of time without withdrawing from school. The student will incur no additional tuition charges during an approved LOA.

The Director of Academic Affairs or a designee may authorize an LOA in writing under the following circumstances, with the reasonable expectation the student will return to school.

- An LOA must be requested by a student who has completed a quarter of school and has not been in class past the end date of the published Add/Drop Period of the current quarter he/she wishes to take the LOA in.
- The student must resume attendance at the same point at which they exited the program (typically the start date of the subsequent quarter).

- The student must provide a signed written request (on a form provided by the college) for the LOA accompanied by appropriate supporting documentation. The last date of attendance and return date must be clearly identified on the request.
- The student may not have completed his/her program to be eligible for an LOA.
- The LOA may not extend beyond 180 days.

Multiple LOAs may be granted during any 12-month period beginning with the start of the most recent LOA, provided that the total days of the absence do not exceed 180 days during the student enrollment with Heald College.

Reasons for granting an LOA are limited to:

- Serious and documented student medical problems that significantly impair or interfere with a student's ability to attend school.
- Pregnancy/childbirth
- Military duty
- Death of an immediate family member (typically a parent, child, spouse, domestic partner, aunt, uncle or grandparent).

If a student does not resume classes on or before the approved return date, the student will be withdrawn from his/her program of study.

Note: If a student does not return from an approved LOA, the grace period for Stafford and Direct loans will begin with the last date of attendance. The length of the remaining eligibility of the grace period is contingent upon any portion of the time frame previously used for the LOA.

RE-ENTRY POLICY

A student who was enrolled in a Heald College program within the previous 12 months and withdrew prior to completion of requirements may apply for re-entry by contacting the campus Academic Affairs Department. Re-entry students are subject to the programs, policies, procedures, tuition, and fees outlined in the catalog in effect at the time of re-entry. The Academic Affairs Department evaluates the student's Heald transcript of courses previously completed, or for which previous alternative credit was awarded, to determine whether the content satisfies current course/program requirements. After meeting with a Representative of the Academic Affairs Department and completing a re-entry application, the student must meet with the business office representative to clear any prior financial obligation to the institution. After financial obligations have been cleared, the re-entering student meets with a financial aid advisor. Heald College reserves the right to deny re-entry to any person for any nondiscriminatory reason.

REFUND OF STUDENT FINANCIAL AID

Heald is certified by the U.S. Department of Education as an eligible participant in the Federal Student Financial Aid (SFA) programs established under the Higher Education Act of 1965 (HEA), as amended.

POLICIES AND PROCEDURES

When a student withdraws, Heald must complete two calculations. First, if the student is a Title IV recipient, the institution must determine how much federal grant and loan assistance the student has earned under the Federal Return of Title IV Funds Policy. Second, the institution must determine how much of the tuition and fees it is eligible to retain using the institutional refund policy.

If the student or parent, (in the case of a PLUS loan) is eligible for additional funds at the time of withdrawal, the student may receive additional student financial aid (SFA) funds. If the student received more SFA funds than he or she earned under the Federal Return of Title IV Funds Policy, the institution, and in some cases the student, is required to return the unearned funds to the federal program(s) or lender, as applicable.

Any unpaid balance of tuition and fees that remains after calculating the institutional refund policy and applying the amount of SFA funds earned based on the Federal Return of Title IV Funds Policy must be paid by the student to Heald.

RETURN OF TITLE IV FUNDS

Heald will perform a pro-rata refund calculation unless the student has cancelled his/her enrollment or withdrawn and received a full refund under the provisions previously stated. Under a pro-rata refund calculation, Heald is entitled to retain only the percentage of institutional charges (tuition and refundable fees) proportional to the period of enrollment completed by the student. The period of enrollment completed by the student is calculated by dividing the total number of days in the period of enrollment into the number of days completed in that period (as of the last documented date of attendance). The percentage of days attended is rounded up to the nearest .1% and multiplied by the institutional charges for the period of enrollment. A reasonable administrative fee not to exceed \$100 or 5% of the total institutional charges, whichever is less, will be excluded from the institutional charges used to calculate the pro-rata refund.

The percentage of days attended indicates the percentage of aid earned by the student and therefore the school. This percentage is calculated against the Title IV aid that was disbursed or could have been disbursed (if the student was eligible at the time of withdrawal) to determine the amount of aid earned by the student and the amount of aid, if any, is due back to the fund source (i.e. Pell Grant or Stafford Loan). In some cases the student may be eligible for a post-withdrawal disbursement of aid. The financial aid office will communicate with the student to determine the appropriate disbursement criteria. In other cases the return of Federal and/or state aid and refund calculation of tuition may create a balance of tuition due. This balance will be due and payable by the student.

REFUNDS

Any monies due back to Title IV funds, state grants or the student will be refunded within 45 days of the date of cancellation or withdrawal. Heald must return Title IV funds to the programs from which the student received aid during the enrollment period, in the following order, up to the net amount disbursed from each source:

1. Unsubsidized Federal Stafford Loans
2. Subsidized Federal Stafford Loans
3. Unsubsidized Direct Stafford Loans (other than PLUS loans)
4. Subsidized Direct Stafford Loans
5. Federal PLUS Loans
6. Direct PLUS Loans
7. Federal Pell Grants for which a return of funds is required
8. Academic Competitiveness Grants for which a return of funds is required
9. Federal Supplemental Educational Opportunity Grants (FSEOG) for which a return of funds is required
10. Other Federal programs governed under Title IV regulations

RE-ADMIT POLICY

A student who was enrolled previously in a Heald college program, who has been out of school longer than 12 months and who withdrew prior to completion of requirement, may apply for re-enrollment by contacting the campus admissions department. Re-admitted students are subject to the programs, policies, procedures, tuition, and fees outlined in the catalog in effect at the time of re-enrollment. Re-admitted students may be asked to sit for the current entrance examination for course placement purposes. After meeting with an admissions advisor and completing the Enrollment Agreement for re-admission, the student meets with a Representative of the Academic Affairs Department for a Heald transcript evaluation of courses completed to determine whether course content satisfies current course/program requirements. Before a re-admit will be approved, the student must meet with a financial aid advisor and business office representative to clear any prior financial obligation to the institution. The re-admitted student must meet with a financial aid advisor to complete the enrollment process. Heald College reserves the right to deny re-enrollment to any person for any nondiscriminatory reason.

GRADE FORGIVENESS POLICY

If a student is applying for re-enrollment and five or more years have elapsed since the student last attended classes at Heald College, the student may petition the Academic Affairs Department in writing to have all former grades removed from the cumulative grade point average (CGPA). If granted, all former grades remain on the student's official transcript but are not calculated in the CGPA. A student may petition for this grade forgiveness only once.

ACADEMIC CALENDAR

{QUARTER SCHEDULE}

JANUARY QUARTER	2011	2012	2013
Orientation	January 13, 2011	January 19, 2012	January 17, 2013
Martin Luther King – Holiday	January 17, 2011	January 16, 2012	January 21, 2013
First Day of Instruction	January 18, 2011	January 23, 2012	January 22, 2013
Last Day to Add/Drop a Class	January 21, 2011	January 27, 2012	January 25, 2013
President's Day – Holiday	February 21, 2011	February 20, 2012	February 18, 2013
Last Day to Drop Class without Failing Grade	February 25, 2011	March 2, 2012	March 1, 2013
Final Exams	March 28-April 3, 2011	April 2-8, 2012	April 1-7, 2013
Last Day of Instruction	April 3, 2011	April 8, 2012	April 7, 2013
Quarter Break	April 4-17, 2011	April 9-20, 2012	April 8-19, 2013
APRIL QUARTER	2011	2012	2013
Orientation	April 14, 2011	April 19, 2012	April 18, 2013
First Day of Instruction	April 18, 2011	April 23, 2012	April 22, 2013
Last Day to Add/Drop a Class	April 22, 2011	April 27, 2012	April 26, 2013
Last Day to Drop Class without Failing Grade	May 27, 2011	June 1, 2012	May 31, 2013
Memorial Day – Holiday	May 30, 2011	May 28, 2012	May 27, 2013
Kamehameha Day*	June 10, 2011*	June 11, 2012*	June 11, 2013*
Final Exams	June 27-July 3, 2011	July 2-8, 2012	July 1-7, 2013
Independence Day - Holiday	July 4, 2011	July 4, 2012	July 4, 2013
Last Day of Instruction	July 3, 2011	July 8, 2012	July 7, 2013
Quarter Break	July 4-17, 2011	July 9-20, 2012	July 8-19, 2013
JULY QUARTER	2011	2012	2013
Orientation	July 14, 2011	July 19, 2012	July 18, 2013
First Day of Instruction	July 18, 2011	July 23, 2012	July 22, 2013
Last Day to Add/Drop a Class	July 22, 2011	July 27, 2012	July 26, 2013
Statehood Day*	August 19, 2011*	August 17, 2012*	August 16, 2013*
Last Day to Drop Class without Failing Grade	August 26, 2011	August 31, 2012	August 30, 2013
Labor Day - Holiday	September 5, 2011	September 3, 2012	September 2, 2013
Final Exams	September 26-October 2, 2011	October 1-7, 2012	September 30-October 6, 2013
Last Day of Instruction	October 2, 2011	October 7, 2012	October 6, 2013
Quarter Break	October 3-16, 2011	October 8-19, 2012	October 7-18, 2013
OCTOBER QUARTER	2011	2012	2013
Orientation	October 13, 2011	October 18, 2012	October 17, 2013
First Day of Instruction	October 17, 2011	October 22, 2012	October 21, 2013
Last Day to Add/Drop a Class	October 21, 2011	October 26, 2012	October 25, 2013
Veterans Day – Holiday	November 11, 2011	November 12, 2012	November 12, 2013
Last Day to Drop Class without Failing Grade	November 28, 2011	November 30, 2012	December 2, 2013
Thanksgiving - Holiday	November 24-27, 2011	November 22-25, 2012	November 28-December 1, 2013
Winter Break – No Classes	December 19-January 2, 2012	December 23-January 1, 2013	December 23-January 1, 2014
Classes Resume	January 3, 2012	January 2, 2013	January 2, 2014
Final Exams	January 9-15, 2012	January 7-13, 2013	January 6-12, 2014
Last Day of Instruction	January 15, 2012	January 13, 2013	January 12, 2014
Quarter Break	January 16-22, 2012	January 14-18, 2013	January 13-17, 2014

*Honolulu Campus Only

ACADEMIC CALENDAR

{FOR STUDENTS STARTING MID-QUARTER ONLY}

JANUARY QUARTER	2011	2012	2013
Orientation	February 17, 2011	February 23, 2012	February 21, 2013
President's Day - Holiday	February 21, 2011	February 20, 2012	February 18, 2013
First Day of Instruction	February 22, 2011	February 27, 2012	February 25, 2013
Last Day to Add/Drop a Class	February 23, 2011	February 28, 2012	February 26, 2013
Last Day to Drop Class without Failing Grade	March 11, 2011	March 16, 2012	March 15, 2013
Final Exams	March 28 -April 3, 2011	April 2-8, 2012	April 1-7, 2013
Last Day of Instruction	April 3, 2011	April 8, 2012	April 7, 2013
Quarter Break	April 4-15, 2011	April 9-20, 2012	April 8-19, 2013
APRIL QUARTER	2011	2012	2013
Orientation	May 19, 2011	May 24, 2012	May 23, 2013
First Day of Instruction	May 23, 2011	May 29, 2012	May 28, 2013
Last Day to Add/Drop a Class	May 24, 2011	May 30, 2012	May 29, 2013
Memorial Day - Holiday	May 30, 2011	May 28, 2012	May 27, 2013
Last Day to Drop Class without Failing Grade	June 10, 2011	June 15, 2012	June 14, 2013
Kamehameha Day*	June 10, 2011*	June 11, 2012*	June 11, 2013*
Final Exams	June 27-July 3, 2011	July 2-8, 2012	July 1-7, 2013
Last Day of Instruction	July 3, 2011	July 8, 2012	July 7, 2013
Independence Day - Holiday	July 4, 2011	July 4, 2012	July 4, 2013
Quarter Break	July 4 -15, 2011	July 19-20, 2012	July 8-19, 2013
JULY QUARTER	2011	2012	2013
Orientation	August 18, 2011	August 23, 2012	August 22, 2013
Statehood Day*	August 19, 2011*	August 17, 2012*	August 16, 2013*
First Day of Instruction	August 22, 2011	August 27, 2012	August 26, 2013
Last Day to Add/Drop a Class	August 23, 2011	August 28, 2012	August 27, 2013
Labor Day – Holiday	September 5, 2011	September 3, 2012	September 2, 2013
Last Day to Drop Class without Failing Grade	September 9, 2011	September 14, 2012	September 13, 2013
Final Exams	September 26-October 2, 2011	October 1-7, 2012	September 30-October 6, 2013
Last Day of Instruction	October 2, 2011	October 7, 2012	October 6, 2013
Quarter Break	October 3 -14, 2011	October 8-19, 2012	October 7-18, 2013
OCTOBER QUARTER	2011	2012	2013
Orientation	November 17, 2011	November 21, 2012	November 21, 2013
First Day of Instruction	November 21, 2011	November 26, 2012	November 25, 2013
Last Day to Add/Drop a Class	November 22, 2011	November 27, 2012	November 26, 2013
Thanksgiving - Holiday	November 24-27, 2011	November 22-25, 2012	November 28-December 1, 2013
Last Day to Drop Class without Failing Grade	December 9, 2011	December 14, 2012	December 13, 2013
Winter Break – No Classes	December 19-January 2, 2012	December 23-January 1, 2013	December 23-January 1, 2014
Classes Resume	January 3, 2012	January 2, 2013	January 2, 2014
Final Exams	January 9-15, 2012	January 7-13, 2013	January 6-12, 2014
Last Day of Instruction	January 15, 2012	January 13, 2013	January 12, 2014
Quarter Break	January 16 -20, 2012	January 14-18, 2013	January 13-17, 2014

*Honolulu Campus Only



Modesto Campus



Rancho Cordova Campus



Roseville Campus



Salinas Campus



San Francisco Campus



San Jose Campus



Stockton Campus



Portland Campus



Honolulu Campus

Heald College

Healthcare Business Legal Technology

CALIFORNIA OREGON HAWAII



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