

NATIONAL CENTER FOR URBAN SOLUTIONS, TEC

# NCUS Tec

“Life Works When You Work”

Student Catalog

2020

1808 EAST BROAD STREET COLUMBUS, OH 43203 614.857.1811



## Contents

Content	2
Intro	2
Mission	2
Course Offerings	3
Facilities & Location	3
Administration, Staff, and Faculty	3
Accrediting Agencies	3
Admission Requirements and Procedures	3-4
Transfer Policy	4
Non-Discrimination Policy	4
Student Services	5
Reasonable Accommodations	5
Life Coach & Employment Service	5
English as a Second Language	5
Attendance Policy	6
Student Conduct	6
Dismissal	6
Dismissal Process	6-7
Guidance Services	7
Communications Policy	7
Grievance Policy & Procedure	7
Required Study Time	8
Program/Faculty Changes	8
Required Study Time	8
Changes in Programs/Policies	8
Dropping or Adding Programs/Courses	8
Make Up Standards	8
Graduation Requirements	8
Certification, State, and National	9
Board Exams	9
Transcripts	9
Transfer of Credits to Other Schools	9
Grading System	9-10
Grading Assessment	10
Reinstatement Procedures	10
Leave of Absence	10
Financial Aid Services	10
Refund Policy	10-11
Tuition & Fees	11
Courses	12-20
Microsoft Office Specialist	12-14
Customer Service	15-17
CompTIA A+	17-20

The National Center For Urban Solutions, Tec (hereto in “NCUS Tec”) is an urban Information Technology (IT) training initiative founded to address the digital divide experienced by minority and underserved groups that are underrepresented in IT jobs and related occupations throughout Central Ohio. NCUS Tec is dedicated to providing industry specific certification training and courses that equip and prepare students with in-demand skills for higher wage occupations. Our motto - Life Works When You Work – is grounded in our fundamental believe that credentialed education/training leads employment, and living wage employment leads to ultimate self-sufficiency.

### **Mission**

Our mission to provide “cutting-edge” customized certification training to assist individuals in obtaining employment and achieving economic self-sufficiency

Content for this Catalog was current as of July 1, 2016. NCUS Tec reserves the right to make changes without prior notice. The Catalog is not a contract, but rather it is a guide for the convenience of our students. NCUS Tec reserves the right to change or withdraw courses or eliminate departments or programs, without notice. NCUS Tec also retains the discretion to change fees, registration, graduation and other rules affecting the student body, at any time.



Fanuc Handling & Tool	20-21
AWS Academy Cloud Foundations (ACF)	21- 23
AWS Academy Cloud Architecting	24-27
Instructor Information	28-29

The National Center for Urban Solutions, Tec welcomes you to attend NCUS Tec!

### **Course Offerings**

- Customer Service Management
- Microsoft Office Specialist
- CompTIA A+
- Fanuc Handling & Tool Programming
- Fanuc Handling & Tool
- AWS Academy Cloud Foundations (ACF)
- AWS Academy Cloud Architecting
- Instructor Information

### **Facilities**

NCUS Tec is located at 1808 East Broad Street Columbus, OH 43203. The facility has five classrooms equipped with full computer lab and classroom functionality and settings.

### **Administration, Staff, and Faculty**

Our Institute is proud of its selective staff and faculty members who bring varied educational and career experiences from their perspective fields. It is an added bonus that many are still involved in their profession and contribute firsthand knowledge and skills from today's current work trends. A list of NCUS Tec staff can be provided upon request.

#### **Equipment**

NCUS Tec provides our students with state of the art equipment that will be utilized in their professional careers of choice. Many students' will have the opportunity to work on advanced PC's to increase their knowledge in their perspective career choices.

### **Admission Requirements and Procedures**

Specific admission requirements and procedures are listed below:

1. An applicant must be:
  - A high school graduate or possess a General Education Development (GED) certificate evidence of high school graduation must be presented. Acceptable evidence includes a certified copy of original high school diploma, a copy of a high school transcript indicating date of high school graduation, a copy of DD214 military record indicating the applicant is high school graduate or equivalent, a GED certificate or official notification that a GED has been earned. If applicant is is currently in high School must participate through dual enrollment program.



- At least 18 years of age and demonstrate the ability to benefits from the training by completing pre-admission program testing and evaluations.
2. All applications must complete the required admission documents and submit the necessary fee(s) stated on the Tuition and Fee Schedule.
  3. Applicants must complete an Educational Life Plan with NCUS Tec Life Coach and complete an informal interview.
  4. All applicants are encouraged to visit the facility prior to starting classes.
  5. All classes taught in English. Students must be able to speak, read, and write English fluently. English abilities will be determined through the application process, interview and completion of necessary documents.
  6. Applications for credit for previous education, training, work experience must be completed prior to first day of class for which transfer credit is being determined. Acceptance of credit may require examination to determine if the credit will be accepted by NCUS Tec.
  7. All applicants must complete financial arrangements prior to admission. If applicable, financial aid, government funded application information must be completed prior to first day of class.
  8. All applicants must sign an Enrollment agreement and pay registration fee of \$100.00.
    - Applicants are required to undergo criminal background check before a student can be placed in an internship or take professional licensing, certification or registration exams. Applicants are responsible for asking the requirements prior to enrolling in the program of their choice. Applicants who have prior felony convictions or serious misdemeanors may be denied the opportunity to take professional licensing, certification, or registration exams or may be denied a license or certification to practice in some states even if the exam is taken and successfully completed.

*\*NCUS has open enrollment. Students must complete all necessary steps prior to first day of program classes.*

### **Transfer Policy**

Any student transferring to NCUS Tec from another institution must meet the following criteria for enrollment:

- Submit a transcript from the previous institution or trade school
- Complete and sign all enrollment forms including credit for previous training form
- Demonstrate evidence of competency by passing all administered test
- Take a written test in program curricula if applicable

NCUS Tec will consider awarding credit from accredited postsecondary institutions, various certification exams, and military training experience. When evaluation is made of the student's



transcript credit may be awarded for courses successfully completed with a grade of “C” or better at another accredited postsecondary institution where course and credit values are comparable to those offered by the institute.

### **Policy and Non-Discrimination**

NCUS Tec encourages diversity and welcomes applications from all minority groups. The institute does not discriminate on the basis of race, color, religion, ancestry, national origin, age, non-disqualifying disability, gender, sexual orientation, marital status, or veteran status in the recruitment of students, or in the implementation of its policies, procedures and activities. Information pertaining to an applicant’s disability is voluntary and confidential. Information obtained that includes disclosure of a disability will be used to overcome the effects of conditions that limit the participation of qualified disabled students. If you believe that you have been discriminated against, please promptly notify the Executive Directory.

## **Student Services**

### **Student Rules**

Students admitted to the institute have certain rights and responsibilities which are our student code of professional conduct. The code of conduct provides an environment free from interference in the students learning process.

1. Students have the right to impartial objective evaluation of their academic performance. Each student will be provided in writing, information outlining the method of evaluating the student progress, course goals and objectives, including the grading system by which determines the students pass/fail status.
2. Students will be free from threats of intimidation, harassment, insult or physical aggression.
3. Students are expected to conduct relationships with NCUS Tec staff, consultants, peers and clients with honesty and respect.
4. Students are to comply with directions of staff members who are acting within the scope of their employment, subject to their rights and responsibilities.
5. Students will be notified in writing and explanation all fees and financial responsibilities of attending NCUS Tec.
6. Students are encouraged to be the best student they can be by applying creativity to their learning process to achieve their career goals.
7. Students will have the right to participate in course and instructor evaluation to give constructive criticism of the services provided by NCUS Tec.
8. Students have the responsibility to conduct themselves in a professional manner within the institution, externships, and lab settings, and to abide by the policies and procedures of the career center.

### **Reasonable Accommodations**



Reasonable accommodations will be made on individual basis. It is the responsibility of the persons with disabilities to seek available assistance and to make their needs known at the time of enrollment. Documents supporting the disability must be presented at time of enrollment. All requests should be made to the Executive Director.

### **Life Coach & Employment Service Assistance**

NCUS Tec offers career placement services to all eligible graduates. Any student successfully completing all graduation, certificate of achievement requirements as stated in the “Graduation Requirements” of each program, will have access to the career placement services. The service will include resume writing assistance, job search activities, interviewing skills and one-on-one Life Coaching assistance.

### **English as a Second Language Instruction**

NCUS Tec does not offer English as a Second Language Instruction. Students will be referred to learning institutions that offer this service.

### **Attendance/Tardiness Policy**

NCUS Tec emphasizes the need for all students to attend classes on consistent basis to develop the skills and attitude that is necessary to be successful in today’s competitive job market. The classroom is designed to imitate a work environment and arriving on-time, every day is essential to maintaining employment. Therefore, attendance is critical for skill building at NCUS Tec.

*The Following are our attendance guiding principles:*

1. Students who miss more than 3 days from a program, arrives late more than 3 times will be dismissed from that program for that quarter.
2. Students dismissed due to lack of attendance may be readmitted only at the discretion of the Program Director and the Executive Director. Admission will not occur any sooner than the beginning of the next program session.
3. Students may appeal to the Executive Director if they feel an error has been made in dismissal from the program.

\*Note: Tardiness disrupts the class and is discouraged. Continued excessive tardiness or absences in any class could lead to disciplinary action up to and including expulsion from the institute.

### **Student Conduct**

NCUS Tec will maintain the highest level of academic standards and code of conduct for our students. Today’s competitive job market, professional conduct is mandatory in obtaining the job of choice and retaining that job. NCUS Tec consistently focuses on regular attendance, promptness, honesty and good work ethic. Students will be held accountable for any violation of the student code of conduct while at the career center, on externship or on school property.

### **Dismissal**

NCUS Tec is a professional educational training institute and it is our expectation that all students adhere to our rules and classroom procedures. Our program is designed to prepare our



student's for the competitive workforce, therefore our instructors and staff treats the students like they are employees of a company.

We reserve the right to terminate any student who does not abide by the institute's policies and procedures.

### **Dismissal Process:**

- Step 1: Student is not in compliance with NCUS Tec rules will receive verbal warning
- Step 2: If the behavior continues, the student is issued a written warning
- Step 3: NCUS Tec reserves the right to expel the student from the program at its discretion

The following will result in automatic expulsion without any warning:

- Insubordination
- Fighting
- Threatening physical harm
- Stealing
- Destroying property

### **Guidance Services**

Students are assigned a Life Coach to assist them with personal, educational, financial or career problems during their enrollment at NCUS Tec. The Life Coaches and staff welcome the opportunity to assist our students in identifying and working through the obstacles preventing them from meeting their educational goals.

Students needing additional assistance beyond the scope of our Life Coaching services will be referred to outside counselors or agencies.

### **Communications Policy**

All computer equipment, email accounts, facsimile equipment, and internet access are provided to students at NCUS Tec exclusively for educational activities.

Downloading, viewing, distributing or sending pornographic materials is prohibited. This includes bookmarking any such websites, opening, forwarding, faxing, and voicemail messages. Any communications by students via e-mail, instant messenger, voice mail, or fax that may constitute slander, defamation or may be considered abusive, offensive, harassing, vulgar, obscene or threatening is prohibited. This includes any content referring to sexual comment that would offend someone on the basis of age, race, sex, color, religion, national origin, ancestry, physical challenge sexual orientation or veteran status.

NCUS Tec licenses software to support our educational services. Students are not permitted to copy, removed or install software. Violation is grounds for expulsion from NCUS Tec.

### **Grievance Policy & Procedure**



NCUS Tec students can resolve any questions or concerns by communicating the issue to the appropriate staff. The following steps can help to resolve issues

1. Talk to your instructor or staff member
2. Talk with your Life Coach or Director
3. Talk with the Executive Director
4. Unresolved concerns can be submitted in writing and scheduled to appear in front of a Review Committee
5. Contact the President of NCUS Tec at 614.857.1811
6. If problem is not resolved contact: Ohio State Board of Career Colleges and Schools at 30 East Broad Street, Suite 2481 Columbus, Ohio 43215. 614.466.2752 or 1.877.275.4219.

## **Academic Information**

### **Required Study Time**

Outside study is required to successfully complete the required course assignments. All assignments assigned by classroom instructors must be completed and submitted on time. Students are responsible for reading all study materials issued by their instructor.

### **Changes in Programs/Policies**

NCUS Tec reserves the right, at its discretion, to make reasonable changes in program content, materials, schedules, sequences of courses in programs, or locations in the interest of improving the educational services provided.

### **Dropping or Adding Programs/Courses**

Students may drop or add courses according to the following guidelines:

#### **Dropping Program Courses**

- Students may drop a program/course prior to or during the first week of classes. Dropping a program/course could affect financial aid. Must be notified in writing.
- Students dropping course beyond first week of classes will incur 100% financial responsibility for the course. Reimbursement of fees according to reimbursement schedule.

#### **Adding a program/courses**

- Students may add a course through the first week classes of based on the availability of scheduling by the Institute.

All schedule changes must be documented on a Student Change Form. Failure to do may result in a failing grade. Students who withdraw from their entire program will receive refunds according to the refund policy in this catalog.

### **Make-Up Standards**



Students are encouraged to be in class every day. If the student misses class time, it is their responsibility to learn the material covered and to submit all missed work in compliance with the Institute's and Program guidelines.

### **Graduation Requirements**

In order to graduate, students must:

1. Earn the required total number of clock hours for the program and pass all required courses with minim grades as prescribed in catalog; and
2. Complete all required course work within the timeframe assigned, and'
3. Return all property belonging to NCUS Tec, and:
4. Fulfill all financial obligations to NCUS Tec prior to graduation; unless previous financial arrangements have been made and approved, and;
5. Attend exit interview with assigned Life Coach.

*Note: students who feel prepared to sit for a certification text prior to the actual completion of the program, and who have passed the certification text, will be considered as having successfully completed the program.*

### **Certification, State, & National Board Exams**

Understanding the requirements of Certification, state board, or national board licensing exams is the individual student's responsibility. Certification requirements may change during the course of the program. No student is automatically certified upon program completion. The programs are designed to prepare the student to take the various certification and licensing exams; however, NCUS Tec cannot guarantee students will pass these exams. Our Institute makes a very strong effort to provide accurate, up to date information about dates and fees for exams.

*Note: It is the responsibility of the student to research each certification field to explore GED, background checks and or drug tests are determinations for acceptance or denial to be licensed or certified in that particular field.*

### **Transcripts**

Current or former students may request one free copy of their official transcript by submitting a written request to the Institute with the name and address where the transcript will be mailed. For additional copies, a fee will be charged and must be paid in advance before the request is processed. Transcripts will not be released if student has a past due account with NCUS Tec.

### **Transfer of Credits to other Schools**

NCUS Tec does not accept, nor transfer, credits from and to other institutions

### **Grading System**

Satisfactory Academic Standards



The grading system below is used for all program courses:

100%-90%	A
89%-80%	B
79%-70%	C
69%-60%	D
59%-Below	F
Transfer Credit	TC
Incomplete	I
Withdraw	W

At the end of each program student's grades will be compiled and the student will receive a report card/progress report.

Satisfactory progress will be determined for each student at this time. Students must maintain a 2.0.

TC: Transfer credit. Students transferring from another institution may be eligible for credit for courses they have already taken. A grade of "TC" will be given for transferred courses.

I: Incomplete. This grade will be given if the student does not complete required class work, assignments, and test within the program period.

W: Withdraw. The student is given a "W" if they withdraw during the first 25% off the program term.

### **Grading Assessment**

Student's academic progress in the academic class will be measured according to the standard's set forth in the grading system in this catalog.

### **Reinstatement Procedures**

Student's dismissed from a program due to attendance, academic performance or any other reason, must seek approval from the Executive Director in writing.

### **Leave of Absence**

The Executive Director may grant a leave of absence on a limited basis. If a leave of absence is granted during a program; the student is required to make up the required class work and required materials required for program completion. LOA's must be submitted in writing.

## **Financial Information**

### **Financial Aid Services**

NCUS Tec is currently not approved for loans or Grants.

Students may seek funding from the local workforce agency's approved programming funding.

NCUS Tec will assist students in searching and completing necessary forms and will provide any



required information to the agency; however, it is ultimately the student's responsibility to ensure the agency's requirements are met.

### **Refund Policy**

If the student is not accepted into the training program, all monies paid by the student shall be refunded. Refund for books, supplies and consumable fees shall be made with Ohio Administrative Code section 3332-1-1-1. Refunds for tuition is established by Ohio Administrative Code section 332-1-10.

1. A student who withdraws before the first class and after the 5<sup>th</sup> day cancellation period shall be obligated for the registration fee.
2. A student who starts class and withdraws before the term is 15% completed will be obligated for 20% of the tuition and refundable fees plus the registration fee.
3. A student who starts and withdraws after the academic term is 25% complete but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.
4. A student who starts and withdraws after the academic term is 40% completed will not be entitled to refund of the tuition and fees.

NCUS Tec shall make the appropriate refund within thirty days of the date the school is able to determine that a student has withdrawn or has been terminated from a program. Refunds shall be based on the last date a student's attendance or participation in an academic school activity.

### **Tuition and Fees**

A complete list of course costs is provided a supplement to this catalog.

Programs offered at NCUS Tec are designed to prepare students for career-oriented curricula. The programs offered are industries recognized as "high demand" jobs and provide the students with the educational training and skills necessary to afford them the opportunity to obtain employment and advance in their selected profession.



## Microsoft Office Specialist 2016

### Course Overview

The Microsoft Office Specialist 2016 training program prepares you to sit for the Microsoft Office Specialist Certification Exams, which cover Word, Excel, PowerPoint, Outlook, and Access. This course typically requires 105 clock hours per learning module.

### Certification Process

Upon completion of this course students will be prepared for Microsoft Office Specialist Certification exams 77-727 and 77-728 (Excel), 77-725 and 77-726 (Word), 77-729 (PowerPoint), 77-731 (Outlook), and 77-730 (Access). Registration fee for these exams are included with this program.

### Prerequisites

Candidates must have a high school diploma or equivalent. Basic usage of the Internet and an e-mail account is required.

### Make-up Work

Students who have excused absences may make up the work they missed. It is the student's responsibility to make arrangements with the instructor for specific make-up dates for the submission of completed course work and rescheduled quizzes/tests, if any tests have been missed. Individual circumstances will be taken into consideration. Please refer to registration agreement.

### Class/Clock Hours

This is an eleven (11) week course. Classes will be held Monday, Tuesday, and Thursday from 6p to 9:30 pm (Subject to change).

### Course Objectives

Upon completion of this course, students will be able to:

- Create and edit formulas, audit equations, and present information in charts and tables
- Create and format professional business documents, including mail merges, Web pages, and interactive forms
- Create and modify slide presentations, including editing graphics, formatting text and text boxes, and animating objects and transitions
- Create and edit Outlook objects, such as e-mail, meetings, tasks, and contacts
- Create and manage databases, including creating tables, forms, reports and strategies for archiving data with Action Queries



## Course Outline

### Excel

#### I. Introduction to Microsoft Excel

- A. Creating a Microsoft Excel Workbook
- B. The Ribbon
- C. The Backstage View (The File Menu)
- D. Entering Data in Microsoft Excel Worksheets
- E. Formatting Microsoft Excel Worksheets
- F. Using Formulas in Microsoft Excel
- G. Working with Rows and Columns
- H. Editing Worksheets
- I. Finalizing Microsoft Excel Worksheets
- J. Microsoft Excel Features that Were New in 2013
- K. Features New in 2016
- L. Introduction to Microsoft Excel 2016 Exam

(2 class sessions, 3.5 hours each)

#### II. Intermediate Microsoft Excel 2016

- A. Advanced Formulas
- B. Working with Lists
- C. Working with Illustrations
- D. Visualizing Your Data
- E. Working with Tables
- F. Advanced Formatting
- G. Microsoft Excel Features that Were New in 2013
- H. Features New in 2016
- I. Intermediate Microsoft Excel 2016 Exam

(2 class sessions, 3.5 hours each)

#### III. Advanced Microsoft Excel 2016

- A. Using Pivot Tables
- B. Auditing Worksheets
- C. Data Tools
- D. Working with Others
- E. Recording and Using Macros
- F. Random Useful Items

G. Microsoft Excel Features that Were New in 2013

H. Features New in 2016

I. Advanced Microsoft Excel 2016 Exam

#### IV. Microsoft Excel Final Exam

(2 class sessions, 3.5 hours each)

#### V. Introduction to Microsoft Word 2016

- A. Creating a Microsoft Word Document
- B. The Ribbon
- C. The File Tab
- D. The Quick Access Toolbar
- E. Formatting Microsoft Word Documents
- F. Editing Documents
- G. Finalizing Microsoft Word Documents
- H. Introduction to Microsoft Word 2016 Exam

(2 class sessions, 3.5 hours each)

#### VI. Intermediate Microsoft Word 2016

- A. Advanced Formatting
- B. Working with Tables
- C. Working with Images
- D. Page Layout
- E. Working with Illustrations
- F. Viewing Your Document(s)
- G. Intermediate Microsoft Word 2016 Exam

(2 class sessions, 3.5 hours each)

#### VII. Advanced Microsoft Word 2016

- A. Working with Long Documents
- B. Reviewing and Collaborating on Documents
- C. Comparing and Combining Documents
- D. Managing Mailings
- E. Protecting Documents
- F. Random Useful Items
- G. Advanced Microsoft Word 2016 Exam



## **Microsoft Word 2016 Final Exam**

(2 class sessions, 3.5 hours each)

### **PowerPoint**

#### **IX. Introduction to Microsoft PowerPoint 2016**

- A. Creating a PowerPoint Presentation
- B. The Ribbon
- C. The Quick Access Toolbar
- D. The Backstage View (The File Menu)
- E. Formatting Microsoft PowerPoint Presentations
- F. Working with Images
- G. Working with Tables and Charts
- H. Finalizing Microsoft PowerPoint Presentations

I. Introduction to Microsoft PowerPoint 2016 Exam

(2 class sessions, 3.5 hours each)

#### **X. Advanced Microsoft PowerPoint 2016**

- A. Customizing Presentations
- B. Presentation Masters
- C. Working with Special Effects
- D. Using SmartArt
- E. Multimedia
- F. Setting up the Slide Show
- G. Outlines and Slides
- H. Managing Multiple Presentations
- I. Sharing and Securing a Presentation
- J. Features New in 2016
- K. Advanced Microsoft PowerPoint

2016 Exam

#### **Microsoft PowerPoint 2016 Final Exam**

(2 class sessions, 3.5 hours each)

### **Outlook**

#### **XII. Introduction to Microsoft Outlook 2016**

- A. The Outlook 2016 Interface
- B. Performing Popular Tasks in Outlook
- C. Working with Messages

2016

- D. Working with the Calendar
  - E. Organizing Contacts
  - F. Introduction to Microsoft Outlook
- 2016 Exam

#### **XIII. Advanced Microsoft Outlook 2016**

- A. Working with Tasks and Notes
- B. Using Signature and Themes
- C. Managing Your Inbox
- D. Working with Multiple Email Accounts
- E. New Features in 2016
- F. Advanced Microsoft Outlook 2016

Exam

#### **Microsoft Outlook Final Exam**

(2 class sessions, 3.5 hours each)

### **Access**

#### **XV. Introduction to Microsoft Access 2016**

- A. Quick Overview of the Access User Interface
- B. Fundamentals
- C. Tables and Their Views
- D. Tables
- E. Queries
- F. Forms
- G. Reports
- H. Databases and Access Terms
- I. Introduction to Microsoft Access

2016 Exam

#### **XVI. Advanced Microsoft Access 2016**

- A. Relationships
- B. Queries
- C. Table Functions
- D. Forms
- E. Reports
- F. Macros
- G. Completing the Desktop

Application

H. Advanced Microsoft Access 2016 Exam

#### **XVII. Microsoft Access Final Exam**



## Customer Service Certification

### Course Overview

The Customer Service Certification course is an approved National Retail Federation curriculum designed to provide the foundation for quality customer service and focuses on building life-long customer relationships strategies. This course typically requires 20 clock hours.

### Certification Process

Upon completion of this course students will be prepared to take the National Retail Federation Customer Service and Sales exam. Exam fee is included in course fee.

### Prerequisites

Candidates must have a high school diploma or equivalent.

### Make-up Work

Students who have excused absences may make up the work they missed. It is the student's responsibility to make arrangements with the instructor for specific make-up dates for the submission of completed course work and rescheduled quizzes/tests, if any tests have been missed. Individual circumstances will be taken into consideration. Please refer to registration agreement.

### Class/Clock Hours

This is a three (3) week course. Classes will be held Monday, Tuesday, and Thursday from 6p to 9:30p. \*Note: Course days and time are subject to change.

### Course Objectives

Upon completion of this course, students will be able to:

- Recognize the importance of actively participating in company-provided product training as well as follow-up training
- Review and comprehend written and multimedia material pertaining to products or services produced by the employee's company or trade organization.
- Experience testing and demonstrating products or services.
- Study competitors' products or services, including marketing.
- Assess customers' needs.
- Provide exceptional customer service.
- Apply customer service techniques and tools.
- Demonstrate service excellence to ensure repeat business.
- Review and understand sales goals.
- Follow up with customers.
- Observe customers for buying cues.
- Overcome objections and respond to questions.
- Close and confirm sales.

For more information contact: The National Center for Urban Solutions, Tec 2099  
1808 East Broad Street Columbus, OH 43203 614.857.1811 <http://ncusolutions.org>



## **Course Outline**

### **Module 1: Introduction to Customer Service**

What Is Customer Service? • Developing a Customer-Centric Mindset • Who Are Your Customers? • Internal Customers • External Customers • When & Where Does Customer Service Take Place? • The Need For Customer Service • Rewards Penalties • What Does Customer Service Mean To You? • Unpleasant Experiences • Satisfying Experiences • Developing a Customer Friendly Attitude • Excitement is Contagious  
(1 class session, 3.5 hours)

### **Module 2: Customer Service: Communication Skills**

Developing Effective Communication Skills • Presenting a Professional Image • Non-verbal Communication Skills • Body Language • Key Body Language Aspects • Volume & Pace • Physical Distance • Communication Skills • Choice of Words • Tone Of Voice • The Choice Of Words • May I, Please & Thank You The Close • Being Positive, Energetic  
(1 class session, 3.5 hours)

### **Module 3: Customer Analysis**

Knowing your Customer • Knowing Your Customer • Customer Expectations • Assertive Working Style • Results-Oriented • Analytical • Details-Oriented • Amiable • People-Oriented • Dominant Behavioral Style • Determining Your Level of Service  
(1 class session, 3.5 hours)

### **Module 4: Calming Upset Customers**

What Makes Customers Upset? • Avoiding Upsets • What Can You Do To Avoid Upsets? • 5 Key Steps to Calming Upset customers • Accurately identify the problem • Confirm The Customer's Value • Synchronize & Summarize • Conclude By Affirming The Customer's Value Again • What to Do When You Are Upset?  
(1 class session, 3.5 hours)

### **Module 5: Telephone Customer Service**

Mastering The Telephone • Answering The Telephone • A Professional Greeting • Active Listening • Putting Callers On Hold • Recommendations • Transferring A Call • Taking A Message • Voice Mail • Closing The Call  
(2 class sessions, 3.5 hours each)

### **Module 6: Internet Customer Skills**

The Internet Customer • E-Mail Communication • Online Chat • Internet Customer Skills • Scripted Responses • Introduction • Placing a Chat on Hold • Closing a Chat session • Auto responders • Customer Online Support  
(1 class session, 3.5 hours)

### **Module 7: Time Management Strategies**



Time Management • Taking Control of Your Time • Time Analysis: Task Identification • Task Analysis • Personal Suitability • Efficiency • Task Analysis • Task Prioritization • Relative Importance • Time-frame • Time Wasters

(1 class session, 3.5 hours)

### **Module 8: Stress Management Strategies**

What is Stress? • What Causes Stress? • Stress Symptoms • What Can Be Done To Manage Or Even Eliminate Stress? • Do Something That You Love • Don't Feel Responsible To Solve Every Situation • Have A Hobby • Rest, Take That Vacation • Exercise • Be Organized • We All Make Mistakes

(1 class session, 3.5 hours)

## **CompTIA A+**

### **Course Overview**

The CompTIA™ A+ Certification is a critical first step in opening the door to your IT career. This course will prepare you obtain a CompTIA A+ Certification designation. This course will students will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

CompTIA™ A+ Certification is vendor neutral and internationally recognized credential. This course typically requires 105 clock hours.

### **Certification Process**

This program will prepare you for CompTIA A+ certification. You can earn this certification after you pass two exams. The CompTIA A+ Certification Exam 220-901, covers the foundational hardware knowledge a PC support technician should know. The CompTIA A+ Certification Exam 220-902 covers the operating system, virtualization, mobile device management and hardware troubleshooting skills. After completing the course, you're encouraged to set up your own exam dates and times at a testing center close to you. A total of three test fees within six months of class completion are covered in course fee. Please schedule dates/times for exam at NCUS Tech.

### **Prerequisite**

Candidates must have a high school diploma or equivalent. Students should have basic knowledge of computer hardware and operating systems—for example, how to power up and log on to a machine, how to use a mouse and keyboard, and basic Microsoft Windows navigation skills.

### **Make-up Work**

Students who have excused absences may make up the work they missed. It is the student's responsibility to make arrangements with the instructor for specific make-up dates for the



submission of completed course work and rescheduled quizzes/tests, if any tests have been missed. Individual circumstances will be taken into consideration. Please refer to registration agreement

### **Class/Clock Hours**

This is an eleven (11) week course. Classes will be held Monday, Tuesday, and Thursday from 6p to 9:30p.

### **Course Objectives**

At the end of this course, students will be able to:

- Identify the components of standard desktop personal computers.
- Identify fundamental components and functions of personal computer operating systems.
- Install and configure computer and system components.
- Maintain and troubleshoot peripheral and system components.
- Install and configure operating systems and maintain and troubleshoot installations of Microsoft Windows.
- Identify network technologies.
- Install and manage network connections.
- Support laptops and portable computing devices.
- Support printers and scanners, identify personal computer security concepts.
- Support personal computer security.

### **Course Outline**

**Lesson 1:** Personal Computer Components • Personal Computer Components • System Unit Components • Storage Devices • Personal Computer Connection Methods  
(2 class sessions, 3.5 hours each)

**Lesson 2:** Operating System Fundamentals • Personal Computer Operating Systems • Windows User Interface Components • Windows File System Management • Windows System Management Tools  
(2 class sessions, 3.5 hours each)

**Lesson 3:** PC Technician Professional Best Practices • Tools of the Trade • Electrical Safety • Environmental Safety and Materials Handling • Perform Preventative Maintenance • Diagnostics and Troubleshooting • Professionalism and Communication  
(2 class sessions, 3.5 hours each)

**Lesson 4:** Installing and Configuring Peripheral Components • Install and Configure Display Devices • Install and Configure Input Devices • Install and Configure Adapter Cards • Install and Configure Multimedia Devices  
(2 class sessions, 3.5 hours each)

**Lesson 5:** Installing and Configuring System Components • Install and Configure Storage Devices • Install and Configure Power Supplies • Install and Configure Memory • Install and Configure CPUs • Install and Configure System Boards



(2 class sessions, 3.5 hours each)

**Lesson 6:** Maintaining and Troubleshooting Peripheral Components • Troubleshoot Display Devices • Maintain and Troubleshoot Input Devices • Troubleshoot Adapter Cards • Troubleshoot Multimedia Devices

(2 class sessions, 3.5 hours each)

**Lesson 7:** Troubleshooting System Components • Troubleshoot Storage Devices • Troubleshoot Power Supplies • Troubleshoot Memory • Troubleshoot CPUs • Troubleshoot System Boards

(2 class sessions, 3.5 hours each)

**Lesson 8:** Installing and Configuring Operating Systems • Install Microsoft Windows • Upgrade Windows • Add Devices to Windows • Optimize Windows

(2 class sessions, 3.5 hours each)

**Lesson 9:** Maintaining and Troubleshooting Microsoft Windows • Operating System Utilities • Maintain Microsoft Windows • Troubleshoot Microsoft Windows • Recover Microsoft Windows

(2 class sessions, 3.5 hours each)

**Lesson 10:** Network Technologies • Network Concepts • Network Communications • Network Connectivity • Internet Technologies

(2 class sessions, 3.5 hours each)

**Lesson 11:** Installing and Managing Network Connections • Create Network Connections • Install and Configure Web Browsers • Maintain and Troubleshoot Network Connections

(2 class sessions, 3.5 hours each)

**Lesson 12:** Supporting Laptops and Portable Computing Devices • Laptop and Portable Computing Device Components • Install and Configure Laptops and Portable Computing Devices • Maintain and Troubleshoot Laptops and Portable Computing Devices

(2 class sessions, 3.5 hours each)

**Lesson 13:** Supporting Printers and Scanners • Printer and Scanner Technologies • Printer and Scanner Components • Printer and Scanner Processes • Install and Configure Printers and Scanners • Maintain and Troubleshoot Printers and Scanners

(2 class sessions, 3.5 hours each)

**Lesson 14:** Personal Computer Security Concepts • Security Fundamentals • Security Protection Measures • Data and Physical Security • Wireless Security • Social Engineering

(2 class sessions, 3.5 hours each)

**Lesson 15:** Supporting Personal Computer Security • Install and Configure Security Measures • Maintain and Troubleshoot Security Measures

(2 class sessions, 3.5 hours each)



## Fanuc Handling Tool Operations & Programming

### Course Overview

The Handling Tool Operations and Programming Certification course is an approved FANUC curriculum that prepares operators, technician and programmers to set up and record programs on a robot. The course covers the robot operations with the specific tasks required to set up applications, test and run programs. This course requires 32 clock hours for completion.

**Certification Process** Upon completion of this course students will be prepared to take the FANUC certification exam. The exam fee is included in course fee.

**Prerequisites** Candidates must have a high school diploma/GED or be enrolled in high school with 85% coursework completed.

**Make-up Work** Students who have excused absences may make up the work they missed. It is the student's responsibility to make arrangements with the instructor for specific make-up dates for the submission of completed course work and rescheduled quizzes/tests, if any tests have been missed. Individual circumstances will be taken into consideration. Please refer to registration agreement.

**Class/Clock Hours** This is a three (3) week course. Classes will be held Monday, Tuesday, and Thursday from 9:00 am to 12:30 PM. \*Note: Course days and time are subject to change.

**Course Objectives** Upon completion of this course, students will be able to:

- Recognize the importance of actively participating in company-provided product training as well as follow-up training
- Identify all components of the cell that are part of the power up sequence
- Describe the correct sequence for powering up the cell
- Execute production operations
- Clear servo alarm faults
- Safely turn on and jog the robot
- Create/edit robot programs including robot logic
- Master the robot
- Manipulate files

### Course Outline

**Module 1: Safety** (E-Stop, Work Cell, Jog Speed), **ROBOT Overview** (Axis, Controller, Pendant) **ROBOT Power** (Safe Start, Safe Power Down) **ROBOT Movement** (Joint, Tool, World)



### **Module 2: Programming**

**What is a program** • Calling up programs • How to check the software limits and changes as needed • Tool Frame Set up • **Programming movements** (Linear, point to point, Touch up points) • Running a program (Step, TP Run, Cycle start, Hold, Abort) (2 class session, 3.5 hours each)

### **Module 3: Editing a Program Edit Commands** (Insert, Delete, Copy, Rename, Renumber)

• Status Display (Led on TP, User Screen, I/O, Current pos, System Variables) • Mastering (Zero degree, Quick)

(2 class sessions, 3.5 hours each)

**Module 4: Maintenance Mechanical Maintenance** (Mechanical Unit Overview, Preventative Maintenance Schedule, Greasing points, Trouble shooting), • **Electrical Maintenance** (Controller Overview, Diagnostic Screens, Lights and Led's, Trouble Shooting) • Program (Single axis, Setting Data) (2 class sessions, 3.5 hours each)

**Module 5: Course Review Program** and File manipulation • posttest • review • evaluations (1 class session, 4 hours)

## **AWS Academy Cloud Foundations(ACF)**

### **Course Overview**

This AAWS Academy Cloud Foundation Course is for an overall understanding of cloud computing concepts, independent of specific technical roles. It provides a detailed overview of cloud concepts, AWS core services, security, architecture, pricing, and support. This course requires 30 clock hours for completion.

### **Certification Process**

Upon completion of this course, students will be prepared to take the AWS certification exam.

### **Prerequisites**

- Candidates must have a high school diploma/GED or be enrolled in high school with 85% coursework completed.
- General IT Technical knowledge
- General IT business Knowledge

### **Make-up Work**

Students who have excused absences may make up the work they missed. It is the student's responsibility to make arrangements with the instructor for specific make-up dates for the submission of completed course work and rescheduled quizzes/tests, if any tests have been



missed. Individual circumstances will be taken into consideration. Please refer to registration agreement.

### **Class/Clock Hours**

This is a 16-week course. Classes will be held Monday, Tuesday, and Thursday from 9:00 am to 2:00pm. \*Note: Course days and time are subject to change.

### **Course Objective**

- Upon completion of this course, students will be able to:
- Define the AWS Cloud · Explain the AWS pricing philosophy
- Identify the global infrastructure components of AWS
- Describe the security and compliance measures of the AWS Cloud, including AWS Identity and Access Management (IAM)
- Create a virtual private cloud (VPC) by using Amazon Virtual Private Cloud (Amazon VPC) · Demonstrate when to use Amazon Elastic Compute Cloud (Amazon EC2), AWS Lambda, and AWS Elastic Beanstalk
- Differentiate between Amazon Simple Storage Service (Amazon S3), Amazon Elastic Block Store (Amazon EBS), Amazon Elastic File System (Amazon EFS), and Amazon Simple Storage Service Glacier (Amazon S3 Glacier)
- Demonstrate when to use AWS database services, including Amazon Relational Database Service (Amazon RDS), Amazon Dynamo DB, Amazon Redshift, and Amazon Aurora
- Explain the architectural principles of the AWS Cloud
- Explore key concepts related to Elastic Load Balancing, Amazon Cloud Watch, and Amazon EC2 Auto Scaling

### **Course Outline**

**Module 1:** Cloud Concepts Overview Introduction to Cloud Computing, Amazon Web Services (AWS), and what AWS offers.

**Module 2:** Cloud Economics and Billing • AWS TCO Calculator • AWS Simple Monthly Calculator • AWS Organizations • AWS Billing Dashboard

**Module 3:** AWS Global Infrastructure Overview Introduction the Amazon Web Services (AWS) Global Infrastructure. · Identify the difference between AWS Regions, Availability Zones, and edge locations · Identify AWS services and service categories

**Module 4:** AWS Cloud Security Introduction to the AWS approach to security. · Recognize the shared responsibility model · Identify the responsibility of the customer and AWS · Recognize IAM users, groups, and roles · Describe different types of security credentials in IAM · Identify the steps to securing a new AWS account · Explore IAM users and groups · Recognize how to secure AWS data · Recognize AWS compliance programs



**Module 5:** Networking and Content Delivery · Recognize the basics of networking · Describe virtual networking in the cloud with Amazon VPC · Label a network diagram · Design a basic VPC architecture · Indicate the steps to build a VPC · Identify security groups · Create their own VPC and add additional components to it to produce a customized network · Identify the fundamentals of Amazon Route 53 · Recognize the benefits of Amazon Cloud Front

**Module 6:** Compute Introduction to compute the services Amazon Web Services (AWS) offers. · Provide an overview of different AWS compute services in the cloud · Demonstrate why to use Amazon Elastic Compute Cloud (Amazon EC2) · Identify the functionality in the Amazon EC2 console · Perform basic functions in Amazon EC2 to build a virtual computing environment · Identify Amazon EC2 cost-optimization elements · Demonstrate when to use AWS Elastic Beanstalk · Demonstrate when to use AWS Lambda · Identify how to run containerized applications in a cluster of managed servers

**Module 7:** Storage Amazon Elastic Block Store (Amazon EBS) · Amazon Simple Storage Service (Amazon S3) · Amazon Elastic File System (Amazon EFS) · Amazon Simple Storage Service Glacier

**Module 8:** Databases Amazon Relational Database Service (Amazon RDS) · Amazon Dynamo DB · Amazon Redshift · Amazon Aurora

**Module 9:** Cloud Architecture · Describe the AWS Well-Architected Framework, including the five pillars · Identify the design principles of the AWS Well-Architected Framework · Explain the importance of reliability and high availability · Identify how AWS Trusted Advisor helps customers · Interpret AWS Trusted Advisor recommendation

**Module 10:** Automatic Scaling and Monitoring · Indicate how to distribute traffic across Amazon EC2 instances by using Elastic Load Balancing · Identify how Amazon Cloud Watch enables you to monitor AWS resources and applications in real time · Explain how Amazon EC2 Auto Scaling launches and releases servers in response to workload changes · Perform scaling and load balancing tasks to improve an architecture



## **AWS Academy Architecting**

### **Course Overview**

The AWS Academy Cloud Architecting covers the fundamentals of building IT infrastructure on Amazon Web Services, or AWS. The course is designed to teach solutions architects how to optimize the use of the AWS Cloud by understanding AWS services and how these services fit into cloud-based solutions. Because architectural solutions can differ depending on industry, type of applications, and size of business, this course emphasizes best practices for the AWS Cloud, and it recommends various design patterns to help you think through the process of architecting optimal IT solutions on AWS. It also presents case studies throughout the course, which showcase how some AWS customers have designed their infrastructures, and the strategies and services that they implemented. Finally, this course also provides opportunities to build a variety of infrastructures via a guided, hands-on approach. This course requires 40 clock hours for completion.

### **Certification Process**

Upon completion of this course students will be prepared for the cloud architect certifications such as AWS Architect and Azure Architect.

### **Prerequisites**

To ensure success in this course, it is preferred that you have:

- Completed the Academy Cloud Foundations (ACF) course or have equivalent experience
- A working knowledge of distributed systems
- Familiarity with general networking concepts
- A working knowledge of multi-tier architectures
- Familiarity with cloud computing concept

### **Make-up Work**

Students who have excused absences may make up the work they missed. It is the student's responsibility to make arrangements with the instructor for specific make-up dates for the submission of completed course work and rescheduled quizzes/tests, if any tests have been missed. Individual circumstances will be taken into consideration. Please refer to registration agreement.

### **Class/ Clock Hours**

This is a 16-week course. Classes will be held Monday, Tuesday, and Thursday from 9:00 am to 2:00pm. \*Note: Course days and time are subject to change.

### **Course Objective**

On completion of this course, students will be able to:



- Describe how cloud adoption transforms the way IT systems work.
- Describe the benefits of cloud computing with Amazon Web Services.
- Discuss how to design systems that are secure, reliable, high performing, and cost efficient.
- Describe principles to consider when migrating or designing new applications for the cloud.
- Identify the design patterns and architectural options applied in a variety of use cases.
- Define high availability, fault tolerance, and scalability.
- Discuss how to avoid single points of failure.
- List AWS services that have built-in fault tolerance or can be designed for fault tolerance.
- Describe why load balancing is key architectural component for AWS-powered applications.
- Identify the benefits of Infrastructure as Code.
- Describe how to leverage the capabilities of AWS to support automation.
- Create, manage, provision, and update related resources using AWS Cloud Formation.
- Articulate the importance of making systems highly cohesive and loosely coupled.
- Describe system coupling to support the distributed nature of applications built for the cloud.
- Describe database services for storing and deploying web-accessible.
- Compare structured query language—or SQL—databases with NoSQL databases.
- Describe how the AWS Well-Architected Framework improves cloud-based architectures.
- Describe the business impact of design decisions.
- Identify the design principles and best practices of the Operational Excellence pillar.
- Describe how to secure data at every layer in the application.
- Describe the appropriate tools and services to provide security focused content.
- Describe the design principles and the best practices of the Reliability pillar.
- Select compute, storage, database, and networking resources to improve performance.
- Evaluate the most important performance metrics for your applications.
- Follow best practices to eliminate unneeded costs or suboptimal resources.
- Troubleshoot common errors.

## **Course Outlines**

### **Module 1 Welcome to Academy Cloud Architecting**

- Create an AWS training portal account.
- Understand how to access course materials.
- Create an AWS Free Tier account and an AWS Educate account

### **Module 2 Designing Your Environment**

- Discuss how to design systems that are secure, reliable, high performing, and cost efficient.
- Highlight principles to consider when migrating existing applications to AWS or designing new applications for the cloud
- Identify the design patterns and architectural options that can be applied in a wide variety of use cases.

### **Module 3 Designing for High Availability:**

For more information contact: The National Center for Urban Solutions, Tec 2099  
1808 East Broad Street Columbus, OH 43203 614.857.1811 <http://ncusolutions.com>



- Define high availability, fault tolerance, and scalability, and discuss how those concepts are used in cloud architecture.
- Discuss how to avoid single points of failure.
- Identify which AWS services have built-in fault tolerance, and which services can be designed for fault tolerance.
- Explain why load balancing has become a key architectural component for many AWS-powered applications.

#### **Module 4 Designing for High Availability**

- Define high availability, fault tolerance, and scalability, and discuss how those concepts are used in cloud architecture.
- Discuss how to avoid single points of failure.
- Identify which AWS services have built-in fault tolerance, and which services can be designed for fault tolerance.
- Explain why load balancing has become a key architectural component for many AWS-powered applications.

#### **Module 5 Automating Your Infrastructure**

- Identify the benefits of Infrastructure as Code.
- Describe how to leverage the capabilities of Amazon Web Services to support automation initiatives.
- Discuss to how create, manage, provision, and update a collection of related AWS resources in an orderly and predictable way with AWS Cloud Formation.

#### **Module 6 Decoupling Your Infrastructure**

- Articulate the importance of making systems highly cohesive and loosely coupled.
- Recall the multi-dimensional facets of system coupling to support the distributed nature of applications built for the cloud.

#### **Module 7 Designing Web-Scale Media**

- Discover database services for storing and deploying web-accessible content quickly and cost-effectively.
- Identify key features and benefits of Amazon S3, CloudFront, Amazon RDS and Amazon Aurora.
- Compare structured query language—or SQL—databases with NoSQL databases.

#### **Module 8 Is Your Infrastructure Well-Architected?**

- Identify the five pillars of the Amazon Web Services Well-Architected Framework.
- Identify how the AWS Well-Architected Framework enables you to review and improve cloud based architectures.
- Reflect on the business impact of your design decisions.

#### **Module 9 Well-Architected Pillar 1:**



- Describe the benefits and application of the Operational Excellence pillar, such as running and monitoring systems that will deliver business value, and continually improve processes and procedures.
- Identify the design principles and best practices of the Operational Excellence pillar.

#### **Module 10 Well-Architected Pillar 2:**

- Describe how to secure data at every layer in the application.
- Identify the appropriate tools and services to provide security focused content.
- Identify the design principles and best practices of the Security pillar.

#### **Module 11 Well-Architected Pillar 3:**

- Describe the ability of a system to recover from infrastructure or service disruptions, dynamically acquire computing resources to meet demand, and mitigate disruptions such as misconfigurations or transient network issues.
- Identify the design principles and the best practices of the Reliability pillar.

#### **Module 12 Well-Architected Pillar 4**

- Select compute, storage, database, and networking resources to improve your architecture's performance.
- Identify design principles that can help you achieve performance efficiency.
- Evaluate the most important performance metrics for your applications.

#### **Module 13 Well-Architected Pillar 5:**

- Understand the principles of the cost optimization pillar.
  - Discover how to optimize the costs of your infrastructure.
- Follow best practices to eliminate unneeded costs or suboptimal resources.

#### **Module 14 Troubleshooting**

- Troubleshoot common errors.
- Access various AWS Support Options.

#### **Module 15 Design Patterns and Sample Architectures:**

- Understand high-availability design patterns.
- Review various scenarios with examples of sample architectures.



## **NCUS Tec Instructor Information**

**Instructor Name:** James Miao (Contractor)

Certifications: Amazon AWS: Solution Architect, SysOps, Developer and Advanced Networking  
MCITP: Microsoft Server 2008R2 Enterprise Cisco: CCNA CompTIA: A+, Network+

Education: Master Degree in Computer Science, University of Dayton, Ohio Bachelor Degree in Computer Science, Otterbein University, Ohio Information Technology System Engineer, TechSkill, Ohio Areas of Expertise: Microsoft Server 2008R2 Installation and Configurations Microsoft Windows 10 Installation and Configurations Cisco Switches and Routers Installation and Configurations Desktop Computer Hardware Installation, Troubleshooting, Repairing, Networking and Support VMWare: configure and manage ESXi servers with iSCSI storage Server Hardware: Dell, HP, RAID Controller Linux: Linux Desktop AWS: Cloud Compute, Network, Storage, Security and Web Apps Deployment Cabling: UTP, Multimode Fiber, Rack Apple OS X, iOS

Professional Experience: PER SCHOLAS -Columbus: IT instructor and Site Support Sept. 2012 - Feb. 2020 Classroom Instructor: teach entry-level Information Technologies based on a 15-week curriculum on CompTIA A+ and Network+. Completed 30 classes with 500+ graduates in 8 years. Site Support: configure and manage office LAN, servers, storage, printers and Internet connection.

### **Contact Information**

**Email:** [jamesmiao2020@gmail.com](mailto:jamesmiao2020@gmail.com)>

**Phone Number:** 614-857-1811

### **Designated Courses:**

- AWS
- COMPTIA A+

**Instructor Name:** Tracy Sigers (Contractor): 20 + Years Information Technology industry experience and classroom experience. Documented Work History: Current NCUS TEC Instructor (1 Year), College IT Professor past 7 years (Eastern Gateway), High School IT Instructor past 2 years

### **Designated Courses:**

- Microsoft Office Specialist-Word, Power point and Excel
- Customer Service



Contact Information

Email: [tsigers@ausohio.com](mailto:tsigers@ausohio.com)

Phone: 614-857-1811

**Instructor Name:** Mark Waterstreet: 20 Years teaching experience in Education. B.S in General Science, MA in Educational Science, Brookport University, Certified Fanuc Instructor, Current advance manufacturing high school instructor.

**Designated Courses:**

- Fanuc Handling & Tool Programming

Contact Information

Email: [mwaterstreet@ausohio.com](mailto:mwaterstreet@ausohio.com)

Phone Number: 614-857-1811

**Instructor Name:** Eric Amankwa: 15 years Adjunct Professor, 20 years industry experience in as IT Consultant.

**Designated Courses:**

- COMPTIA A+
- AWS Cloud Computing

Contact Information

Email: [amankwaeric@yahoo.com](mailto:amankwaeric@yahoo.com)

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