
2017 COURSE CATALOG



Byte Back improves economic opportunity by providing computer training and career preparation to underserved Washington, DC metro area residents.

Through free computer and advanced IT certification classes, Byte Back helps graduates gain invaluable skills, experience higher rates of self-confidence, and launch successful new careers. Byte Back's programs have provided a pathway to technology skill development and fulfilling living-wage careers for thousands of individuals who have struggled with underemployment, unemployment, and poverty.

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Byte Back is a 501(c)(3) nonprofit and licensed postsecondary educational institution.

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Staff

Elizabeth Lindsey, Executive Director

Monique Riviere, Chief Program Officer

Reginald Ray, Director of Operations

Isel Perez-Castellanos, Director of Finance

Ellen Bredt, Training Manager

Danny Brown, Computer Literacy Instructor

Leonel De Leon, Computer Literacy Instructor

Cherise Graves, Administrative Assistant

Yasheeca Green, Certification Instructor

Jasmine Hillyer, Career Coach

Catherine Hoisington, Data Coordinator

Andrew Quilpa, Certification Instructor

Yvette Scorse, Communications Director

Bock Szymkowicz, Career Development Coordinator

Christopher Wallace, Development Manager

Chris Miller, Communications & Development Associate

Derrick Washington, Career Services Manager

Amanda Young, Training Program Assistant

POLICIES & PROCEDURES

Registration Policy: Students may register by simply calling or coming into Byte Back during regular business hours: 9 a.m.-5 p.m., Monday through Friday during a time when registration is open. If students call or come in when registration is closed, they are placed on a prospective student list and will receive a call, email, or text, notifying them when registration is open. Registration is open anywhere from 3-4 weeks before the first day of class at Byte Back and training partner sites.

In order to complete the enrollment process, students must show up for registration with the following:

- be present for a registration session to fill out the application
- sign the student contract
- provide proof of residence
- sign the media release letter
- provide other eligibility documents as requested

Due to limited capacity for each class, some students may be placed on the class waitlist. If there are any available slots left after registration, the students on the waitlist are called and notified immediately.

Tuition and Scholarships: We do not charge student fees for classes due to funding from local government and corporations.

Credit from Previous Studies: Students who have already learned the material for a certain class, either through study elsewhere, or through work/life experience, may test out of that class and move on to the next class, provided that they pass the placement test.

Placement Assistance: Our staff is available during regular business hours to assist students in deciding which class or program would be right for them.

Tutoring and Resume Support: Byte Back regularly provides free tutoring and assistance with computer skills, resumes, and cover letters. Students should ask their instructor or a Byte Back staff member about upcoming dates and RSVP in advance to ensure there will be a tutor available.

Individual Support: Students in our certification classes who are preparing for specialized IT careers can contact our career development specialist for more individualized support with professional attire, resume editing, pitch preparation, or other employment services.

Attendance Policy: In order to complete a class, students must attend a minimum number of sessions. This minimum differs from class to class. Students who have more than the allowed number of absences from class will not receive a complete grade, be allowed to sit for the final exam, or receive a Byte Back certificate. Students should refer to the student handbook or ask their instructor how many absences are allowed for each class. If for any reason students miss class, they must make up missed work by arrangements with their instructor, but this does not remove the absence from the attendance record. We welcome students to re-enroll at a later date if necessary so that they may master all the course material.

Tardiness Policy: All students must be prepared to begin class on time. Instructors will record late arrivals. If a student is more than 15 minutes late, the student will be marked as late. Two late arrivals (tardy) equal one absence. Tardy is defined as 15 minutes late or leaving more than 15 minutes before class ends.

Evaluation and Grading: Byte Back evaluates students in several ways:

- through assessments to place students in the appropriate course level
- through informal assessments to ensure individualized learning experiences during class
- through technical skills assessments to determine if students have mastered material to receive a passing grade
- through assessments of professional and soft skills
- through practice exams for certification preparation

Byte Back believes in “learning through doing.” Courses focus on the real-world application of computer skills. Much of each class session will be comprised of learning a new skill and then using that skill to work on a practical task. Formal and informal assessments help instructors and students evaluate strengths and weaknesses throughout the course. Some tests and projects may be graded to determine whether students receive a grade of Pass or Did Not Pass. In certification classes, passing the certification exam counts for all of a passing grade. Students need to receive a certain score on practice exams before receiving a voucher to take a certification exam.

Evaluation is a critical component of appropriate class placement. Before registering for a class, students must pass the corresponding placement test or receive a grade of Pass in the prerequisite course. Byte Back instructors and staff may recommend or require the moving of students who need, in staff opinion, to move to a more or less advanced course. Students who do not finish the class with a satisfactory grade may take it again.

The application process for advanced classes may include interviews, essays, literacy and math testing, and collection of required documents. In advanced classes, students are evaluated on professional skills.

Progress Reports and Transcripts: Byte Back does not typically distribute progress reports for digital literacy courses due to the fact that most of our courses are very short. If students wish to know how they are doing, they may simply ask their instructor. However, certification students do have progress meetings with instructors partway through the class. Completion and passing records are available upon request.

STUDENT CONDUCT

Attire: Byte Back strives to maintain a professional environment where students can comfortably learn and prepare for career advancement. Appropriate attire excludes overalls, flip-flops or similar flat sandals, athletic clothing (including shoes and hats), leggings, cropped tops, tank tops, and camisole tops without appropriate layering. In general, all students should wear clean, neatly pressed clothing appropriate to an office environment and should be sure to take care of personal daily hygiene.

Students in certification courses may be required to wear professional attire as part of class participation in job readiness training. For these purposes, professional attire includes skirt or pantsuits, dress pants, dress shirts, dress shoes, ties, and any necessary accessories (such as bags and padfolios). Students who do not have appropriate attire and cannot afford to buy it can be referred to partner organizations that provide appropriate professional clothing.

Smoking: Byte Back promotes a smoke-free learning environment. Smoking is prohibited inside Byte Back buildings, and is only permitted in designated areas outside of the buildings.

Drugs and Alcohol: Byte Back prohibits the unlawful use, possession, dispensation, sale, manufacture, or distribution of any controlled substance or drugs in the workplace. We prohibit the use of alcohol by students on the premises. Byte Back maintains a no-tolerance policy of being under the influence of alcohol or a controlled substance during class or lab time. Such abuse will result in expulsion from the building.

Email and Internet Use: In accordance with Byte Back's Unlawful Harassment policy, computers at Byte Back or any of its partner sites are not to be used to create or access any offensive or disruptive messages or web sites. Among those which are considered offensive are any messages or web sites which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, and national origin or disability. Byte Back reserves the right to bar access to these and other web sites without prior notice. We also reserve and may exercise the right to review, audit, intercept, access and disclose all messages created, received, or sent over the Internet for any legal purpose. The confidentiality of any message should not be assumed. Any student or employee who discovers a violation of this policy must notify Byte Back management. Any violations of policy or unauthorized use of the Internet may result in disciplinary action, up to and including permanent removal from the school.

Fraudulent or Dishonest Conduct: Byte Back will investigate any possible fraudulent or dishonest use or misuse of our resources or property by students. Anyone found to have engaged in fraudulent or dishonest conduct is subject to disciplinary action up to and including permanent expulsion from the school and civil or criminal prosecution when warranted. Examples of such conduct include, but are not limited to: forgery or alteration of documents; unauthorized alteration or manipulation of computer files; misappropriation or misuse of Byte Back's resources, such as funds, supplies, or other assets.

Inappropriate Conduct: Although it is impossible to anticipate in advance every possible kind of misconduct that would be of concern to Byte Back that could lead to suspension from class or expulsion from the school, the following conduct is prohibited and will not be tolerated. This list of inappropriate conduct is illustrative only and is not intended to be exhaustive:

- Violation of any of the policies concerning student conduct.
- Conduct, including speech that physically harms or threatens others or that is abusive or disrespectful of Byte Back employees, students, volunteers, or other persons involved with Byte Back.
- Failure to be honest in one's communications with Byte Back, and/or falsifying records or other documents.
- Theft or misappropriation of property owned by Byte Back, a staff member, a student, or anyone else who has property that a student may come into contact through Byte Back.

Grievance Policy: If students have an issue with an instructor or a fellow student, here are the steps to report it. When raising the issue, they must:

1. Talk to their instructor. Email or talk to the instructor after class or during if there is a time when he or she can speak privately.

- a. Approach the instructor and ask for a time to talk.
- b. Share the details of the issue: Who, what, when, where, why and general timeline.
- c. What does the student want to get out of this process?

2. If the issue is not responded to within 5 business days, student may contact the Training Manager.

- a. A response may be "We have received your response and it is being looked into."
- b. A response may be "We have received your response and this is the proposed solution."

3. If no satisfactory response is received from the Training Manager within another 5 business days, please email the Chief Program Officer, Monique Riviere at mriviere@byteback.org. She will conduct an investigation and log the complaint into the student's file and staff member's file.

Suggestions: Byte Back encourages students to offer suggestions and ideas about how to improve Byte Back. We believe that our students are the best sources of knowledge about how to improve our process, procedures, programs, and facilities. If students have a suggestion, they should feel free to contact their instructor, include it their end of class surveys, or bring the matter to the attention of the executive director or chief program officer. Appointments are preferred, but not required.

Facilities: Byte Back's headquarters is located at 899 North Capitol Street NE, Suite 850. It's three blocks north of Union Station, on the eight floor. There is access to the metro, trains, and buses nearby. Our headquarters is over 6,000 square feet, including four classrooms, offices, and a video production studio.

During regular office hours, Monday through Friday, 9 a.m.-5 p.m., prospective students or students may come in, without an appointment, to obtain information. Byte Back partners with government agencies and nonprofit organizations all over the Washington, DC area to offer classes at their facilities.

Equal Education Opportunity Policy: Byte Back does not discriminate on the basis of race, color, religion, national origin, gender or gender identity, sex (including pregnancy), age, disability, genetic information, marital status, sexual orientation, veteran status, or any other status protected by applicable federal, state, or local laws, in administration of its educational policies, admissions policies, or other Byte Back-administered programs.

Students or applicants who feel that this policy has been violated, may report incidents in writing to the Chief Program Officer without fear of reprisal or retaliation. Byte Back will not retaliate against anyone who file reports of discrimination.

Accreditation: Byte Back is licensed as a postsecondary, non-degree educational institution by the D.C. Educational Licensure Commission. We are not an accredited school.

COURSES OFFERED

Students may enter each program based upon their individual skill level. Beginners may progress from one level to the next, while students with previous experience or relevant education may test out of beginning and/or intermediate courses. With well-paced lessons, high instructor engagement and years of experience, Byte Back's courses change hundreds of lives annually.

BEGINNER & INTERMEDIATE COURSES

PC FOR BEGINNERS (PCB)

Start at the beginning and learn how to use computers in daily life, with confidence. Learn the basics of mouse control and typing on a computer keyboard, then move on to managing files and folders, formatting text and searching the internet. Open an email account and learn how to apply for jobs and send your resume online.

Prerequisite: None. Duration: 24 hours. Tuition: \$880.00.

OFFICE TRACK

Move beyond the basics of using a computer and start building a professional skillset. In Byte Back's Office Track class, use Microsoft Office programs to enhance productivity at work and at home. Create professional looking letters and resumes in Microsoft Word, a simple budget in Excel, appointments and tasks in Outlook, and a slide show in PowerPoint. Upon passing the Office Track course, receive a certificate, attend graduation and explore certification options such as Microsoft Office Specialist in Excel or Outlook, or CompTIA IT Fundamentals and A+.

Prerequisite: Must pass entrance assessment on beginner computer, internet, and email skills. Duration: 48 hours. Tuition: \$1,760.00.

PC FOR BEGINNERS AND OFFICE TRACK IN SPANISH

These courses cover the same content as the English courses, but with materials in Spanish. Key vocabulary and common computer applications are taught in English and Spanish so that students can navigate computers regardless of language settings. Students learn about online resources available to Spanish-speakers who live in the DC metropolitan area, such as those offered by DC government agencies and other educational and human services institutions in the city. *Prerequisites, duration, and tuition are the same as PCB and Office Track above.*

ADVANCED CERTIFICATION COURSES

CompTIA IT FUNDAMENTALS CERTIFICATION TRAINING

This is a foundational course for persons either pursuing a career in information technology or merely rounding out their professional skillset. A CompTIA certified job seeker will get the attention of some of the best tech employers. This certification is a good lead-in to entry level certification programs throughout the IT industry such as CompTIA A+ or Microsoft Technology Associate (MTA). *Prerequisite: Passing Byte Back's Office Track course or equivalent coursework or experience. Duration: 96 hours. Tuition: \$3,813. Materials: \$60. Examination: \$127*

MICROSOFT OFFICE SPECIALIST TRAINING

Earning a Microsoft Office Specialist certification can help you differentiate yourself in the competitive job market by broadening your employment opportunities and displaying your advanced skills, and may result in higher earning potential. For employers, the certification provides skill-verification tools that not only help assess a person's skills in using Microsoft Office programs but also to determine their ability to quickly complete on-the-job tasks across multiple programs in the Microsoft Office system.

MICROSOFT OFFICE SPECIALIST IN EXCEL (MOS EXCEL) TRAINING

The Microsoft Office Specialist (MOS) certification in Excel is an industry-recognized credential which stands out on any resume. Objectives including reference data in formulas, summarizing data using a formula and subtotals, look up data using a formula, use conditional logic in a formula, create and format charts, sort and filter data, protect and share workbooks, and prepare workbooks for distribution. The course includes in class projects to help students master the material as well as the practice test. Students receive instruction daily and have access to video tutorials, practice worksheet exercises, simulation testing and tutors. Students must score 90% or above on practice test in order to get a voucher to take the certification exam. One exam 77-882 is necessary to be MOS-Excel certified. *Prerequisite: Passing Byte Back's Office Track course or equivalent coursework or experience. Duration: 96 course hours. Tuition: \$3,865.00. Examination: \$75 plus a \$60 proctor fee.*

MICROSOFT OFFICE SPECIALIST IN OUTLOOK (MOS OUTLOOK) TRAINING

To become proficient in Microsoft Outlook is to become more effective in the workplace and more useful to employers. Students at Byte Back learn to format and manage professional email messages, to manage and share Microsoft Outlook calendars and appointments, to manage contacts and lists and to customize the application environment. In the Microsoft Office Specialist (MOS) Outlook certification course, Byte

Back provides coaching and exam vouchers. Success in this course requires comfort with Microsoft Office products and the internet. Students must score 90% or above on practice test in order to get a voucher to take the certification exam. One exam 77-884 is necessary to be MOS-Outlook certified. *Prerequisite: Passing Byte Back's Office Track course or equivalent coursework or experience. Duration: 72 course hours. Tuition \$3,865.00. Examination: \$75 plus a \$60 proctor fee.*

HDI CUSTOMER SERVICE REPRESENTATIVE CERTIFICATION TRAINING

This certification verifies that business support professionals are knowledgeable in the skills and techniques required to provide exceptional customer service and support in both support center and call center environments. It ensures they understand how to assess customer needs while exceeding their expectations. To receive your certification, you must pass the certification test which will be given at the end of the course.

Prerequisite: Passing Byte Back's Office Track course or equivalent coursework or experience and pursuing a career in administrative or business support. Duration: 15 hours. Tuition: \$295. Examination: \$145 (Future course offering)

HDI DESKTOP SUPPORT TECHNICIAN CERTIFICATION TRAINING

This class will supplement the technical knowledge you are learning with the necessary soft skills required in IT user support. The Help Desk Institute (HDI) Desktop Support Technician Certification is an IT industry recognized credential, proving ability in handling customers in person/over the phone/through e-mail, addressing upset customers, an understanding of call center logistics/procedures, and management. To receive your certification, you must pass the certification test which will be given at the end of the course. *Prerequisite: Passing Byte Back's Office Track course or equivalent coursework or experience and pursuing a career in IT. Duration: 15 hours. Tuition: \$521. Examination: \$145*

CompTIA A+ CERTIFICATION PROGRAM

Phase I: PC Hardware & Networking Fundamentals This course starts off students with a foundation of PC troubleshooting and safety issues, how to install components, understand BIOS, memory, and hard disk partitioning. The course also covers networking fundamentals: components of a network, a network operating system, network architecture and topography, communication conventions, network design, and the software used to manage networks. A final test will be given at the end of the course to determine if you have learned the material. If you score 80% or above on your test you may move up to the next course level; otherwise you must repeat the course or

review the material and retake the test. *Prerequisite: CompTIA IT Fundamentals certification or equivalent coursework or experience. Duration: 30 hours.*

Phase II: CompTIA A+ Certification Preparation Employers trust CompTIA's standards when they seek certified candidates. CompTIA A+ Certification is the industry-wide standard for computer support technicians. This international, vendor-neutral certification proves competence in areas such as hardware and software installation, preventative maintenance, networking, security, and troubleshooting. Byte Back's intensive exam preparation course is a stepping stone to a career in information technology. Courses are geared toward the two certification exams and supported by in-class instruction, tutors, video resources, textbooks and simulation tests. Students may participate in internships through Byte Back. Students will learn about Installation, configuring and troubleshooting of the following: PC hardware (including laptops and mobile devices, and custom configurations, printers, networking components, and operating systems including, operational procedures including safety, environment and customer communications and Security. Students must score 90% or above on practice test in order to get a voucher to take the certification exam. Byte Back is a registered CompTIA Academy Partner and Testing Center. *Prerequisite: CompTIA IT Fundamentals certification or equivalent. Duration: 195 hours. Tuition: \$7,680.00 Materials: \$60. Examinations: \$390 (\$185 each) for 220-901 and 220-902 exams.*