



**Community Technology Center
Schedule of Classes
2010 -2011 Year**



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Thank you for your interest in attending Urban Ed, Inc.'s Community Technology Center (CTC). We are glad you are on a path of change and prosperity and we look forward to helping you achieve your goals. Our primary focus is within the business and technology field. We offer classes and workshops to help you gain the latest skills in IT which will prepare you for the ever changing workforce.

During our 2010 -2011 year we will offer the following:

- IT Help Desk Technician Apprenticeship
- Business Essentials Training
- Teen TechnoAcademy
- Children's Summer TechnoCamp

IT Help Desk Technician Apprenticeship

This course is designed for those interested in entering the Tier 1 help desk profession. An in-depth review of the entire help desk function, roles, responsibilities, and how to be effective and efficient as a technician will be delivered. This course includes both real-time instruction (RTI) and on-the-job training (OJT) immersing participants to ensure they gain a full understanding of both computer support theory and practical applications of troubleshooting tools. Those with a strong interest in computer repair, help desk jobs and computer system administration should apply. This course does provide a small stipend. Those that complete the course will be prepared for and qualify to sit for the following IT certification exams:

- A+ IT Technician
- MCDST (retiring after Jun 2011)
- HDI-CSR
- MCITP – Windows 7

Passing these exams also provides participants with their MCP certification and counts toward the MCSA or MCSE Microsoft certifications.

Course Offered: Winter Term 2011 (Feb 2011)

Duration: ~22 weeks

Course Times: Mon – Fri, 9:00 am – 4:00 pm

Business Essentials Training

This course takes job readiness to a whole new level providing participants with comprehensive preparation for office and professional careers. A broad array of content is offered that includes career planning, personal development

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in areas such as stress and time management, literacy enhancements through business writing and public speaking and ending with more technical training in Microsoft applications and effective admin support. Participants completing this course will be well prepared for careers in business and professional settings such as law offices, local government agencies and private and non-profit corporations. This course has a blended approach packed with simulations to prepare participants for the real-world workplace.

Course Offered: Spring (Jun 2011), Summer (Aug 2011) and Fall Terms (Oct 2011)

Duration: 8 weeks

Course Times: Mon – Fri, 9:00 am – 12 pm

Mon – Fri, 1 pm – 4 pm

Teen TechnoAcademy

This special Academy provides one-on-one and group developmental sessions to teens still in or that have dropped out of DC Public/Charter Schools or youth in need of supervision under the courts or other DC agencies. The trainings provide academic support via web-based tutoring, youth development support via creative sessions and workshops and schools to career job training to help youth prepare for the business and technically demanding job market. For more info or to enroll your teen, contact us or visit www.urbaned.org.

Course Offered: Winter Term 2010 thru school year

Winter Term 2011 thru school year

Duration: School Calendar Year, including the summer

Course Times: Tue - Fri between 3:30 – 8:00 pm

Children's Lil Bitties TechnoCamp

This is a special computer academy designed for children ages 5-7. A unique approach to bridging the achievement gap this program is proven to help disadvantaged children excel in school by using technology to teach the subjects of Language Arts, Reading, Math, Arts and Computer Science. Urban Ed has developed a technology-based curriculum aligned with DCPS and other national school standards. If your child likes computers and you would like to see them get ahead in school then this program is a perfect fit. For more info or to enroll your child, contact us or visit www.urbaned.org.

Course Offered: Summer Term 2010 (Jul 7 – Aug 13, 2010)

Summer Term 2011 (Jul 6 – Aug 5, 2011)

Duration: 5-6 weeks

Course Times: Mon – Fri, 9:00 am – 3:00 pm (2010)

Mon – Fri, 9:30 am – 1:30 pm (2011)



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Course Terms:

- ✓ **Fall** – Oct - Dec
- ✓ **Winter** – Jan - Mar
- ✓ **Spring** – Apr - Jun
- ✓ **Summer** – Jul - Sep

Tuition and Fees: Tuition and fees with Urban Ed generally includes textbooks, training materials, access to e-learning (when available), certification exams and lab fees. Scholarships are available to those that qualify and an application must be completed to be eligible. The following fee schedule applies for the 2010-2011 year:

- \$30,500 IT Help Desk Technician Apprenticeship (5 Certifications)
- \$4,800 Business Essentials
- \$35 per child for Summer Camp
- Special training programs (check with Enrollment Specialist)

Testing: Urban Ed is an authorized testing center to administer Microsoft® Business Certification exams and other Certiport exams such as Adobe, IC3, QuickBooks, Microsoft Technology Associate (MTA), CompTIA's Strata and Autodesk. We are a CompTIA Authorized Technology Academy partner in which access to special programs and exam rates are available for those studying to become an IT tech.

Exam Prep and Vouchers: We provide any student enrolled access to exam preparation software and a certified technician to help mentor them on key exam concepts. The cost is included in your tuition and fees. We also include one exam voucher free to take any exam of choice to students. Thereafter, students can purchase discounted exams from us which generally are half the listed price ranging from \$85 - \$200 depending on the type of certification and the number of exams required for a certification designation.

Other Benefits of our Programs:

- State of the art lab with the latest technology
- Free Lab Use to check emails, do research, apply for jobs
- Free access to 24-hours of e-learning for independent self-study (based on program enrolled in, need and for those that qualify)
- Free business email accounts
- Free access to a Job Coach to help identify jobs and career options
- Free take-home computer systems for those in need (based on supply)
- Placement assistance and referrals to partner employers

Course Schedule

Please see the attached schedule or the program course Syllabus for the specific dates and times of our courses. Note that these are subject to change at any time. Also check our website as it is updated often.

Enrollment

All potential candidates for our courses and workshops must apply. Our application can be found on our website at www.urbaned.org, requested via mail or completed in our offices by appointment only. Interested candidates are required to interview with an enrollment specialist or program manager and complete a brief assessment test in addition to completing the application. Those accepted into the program will be notified in writing. Please DO NOT assume that by submitting an application that you have been accepted into our programs. You must receive some type of communication from Urban Ed to be enrolled..

With certified instructors, small class sizes and people who genuinely care about your future and personal stability, you can be assured that we will do all we can to help you become successful. We hope you will apply and become a part of the Urban Ed family!

Course Schedules 2010 - 2011

Date	Course
Oct 1, 2010	<ul style="list-style-type: none"> • Teen TechnoAcademy – Open Enrollment • IT Help Desk Tech Apprenticeship – Open Enrollment
Nov 5, 2010	<ul style="list-style-type: none"> • Teen TechoAcademy – Program Begins <i>Chicken & Cupcakes Orientation Meeting @ 4 pm</i>
Dec 2010	<ul style="list-style-type: none"> • Teen TechoAcademy
Jan 2011	<ul style="list-style-type: none"> • Teen TechoAcademy • IT Apprenticeship Interviews
Feb 21, 2011	<ul style="list-style-type: none"> • IT Apprenticeship Program Begins <i>Student Orientation @ 9 am</i>
Mar 2011	<ul style="list-style-type: none"> • Teen TechoAcademy • IT Apprenticeship
Apr 2011	<ul style="list-style-type: none"> • Teen TechoAcademy • IT Apprenticeship
May 2011	<ul style="list-style-type: none"> • Teen TechoAcademy • IT Apprenticeship
Jun 2011	<ul style="list-style-type: none"> • Teen TechoAcademy – Summer Prep Begins • IT Apprenticeship • Business Essentials Program Begins • Lil Bitties – Open Enrollment
Jul 2011	<ul style="list-style-type: none"> • Teen TechoAcademy – Summer Academy • Business Essentials • Lil Bitties Program Begins
Aug 2011	<ul style="list-style-type: none"> • Teen TechoAcademy – Summer Academy • Business Essentials • Lil Bitties Program Begins • Business Essentials Open Enrollment – Fall 2012 Term
Sep 2011	<ul style="list-style-type: none"> • Teen TechoAcademy • Business Essentials

Course Schedule 2011-2012 *(Planned, subject to change)*

Date	Course
Oct 1, 2011	<ul style="list-style-type: none"> • Teen TechnoAcademy – Open Enrollment • IT Help Desk Tech Apprenticeship – Open Enrollment • Business Essentials Program Begins (Fall Term)
Nov 2011	<ul style="list-style-type: none"> • Teen TechnoAcademy – Year Round Program Begins • Business Essentials
Dec 2011	<ul style="list-style-type: none"> • Teen TechnoAcademy • Business Essentials • IT Apprenticeship Interviews
Jan 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy • IT Help Desk Tech Apprenticeship Begins • Business Essentials Program Begins (Winter Term)
Feb 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy • Business Essentials • IT Apprenticeship
Mar 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy • IT Apprenticeship • Business Essentials
Apr 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy • IT Apprenticeship • Business Essentials Program Begins (Spring Term)
May 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy • IT Apprenticeship • Business Essentials
Jun 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy – Summer Prep Begins • IT Apprenticeship • Business Essentials • Lil Bitties – Open Enrollment
Jul 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy – Summer Academy • Lil Bitties Program Begins
Aug 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy – Summer Academy • Lil Bitties Program
Sep 2012	<ul style="list-style-type: none"> • Teen TechnoAcademy – Year Round Program Begins • Business Essentials Open Enrollment – Fall 2013 Term