New Horizons 2016/2017
Career Education Program Guide
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Why Train at New Horizons?

New Horizons is widely recognized as a leading global training company with a rich, 30-year history of helping individuals achieve their career goals. Over the years, we have taken great pride in delivering training programs and career services that go far beyond the classroom experience. Knowing many students’ ultimate goal is to pursue a new career or advance an existing one, New Horizons offers a variety of services that students have come to rely on to help achieve their career objectives.

Career Assessment and Guidance
Today, individuals are changing jobs and careers more than ever before. Our career consultants provide free career assessment and advice on a variety of careers, ranging from project management, IT security, database administration, and countless others. Consultants also assess each student’s skill level to help determine the best program that fits their needs.

Flexible Training Options
We understand every student has different learning needs, learning style preferences, and schedules. These unique learning needs are supported through flexible training methods. Students can participate in our instructor-led training classes at a time of their convenience and they can attend either online from their home or office or from one of our training centers. Regardless of training method selected, students receive the same highly-engaging class experience with the industry’s best training material and instructors.

Navigate Funding Sources
We understand many students do not have the necessary funds to participate in training. Our career consultants help students identify the funding sources available and help determine the one that best fits each student’s needs.

Highly-Qualified Instructors
Our classes are taught by the industry’s best instructors who are proven experts in their field, certified in their course topic and who have taught for many years. More than teachers, our instructors are highly knowledgeable professionals that typically have 15 or more years of real-world experience working for leading companies.

Best Curriculum
We have a laser-like focus on monitoring technology trends and working closely with our technology partners to ensure our training curriculum covers the latest technologies across a broad range of areas. Some of our long standing partners include Microsoft, Cisco, EC Council, Project Management Institute, CompTIA, and many others.

Job Placement Services
It is our goal to provide job placement services to our students while enrolled in our programs. This one-on-one support gives our students an edge over thousands of candidates looking for similar jobs. As part of this support, students have access to career skills assessments, resume development/review and distribution, interview coaching, job search assistance and other professional development resources.

Class Resources
When individuals train for a career, it is important to be able to practice the concepts taught in the classroom. With our live, virtual lab environment, students receive valuable hands-on training and experience. In addition, all classes are recorded and available for six months, enabling students to review and retain the information long after the course ends.

Industry Insight
Our long history and foundation as a corporate training provider has not only given us the insight into the types of training employers are providing to their own teams, but also a true understanding of what businesses actually need to succeed. We bring that experience to the table in developing our career education programs and supporting our students’ success.

Contact Us Today for a Free Career Consultation.

nhls.com
Benefits of Certification

Get Current

• For many experienced individuals, formal education ended many years ago. With the passage of time, new technologies, processes, and best-practices are brought to market. Our career education programs are constantly updated and therefore represent a unique opportunity for individuals to update their knowledge and skills.

• For individuals with limited experience or new career aspirations, certifications are an effective way to quickly ramp up knowledge and skills to pursue a new job or career in as little as a few months.

Get Hired

• Certifications help individuals differentiate their skills against other job candidates. When employers are interviewing, the competition is often stiff. Job applicants with certification will clearly have an advantage.

• Certifications are a priority among hiring managers. Ninety-one percent of managers consider certification as part of their hiring criteria.1

• Research shows certifications help professionals get ahead. In a survey of 700 IT networking professionals, 60 percent said certification led to a new job.2

Get Connected

• Certifications help individuals plug into new communities to share knowledge and best practices. Many of these groups offer member-only benefits, such as job boards, white papers, and networking opportunities.

Get Recognized

• Many employers internally recognize employees when they obtain an IT, project management or other certification. As a result of this recognition, certified employees often gain broad exposure across an organization which can result in new connections and project opportunities.

• Certifications are an objective, unbiased barometer of your skills. Certified employees stand out among peers when seeking an internal job promotion as they are more likely viewed as expert-level members of the team and a continuous learner.

• In addition to a certificate of class completion, students receive a nationally-recognized certification after successfully passing the assessment.

Earn More

• Certifications commonly lead to an increase in salary. For example, PMP-certified project managers earn an average of 17 percent more in salary than non-certified project managers.3

How We Deliver our Training Programs

New Horizons instructor-led training is delivered on our unique platform called “Connected Classroom.” Connected Classroom is an integrated platform and learning management system portal that combines post-class support and modern technology with on-campus, instructor-led classroom training.

In the Connected Classroom:

• Every live lecture given by the instructor can be captured by the platform to ensure total quality instruction. The student will have the ability to access an archive of each lecture in its entirety for up to six months following each course, which can be used for exam preparation and review.

• Student participation and engagement in each class will be recorded by the platform and can be accessed by the instructor for grading and review purposes.

• All labs and lab assignments are within the Connected Classroom environment which allows the system to record utilization and launch times. Instructors can review utilization and progress of all student labs for grading and review purposes. Students can log into the labs at any time for additional practice and exam preparation as needed.

• Each student logs into the Connected Classroom environment when he/she arrives at the campus each day, with a unique log-in for each student. Each student logs out of the platform at the end of each class (daily). This allows for total accuracy in attendance taking. Log in/access times are recorded inside the Learning Management System and can be accessed at any time by the instructor or our Student Affairs team to support the student’s progress.

• The Connected Classroom and its integration with the Learning Management system creates a single platform for tracking student certifications, attendance, progress, grades and transcripts.

1. Microsoft Certification Program Satisfaction Study, 2012

For a complete list of New Horizons locations, please visit our website at NHLS.com/locations
The Network Systems Administrator Program

The Network Systems Administrator Program is the foundation for a series of higher certifications at the expert and master level, and focuses on the ability to design and build technology solutions. Learned primary skills include the ability to install, configure, and troubleshoot a network. The Microsoft Technology Associate (MTA) certification from Microsoft demonstrates fundamental on-site and cloud-computing skills in one of Microsoft’s core platforms. The Security+ Certification from CompTIA will prove your basic knowledge of security concepts and a fundamental understanding of how to secure network. The Cisco CCENT (Cisco Certified Entry Networking Technician) certification validates the skills required for entry-level network support positions, and is the starting point for many successful careers in networking.

Program Length
30 weeks / 540 clock hours

Certifications Achieved
- MTA (70-410, 70-411 and 70-412)
- Security+ (SYO-401)
- CCENT (100-101)

Career Opportunities
O*Net Code: 15-1142
After successfully completing one of our programs, you may qualify for the following career opportunities.

- Network Administrator
- Network Engineer
- Network Manager
- Network Specialist
- Systems Administrator
- Systems Engineer

Common Job Responsibilities
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.

Program (540 clock hours)

Computer Network and Security
This course expands existing user-level knowledge and experience with PC software and hardware and introduces fundamental skills and concepts. Network fundamentals are also introduced with extensive coverage of network models, media, and IP Addressing. Finally, foundational skills in Security are covered by introducing students to different security threats, cryptography fundamentals, security policies, and risk management.

Cisco Routing and Switching
This course introduces students to the basics of Cisco network administration. Learn how to install, operate, configure, and verify IP networks, as well as identify basic security threats. Students will also explore different network topologies and troubleshoot common networking issues.

Microsoft Operating System
This course is the perfect technical introduction to Windows 10. Discover new capabilities and find out how to manage devices, storage, apps, and data security. This course provides the information necessary to properly administer and support Windows 10.

Microsoft Server Administration
Get introduced to the full feature set and technical capabilities of Windows Server 2012. Students will learn Active Directory Services, Group Policy, and Hyper-V, as well as more advanced features like Network Load Balancing, and Certificate Services. All the information a student needs to properly administer a Windows Server 2012 environment.

Job Outlook
According to the Bureau of Labor Statistics, employment of Network and Computer Systems Administrators is expected to grow 8 percent from 2014 to 2024. Demand for these workers is high and should continue to grow as firms invest in newer, faster technology and mobile networks.
The Security IT Associate Program

Information is an essential resource for the growth and success of any business. In today’s information-driven economy, keeping a company’s vital data secure is the responsibility of every employee across an organization. According to a recent CompTIA study, human error is the most common cause of information security breaches, with 80 percent of individuals believing that human error is caused by a lack of security knowledge, training, and failure to follow security procedures.

The Security IT Associate Program validates an individual’s technical competency in IT security. Students will learn to analyze, test, troubleshoot, and evaluate existing network systems, such as local area networks (LAN), and wide area networks (WAN), as well as perform network maintenance to ensure networks operate correctly with minimal interruption.

Program Length
10 weeks /180 clock hours

Certifications Achieved
• Network+ (N10-006)
• Security+ (SYO-401)

Career Opportunities
O*Net Code: 15-1151, 15-1152
After successfully completing one of our programs, you may qualify for the following career opportunities.
• Computer Specialist
• Security Specialist
• IT Security Analyst
• Network Security Technician

Common Job Responsibilities
• Create and implement plans, as well as systems and procedures, to prevent malicious and inadvertent use of data.
• Train users on security measures and monitor access to data.
• Review information on viruses and ensure virus protection is in place.
• Assess risks of data exposure and validate security systems are in place and working as designed.
• Provide expertise on application development project teams to ensure applications comply with the organization’s information security standards.

Program (180 clock hours)

Computer Network and Security
This course expands existing user-level knowledge and experience with PC software and hardware and introduces fundamental skills and concepts. Network fundamentals are also introduced with extensive coverage of network models, media, and IP Addressing. Finally, foundational skills in Security are covered by introducing students to different security threats, cryptography fundamentals, security policies, and risk management.

Job Outlook
According to the Bureau of Labor Statistics, employment of IT Security Associates is projected to grow 18 percent (much faster than average) from 2014 to 2024.
The Database Administrator Program

The Database Administrator Program is a certification program intended for students looking to learn the fundamentals of database querying and administration and beyond. Students will learn to administer, test, and implement computer databases as well as coordinating changes to computer databases. Finally, students will plan, coordinate, and implement security measures to safeguard computer databases. The MTA Database Administration Fundamentals certification will ensure an understanding of core database concepts, creation of database objects, manipulation of data, data storage, and administration of a database.

Program Length
24 weeks / 432 clock hours

Certifications Achieved
• MTA

Career Opportunities
O*Net Codes: 15-1141, 15-1199.07
After successfully completing one of our programs, you may qualify for the following career opportunities.
• Database Administration Manager
• Database Administrator
• Database Analyst
• Database Coordinator
• Database Programmer
• Information Systems Manager
• Management Information Systems Director

Common Job Responsibilities
• Test programs or databases, correct errors, and make necessary modifications.
• Modify existing databases and database management systems or direct programmers and analysts to make changes.
• Plan, coordinate and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.
• Work as part of a project team to coordinate database development and determine project scope and limitations.
• Write and code logical and physical database descriptions and specify identifiers of database to management system or direct others in coding descriptions.

Program (432 clock hours)
Database Fundamentals
Learn the core concepts behind database administration with our Database Fundamentals course. You’ll learn how to manipulate data and create new database objects as well as gain a thorough understanding of Microsoft Access and Excel.

Database Design & Query
Understanding how to properly design a database and how to create queries to extract data are two of the most important features of database administration. Our Database Design & Query course will cover every aspect from executing a simple query and working with functions to working with subqueries and manipulating table structures.

Microsoft SQL Server
This course will serve as an introduction to one of the most popular database programs in the world: Microsoft SQL Server. Learn how to perform different queries, aggregate data, use table expressions, and work with stored procedures. But that’s only the beginning. You’ll also learn how to backup and restore data, monitor performance and manage security, and how to perform ongoing database maintenance.

Job Outlook
According to the Bureau of Labor Statistics, employment of Database Administrator professionals is expected to grow 11 percent from 2014 to 2024, faster than the average for all occupations. Demand for these workers is high and should continue to grow as firms invest in newer, faster technology and mobile networks.
Information Technology Specialist Program

The Multi-Elective Programs are for individuals who have advanced beyond foundational level certifications in the IT or Project Management field. These individuals require advanced programming to achieve the knowledge base necessary to achieve these certifications. Common examples of these certifications are as follows: Cisco Certified Networking Professional (CCNP), Certified Business Analysis Professional (CBAP), CompTIA Advanced Security Practitioner (CASP), Certified Ethical Hacker (CEH), Microsoft Certified Solutions Expert (MCSE), VMWare Certified Practitioner (VCP) and Microsoft Certified Solutions Developer (MCSD).

Students will select between 2 and 5 technical courses in their area of interest and which correspond to the learning requirements necessary for the designated certification. New Horizons will provide corresponding exam preparation materials and one free exam voucher (see Exam Vouchers on page 17) for the area of study.

Programs

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<th>Name</th>
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<tr>
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Pre-requisites

Each Multi-Elective program has a prerequisite set of knowledge, experience or prior certification that must be evidenced or demonstrated prior to acceptance of the student into the Multi-Elective program.

Career Opportunities


After successfully completing one of our programs, you may qualify for the following career opportunities.

- Computer Programmer
- Computer Software Application Engineer
- IT Project Manager
- Network Designer
- Web Designer

Common Job Responsibilities

- Investigate technology problems, identify their source, and determine possible solutions.
- Review IT project proposals, including identification of needs, potential problem areas, and suggested approach.
- Participate in development, implementation, installation, and testing of applications software.
- Provide system-level support for computer software, servers, and other computer equipment.
- Investigate, recommend, and install new applications.
- Document programming problems and resolutions for future releases.

Job Outlook

According to the Bureau of Labor Statistics, areas of employment aligned with this program are projected to grow 8-27 percent from 2014 to 2024.
The Business Administration Professional Program

The Business Administration Professional Program prepares students to plan, initiate, and manage Information Technology (IT) projects. IT Project Managers also lead and guide the work of technical staff, serve as a liaison between business and technical aspects of projects, plan project stages and assess business implications for each stage. Finally, IT Project Managers monitor progress to assure deadlines, standards, and cost targets are met.

Program Length
25 weeks / 450 clock hours

Certifications Achieved
- MOS (Excel)
- LSS Green Belt
- ITIL
- CAPM

Career Opportunities
O*Net Codes: 15-1199.09, 19-4099.01, 11-3011, 13-1111
After successfully completing one of our programs, you may qualify for the following career opportunities.
- IT Project Manager
- Project Manager
- Senior Lead Project Manager
- Quality Control Analyst

Common Job Responsibilities
- Develop or update project plans for IT projects including information such as project objectives, technologies, systems, information specifications, schedules, funding, and staffing.
- Monitor or track project milestones and deliverables.
- Develop and manage work breakdown structure (WBS) of information technology projects.
- Prepare project status reports by collecting, analyzing, and summarizing information and trends.
- Supply quality control data necessary for regulatory submissions.

Job Outlook
According to the Bureau of Labor Statistics, employment of IT Project Managers is projected to grow 15 percent from 2014 to 2024.

Program (450 clock hours)

Microsoft Office
Master the capabilities and features of the most widely used productivity suite in the world: Microsoft Office. Learn the fundamentals and advanced features of each application. This course will also introduce you to the fundamentals of Windows 10 to best utilize Microsoft’s latest and greatest operating system.

Business Applications
Our Business Applications course introduces you to Microsoft SharePoint. Learn how to share files and calendars, access team sites, and other fundamentals that will change the way you do business. This course also includes coverage of Adobe Acrobat.

Accounting Essentials
Our Accounting Essentials course covers the fundamentals of accounting from financial statements to identifying and controlling costs. Learn about operating leverage and what factors influence pricing among many other accounting basics.

Business Soft Skills
Proper communication skills and business etiquette will take you far. Our Business Soft Skills course covers those important topics as well as time management. Learn how to understand communication barriers and make a great first impression.

Project Management
Our Project Management course cover the fundamentals and advanced aspects of Project Management. Learn how to initiate a project, plan for time and cost, analyze risks, and plan out project milestones. This course also introduces Microsoft Project so the student can properly learn how to define and implement a project plan.

Business Efficiencies
Our Business Efficiencies course introduces students to the key components of service and quality management. Understanding the best practices for continual improvement is the fastest route to achieving more efficiency in the workplace. This course also covers the important topics of risk and change management and how to properly transition a new service into the work place.
The Business Office Associate Program

The Business Office Associate Program is comprised of a series of Microsoft Office and Business Skills classes specifically chosen to prepare our students for that job role. A Business Office Associate directly supervises and coordinates the activities of clerical and administrative support workers. They also plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, facilities planning and maintenance, custodial operations, and other office support services.

**Program Length**
12 weeks / 216 clock hours

**Certifications Achieved**
- MOS (Excel)

**Career Opportunities**
O*Net Codes: 11-3011, 43-1011, 43-6014, 43-9061
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Executive Assistant
- Office Manager
- Operations Manager
- Customer Service Supervisor

**Common Job Responsibilities**
- Prepare invoices, reports, memos, letters, financial statements, presentations, and other documents using Microsoft Office and Adobe desktop applications.
- Design and maintain filing system.
- Maintain office budget and track all expenses.
- Schedule meetings and track executive schedules.
- Order supplies for department employees.
- Direct or coordinate the supportive services department of a business, agency, or organization.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Set goals and deadlines for the department.

**Program (216 clock hours)**

**Microsoft Office**
Master the capabilities and features of the most widely used productivity suite in the world: Microsoft Office. Our course includes full coverage of Microsoft Word, Outlook, Excel, and PowerPoint. Learn the fundamentals and advanced features of each application. This course will also introduce you to the fundamentals of Windows 10 to best utilize Microsoft’s latest and greatest operating system.

**Business Applications**
Proper communication skills and business etiquette will take you far. Our Business Applications course covers those important topics as well as time management. Learn how to understand communication barriers, make a great first impression, and how to best structure your day for success. The fundamentals of Accounting from financial statements to identifying and controlling costs will also be covered.

**Job Outlook**
According to the Bureau of Labor Statistics, employment of Administrative Assistants is projected to grow 8 percent from 2014 to 2024.
Medical Office Assistant Program

Our Medical Office Assistant course is ideal for individuals that want to focus their skills on front office administration. This course introduces the coding and billing skills necessary for processing insurance claims for reimbursement, following up on rejected claims, posting insurance payments, sending patient statements, and handling patient billing inquiries. This course offers comprehensive coverage of the skills and training required to work in either the front or back office.

Program Length
18 weeks / 324 clock hours

Certifications Achieved
• CEHRS
• CMAA
• CBCS

Career Opportunities
O*Net Codes: 29-2071, 43-6013, 31-9094
After successfully completing one of our programs, you may qualify for the following career opportunities.
• Medical Front Office Assistant/Receptionist
• Medical Records Administrator/Technician
• Insurance Reimbursement Specialist

Common Job Responsibilities
• Review patients’ records for timeliness, completeness, accuracy, and appropriateness of data
• Organize and maintain data for clinical databases and registries
• Track patient outcomes for quality assessment
• Use classification software to assign clinical codes for reimbursement and data analysis
• Electronically record data for collection, storage, analysis, retrieval, and reporting
• Maintain confidentiality of patients’ records

Program (324 clock hours)
Medical Office Administration
Our Medical Office Assistant course will introduce you to the Health care industry and the medical language used to describe the many systems that make up the human body. Students will also gain a better understanding of medicine that is required in dictation and translation of medical records as well as the skill and knowledge necessary to file insurance claims and reimbursements. Finally, students will acquire the skills needed for the development and ongoing maintenance of electronic health records, along with legal, ethical, and regulatory requirements, HIPAA and HITECH compliance, confidentiality and security, appointment scheduling, and utilizing the Electronic Health Record for administrative, reimbursement, and reporting purposes.

Job Outlook
According to the Bureau of Labor Statistics, employment of Administrative Assistants is projected to grow 15 percent from 2014 to 2024.
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**Consumer Information**

This catalog provides information on New Horizons’ Career Education Programs, policies, calendar, tuition and fees, administration, and faculty.

New Horizons reserves the right to make changes within the terms of this catalog which may affect any of the information published. If necessary, New Horizons may make such changes without prior notice to students. New Horizons will publish all changes in a catalog addendum and/or subsequent new catalog.

New Horizons expects its students to read and understand the information published in this catalog and in any catalog addendum identified as belonging to this catalog. Failure to read and understand this catalog will not excuse any student from the application of any requirement or policy published herein. Furthermore, it is the responsibility of each student to remain apprised of the current graduation requirements of his/her program.

New Horizons affirms a policy of equal employment opportunity, equal education opportunity and nondiscrimination in the provision of educational services to the public. New Horizons administers all educational programs and related supporting services and benefits in a manner that does not discriminate because of a student’s race, color, creed or religion, sex or sexual orientation, national origin, age, physical or mental disadvantage, or other factors, which cannot be lawfully the basis for an employment decision.

If a student believes he/she is being discriminated against, he/she should report the facts of the incident to the Instructor, the Career Consultant, or the General Manager in writing.

**Admission**

A student may be admitted into a New Horizons Career Education Program upon satisfying all of the following requirements:
1. The student must be at least 18 years of age and must provide proof of or complete an affidavit of a high school diploma or GED.
2. The student must complete a New Horizons Student Application or Individual Employment Plan.
3. The student must have a consultation with a New Horizons Career Consultant to evaluate skill and experience levels and identify education and career goals.
4. The student will be asked to take one of several practicing and/or entrance assessments.
5. The student must sign the Student Enrollment Agreement. One copy will be retained in the student’s file.
6. A payment method must be established and agreed upon by the student and New Horizons prior to registration.

**Payment Methods**

New Horizons accepts payment from students via the following methods and sources:
- Personal check
- Cashier’s check or money order
- MasterCard, Visa and American Express
- Private loan
- Local, state & federal government training/education programs and/or grants

**Student Loans**

Students enrolling into a Career Education Program may wish to secure a student loan. New Horizons recommends consulting your banking institution or financial advisor on the best loan options available to you.

Some common features of student loans include:
- Inclusion of all educational expenses such as training costs, fees, books, exams, computer hardware & software
- Low interest rates
- Deferment options
- No prepayment penalties
- Repayment options

For more information about funding sources please contact a Career Consultant.

**Scholarships**

New Horizons may from time to time offer certain scholarships to all students that qualify under the terms and conditions of the scholarship program offered at that time and within the parameters of the geography where the scholarship is offered.

**Delinquent Payment**

Any student who is delinquent in the payment of any sum owed to New Horizons may be suspended or terminated from the Career Education Program at New Horizons’ discretion. If a student is terminated from a program for failing to pay New Horizons any sum owed, the student will not be considered for re-admission to the program until full payment of all such delinquent amounts or until an acceptable alternative payment arrangement is approved by New Horizons.

**Prior Learning/Experience Assessment**

New Horizons does not accept transfer credits, but may recognize the student’s prior experience and/or certifications earned against the courses required for program completion. Upon acceptance, the New Horizons Career Consultant will request verification of the certifications or expertise achieved and/or provide the student with a skills-based assessment. Upon review of the certification documentation and/or skills assessment, the student will be eligible to receive credit for one or more of the courses needed for program completion. At such time, the student may elect to either substitute eligible courses for the program with no change to the program tuition, or the student will receive a discount against the tuition for the program on a pro-rata amount based on the total course hours credited versus the total course hours of the program.

**Entrance Exam**

To assist with student selection and placement, New Horizons utilizes an academic version of one of the most widely used and respected cognitive tests in the world – the Wonderlic SLE (Scholastic Level Exam). By measuring an individual’s ability to learn, adapt, solve problems, and understand instructions, New Horizons is able to select students and place them in compatible training programs.

The entrance exam used by New Horizons utilizes the Department of Labor’s O*NET database as a framework for determining occupational minimum scores. A list of minimum program entrance exam scores is provided below.

<table>
<thead>
<tr>
<th>Program</th>
<th>Associated O*NET Code(s)</th>
<th>Suggested SLE Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network System Administrator</td>
<td>15-1142</td>
<td>19</td>
</tr>
<tr>
<td>Security Associate</td>
<td>15-1152</td>
<td>17</td>
</tr>
<tr>
<td>Database Admin. Professional</td>
<td>15-1141/15-1199.07</td>
<td>20</td>
</tr>
<tr>
<td>Business Admin. Professional</td>
<td>15-1199.09, 19-4099.01, 11-3011, 13-1111</td>
<td>19</td>
</tr>
<tr>
<td>Business Office Associate</td>
<td>11-3011, 43-1011, 43-6014, 43-9061</td>
<td>16</td>
</tr>
<tr>
<td>Medical Office Assistant</td>
<td>29-2071, 43-6013, 31-9094</td>
<td>15</td>
</tr>
<tr>
<td>Information Technology Specialist 2</td>
<td>see list below</td>
<td>17</td>
</tr>
<tr>
<td>Information Technology Specialist 3</td>
<td>see list below</td>
<td>18</td>
</tr>
<tr>
<td>Information Technology Specialist 4</td>
<td>see list below</td>
<td>18</td>
</tr>
<tr>
<td>Information Technology Specialist 5</td>
<td>see list below</td>
<td>19</td>
</tr>
<tr>
<td>Information Technology Specialist 2-5</td>
<td>O*NET Codes: 15-1131, 15-1132, 15-1133, 15-1134, 13-1111, 15-1121, 15-1143</td>
<td></td>
</tr>
</tbody>
</table>
New Horizons Cancellation and Refund Policy

A full refund will be made to any student who cancels his/her Enrollment Agreement within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the Enrollment Agreement is signed. A full refund will also be made to any student who cancels enrollment within the student’s first three scheduled class days, except that the school may retain not more than $100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the Enrollment Agreement.

If a student cancels a program after the third scheduled day, or withdraws or is discontinued therefrom at any time prior to program completion, the amount of tuition refunded to a student will approximate the pro-rata amount of unused tuition. Unused tuition will be based on scheduled course time of program attendance through the effective date of termination compared to the total scheduled course time for the entire program. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled program attendance.

The effective date of termination for refund purposes will be the earliest of the following:
1. The last day of attendance, if the student is terminated by the school;
2. The date of receipt of written notice from the student; or
3. Ten school days following the last date of attendance.

Refunds for items of extra expense to the student, such as courseware, lab technology fees, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase courseware, lab technology, tools, or other instructional supplies until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the Enrollment Agreement. Any such items not required for the portion of the program attended must be included in the refund.

All refunds shall be returned within 30 days after they are verified.

Registration

To register for a New Horizons course, you must contact Student Affairs (see Staff Section of catalog for contact information). Early registration is strongly recommended.

Initial Enrollment: Student Affairs will enroll the student in the courses as outlined in the initial Student Enrollment Agreement and provide a copy of the schedule to the student.

Requests for Class Changes: All requests for a course change must be made in writing to Student Affairs at least one week prior to the start of the course. Student Affairs will process the change and provide a student with a copy of the updated schedule.

Retake Requests: Students who complete a course are eligible to retake that course at no charge within six months of the original course date. A student who wishes to retake a course should submit the request to Student Affairs, which will process the enrollment and provide the student with a copy of the updated schedule. Seating for retakes is based on availability. Please note, students will be required to bring the original courseware/materials that were issued in the initial completed course as no new materials will be issued for the retake. In specific situations where the courseware or materials have been changed or updated, the student will be required to purchase new courseware or materials to attend the retake.

Cohort Enrollments: Many Career Education Programs offered at New Horizons are delivered in a pre-packaged cohort. In such instances, all of the courses within the program have specific start and end dates and all of the students within the cohort are enrolled into all program courses upon completion of their Student Enrollment Agreement. Once enrolled into a program that is delivered in a cohort format, the student will have their entire schedule for program completion. The student will still be able to schedule Course changes and retakes, but in such cases they will likely be removed from their existing cohort and moved into a separate schedule of courses to complete their program. Please contact Student Affairs with any questions about modifications to any program that will be delivered in a cohort format.

Attendance

Good attendance and academic performance are crucial for a successful learning experience. As each course includes material, labs, and other exercises that build upon each other throughout the duration of the course and program, it is important that students attend all courses and lab sessions for which they are enrolled. Students are required to complete at least 75% of the course hours for the course to be considered successfully completed.

The grade of Incomplete (I) will be given to all students that do not complete at least 75% of the course hours.

For students receiving education benefits through the United States Department of Veteran Affairs (VA), New Horizons is required to notify the VA about changes affecting the student’s training schedule, including regular attendance. In order to maintain full time active status, some VA funding programs require that a student maintain a schedule of 18 clock hours of in-resident training per week. Any reductions in attendance may result in a lowered Basic Housing Allowance (BHA), reduction in other benefits and/or termination from the program.

First Day of Class/Module: Students must check in with the Center Coordinator upon arrival (at least 20 minutes prior to the start of course). Students must also sign the class roster. Please note that if you arrive more than 30 minutes late to course, your seat may be given to a student on the wait list and/or your instructor may not grant you access to the class.

Subsequent Days of Class/Module: Students will be required to sign the course roster for each day of course so attendance can be monitored. Students who fail to sign the roster will not receive credit for that day’s attendance. Instructors and/or Student Affairs will monitor and verify students’ days of attendance. Students who are 30 minutes late to course may be removed at the sole discretion of the instructor.

On Campus Attendance: In order to ensure the quality of the training environment, New Horizons prefers (and sometimes requires) that all students attend their training courses at one of our training facilities. Students can attend remotely under certain conditions when the funding agency counselor is aware that the student is attending training remotely throughout the duration of the program. Agencies administering grants and scholarships may or may not allow remote attendance so it is important that students check with their program administrators for clarification. This is the responsibility of the student.

Absences: Students must arrive to course on time in consideration of instructors and classmates. Students who anticipate being late or absent from a course must call and notify Student Affairs by providing their name, course and expected arrival time (or reason for absence, if absent).

Ten Tips to Improve Your Connected Classroom Learning Experience:

Attendance Verification Forms

All students requiring a signature for verification of course attendance can have their forms signed by Student Affairs, the local Center Coordinator, the Career Consultants or by their Instructor teaching the course representing the dates on the forms. Please fill in the student portion of the form prior to requesting it to be signed.

If you have any questions or if you need attendance forms, contact your funding agency. It is the student’s responsibility to get their attendance forms to the appropriate agency.
Courseware
New Horizons includes courseware with each course. Courseware is required for each student to attend the course. Most courseware for the program courses is authored by our various vendor partners such as Microsoft, CompTIA, Cisco, and Project Management Institute and is updated as revisions or newer versions are released. New Horizons has received considerable feedback from students indicating a preference for digital courseware. As such, this courseware will be provided where possible. The student will receive each piece of courseware either via email or from the course instructor as each new course begins. Lost or stolen courseware cannot be replaced without cost.

Course Prerequisites, Schedules, and Outlines
All New Horizons Part 2 and Part 3 courses, as well as many of our technical courses, build upon skills developed in the Level 1 and foundational courses. It is important that students are proficient with the skills presented in these foundational courses.

New Horizons utilizes an extensive Connected Classroom schedule to insure that students can find the latest information on courses along with their respective outlines, locations, and schedule dates. Students can access this site by following these steps:

Enter NHLS.COM in your internet browser and in the SEARCH TRAINING box type in the name of the course you wish to take. Lengthen the detail for quicker results or shorten if you need broader searches. (For example, SEARCH EXCEL 2013 Part 2 and only those courses appear. Or, if you type EXCEL you will get 2007, 2010, 2013 and all parts and more.) Select the blue GO button.

You may have to use the slide bars on the bottom or side of your monitor to see the results.

New Horizons offers several learning resources as supplements to our instructor-led training. These can include — but are not limited to — TestOut, Transcender, and Virtual Labs (vLabs). The hours for which a student utilizes these tools are not included in hours associated with a program and are used at the sole discretion of the course instructor(s). As such, time spent by students utilizing these resources will not count toward program hours unless hours for use of these resources is specifically required as part of the course curriculum.

Basis of Grades
Grades will be assigned at the end of each course/module ("grading period") based on the criteria outlined by the course instructor at the beginning of the grading period or as outlined in the course syllabus.

Grading Scale

<table>
<thead>
<tr>
<th>Grade</th>
<th>% Range</th>
<th>Points</th>
<th>Academic Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100</td>
<td>4.0</td>
<td>Excellent</td>
</tr>
<tr>
<td>B</td>
<td>80-90</td>
<td>3.0</td>
<td>Good</td>
</tr>
<tr>
<td>C</td>
<td>70-80</td>
<td>2.0</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>F</td>
<td>0-69</td>
<td>0.0</td>
<td>Failure</td>
</tr>
</tbody>
</table>

Withdrawals and Incomplete Courses
Students who withdraw from a course within the first week do not receive a grade and the course is NOT considered as attempted. After the first week, a withdrawal will be treated as an incomplete grade and the student will receive an Incomplete "I" for grading purposes. Incomplete grades will be considered as a failing grade "F" if make-up work is not completed within 30 days of course end date.

Satisfactory Progress
Satisfactory Academic Progress (SAP) is defined as maintaining a grade of seventy percent (70%) or higher during each grading period. Progress reports may be provided to students on a monthly basis between the 15th and the 1st day of the following month or upon request.

Academic Probation
When a student’s overall grade falls below seventy percent (70%), the student is automatically placed on academic probation for the next grading period. Students who are placed on academic probation are required to develop a Satisfactory Progress Plan ("Plan") to resolve the issues. The plan will be created in consultation with Student Affairs and agreed to by the student. Failure to meet any conditions agreed upon in the Plan will result in the student being withdrawn from their career education program. If the student is able to achieve satisfactory progress by the end of the probation period, the student will be removed from academic probation. As a condition of the student’s Plan, (s)he may repeat a course. In such cases, the new grade for the course will be considered in the calculated GPA. If the student re-enrolls after being withdrawn, (s)he will be on academic probation for the first grading period after re-enrollment.

Appeal Process
A student who wished to appeal his/her academic probation status or termination of enrollment must submit a written request to the Director of Student Affairs (see Staff Section of this catalog) within ten (10) days of the non-satisfactory progress status determination and must describe any circumstances that the student believes deserve special consideration. New Horizons will evaluate the appeal within ten (10) business days and notify the student in writing of the decision. All decisions are final. Any student who prevails upon the appeal process will be returned to good standing.

Progress Report
New Horizons will make Progress Reports available to students and/or their funding sponsors upon request. Students are able to review their academic record at any time through the New Horizons Learning Management System.

Temporary Leave
Students may voluntarily, or involuntarily based on Satisfactory Progress, be placed on Temporary Leave. Students on Temporary leave will have their Career Education Program put on hold for up to nine months based on the sole discretion of the Director of Student Affairs. Should a student not resume their Career Education Program within the agreed upon duration, the student’s enrollment will be terminated.

Graduation
Students will be considered graduated and completed with their Career Education Program following the completion of all courses outlined in their Student Enrollment Agreement.

Attendance of seventy five percent (75%) and a cumulative grade of seventy percent (70%) or higher are required for graduation from a program.

Transcripts and Release of Student Records
New Horizons retains permanent academic records as required by state and federal law, partnering organizations and company necessity.

Students who request a copy of their transcript in person must present photo identification to Student Affairs prior to receiving the individual transcript. Students who wish to receive a transcript through mail will need to submit a letter requesting the transcript, including their name, address, and phone number accompanied by a signature.

Organizations, learning institutions, and third party requests must include a letter of request on official letterhead including the student’s name, address and student’s signature giving permission to release the transcript to the requestor. The requestor must also include his/her name, title, address and phone number in the request. For organizational customers, individual student information may be made available for review by an authorized member of the organization.

Student information may be made available for review by request of an authorized representative of a local, state, or federal agency or institution that funds the student in question. Student information will be reported to local, state, or federal agencies or institutions as required by law.
Information that may be excluded from student/customer review includes notes and/or information documented for the sole purpose of Student Affairs’ internal use only.

Rules of Conduct
It is the intention of New Horizons to provide the most effective learning environment for our students. Therefore, it is imperative that our staff maintains and enforces guidelines that will ensure the best possible educational atmosphere for all students.

The following are general examples of behaviors and actions that may lead to a student’s suspension and/or dismissal:
1. Inappropriate and/or violent conduct displayed by the student.
2. Inappropriate hygiene, attire and/or indecent exposure. The student dress code at New Horizons is “business casual.”
3. Disrespect for New Horizons’ property and equipment (including downloading inappropriate content). Students may not connect personal property to New Horizons’ hardware or equipment.
4. Software piracy or violating copyright rules and regulations.
5. Recurring attendance or tardiness problems.
6. Drugs, alcohol, dishonesty, weapons and safety.
8. Disrupting the work or concentration of others.

Re-Admittance into a Program
If a student is dismissed from a program for any reason, the following procedure should be followed in order to re-enter the program:
If a student is dismissed for any reason, the following procedure should be followed in order to re-enter the program:

1. The student submits a letter to his/her Career Consultant requesting re-admittance to the program.
2. After reviewing the letter, the Career Consultant meets with the student to discuss the reason(s) he/she was removed from or stopped attending the program and how similar issues can be prevented should re-admission be granted.
3. The Career Consultant will discuss the student’s request with the General Manager or Director of Admissions for a final decision to be made.

Grievance and Appeals Procedure
In the event that a student experiences a problem with a particular course or instructor, he/she should first discuss the matter with the Instructor. If a resolution cannot be reached, he/she should then contact Student Affairs. In the event that the student experiences a problem with a policy, procedure, or practice of New Horizons he/she should first contact Student Affairs.

If a satisfactory agreement cannot be reached through Student Affairs, the student should then contact the General Manager or Director of Admissions. It is the policy of New Horizons to resolve student concerns in a swift and equitable manner.

If the General Manager or Director of Admissions upholds the initial decision, the student may appeal the decision in writing to New Horizons within 30 days of the ruling. New Horizons’ Chief School Administrator will review the appeal and notify the student of his/her decision in writing. Appeals should be mailed to the General Manager or Director of Admissions at one of the locations below:

Chicago Loop
200 W. Monroe
Chicago, IL 60606

Rosemont
9501 Technology Blvd, Suite 350
Rosemont, IL 60018

Complaints can be filed with the Illinois Board of Higher Education:
Illinois Board of Higher Education
Division of Private Business and Vocational Schools
1 N. Old State Capitol Plaza, Suite 333
Springfield, IL 62701
www.complaints.ibhe.org

Cell Phones and Other Electronic Equipment
Cell phones must be set on vibrate during every class. EMERGENCY phone calls can be taken during class but outside of the classroom. Students with excessive cell phone or electronic equipment usage resulting in missing information and/or disrupting other students in the class will be asked to leave their device in their vehicle or turn it off completely. Recording devices are strictly prohibited in class.

Description of Facilities
Our Instructors
New Horizons employs the most experienced and qualified instructors in the industry to provide our students with the best possible training. According to over 1.4 million student evaluations, New Horizons consistently outperforms benchmark peer IT training companies in instructor performance, courseware quality and facility satisfaction.

Our Classroom Resources
Students benefit from up-to-date classroom environments, fully furnished with desks and padded chairs along with the latest in computer and video technology. Each student will provided with his/her own computer with dual monitors and unique login to the New Horizons’ student network and the Connected Classroom platform. All classrooms have climate controls to provide a comfortable learning environment. All facilities have easily accessible restrooms and break rooms for student use. The class size typically ranges from 15 to 25 students.

Special Needs
New Horizons welcomes applicants with special needs. These applicants must meet the same admission criteria as any other student. If a student has any special educational needs, New Horizons will assess these circumstances during the enrollment stage and make reasonable accommodations.

Exam Preparation Tools
Exam preparation tools are available to assist students with preparation for certification exams. Accessed via the Internet, they provide simulated environments that can effectively assess test readiness. Practice exams are available for individual purchase or may be included with a Career Education Program. Payment must be made in full, unless prior arrangements have been made, before practice exams will be released to students. Some programs may also include additional study guides to assist students with exam preparation.

Exams and Vouchers
To become a certified professional you must pass the vendor-approved assessment(s). New Horizons offers certification exam vouchers for individual purchase or as part of a Career Education Program which allows students to schedule an exam through a particular testing vendor.

New Horizons will provide all students with one free exam voucher for each exam outlined in their Student Enrollment Agreement as long as the student is demonstrating Satisfactory Progress towards the completion of their Career Education Program. Any student who achieves a score of a “B” or above in any course which is a component of their career education program are eligible to receive a free “enhanced” exam voucher from New Horizons. For receipt of an “enhanced” exam voucher, please communicate directly with your course instructor and/or your Student Affairs representative.

Payment must be made in full, unless prior arrangements have been made, before vouchers will be issued to students.

To order or schedule an exam, students must:
1. E-mail Student Affairs at least five days prior to the desired exam date and indicate which exam(s) they will be taking.*
2. Student Affairs will request the voucher number and send the student an e-mail response indicating the testing vendor’s name, phone number, and the voucher number.
3. Contact the testing vendor directly (see below for phone number/website). The first time a student schedules an exam with that vendor he/she will be asked to provide some general information (name as student
would like it to appear on the certificate, social security number, address, phone number, e-mail address, etc.). Student will then be assigned a testing ID number by the vendor. Subsequent calls will require the student to confirm ID/information. (Please note that if student tests with multiple vendors he/she will have multiple ID numbers. ID numbers should be kept in a safe place.)

4. Student will provide the testing vendor representative the exam name/ number and the preferred testing date/time/location. The representative will verify that the date/time/location is available or provide alternatives. Student must then provide the voucher number or the vendor will ask to bill student's credit card.

5. The vendor representative will confirm the reservation and provide a confirmation number. Student will likely receive an e-mail confirmation as well. Confirmation should be kept on file and brought to the appointment.

*If student is taking the Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) exams, student should wait to schedule the exam until he/she receives the application approval letter from the Project Management Institute.

**IT Testing Vendor Contact Information**

New Horizons administers many vendor approved certification exams at our locations. To schedule an IT or Project Management exam, please contact one of the vendors below:

- Prometric: 1-800-755-3926 or www.prometric.com
- VUE: 1-877-551-7587 or www.vue.com

New Horizons offers a complimentary test retake for select certifications. In order to qualify, please speak with your Career Consultant prior to sitting your exam. Complimentary test retakes excludes PMP, CAPM, CISSP, Lean Six Sigma, ITIL, and EC Council certifications.

**Post-Exam Procedures**

After completing a certification exam, a student must do the following:

1. Keep the original copy of the exam results for our records. **This is very important!** (If there is ever a question about whether a student took the exam or what their score was New Horizons must be able to provide this document.)

2. Provide a copy of exam results to Career Services.

3. Update resume to include his/her new certification and email resume to Career Services.

4. Upon passing final exam, schedule a one-on-one consultation with Career Services to discuss career goals and job placement assistance.

**Important Points About Certification Exams**

1. Prior to sitting for an exam, students should utilize all resources made available throughout the program such as coursework, recorded course sessions, exam preparation tools, and self-paced labs. Many students also find it helpful to form study groups with their peers.

2. Exam preparation tools — whether used independently by the student or during course — **DO NOT** guarantee a passing score for any exams.

3. Please keep in mind that each testing vendor has specific policies and procedures in place regarding identification, cancellations and reschedules. New Horizons has no control over these policies and procedures, but is required to enforce them. If students have any questions regarding testing policies and/or procedures, they should contact the testing vendor directly.

4. New Horizons **DOES NOT** grant certification. Certification is only earned by passing vendor approved exams. Students who pass certification exams will receive their certificates directly from the vendors.

**Placement Assistance and Internships**

Building a career takes careful planning, long-range vision, and the flexibility to adapt your strategy to the changing market conditions. New Horizons Career Services will help you define your goals and develop a strategy that works for you. Career Services are available to students who complete a Career Education Program and achieve the related certification exams.

Career services are offered to aid students in securing jobs and internships to advance their careers. Career Services will:

1. Meet with students to discuss career goals and determine the students' job qualifications;
2. Coach students on how to write a professional resume to outline their skills and any relevant experience;
3. Coach students on applying successful techniques when preparing for and during interviews;
4. Provide suggestions to students regarding conducting successful job searches; and
5. Submit students' resumes in response to public and private job listings, to staffing agencies, and actively work to establish partnering relationships with companies.

Students shall be eligible for Career Services if they meet the following conditions:

1. Have a program start date that has been active for less than two years;
2. Have paid in full all amounts due to New Horizons;
3. Have personal and work histories that would not cause an employer to deem them unsuitable for employment;
4. Have attended the Resume Writing and Interviewing Preparation workshops;
5. Have submitted professional resumes, including all achieved credentials, to Career Services; and
6. Conduct their own job searches in conjunction with the efforts of Career Services.

**New Horizons does not guarantee placement.**

Therefore, it is recommended that students do not rely solely on New Horizons, but rather partner with New Horizons as they actively search for employment. It is recommended that students who are unable to secure a paid position consider internship opportunities to gain hands-on experience that will make them better candidates for paid positions.

Internships (as applicable) generally range from 80-160 work hours, which shall be determined by the partnering company. Internships are unpaid unless otherwise stated by the partnering company. Job and internship placement are based on availability of positions as well as the students' qualifications.

Career Services will work diligently with students to provide job and internship opportunities that align with the students' training. Once a student accepts a position for a job or internship, New Horizons will not be responsible for providing additional career services to the student. New Horizons reserves the right to discontinue career services to students who choose not to pursue or accept the viable opportunities/positions that are presented to them. Therefore, students who wish to continue receiving career services should contact Career Services on a bi-weekly basis to confirm their current status and their desire to continue with support.

Whether a student applies for a paid position or an internship, the student should expect to attend an interview with the hiring company and/or staffing agency. With an appointment, Career Services will help coach students for these interviews. However, New Horizons has no control over the interview process of these companies and cannot be held responsible for the outcome.

Students who accept a position or an internship obtained through New Horizons are required to complete a brief employment verification form. This form allows us to confirm your placement status and complete your student records. Students shall not be entitled to a refund of any tuition fees paid to New Horizons in the event that they do not meet the minimum requirements (as listed above) necessary to begin Career Services within two years of their program start date, if they fail to pursue or accept viable job/internship opportunities, or if they do not complete the job/internship for reasons outside of New Horizons' control. New Horizons does not guarantee placement in a job/internship for any students. As such, students shall not
be entitled to a refund of any fees paid to New Horizons in the event that they are not placed into a job/internship within two years of their program start date.

Holidays
There are several holidays throughout the year that New Horizons observes and for which the centers will be closed. Please review the holiday schedule below and double check your course schedule for any potential attendance issues. If you have any questions about the holiday schedule, contact the Student Services Department.

**New Year's Day** Friday, 1/1
**Memorial Day** Monday, 5/30
**Independence Day** Monday, 7/4
**Labor Day** Monday, 9/5
**Thanksgiving Day** Thursday, 11/24
**Day After Thanksgiving** Friday, 11/25
**Christmas Eve** Friday, 12/23
**Christmas Day** Monday, 12/26
**New Year's Eve** Friday, 12/30

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**New Horizons Staff**

- **Mark McManus Jr.,** President/Chief Executive Officer
- **Scott McLean,** Chief School Administrator
- **Gary Abernathy,** Executive Vice President of Sales – Great Lakes
- **Thomas Bender,** Chief Information Officer
- **Kate VanderVennen,** Director of Student Affairs and Career Services
  - kate.vandervennen@nhls.com
  - 616.574.7500, x1718
- **Jim Brown,** General Manager
  - jim.brown@nhls.com
  - 773.693.6000, x2740
- **Amanda Bowman,** Director of Admissions
  - amanda.bowman@nhls.com
  - 773.693.6000, x2777
- **Terrell Avery**
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  - 773.693.6000, x2714
- **Jason Kelly**
  - jason.kelly@nhls.com
  - 773.693.6000, x2725
- **Jacob Smith**
  - jacob.smith@nhls.com
  - 773.693.6000, x2733
- **Rachel Spears**
  - rachel.spears@nhls.com
  - 773.693.6000, x2761
- **Lisa Thomas**
  - lisa.thomas@nhls.com
  - 773.693.6000, x2795

**Student Affairs**

- **Laura VanderVennen**
  - laura.vandervennen@nhls.com
  - 616.574.7500 x1720
- **Julie Schrebe**
  - julie.schrebe@nhls.com
  - 616.574.7500, x1730
- **Ashley Peterson**
  - ashley.peterson@nhls.com
  - 616.574.7500, x1751

**Career Services**

- **Chanté Evans**
  - chante.evans@nhls.com
  - 773.693.6000, x2749

**Veteran & Military Services**

- **Kurtis Villa**
  - kurtis.villa@nhls.com
  - 616.574.7500, x1722