Byte Back
Tech Within Reach

Student Handbook

Everything you need to know to succeed as a Byte Back student!

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About Byte Back

Mission Statement

Byte Back provides a pathway of inclusive tech training that leads to living-wage careers.

Values

1. We believe that everyone deserves an equal opportunity to reach their full potential.
2. We strive for diversity and inclusion in everything we do.
3. We work with students as partners in their success.
4. We treat everyone with empathy and respect.
5. We believe in yes – yes to innovation, yes to taking risks, and yes to growth.

History & Overview

Byte Back was founded in 1997 by Glenn Stein, an IT professional, to address the digital divide and poverty through tech training to low-income residents, so they might obtain jobs that pay a living wage. Since that time, Byte Back has emerged as a leader in nonprofit tech and career training, serving more than 700 adults each year. Our headquarters is located in NoMa, three blocks from Union Station, but we also have satellite locations across DC, Prince George's County, and in Baltimore

Currently we offer a variety of classes to accommodate multiple learning levels, ranging from no experience with a computer to IT field specific certifications. All programs are designed with input from employer partners and intended to provide students with the technical knowledge and soft skills they need to enter living wage careers.

When scheduling classes we always keep our students' needs in mind. All classrooms are equipped with computers for the instructor and students as well as projectors, which allows for interactive learning. We also work to ensure onsite and offsite facilities can accommodate students with varying abilities and responsibilities, which is why we provide assistive technology to students with special needs and offer a rotating schedule of classes. In addition, we customize the curriculum for specific groups such as youths, seniors, and Spanish speakers.

When students arrive at Byte Back, they become an integral part of our community. Current and former students become our volunteers, instructors, and staff members. We work individually with students to place them in the program that best suits their abilities and goals. We recognize that most students are looking for a job, seeking a promotion, or transitioning into a new career and we work with each one to achieve their goal(s).

Byte Back Contact Information

Washington Campus Address: 899 North Capitol St. NE, Suite 850, Washington, DC 20002
Hours of Operation: 9:00 AM - 5:00 PM, Monday - Friday
Contact: www.byteback.org | info@byteback.org | (866) 942-0143

Baltimore Campus Address: 2519 N Charles St., Baltimore, MD, 21218
Hours of Operation: 9:00 AM - 5:00 PM, Monday - Friday
Contact: www.byteback.org | info@byteback.org | (202) 470-1210

Program Team Members

Melissa Stallings, Chief Program Officer	Contact: mstallings@byteback.org
Chrissie Powell, Baltimore Executive Director	Contact: cpowell@byteback.org
Mark Rivera, Education Manager	Contact: mrivera@byteback.org
Brittany Singleton, Education Coordinator	Contact: bsingleton@byteback.org
Andrew Quilpa, Learning Lab Coordinator	Contact: aquilpa@byteback.org
Peyton Brooks, Business Solutions Specialist	Contact: pbrooks@byteback.org

Institution Certification

Byte Back is approved to operate as an education provider by the Higher Education Licensure Commission (HELC) of Washington, DC. The Higher Education Licensure Commission is located at 1050 First St NE, Washington, DC 20002.

Related Programs

Byte Back provides training in CompTIA and Microsoft Office Specialist (MOS) programs. For more information about these programs, please visit their respective websites:

CompTIA Programs
Contact: www.comptia.org | (866) 835-8020

MOS Programs
Contact: https://www.microsoft.com/en-us/learning/mos-certification.aspx

Social Media

Connect with us online at byteback.org and on social media for the latest updates at:

- Facebook: facebook.com/Byte.Back.DC
- Twitter: @ByteBackDC

- LinkedIn Students & Alumni: linkedin.com/groups/8287006
- Instagram: @bytebackdc

Admissions Process

All prospective applicants interested in training at Byte Back must be 18 years of age or older and must submit an application online at https://byteback.org/apply/student-interest-application/. Once an application is submitted, the applicant can select from a list of Information Sessions that they would like to attend. Information Sessions are also posted on the Byte Back website and Eventbrite. Information about upcoming registrations are also sent via Byte Back's social media channels, email blasts, and text message to individuals who have submitted an application and opted to receive text messages.

During the information session, applicants provide a copy of their valid state issued government ID, obtain an overview of Byte Back and its program, and may complete technical, reading, and math assessments depending on their interest and course of study.

After completing the assessment, applicants are provided with an Occupational Research assignment with instructions which must be submitted upon completion. Applicants that pass the technical assessment, are invited to schedule an enrollment interview via Calendly and to send a copy of their resume to the Admissions team. Once an applicant passes the interview, a conditional acceptance is sent via email pending enrollment documents being received before the first day of class. Enrollment documents include a state or government issued photo ID, social security card, birth certificate or passport, proof of income, and verification of US work authorization.

Application Deadlines

Applications for training are accepted up to the 2 weeks prior to the start of a class unless there are remaining seats available and no wait-lists.

Byte Back Acceptance Protocol

Admissions decisions are communicated via email or phone and accompany a reminder and list of enrollment documents to be submitted prior to class start. Admissions will offer accepted students a deadline to provide outstanding documents up to the end of the first day of class if requested by the student. Byte Back courses are free and there are no enrollment fees.

Course Credit Protocol

Byte Back does not accept transfer credits but will take previous course and life experience into consideration when enrolling students. The credits earned at Byte Back are transferable to another institution at the sole discretion of the accepting institution.

Student Records Policy

Byte Back uses Salesforce to maintain all student records, including contact information, demographic information, daily attendance records, final course completion status, and exam grades. The Salesforce database is secured and limited to Byte Back staff members only.

All accounts require a unique secure password. Information access is set up using the Principle of Least Privilege; staff members only have access to the information that is required for their role. Student-level PII (personally identifiable information) is not released externally, except when required by a funder. Aggregate data from student records is released externally but does not include student-level PII.

Records are kept indefinitely. A student may request a copy of their academic records by contacting the Education Manager via email. The records, which include final course completion status and exam grades, will be released within 2 weeks. Financial records cannot be released and do not apply because all classes are free to students.

Class Policies

Although Byte Back's courses advance students personally and professionally, it is the classroom policies that uphold common workforce expectations. Equally important, they ensure a welcoming learning environment for all.

Attendance Policy

Absences and Tardies
To receive a "Complete" grade for a class, students must not miss more than the maximum of allowed, excused days. Below is a list of the number of allowed, excused days for each course:

- Computer Foundations 1 - 1 days
- Computer Foundations 2 - 2 days
- MOS Excel - 3 days
- MOS Word - 3 days
- CompTIA IT Fundamentals - 3 days
- CompTIA A+ - 4 days

 In special cases where a student expects to miss more than one class, they should speak with their instructor to discuss alternative classroom options and/or arrange make-up opportunities. Make-up opportunities and excused absences are at the discretion of the Instructor. The absence allowances for each course are a maximum number of absences allowed by students-excused or unexcused. However, it is strongly encouraged that students notify their Instructor when they expect to be absent.

Students who exceed the maximum number of allowed absences will be dropped from class automatically and will no longer be eligible for future courses at Byte Back.

Students are expected to be at their computer station when class begins and attend for the full duration of the designated class time. Students who arrive after 30 minutes of class will be

marked as absent. Also, <u>two tardies equal one absence</u>. In special cases where a student must arrive to class late or leave class early, the student must arrange this with the instructor in advance.

Students who miss class work due to an absence are expected to make up this work outside of regular class hours, either on their own or with the aid of a tutor. In cases where a homework assignment and/or quiz is missed, students are expected to complete the assignment and/or quiz by the next class date. In cases where a midterm or final exam is missed, students have one week to schedule and complete the missed exam.

Due to the pacing of classes<u>, students who must miss classes for an extended period are ineligible for a leave of absence</u>. If a student has a personal issue (e.g. childcare, housing, transportation issues, etc.) preventing them from attending class, they should let their instructor know immediately.

Make-Up Classes

Students who wish to make up a missed class can either participate in a tutor session within one week of the absence or attend the same class at another time on the same day (when available).

Bereavement Leave

Students can be granted up to four (4) weekdays of bereavement leave for the death of an immediate family member. Requests for bereavement leave are handled by the Education Manager but should be communicated to the Instructor. The student must provide appropriate documentation of the death which includes an obituary. The Education Manager will send a notice of the student's leave to the Instructor.

Upon return, the student must work with their Instructor to arrange for any make up or missed classwork or assignments. At any point during the student's original bereavement leave or upon return, the student may decide to request a leave of absence due to their loss. In those cases, a student may be able to re-enroll in a future course.

Inclement Weather

In cases of inclement weather students should visit the Byte Back website for updates. Note that Byte Back DC adheres to District of Columbia Public School System (DCPS) weather decisions whereas Byte Back Baltimore adheres to Baltimore Public School System (BPS) weather updates. If respective schools close due to inclement weather, all classes at Byte Back are cancelled. However, if there is a 2-hour delay only morning classes – those ending by 12 PM – will be cancelled while all afternoon and evening classes will take place at their regularly scheduled times.

Academic Progress and Certification Exam Policy

Students enrolled in certification courses must maintain satisfactory academic progress throughout the course and complete all certification exams before class ends. Thresholds for academic progress and deadlines for exams qualifying depend on the certification course. Students who are unable to meet these requirements will be dropped from class.

MOS Word/Excel

Students enrolled in MOS Word/Excel have weekly quizzes and academic progress check-ins with instructors once every two weeks. Students who fall below a minimum average score of 75% during this two-week time frame are required to schedule and complete at least one tutor session. Students who do not tutor and raise their weekly quiz average above 75% by the next academic progress check-in they will be dropped from class.

Students must take the MOS Word exam by the end of the fifth week of class and the MOS Excel exam by the end of the twelfth week of class. To qualify for each exam, students must complete 90% of corresponding JaperActive exercises and earn a minimum score of 80% on the corresponding GMETRIX pre-exam. Students who do not reach these thresholds by the fifth week of class (for MOS Word) or the twelfth week of class (for MOS Excel) will be dropped. Note that students who qualify for either exam before these deadlines should take the exam immediately.

CompTIA ITF/A+

Students enrolled in ITF/A+ have weekly quizzes and academic progress check-ins with instructors once every three weeks. Students who fall below a minimum average score of 75% during this three-week time frame are required to schedule and complete at least one tutor session. Students who do not tutor and raise their weekly quiz average above 75% by the next academic progress check-in will be dropped from class.

Students must take the CompTIA A+ Core 1 exam by the end of the penultimate week of class and the CopmTIA A+ Core 2 exam by the end of the last week of class. To qualify for each exam, students must complete at least 75% of corresponding CertMaster Practice exercises and earn a minimum score of 80% on the corresponding CertMaster Practice pre-exam. Students who do not reach these thresholds by the last two weeks of class will be dropped. Note that students who qualify for either exam before these deadlines should take the exam immediately.

Course Calendar and Holidays

Classes at Byte Back are on a rolling basis. Updates of upcoming courses can be found on the Byte Back website.

Byte Back is closed for all federal holidays. Additionally, Byte Back is closed the Friday after Thanksgiving as well as from December 24 - January 1.

Passing and Probation Policy

Students are expected to maintain an average of 75% through the duration of the course. Course averages will be calculated from quizzes, exams, and assignments. Instructors and/or the Education Coordinator will assess student performance weekly and follow-up with students individually, should they fall below the minimum average of 75%. Intervention methods for students will include mandatory tutoring. Should a student not meet the minimum requirement thereafter, they will be dismissed from the course.

Students enrolled in Digital Literacy classes are graded on a 100-point scale. Students in Computer Foundations 1 must achieve a minimum score of 70% on their final exam to pass the course. Students in Computer Foundations 2 and Computer Foundations Hybrid must achieve a minimum cumulative score of 70% on their MOS Word and Excel exams as well as their MOS Power Point presentation to pass the course.
Students enrolled in Certification classes must achieve the minimum passing score required by test provider to pass the course. Passing scores are as follows:

- ITF+ = 675 points
- A+ = 675 points on 1001 exam and 700 points on 1002 exam
- MOS Excel = 700 points
- MOS Word = 700 points

Students who receive a "Pass" grade will receive a Certificate of Completion from Byte Back. Students in certifications courses generally receive a physical copy of their certification mailed to their specified address from the certifying organization – CompTIA or Microsoft – within two weeks of successfully passing their certification exam. Digital copies of certifications are also available instantly upon passing the certification exam.

Please Note: students who do not meet attendance requirements will not receive a "Complete" grade and may not take the final assessment or exam.

Virtual Classes & Distance Learning Policy

Virtual Classes

A student enrolled in an in-person class that cannot attend for two or more consecutive days, may request to attend class virtually. However, the student must provide at least 24 hours advance notice to initiate this process and provide an estimated date of return. Virtual classes are intended to serve as a stopgap measure for students previously enrolled in an in-person course and will be discontinued after one week. Permission to attend a class virtually is at the discretion of the Instructor, who will consider the student's past performance, standing in the class, and capacity to effectively continue their learning virtually. Finally, the student who arranges to attend class virtually remains subject to attendance, grading, and behavior policies.

A student who requests to attend class virtually must have access to a working computer with a camera, a reliable internet connection, sufficient memory, and course specific software. Students must turn on their camera and speakers for the duration of class. Should there be a specific reason that this presents a challenge for the student, it should be discussed in advance with the Instructor or Education Manager. If a student does not have the necessary course tools, Byte Back may be able to provide a loaner laptop with charger and/or mobile hotspot depending on availability. Students who wish to take advantage of this option must submit a request to their instructor and sign a loaner equipment contract, which obligates them to return equipment at the end of class and in the same condition received.

Distance Learning

Since the pandemic, all regular Byte Back courses are offered virtually. However, under normal operating conditions, Byte Back offers a limited number of distance learning opportunities based on the annual Course Schedule. Due to the challenges of navigating online learning formats, distance learning is reserved solely for students enrolled in Career Pathway classes and led by instructors who have participated in a series of distance learning trainings. The enrollment process for distance learning is consistent with that of in-person classes, as is the structure of the class; students have regularly scheduled class hours as well as access to student services, tutor services, and instructor office hours via an online platform. IT Support is also available to address technical issues as needed.
Student performance requirements and class policies apply to distance learning as in-person opportunities.

Byte Back has a limited number of loaner laptops and mobile hot spots available upon request for anyone without a computer, web-camera, and/or internet access. In addition, students seeking to purchase a laptop at a discounted rate can contact the Education Coordinator for a referral to a community resource with low-cost laptops that can be shipped directly to their residence.

Distance Learning During Public Health & Safety Emergencies

In emergency cases, distance learning may replace in-person instruction. For example, if a public health and safety emergency arises that prevents face-to-face meetings, classes will move to an online learning forum. Byte Back will work with all students to ensure they have adequate technology resources to continue their learning.

Audio & Video Requirements

For all online courses with Byte Back, attendance is determined by the student's video presence and their ability to participate in class using both video and audio without outside interference (e.g. driving home, working a job, etc.). Students are expected to remain present, via video, for the entire duration of the class to ensure all students are actively participating in the online course. Any student who cannot meet these requirements due to a lack of adequate equipment or internet connection, or because of a change in living circumstance, must immediately communicate their issue(s) to their instructor(s) and request an accommodation.

For an accommodation request, students must submit the reason for the accommodation and the duration for which the accommodation will last. The instructor will notify the Education Manager of the accommodation request, and the Education Manager will inform the student if the request has been approved or denied.

Student Reenrollment Policy

Once an applicant is enrolled into a course, they have one opportunity to retake the course for which they were previously enrolled in if they were unable to successfully complete. In order to re-enroll, the student must express their interest via the Outreach and Admissions team by emailing admissions@byteback.org. Students should include their name, email, and course they'd like to retake. The student will be automatically waitlisted while priority for enrollment is given to new students seeking to enroll at Byte Back for the first time. Should space be available in the course, the following conditions will be assessed before granting re-admission:

- Six month waiting period between the last day of class attended and the start date of the new class
- attendance during the initial course
- infractions earned
- previous academic performance

Current or former students seeking to re-enroll will be assessed by the Outreach and Admissions team via phone or in-person interview, to determine whether the conditions for withdrawal (if any) have been remedied. Once a comprehensive review of the student's profile is completed, if there are any derogatory remarks or a less than desirable track record of performance, and/or violation of student policies, re-enrollment will not be granted at any time and the student will be ineligible for future services at Byte Back. Student ineligibility will be recorded in Salesforce by the Outreach and Admissions team.

Byte Back Media Policy

Photos and video recordings from Byte Back courses and events help Byte Back build community and share student success and impact. We use photos, GIFs, and/or video in digital and print materials, including but not limited tobyteback.org, social media, email marketing, press, educational materials, outreach materials, and fundraising.

Participation in Byte Back activities on its sites or off-site implies permission for the use of images or video taken at those events. No special compensation is provided to any individual in images taken by Byte Back or affiliates. Byte Back does not contact individuals to notify them if or when their images are used.

Students have a right to opt out of inclusion in media, but unless a "Media Images Opt-Out Release" is signed and on file with Byte Back with a reference image of the person opting out, participation in activities implies permission to use images taken at those events. This opt out MUST be accompanied by a current photo of the individual. This opt-out form does not apply to photos that might be taken and used by others in attendance. Complete and return this form

to Byte Back ONLY if you do NOT give permission for your likeness to appear in Byte Back publications or publicity, in print or digital form.

An employee or student who does NOT want to be photographed or recorded, and who submits an appropriate completed Media Images Opt-Out Release, is responsible for removing themselves from the area in which the photographing/recording is occurring or notifying the camera person on site of their opt-out status. Failure to do so may result in the employee's or student's inclusion in an image or recording and will be treated as a release, allowing Byte Back to utilize that photograph or recording accordingly.

Graduation

Graduation takes place twice per year to recognize Byte Back intermediate and certification students who complete and pass their classes. To participate in graduation, students must meet minimum attendance requirements and receive a minimum passing grade on the final exam for any of the following classes:

- Computer Foundations 2
- MOS Excel
- MOS Word

- CompTIA ITF+
- CompTIA A+

Students in Computer Foundations 1 are not eligible to participate in graduation.

Accommodations of Disabilities

Any student in need of an accommodation due to a documented disability should indicate their request on the application. They are also encouraged to contact the Education Manager or the Education Coordinator to discuss the accommodation needed. Reasonable accommodations for students will be considered and appropriate support will be provided.

Student Fees and Classroom Materials Policy

All classes and classroom materials are free to students. However, students are expected to treat all classroom equipment and materials with care. Students who receive textbooks, hardware, and/or software as part of their class must sign and return a Byte Back Student Equipment Contract (see Appendix B).

Conduct – General

Although it is impossible to anticipate every kind of misconduct, the list below is illustrative of inappropriate behavior. Offenses will not be tolerated and can lead to dismissal from the program. Examples include, but are not limited to:

- Language or actions deemed disrespectful, harassment, threats, and/or harmful, including unwanted solicitations and touching
- Dishonesty in communications, including cheating, plagiarism, and falsifying records

- Theft, damage, 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 with through Byte Back
- Violation of any of the policies concerning student conduct

Students who wish to enroll in classes must sign and return the Byte Back Student Contract (see Appendix A). Note that in cases where the Student Contract is violated, all disciplinary decisions made by Byte Back administration are final.

Conduct – Classroom

Being in a classroom is no different than being in an office setting. For this reason students are expected to act in a professional and respectful manner. The following behaviors are prohibited during class time:

- Wearing inappropriate clothing with offensive slogans, words, or pictures
- Viewing non-course related website and/or social media use in class
- Use of headphones unless directed by the instructor
- Open food or eating in the classroom
- Texting, making calls, or receiving calls during class
- Bringing children and/or other non-students inside classrooms when instruction is taking place

*** If there is a sensitive matter that requires you to check your phone during class please inform your instructor and keep your phone on silent/vibrate.

Conduct – Drugs and Alcohol

Byte Back prohibits the unlawful use, possession, dispensation, sale, manufacture, or distribution of any controlled substance or drugs at onsite or offsite classroom locations. Byte Back also maintains a no tolerance policy for students under the influence of alcohol and/or a controlled substance during class time or while participating in any Byte Back related activities (e.g. tutoring, Byte labs, etc.). Such abuse will result in immediate removal from the building and program.

Student Grievances

In cases where a student believes they were wronged by an instructor and/or staff member, they may file a grievance with the Education Manager. Grievances should be emailed and state the following details:

- Date of incident
- Description of incident

Students who file a grievance should allow one week for their request to be processed and investigated. If the student does not receive a response to their grievance filing within one week or they are unsatisfied with the outcome they may email an appeal to the Chief Program Officer.

Students who file a grievance will not incur unfair action and/or treatment by any Byte Back faculty or staff member in response to initiation of the grievance. Finally, students who file a complaint and believe their issue was not processed according to the stated terms of Byte Back's formal grievance process may file a complaint with the Higher Education Licensure Commission as a last resort.

Conduct – Dress Code

At Byte Back, students are not only expected to act professionally but also to dress professionally as part of the preparation process to (re)enter the workforce. As such, students are expected to dress in business casual attire for all classes and official events, which includes the following:

- Shirts and tops that are loose and remain modest. They should cover the chest, stomach, and shoulders. Business shirts should be tucked in. Camisoles and professional tank tops must be covered for the entire day with a suit jacket, sweater shrug, or shawl.
- Slacks or skirts that are at least knee-length
- Shoes or dress boots

Not Allowed – Please note, the following items are not allowed:

- Shorts, spandex, nylon, jeggings, sweat pants, or leggings.
- Work boots of any color, sneakers, flip flops, sandals, or open-toe shoes.
- Any clothing with slogans, drug paraphernalia, or words that are unprofessional and deemed offensive in a professional environment.

Professional Skills Classes

Students participating in Professional Skills classes are expected to dress in appropriate corporate business attire for these specific trainings, which includes the following:

- A conservative suit or blazer with slacks or a skirt in solid dark colors or pinstripes, with a shirt and tie or a blouse, is appropriate.
- If you do not have a suit or sports jacket, a shirt and tie or blouse with slacks, a conservative dress, or skirt are acceptable. Business shirts must be tucked in pants at all times.
- Footwear must also reflect business attire. Only shoes, not boots, are appropriate. Heels, flats, and stockings are appropriate with dresses or skirts.

Dress Code Exceptions

- Religious headgear is acceptable.
- Instructors may designate a "jeans day." All the other clothing rules apply except that blue or black jeans may be worn. All jeans must be clean and in good condition (i.e. no

rips, holes or stains, no large logos). Extra baggy jeans hanging off the waist with no belt are not allowed. Jeggings are not allowed.

*** Should you require any assistance or resources for business attire, please contact the Education Coordinator.

Conduct – Disciplinary Measures

All Byte Back faculty and staff are required to enforce conduct policies. As such, all faculty and staff are entitled to issue a verbal warning, a written citation, and/or request a student leave the premises in response to unacceptable conduct.

Each incident requiring disciplinary action will be examined carefully to ensure verification of facts and consistent application of corrective measures. Furthermore, an effort will be made to make certain the student understands the rule that is involved, why the behavior is inappropriate, and specific changes which must be made in order to bring the student's conduct or performance to an acceptable level.

In cases where students violate an attendance and/or conduct policy, they will receive an email notification instructing them to meet with the Education Manager within one week to discuss the incident. If students fail to meet with the Education Manager, they will be dropped from class. In cases where students are not currently enrolled in a class, they will be barred from further participation in Byte Back related activities until the meeting occurs.

Student Resources

Tutor Services

Students are expected to actively participate in class as well as study outside of class to maximize their learning. However, in cases where students either fall behind and/or experience challenges with certain lessons, Byte Back tutors are available. Please be aware of the following guidelines:

- Tutors have limited availability.

- Tutor sessions can be scheduled directly – using Calendly links – or indirectly by contacting the Learning Lab Coordinator.

- Students may schedule up to two tutor session per week for the duration of a class. In cases where a student fails a final exam and requires a tutor session to retest, they may schedule up to one tutor session per week for two weeks after the last day of class.

- Byte Back reserves the right to refuse or revoke tutoring services if it is deemed the student is (a) not maintaining an adequate pattern of self-study, (b) not retaining knowledge from one meeting to the next, or (c) violating any class policy.

- Any decision by staff to require a tutor will depend on the following factors:

- o Tutor availability
- o Scores on class assignments and practice tests
- o Attendance and participation
- o Visible pattern of self-study

Student Services

At Byte Back we understand that life sometimes interferes with studies. If/when a sensitive situation arises that may prevent you from attending classes please consider contacting the Education Coordinator. The Coordinator is familiar with multiple resources/services pertaining to childcare, emergency housing, internet access, transportation costs, utilities payments, and many more. Conversations with the Education Coordinator are confidential and can be conducted over the phone or in-person, depending on student preference.

Professionalism Skills Training

In addition to developing technical knowledge and skills, Byte Back Professional Track students will also develop the workforce skills and knowledge needed to address barriers to employment and ultimately thrive in a professional environment. These students work closely with the Business Solutions team to find a job. The curriculum includes the following elements:

- Professionalism Skills Workshops – Student enrolled in MOS Excel and CompTIA A+ will work on developing job readiness tools and skills once a week for several hours
- Byte Labs – Every Monday morning alumni are invited to participate in a workshop that addresses new topics and/or elaborates on older ones related to job readiness.
- 1x1 Meetings – Students and alumni who consistently attend and actively participate in the skills workshops and Byte Labs will be invited by the Professionalism Skills Coordinator to schedule meetings to work on specific tasks including but not limited to updating resumes, practicing interview skills, and applying to jobs
- Tech Tours – Once every quarter students enrolled in certification classes will be invited to tour the facility of an employer partner in the DC region and learn what qualities they look for when recruiting and hiring new employees.

Telecommunication Policy

Statement regarding telecommunications for students:

In cases where students cannot attend class for two or more consecutive days, they may request to attend class virtually. However, students must provide at least 24 hours advance notice to initiate this process as well as provide an estimated date for returning to class. Note

that virtual classes are intended to serve as a stopgap measure and will be discontinued after one week.

Also, permission to attend a class virtually is the sole decision of the instructor. Finally, students who arrange to attend class virtually are still subject to attendance policies.

- System requirements to provide telecommunications: Students who arrange to attend class virtually must have the following items:
    - Access to a computer
    - Access to the internet.

Student Right-To-Know and Security Act Information

As required by the Student Right-To-Know and Campus Security Act, students will be emailed if there is any criminal activity on Byte Back's campus.

Byte Back Alumni Network

After graduation, Alumni are highly encouraged to stay connected with Byte Back. Alumni benefit from career services, networking opportunities, and rewards. Alumni Network members have completed at least one Byte Back course and are pursuing further education opportunities outside of Byte Back, employment, or other opportunities. As Byte Back alumni, you will:

- Attend 2 or more Byte Back events or DC tech events;
- Update Byte Back with your new contact information and your employment status regularly;
- Respond to surveys to help improve our services.

Alumni have a unique opportunity to give back to current students. Here are more ways to get involved:

Star Alumni (volunteer about 2-5 hours) • Share your story: Do an interview with us for our blog and social media • Refer a friend to sign up for a Byte Back course • Volunteer as an event helper • Write thank you letters or make thank you calls to donors • Share a job opening with the Alumni Network

Double Star Alumni (volunteer about 5-10 hours) • Share your success story: (1) with a live audience at a Byte Back event, (2) in a video produced by Byte Back, or (3) with a journalist for a blog, newspaper, or TV news • Be an Alumni Network leader • Join a focus group to give feedback and help us improve programs • Be an Outreach Assistant - attend events, hand out flyers, call potential students

Superstar Alumni (volunteer 10+ hours) • Participate in an Alumni Network speaker series • Organize an Alumni event • Volunteer as a Success Coach, tutor, mentor, or teaching assistant

• Host a current student for an informational interview or job shadowing day at your job • Serve on the Next Gen Council, Board of Directors, or as Alumni Network president

Computer Foundations 1

Overview

Length: 24 Hours, 8 Classes

Prerequisite: None

Description: As technology becomes more integrated into society, knowing how to operate a computer and navigate the internet is necessary to complete many day-to-day tasks. This class will develop digital literacy and enable students to use computers for a variety of functions. Upon course completion, students will be able to execute the following learning objectives:

- Use the mouse to left click, right click, double click, scroll, and click and drag
- Identify keys on the keyboard and improve typing speed and accuracy
- Recognize and manipulate windows (resize, move, and open from taskbar)
- Identify and open web browsers and navigate the Internet
- Visit websites and use search engines to find trustworthy information
- Use File Explorer to find, organize, and save files to the computer
- Use a flash drive to store, organize, and retrieve files
- Send and receive emails and email attachments and download files
- Cut/Copy and Paste and format text in Microsoft Word

Course Outline

Session	Topic	Activities	Homework
Day 1	Intro to the Course and Intro to the Computer (Part I)	a. First day slides b. Key parts c. Keyboard d. Programs e. Windows	Practice typing everyday Study for quiz
Day 2	Intro to the Internet	a. Web browsers and addresses b. Searching the internet c. Internet safety d. Helpful websites e. Review f. Quiz	
Day 3	Email	a. My email information b. Composing and replying to emails c. Electronic etiquette	Study for midterm

Day 4	Files (Part 1)	a. Uploading and sending attachments b. Folders – creating, moving, saving, and organizing c. Review d. Midterm	
Day 5	Files (Part 2)	a. Flash drives b. Cloud storage – Google drive and Dropbox	Study for quiz
Day 6	Intro to Word	a. Cut, copy, and paste b. Font, size, and text alignment c Saving files d. Quiz	
Day 7	How to Choose a Computer and Review	a. What's on the inside b. What's on the outside c. New vs. refurbished d. Review for final exam	Study for final
Day 8	Review and final exam	a. Review b. Last day slides c. Post-course survey d. Final exam	

Computer Foundations 2

Overview

Length: 52 Hours, 18 Classes

Prerequisite: Completion of Computer Foundations 1

Description: As technology becomes more integrated into society, knowing how to operate a computer and navigate the internet is necessary to complete many day-to-day tasks. This class will develop digital literacy and enable students to use computers for a variety of functions. Upon course completion, students will be able to execute the following learning objectives:

- Identify, open, create, save, and edit documents in Word.
- Use tools on the Ribbon to edit and format Word documents.
- Identify, open, create, save, and edit sheets in Excel.
- Input and format data in Excel.
- Identify, open, create, save, and edit presentations in PowerPoint.

- Use a flash drive to store, organize, and retrieve files.
- Send and receive emails and email attachments and download files.

Course Outline

Session	Topic	Activities	Homework
Day 1	Course Overview and Computer Foundations 1 Review	a. First day slides b. Computer Foundations 1 review	Practice typing everyday
Day 2	Intro to Word (Part I)	a. Layout and basic tools b. Hyperlinks	Study for quiz
Day 3	Quiz and Professionalism Seminar	a. Review b. Quiz c. Teamwork seminar	
Day 4	Intro to Word Part II	a. Styles and themes b. Comments and track changes	
Day 5	Intro to Word Part IV and Academic Workshop	a. Hyperlinks b. Comments c. Test taking workshop	Study for Word assessment
Day 6	Word Assessment and Professionalism Seminar	a. Review b. Word assessment c. Written communication seminar	
Day 7	Intro to Excel (Part I)	a. Layout and basic tools b. Making Lists	
Day 8	Intro to Excel (Part II)	a. PEMDAS b. Formulas	Study for quiz
Day 9	Quiz and Professionalism Seminar	a. Review b. Quiz c. Oral communication seminar	
Day 10	Intro to Excel (Part III)	a. Functions b. Charts and titles	
Day 11	Intro to Excel (Part IV)	a. Comments b. Mail merge	Study for Excel assessment

Day 12	Excel Assessment and Professionalism Seminar	a. Review b. Excel assessment c. Written communication seminar	
Day 13	LinkedIn and Resume Crafting	a. Creating a LinkedIn page b. Formatting a resume	
Day 14	Intro to Power Point	a. Layout and basic tools b. Presentation do's and do nots	Study for quiz
Day 15	Quiz and Professionalism Seminar	a. Review b. Quiz d. Conflict resolution seminar	Work on presentation
Day 16	Office Communication Tools	a. Outlook b. Slack c. Google docs d. Zoom	Work on presentation
Day 17	Make-Up and/or Presentation Creation	a. To be determined by instructor	Work on presentation
Day 18	Course Wrap-Up and Presentations	a. Last day slides b. Post-course survey c. Typing assessment d. Presentations	

Computer Foundations Hybrid

Overview

Length: 52 Hours, 18 Classes

Prerequisite: Falling within a specific score range on the Digital Literacy entrance assessment

Description: As technology becomes more integrated into society, knowing how to operate a computer and navigate the internet is necessary to complete many day-to-day tasks. This class will develop digital literacy at an accelerated pace and enable students to use computers for a variety of functions. Upon course completion, students will be able to execute the following learning objectives:

- Identify, explain the use of, and use common computer components;
- Execute basic functions in Microsoft Office Excel, Power Point, and Word;

- Create, save, and send documents in a variety of formats.
- Access valuable online resources;
- Make an informed computer purchase;
- Protect yourself against malware and phishing scams;
- Work on a team;
- Communicate professionally in person and via email.

Course Outline

Session	Topic	Activities	Homework
Day 1	First Day Tasks and Intro to the Computer Part I	a. First Day Slides b. Pre-Course Survey c. Smart Phones Refresher d. Intro to the Computer	Practice typing every day.
Day 2	Intro to the Computer Part II	a. The Internet b. Accessing Online Resources	Study for the quiz.
Day 3	Intro to the Computer Part III and Quiz	a. Email Essentials b. Microsoft Office Word Basics c. CF1 Quiz	
Day 4	Intro to the Computer IV and CF1 Review	a. Storage b. Computer Purchases c. CF1 Review	Study for the CF1 Assessment.
Day 5	CF1 Assessment and Professionalism Seminar	a. CF1 Assessment c. Professional Writing Seminar	
Day 6	Intro to Word Part I	a. Layout and Basic Tools b. Hyperlinks	
Day 7	Intro to Word Part II	a. Styles and Themes b. Comments and Track Changes	Study for the Word Assessment.
Day 8	Word Review and Assessment	a. Word Review b. Word Assessment c. Instructor/Student 1x1 Meetings	
Day 9	Intro to Excel Part I and Professionalism Seminar	a. Layout and basic tools b. Making Lists c. Professional Speaking Seminar	
Day 10	Intro to Excel Part II	a. PEMDAS b. Formulas	

		c. Functions	
Day 11	Intro to Excel Part III	a. Charts and Titles b. Comments	
Day 12	Intro to Excel Part IV and Professionalism Seminar	a. Mail Merge b. Quiz c. Teamwork Seminar	Study for the Excel Assessment.
Day 13	Excel Review and Assessment	a. Excel Review b. Excel Assessment	
Day 14	Intro to Power Point Part I	a. Design b. Text c. Images d. Insert	
Day 15	Intro to Power Point Part II	a. Transitions b. Animations c. Do's and Don'ts of Power Point d. Quiz e. Presentation Preparation	
Day 16	Power Point Review and Presentation Preparation	a. Power Point Review b. Presentation Preparation	
Day 17	Presentation Preparation and Power Point Presentations	a. Presentation Preparation b. Power Point Presentations	
Day 18	Last Day Tasks and Power Point Presentations	a. Last Day Slides b. Post-Course Survey c. Typing Assessment d. Power Point Presentations e. Last Day Celebration	

Administrative Professional Track & IT Professional Track

Byte Back students can choose between the IT Professional Track and the Administrative Professional Track. Admission to a Professional Track is based on satisfying prerequisites and students are expected to complete each certification before starting another. Both sequences also include career coaching and career development activities.

IT Professional Track

Byte Back's Information Technology (IT) training equips students with the tools for a career in Information Technology. Professional, technical, and hands-on skills are built up with CompTIA IT Fundamentals and CompTIA A+ courses. These certifications are taught as a single course – beginning with ITF course materials, then advancing to A+ course materials – to ensure students have a solid IT knowledge foundation before exploring more complex IT concepts.

IT training changes lives positively for those who take on the high expectations and major challenge of completing this course. The reward for total commitment to completing this program is professional empowerment and success!

In CompTIA's words:

- A+ is comprehensive and vendor-neutral
  A+ certified professionals have mastered the technologies found in today's extensive and varied IT environments, from mobile to traditional devices and operating systems. They can confidently handle the most challenging technology problems more efficiently.

- A+ validates foundational skills
  A+ establishes best practices in troubleshooting, networking, and security across a variety of devices to set the stage for IT careers. The certification also matches professional tech skills with communication skills.

- A+ is trusted by employers
  As businesses and governments worldwide continue to adopt mobile and cloud technology, they trust A+ certified professionals to keep their devices running and organizations working smoothly.

- A+ is industry supported
  A+ is developed and maintained by leading IT experts. Content for the exams stems from a combination of industry-wide survey feedback and contributions from our team of subject matter experts. Learn more about the people behind the CompTIA A+ exam development and the CompTIA A+ Advisory Committee.

CompTIA IT Fundamentals and A+

Overview

Length: 306 Total Hours, 72 Sessions, 6 Labs

Prerequisite: Pass or test out of Computer Foundations 2, pass admissions assessments, and successfully interview with Byte Back staff. A solid understanding of how to use a computer, email, and the internet are required.

Course, Part 1: IT Fundamentals

Description: IT Fundamentals is an introductory course for enhancing professional skills and pursuing a career in technology. A CompTIA-certified job seeker will get the attention of the best tech employers. This particular certificate is a good lead-in to other certification programs such as Cisco Certified Entry Networking Technician (CCENT) or Microsoft Technology Associate (MTA.)

Additional Information – https://certification.comptia.org/certifications/it-fundamentals

Learning Objectives

Objective 1: Mobile Devices

- Given a scenario, install and configure laptop hardware and components.
- Given a scenario, install components within the display of a laptop.
- Given a scenario, use appropriate laptop features
- Compare and contrast characteristics of various types of other mobile devices
- Given a scenario, connect and configure accessories and ports of other mobile devices
- Given a scenario, configure basic mobile device network connectivity and application support
- Given a scenario, use methods to perform mobile device synchronization

Objective 2: Networking
- Explain basic cable types, features, and their purposes
- Identify common connector types
- Given a scenario, install RAM types
- Compare and contrast TCP and UDP ports, protocols, and their purposes
- Compare and contrast common networking hardware devices
- Given a scenario, install and configure a basic wired / wireless SOHO network
- Compare and contrast wireless networking protocols
- Summarize the properties and purposes of services provided by networked hosts
- Explain common network configuration concepts
- Compare and contrast Internet connection types, network types, and their features
- Given a scenario, use appropriate networking tools

Objective 3: Hardware

- Given a scenario, select, install, and configure storage devices

- Given a scenario, install and configure motherboards, CPUs, and add-on cards
- Explain the purposes and uses of various peripheral types
- Summarize power supply types and features
- Given a scenario, select and configure appropriate components for a custom PC configuration to meet customer specifications or needs
- Given a scenario, install and configure common devices
- Given a scenario, configure SOHO multifunction devices / printers and settings
- Given a scenario, install and maintain various print technologies

Objective 4: Virtualization and Cloud Computing

- Compare and contrast cloud computing concepts
- Given a scenario, set up and configure client-side virtualization

Objective 5: Hardware and Network Troubleshooting

- Given a scenario, use the best practice methodology to resolve problems
- Given a scenario, troubleshoot problems related to motherboards, RAM, CPUs, and power
- Given a scenario troubleshoot hard drives and RAID arrays
- Given a scenario, troubleshoot video, projector, and display issues
- Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures
- Given a scenario, troubleshoot printers
- Given a scenario, troubleshoot common wired and wireless network problems

Course, Part 2: CompTIA A+ (220-1001)

Description: A+ is a professional IT certification based on two performance-based exams. Byte Back students gain a firsthand knowledge of available technology as well as in-depth training in technical problem solving in the professional arena. The course syllabus will follow the order of the textbook chapters and sections, and will encompass all of the CompTIA 220-1001 and 220-1002 exam objectives (outlined below) and more.

Learning Objectives

Objective 1: Mobile Devices

- Given a scenario, install and configure laptop hardware and components.
- Given a scenario, install components within the display of a laptop.
- Given a scenario, use appropriate laptop features
- Compare and contrast characteristics of various types of other mobile devices
- Given a scenario, connect and configure accessories and ports of other mobile devices

- Given a scenario, configure basic mobile device network connectivity and application support
- Given a scenario, use methods to perform mobile device synchronization

Objective 2: Networking

- Compare and contrast TCP and UDP ports, protocols, and their purposes
- Compare and contrast common networking hardware devices
- Given a scenario, install and configure a basic wired / wireless SOHO network
- Compare and contrast wireless networking protocols
- Summarize the properties and purposes of services provided by networked hosts
- Explain common network configuration concepts
- Compare and contrast Internet connection types, network types, and their features
- Given a scenario, use appropriate networking tools

Objective 3: Hardware

- Explain basic cable types, features, and their purposes
- Identify common connector types
- Given a scenario, install RAM types
- Given a scenario, select, install, and configure storage devices
- Given a scenario, install and configure motherboards, CPUs, and add-on cards
- Explain the purposes and uses of various peripheral types
- Summarize power supply types and features
- Given a scenario, select and configure appropriate components for a custom PC configuration to meet customer specifications or needs
- Given a scenario, install and configure common devices
- Given a scenario, configure SOHO multifunction devices / printers and settings
- Given a scenario, install and maintain various print technologies

Objective 4: Virtualization and Cloud Computing

- Compare and contrast cloud computing concepts
- Given a scenario, set up and configure client-side virtualization

Objective 5: Hardware and Network Troubleshooting

- Given a scenario, use the best practice methodology to resolve problems
- Given a scenario, troubleshoot problems related to motherboards, RAM, CPUs, and power
- Given a scenario troubleshoot hard drives and RAID arrays
- Given a scenario, troubleshoot video, projector, and display issues
- Given a scenario, troubleshoot common mobile device issues while adhering to the appropriate procedures
- Given a scenario, troubleshoot printers

- Given a scenario, troubleshoot common wired and wireless network problems

<div align="center">At this point students will take the 1001 A+ Exam</div>

About the CompTIA 220-1001 A+ Exam

In order to complete the course, you must prepare and sit for the exam within one week of the course completion. To receive CompTIA A+ certification, you must pass both 220-1001 and 220-1002.

Number of questions	Up to 90 questions per exam
Type of questions	Multiple choice and performance based
Length of test	90 minutes per exam
Passing score for 220-1001	675 on a scale of 100 – 900

Course, Part 3: CompTIA A+ (220-1002)

Learning Objectives

Objective 1: Operating Systems

- Compare and contrast common operating system types and their purposes
- Compare and contrast features of Microsoft Windows versions
- Summarize general OS installation considerations and upgrade methods
- Given a scenario, use appropriate Microsoft command line tools
- Given a scenario, use Microsoft operating system features and tools
- Given a scenario, use Microsoft Windows control panel utilities
- Summarize application installation and configuration concepts
- Given a scenario, configure Microsoft Windows networking on a client / desktop
- Given a scenario, use features and tools of the Mac OS and Linux client / desktop operating systems

Objective 2: Security

- Summarize the importance of physical security measures
- Explain logical security concepts
- Compare and contrast wireless security protocols and authentication methods
- Given a scenario, detect, remove, and prevent malware using appropriate tools and methods
- Compare and contrast social engineering, threats, and vulnerabilities
- Compare and contrast the differences of basic Microsoft Windows OS security settings
- Given a scenario, implement security best practices to secure a workstation

- Given a scenario, implement methods for securing mobile devices
- Given a scenario, implement appropriate data destruction and disposal methods
- Given a scenario, configure security on SOHO wireless and wired networks

Objective 4: Software Troubleshooting

- Given a scenario, troubleshoot Microsoft Windows OS problems
- Given a scenario, troubleshoot and resolve PC security issues
- Given a scenario, use best practice procedures for malware removal
- Given a scenario, troubleshoot mobile OS and application issues
- Given a scenario, troubleshoot mobile OS and application security issues

Objective 4: Operational Procedures

- Compare and contrast best practices associated with types of documentation
- Given a scenario, implement basic change management best practices
- Given a scenario, implement basic disaster prevention and recovery methods
- Explain common safety procedures
- Explain environmental impacts and appropriate controls
- Explain the processes for addressing prohibited content/activity, and privacy, licensing, and policy concepts
- Given a scenario, use proper communication techniques and professionalism
- Identify the basics of scripting
- Given a scenario, use remote access technologies

At this point, students will take the 1002 A+ Exam

About the CompTIA 220-1002 A+ Exam

To complete the course, students must prepare and sit for the exam within one week of the course completion. To receive CompTIA A+ certification, students must pass both 220-1001 and 220-1002.

Number of questions	Up to 90 questions per exam
Type of questions	Multiple choice and performance based
Length of test	90 minutes per exam
Passing score for 220-902	700 on a scale of 100 - 900

Taking the CompTIA A+ Exams

Multiple-choice questions in CompTIA exams ask a candidate to select one or more correct answers to a specific question, and the candidate clicks on the correct answer or answers.

Performance-based questions in CompTIA exams require the candidate to perform a task or solve a problem in simulated IT environments. For each performance-based question, the exam prompts the candidate to perform a specific task or solve a specific problem. A simulated environment is then launched in which the candidate completes the required steps. Each question is designed around real-world computer scenarios that will test a candidate's skills and knowledge. Depending on the nature of the exam and the exam question, the simulated environments may include different aspects of IT infrastructure, such as command prompts, Windows or networking environments.

Byte Back Testing Center Rules

- The Byte Back testing center does not accept walk-ins. You must schedule an exam with our administrative office.
- Students who are not at the testing center on time will lose their vouchers.
- Once a voucher is in the system no changes can be made to the test schedule.
- Once an exam is scheduled, the student must arrive at least 15 minutes prior to the exam.
- Confirm with lab staff at least one week before the exam day to find out what type of identification is needed for the test site.

A+ Voucher Policy

- Students are entitled to two free test vouchers for the program. Should a student use up all of his or her vouchers before passing both exams, additional vouchers can be purchased through Byte Back.
- Students are only given the 1001 voucher if they score 80% on the practice exam and meet attendance requirements.
- Students are only given the 1002 voucher if they score 80% on the practice exam and meet attendance requirements.

CompTIA Certification Retake Policy

If you fail your first (1st) attempt to pass any CompTIA certification examination, CompTIA requires a 14-day wait before your next attempt

If a Candidate has passed an exam, he/she cannot take it again without prior consent from CompTIA. A test result found to be in violation of the retake policy will not be processed, which will result in no credit awarded for the test taken. Repeat violators will be banned from participation.

Administrative Professional Track

Byte Back's Microsoft Office Specialist (MOS) courses prepare students for success in the administrative field. The program develops both professional communication and technical skills in key Microsoft Office programs. MOS Word and Excel – some of the most sought-after certifications in the job market – are taught as a single course to promote greater employment competitiveness.

Microsoft Office Specialist – Word and Excel

Overview

Length: 192 Hours in 48 Sessions

Prerequisite: Pass of test out of Computer Foundations 2, pass admissions assessments, and successfully interview with Byte Back staff. A solid understanding of how to use a computer, email, and the internet are required.

Course, Part 1: MOS Excel

Description: The range of skillsets covered in the MOS Excel program includes managing worksheets and workbooks, creating cell data, applying formulas and functions, presenting data visually, analyzing and organizing data, and sharing worksheet data with others. Individuals seeking MOS Excel certification are required to take and pass one exam.

Learning Objectives

Objective 1: Create and Manage Worksheets and Workbooks

- Create Worksheets and Workbooks
- Navigate through Worksheets and Workbooks
- Format Worksheets and Workbooks
- Customize Options and Views for Worksheets and Workbooks
- Configure Worksheets and Workbooks to Print or Save

Objective 2: Create Cells and Ranges

- Insert Data in Cells and Ranges
- Format Cells and Ranges
- Order and Group Cells and Ranges

Objective 3: Create Tables

- Create a Table
- Modify a Table
- Filter and Sort a Table

Objective 4: Apply Formulas and Functions

- Utilize Cell Ranges and References in Formulas and Functions
- Summarize Data with Functions

- Utilize Conditional Logic in Functions
- Format and Modify Text with Functions

Objective 5: Create Charts and Objects

- Create a Chart
- Format a Chart
- Insert and Format an Object

About the MOS Excel Exam

To complete the course, test candidates must prepare and sit for the exam within one week of the course completion. To receive the MOS Excel certification, test candidates must pass one exam: 77-420. For more information about Microsoft certification exams, refer to the MOS Exam Policy section.

Number of questions	Up to 25 Questions
Type of questions	Performance based / Simulation
Length of test	60 minutes
Passing score for exam	700 on a scale of 1000

Course, Part 2: MOS Word

Description: Through Byte Back's MOS Word program, students acquire valuable job skills which will help them in any position. The concepts from this course apply to most multi-column newsletters, résumés, and business correspondence programs in the modern office.

Learning Objectives

Objective 1: Create and Manage Documents

- Create a document
- Navigate Through a Document
- Format a Document
- Customize Options and Views for Documents
- Print and Save Documents

Objective 2: Format Text, Paragraphs, and Sections

- Insert Text and Paragraphs

- Format Text and Paragraphs
- Order and Group Text and Paragraphs

Objective 3: Create Tables and Lists

- Create a Table
- Modify and Table
- Create and Modify a List

Objective 4: Create and Manage References

- Create and Manage Reference Markers
- Create and Manage Simple References

Objective 5: Insert and Format Graphic Elements

- Insert Graphic Elements
- Format Graphic Elements
- Insert and Format SmartArt Graphics

About the MOS Word Exam

To complete the course, you must prepare and sit for the exam within one week of the course completion. To receive the MOS Word certification, students must pass one exam. For more information about Microsoft certification exams, refer to the MOS Exam Policy section below.

Number of questions	Up to 50 Questions (varies)
Type of questions	Performance based / Simulation
Length of test	Up to 90 minutes
Passing score for exam	700-750 on a scale of 1000 (varies)

Microsoft Office Specialist – Outlook

Overview

Length: 66 Hours in 22 Sessions (Duration 3 hours)

Prerequisite: Pass or test out of Computer Foundations 2, pass admissions assessments, and successfully interview with Byte Back staff. A solid understanding of how to use a computer, email, and the internet are required.

Description: Through Byte Back's MOS Outlook program, students acquire valuable job skills which will help them in any position. The concepts from this course apply to most email/calendar programs on the market today.

Learning Objectives

Objective 1: Manage the Outlook Environment

- Customize Outlook Settings
- Automate Outlook
- Print and Save Information in Outlook
- Search in Outlook

Objective 2: Manage Messages

- Create a Message
- Format a Message
- Organize and Manage Messages

Objective 3: Manage Schedules

- Create and Manage Calendars
- Create Appointments, Meetings and Events
- Organize and Manage Appointments, Meeting, and Events
- Create and Manage Notes, Tasks, and Journals

Objective 4: Manage Contacts and Groups

- Create and Manage Contacts
- Create and Manage Groups

About the MOS Outlook Exam

To complete the course, you must prepare and sit for the exam within one week of the course completion. To receive the MOS Outlook certification, students must pass one exam.

For more information about Microsoft certification exams, refer to the MOS Exam Policy section below.

Number of questions	Up to 50 Questions (varies)
Type of questions	Performance based / Simulation
Length of test	Up to 90 minutes
Passing score for exam	700-750 on a scale of 1000 (varies)

About Microsoft Office Specialist Exams

Microsoft Office Specialist exams are taken through Certiport and administered at Byte Back. Performance-based questions in Certiport exams are presented in simulated environments, designed around real-world scenarios. For each simulation question, the exam prompts the candidate to perform a specific task. Other formats may include multiple choice, matching or sequencing steps to perform a task.

MOS Exam Policy

For more information on Microsoft's exam policies:

https://www.microsoft.com/en-us/learning/certification-exam-policies.aspx

- Test Candidates must clear their desks before testing. Nothing should be on the desk while testing.
- Test Candidates may not take recording devices such as paper/pencil, cameras, mobile devices, computers, or communication devices such as cell phones or pagers into the testing area.
- Test Candidates must not communicate with other Test Candidates either in the testing room or in any other area of the testing facility during authorized testing breaks.
- Test Candidates must read and accept the terms of the Non-Disclosure Agreement presented prior to the start of the exam.
- Test Candidates must not remove exam content from the testing area and must not reproduce exam content outside of the testing area.
- Test Candidates must abide by the terms of the Retake Policy.
- Test Candidates found to have violated testing center rules may lose any existing certifications and may be made permanently ineligible for additional certifications.

MOS Exam Retake Policy

- Students are entitled to one free test voucher, with a retake, for the program.
- If a candidate does not achieve a passing score on an exam the first time, the candidate must wait 24 hours before retaking the exam.
- If a candidate does not achieve a passing score the second time, the candidate must wait two days (48 hours) before retaking the exam a third time.
- A two-day waiting period will be imposed for each subsequent exam retake.
- There is no annual limit on the number of attempts on the same exam.

If a candidate is found to have violated the retake policy Microsoft can remove his or her certifications and prevent any future testing.

Appendix A: Byte Back Student Contract

The following rules and regulations are designed to create a safe and comfortable learning environment, facilitate superior academic and professional experiences, and engender student responsibility and accountability. By signing the student contract, you agree to follow all rules and regulations, to conduct yourself in a manner that is both professional and positive, and to work hard. Also, by signing the student contract, you acknowledge that failure to comply with all rules and regulations may result in disciplinary measures including removal from a class, dismissal from a course, or withdrawal from the program.

I _____ agree to the following rules and regulations:

- I will treat my instructor, classmates, and support staff with respect at all times.
- I will follow all general and classroom conduct policies.
- I will properly care for all Byte Back equipment and property.
- I will complete all coursework in a timely fashion, which may include studying and completing assignments outside of regular class hours.
- I will provide my instructor advance notice of at least 24 hours if I am unable to attend class and will arrange to make up missed activities and/or assignments within one week.
- I will fully participate in Career Development activities, including but not limited to professionalism seminars, résumé workshops, mock interviews, and tech tours.
- I will provide an activity leader advance notice of at least 24 hours if I am unable to attend a previously scheduled meeting and arrange a new date/time within one week.
- I will communicate with my instructor and/or support staff about any challenges, concerns, and/or questions regarding my instruction and training.
- I will meet with Student Services if/when referred to by an instructor or staff member.
- I will meet with a tutor if/when referred to by an instructor or staff member.
- I will respond to messages from Byte Back instructors and staff within 48 hours.
- I will sit for certification exams I qualify for within one week of course completion.
- I will complete all forms and/or surveys required by Byte Back and its partners and return them within one week.
- I agree to Byte Back's media image policy for use of photos and video recordings – at bit.ly/bbmediapolicy – but understand I can follow policy terms to opt out.
- I will provide follow-up information to Byte Back staff on employment and/or career changes as a result of training, coaching, and employment services on an ongoing basis.
- I will participate in the Byte Back Alumni Network to the best of my ability.

Signature: _____   Date: _____

Appendix B: Actions of a Successful Student

Successful students are successful for many of the same reasons. Below is a list of strategic actions that are known to make the learning experience more rewarding and increase the odds of successfully completing a Byte Back course.

Before Class

1. Prepare thoroughly for each class.
2. Complete assignments and meet deadlines.
3. Hold yourself to high standards of performance.
4. Prioritize effectively to achieve goals

During Class

1. Be punctual.
2. Interact respectfully with your instructor and classmates.
3. Consider other ideas with an open mind.
4. Step in and help other team members when needed.
5. Participate as a follower as well as a leader when working in a group.
6. Address any conflicts directly and respectfully with the person involved.
7. Evaluate progress toward objectives.

After Class

1. Prepare with a study group.
2. Contribute fully to the activities of the team.
3. Speak constructively of your classmates and Byte Back staff.
4. Use every assignment, project, or internship as an opportunity to learn and better yourself.
5. Constantly re-evaluate your own skills and capabilities.
6. Ask for and act on feedback from your instructor and Byte Back staff.
7. Adapt plans and make your class a priority as conflicting priorities arise.

If You Encounter Academic and/or Personal Challenges

1. Keep the big picture in mind.
2. Set clear, manageable objectives for yourself.
3. If you get stuck, ask an instructor or staff member for help with getting unstuck.

Appendix C: Study Tips

Find the study environment that works best for you.

1. Are you easily distracted?
2. Do you study well with a partner or in a group?
3. Do you study well individually in absolute silence?
4. Do you study well individually in a place with background noise?

Find the best way that you learn.

1. Are you a visual learner? Do you like diagrams, charts, drawings, videos, etc.?
2. Are you an auditory learner? Do you remember songs easily, videos, acronyms, etc.?
3. Are you a kinesthetic learner? Is it easier for you to learn the material if you are using your hands, holding computer parts, practicing, etc.?
4. Is it easy for you to remember what you are learning, or do you need repetition?

Create goals.

1. What are your career goals?
2. How can this class help you reach those goals?
3. What can you do to reach those goals?
4. Write those goals out and break them down into smaller steps.

Prioritize.

1. Rank what you need to study in order of most to least important.
2. Create a list.
3. What subject or chapter is on the next quiz or test?
4. What chapter or concept have you struggled with the most?

Create a study schedule.

1. Use an online calendar (Word Calendar, calendar book, wall calendar) or planner.
2. Create a list of tasks.

Review course materials.

1. Find a partner or group that can help you determine how much you know.
2. Ask your instructor to help clarify any of the topics that you've had trouble with.

Don't overdo it.

1. If you've been consistently studying, take a break before the quiz or test.
2. Don't cram just before the test or quiz or pull an "all-nighter."

Appendix D: Actions of a Successful Student

Successful students are successful for many of the same reasons. Below is a list of strategic actions that are known to make the learning experience more rewarding and increase the odds of successfully completing a Byte Back course.

Before Class

1. Prepare thoroughly for each class.
2. Complete assignments and meet deadlines.
3. Hold yourself to high standards of performance.
4. Prioritize effectively to achieve goals

During Class

1. Be punctual.
2. Interact respectfully with your instructor and classmates.
3. Consider other ideas with an open mind.
4. Step in and help other team members when needed.
5. Participate as a follower as well as a leader when working in a group.
6. Address any conflicts directly and respectfully with the person involved.
7. Evaluate progress toward objectives.

After Class

1. Prepare with a study group.
2. Contribute fully to the activities of the team.
3. Speak constructively of your classmates and Byte Back staff.
4. Use every assignment, project, or internship as an opportunity to learn and better yourself.
5. Constantly re-evaluate your own skills and capabilities.
6. Ask for and act on feedback from your instructor and Byte Back staff.
7. Adapt plans and make your class a priority as conflicting priorities arise.

If You Encounter Academic and/or Personal Challenges

1. Keep the big picture in mind.
2. Set clear, manageable objectives for yourself.
3. If you get stuck, ask an instructor or staff member for help with getting unstuck.

Appendix E: Byte Back Board of Directors

The Byte Back Board of Directors (currently nine members) is responsible for the governance, oversight, and strategic direction of the organization. The board participates in high-level fundraising acquisition with 100% personal giving participation. Each year, the board approves the budget and meets quarterly to make critical decisions. Board committees (executive, governance, finance/audit, development, and programs) provide dynamic insight to staff and meet regularly by phone.

Desy Osunsade
BA, University of the District of Columbia
Chairperson
Senior Director, People Morning Consultant
Term ends July 2020

John Crain
MBA, Wharton University
BA, Georgetown
University Treasurer
Founder & Principal, 452 Consulting
Term ends December 2020

Scott Driskill
BA, BS, University of Virginia
Development Committee Chair & Secretary
Account Manager, ANSYS, Inc.
Term ends January 2021

Russell Hanser
M.A. The Johns Hopkins
University JD, Harvard Law,
BA, Amherst College
Governance Committee Chair
Partner, Wilkinson, Barker, Knauer LLP
Term ends April 2020

Allen "Bobby" Bermudez
BS, George Mason University
M.S. Boston University
Program Committee Chair
President/Founder, Symposit LLC
Term ends April 2020

Christopher Arabia
MBA, La Salle
University BA, Moravian
College Director
Senior Vice President, TD Bank
Term ends June 2021

Shanaz Chowdhery
BA, Yale University
Director
GM of Alternative Education, Vemo Education
Term ends July 2021

Chris Hagood
MBA, Mount Saint Mary's
University BS, Mount Saint Mary's
University Director
Regional Director, Strategy and Transformation
Press Ganey
Term ends April 2020

Brenda Shelman
Director
Byte Back Graduate
Term ends January 2022

Appendix F: Byte Back Chief Administrators & Faculty Members

Chief Administrators

- Melissa Stallings, Chief Program Officer (DC Office) – MPH, Walden University
- Isel Perez-Castellanos, Chief Financial Officer (DC Office) – MBA, Johns Hopkins University
- Chrissie Powell, Baltimore Executive Director – BS, Morgan State University

Faculty Members

- Andrew Quilpa - MOS Word certified, MOS Excel certified, CompTIA ITF certified
- Leo DeLeon - MOS Excel certified, CompTIA ITF certified, CompTIA A+ certified