



National Able Network®



567 W. Lake Street • Suite 1150 • Chicago • IL • 60661

2025 Catalog

At National Able Network, our mission advances workforce solutions and career pathways for an equitable future

Able Career Institute®

Staff

Donna Claxton, Director
Greg Weaver, Senior Program Manager
Lisa Achilles, ITCL Career Coach
Stefanie Porter, ITCL Career Coach
Elliott Esparza, Recruitment and Admissions Consultant
Chris Hunigan, Recruitment and Admissions Consultant
Kirsten Christensen, Workforce Services Specialist
Brian Easter, Business Services Representative

National Able Network, Inc.

Administration

Matt Weis, President & CEO
Michelle Harris, Chief Financial Officer
Alejandra Sinecio, Chief Program Officer
Maria Mendoza-Pepin, Director, Human Resources
Mark Rasmussen, Chief Information Officer

Able Career Institute/IT Career Lab, a division of National Able Network, is not accredited by a US Department of Education recognized accrediting body. Able Career Institute/IT Career Lab is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education.

© 2025 Able Career Institute
Published December 2025

Updated: 12/01/2025

TABLE OF CONTENTS

MISSION STATEMENT.....	4
ORGANIZATION HISTORY	4
EDUCATIONAL OBJECTIVES.....	4
COURSE OFFERINGS	5
IT CAREER LAB: Classroom & Lab-Based Technical Training	5
Course Offerings	5
Course Offerings At-A-Glance	11
Academic Calendar	12
INSTRUCTORS	12
LOGISTICS.....	12
Locations & Transportation.....	12
Facilities	12
POLICIES & PROCEDURES.....	13
Admission Requirements	13
Registration.....	13
Accreditation, Credit for Previous Education and Training, and Credit Transfers	14
Payment	14
Equipment and Program Fees	14
Financial Aid.....	14
Cancellation & Refund Policy	14
Travel.....	15
Grading Policy	15
Attendance, Satisfactory Progress and Academic Probation	15
Academic Probation, Dismissal and Reinstatement	15
Standards of Conduct	16
Completion & Certification	16
Program Extension	17
Employment.....	17
Student Records	17
Equal Opportunity, Non-Discrimination & Accessibility	17
Complaints	17
Consumer Information/Institutional Disclosures Reporting Tables.....	19

MISSION STATEMENT

Able Career Institute® (ACI/ITCL)/IT Career Lab® of National Able Network, Inc. (Able), is a training and educational facility directed toward workforce needs. ACI/ITCL offers an array of classes and training opportunities for persons seeking to attain, maintain, or advance their employment. Our mission is preparing today's communities to meet tomorrow's challenges through education, employment, and opportunity.

ACI/ITCL meets students' needs at their individual starting point in the learning and/or employment spectrum and works with them to improve their situations. ACI/ITCL provides the education and skills needed to promote personal and career advancement. In addition, ACI/ITCL offers support and advocacy to help students meet educational and training goals and to help students recognize and remove barriers that may be preventing them from obtaining employment or advancing their careers.

Able, a 501(c) (3) non-profit organization has provided a broad range of employment and training opportunities to Chicago-area residents since 1977. Founded by a grant from The Chicago Community Trust as an advocacy agency for older workers, Able has expanded its mission to include people of all ages and skill sets. Able works closely with employers, community organizations, and government agencies to realize its mission.

ORGANIZATION HISTORY

Able is a not-for-profit agency that specializes in providing employment and training opportunities to job seekers, qualified employees, and area businesses. Since its inception, Able has built strong capabilities to respond to the urgent needs of the dislocated and disabled, hard-to-serve, youths, older workers, single women heads-of-households, recent immigrants with language and cultural barriers, ex-offenders, economically disadvantaged and long-term unemployed. Able has remained in the forefront of employment issues through its unwavering commitment to two customer groups: job seekers and employers.

Each year Able assists more than 100,000 job seekers and over 500 employers through multiple programs in the Chicago area and in other states across the country. Able provides a broad spectrum of employment and training services, which include individualized assessments, career counseling, community network referrals, job-transitions workshops, computer-skills training, full-service resource centers, and direct placement assistance. Business services include job-needs assessment, customized training programs, temporary staffing, employer advisory boards, and ongoing activities with other business stakeholders. Community services include job fairs, Internet-based local job listings, and subsidized training and employment programs. Able has built up long-lasting relationships with local businesses to ensure that we provide them with qualified candidates. Able's dedicated staff is conversant in labor market issues and works closely with businesses and individuals to achieve the right match. This dual focus has broadened Able's understanding of business requirements shaped its perspectives of training priorities to position individuals for vocational success.

Able founded the Able Career Institute (ACI/ITCL) in 2005, to provide individuals with the skills needed to enter, re-enter, or advance in the workplace. ACI/ITCL has received certification as a Workforce Innovation and Opportunity Act (WIOA) and Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) training provider, offering a range of courses, which, regardless of subject, incorporate computer skills training and information on job transition and workplace behaviors.

Certificate of Approval to Operate a Private Business and Vocational School issued by the Illinois Board of Higher Education, 1 North Old State Capital Plaza, Suite 333, Springfield, IL 62701-1377.

EDUCATIONAL OBJECTIVES

ACI/ITCL's educational objective is to provide students with the skills and knowledge they need to be a success in their personal lives and in today's workplace, affording them the opportunity to continue their development in order to advance. ACI/ITCL provides its students with training in business technology, communications, management, information technology, personal development, and critical workforce concepts. ACI/ITCL courses:

- Provide basic skills preparation for those who seek entry into the workforce;
- Guide those aspiring to transfer into a new job; prepare those moving to a new industry; and
- Build confidence, skills, and knowledge for those advancing into jobs that require new or heightened skills.

COURSE OFFERINGS

We work diligently to customize course content and program length to meet each client's needs. Hours may vary due to schedule and electives selected in each student's customized learning plan and are listed as guidelines only.

IT CAREER LAB: Classroom & Lab-Based Technical Training

Our classroom and lab-based technical training blends theory with real life application in a highly interactive, engaging setting. Instructors provide classroom lecture and guidance, with the students actively working with the instructor, participating in hands on exercises and activities, engaging conversation, and collaboration with peers. Each classroom is equipped with internet access, allowing students to take advantage of digital resources alongside traditional instruction and lab time for real life practice.

Program	Cisco Certified Support Technician (CCST) – IT Support, Networking, Cybersecurity
Details	15 weeks, 240 hours, \$7,130 tuition + \$550.00 laptop, and bag + \$1,320 for exams, labs, books = \$9,000
Career Goals	Computer User Support Specialist, IT Specialist, Network Support Specialist, Network Technician
CIP Code and SOC Code	11.1006 – Computer Support Specialist; 15-1232.00 – Computer User Support Specialists 11.1003 – Computer and Information Systems Security; 15-1212.00 – Information Security Analysts 11.1002 – System, Networking and LAN/WAN Management; 15-1231.00 – Computer Network Support Specialists
Opportunity	Prepare for a rewarding career in information systems security with our 240-hour Cisco Certified Support Technician (CCST) course. Gain the skills to assess security needs, recommend safeguards, and implement protective solutions for computer and network systems. This program covers networking, cryptography, risk assessment, and cybersecurity policies—equipping you for in-demand roles in a rapidly growing field.
Program Description	<p>The IT Career Lab's Cisco Certified Support Technician (CCST) Program equips students with the essential skills and certifications needed to thrive in the growing field of IT and cybersecurity. Designed for individuals seeking a solid foundation in IT support, networking, and cybersecurity, this comprehensive program prepares students for three highly regarded certification exams: Cisco CCST IT Support, CCST Networking, and CCST Cybersecurity. Delivered through the Cisco Networking Academy and taught by Cisco Certified instructors, this training provides both theoretical knowledge and hands-on experience to meet industry demands.</p> <p>Over the course of the program, students will focus on three key certification areas:</p> <ol style="list-style-type: none"> 1. Cisco CCST IT Support This certification covers foundational IT skills, including troubleshooting, support, and basic hardware and software management. Students will learn how to effectively diagnose and resolve technical issues, a critical skill in IT support roles. 2. Cisco CCST Networking Students will gain expertise in networking concepts, including IP addressing, routing, switching, and wireless technologies. This certification ensures that students are well-prepared to manage and maintain small to medium-sized networks. 3. Cisco CCST Cybersecurity As cybersecurity becomes increasingly vital, this certification focuses on identifying security threats, implementing safeguard solutions, and managing security devices. Students will learn how to assess risks, monitor networks for vulnerabilities, and ensure organizational security compliance.

	<p>The CCST program includes 240 hours of instructor-led and self-paced training over a rigorous schedule designed to maximize learning and retention. Training is delivered through the Cisco Networking Academy curriculum, ensuring students receive industry-standard education.</p> <p>To ensure all students have the tools they need to succeed, IT Career Lab provides:</p> <ul style="list-style-type: none"> • A New Laptop: Each student is given a laptop for the duration of the program, which they keep upon successful completion. If a student withdraws, the laptop must be returned. • Exam Vouchers: IT Career Lab covers the cost of exam vouchers for all three certifications. Students are eligible to take these exams after demonstrating proficiency through practice exams and in-class performance. <p>The CCST program is designed to open doors to rewarding careers in IT and cybersecurity. Graduates are prepared to enter high-demand roles such as:</p> <ul style="list-style-type: none"> • IT Support Specialist • Network Technician • Cybersecurity Analyst <p>These roles are critical in a rapidly growing industry that values certified professionals with practical experience.</p> <p>Certification Details</p> <p>Exams are administered in-person at IT Career Lab facilities, online with a proctor, or at authorized Pearson VUE testing centers. After completing their training modules, students will have the opportunity to sit for:</p> <ul style="list-style-type: none"> • Cisco CCST IT Support Exam • Cisco CCST Networking Exam • Cisco CCST Cybersecurity Exam <p>By the program's end, students will possess the skills and certifications necessary to confidently pursue roles in IT and cybersecurity.</p> <p>As a Certified Cisco Academy, IT Career Lab offers a proven model of success, blending classroom instruction with real-world applications. Our mission is to help students build and continually improve their IT skills to achieve meaningful career outcomes. Whether you are starting your IT journey or seeking advancement, the CCST program is your gateway to success in a dynamic, technology-driven world.</p>
Prerequisites	<ul style="list-style-type: none"> - No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 8.0 in reading 8.0 in math on the Comprehensive Adult Student Assessment Systems (CASAS) exam). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	<ul style="list-style-type: none"> - Cisco Certified Support Technician (CCST) IT Support - Cisco Certified Support Technician (CCST) Networking - Cisco Certified Support Technician (CCST) Cybersecurity

Program	Implementing and Administering Cisco Solutions (Cisco CCNA) – Cisco CCNA, Microsoft 365 Certified: Fundamentals and ITIL 4 Foundation Certifications
Details	18 weeks, 288 hours, \$7,130.00 tuition + \$550.00 laptop, and bag+ \$1320.00 for exams = \$9,000
Career Goals	Network Engineer, Network Support Specialist, Network Administrator, Network Technician, IT Specialist
CIP Code and SOC Code	11.1002 – System, Networking, and LAN/WAN Management/Manager 15.1244 – Network and Computer Systems Administrators
Opportunity	Network and Computer Systems Administrators and Support Specialists install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems. As the leader in communications technology, Cisco technical skills and certifications are in high demand in the corporate market, and individuals with expertise in Cisco voice, computer networking systems, and security have a competitive edge.
Program Description	<p>The IT Career Lab program is designed to help students build and continually improve their skills and knowledge to enter or advance in the IT field. This proven model provides students with three in-demand globally recognized certifications: Cisco Certified Network Associate (CCNA), the Microsoft 365 Certified: Endpoint Administrator Associate and ITIL 4 Foundation. Training is conducted over a rigorous 18-week period at a maximum of four days per week (16 hours per week for a total of 288 classroom hours) to promote information retention and includes various in class and out of class lab work, practice exams, study modules, as well as group study sessions.</p> <p>Additionally, to ensure that each student has consistent and reliable access to a working computer for outside study or lab work, each student is given a new laptop to use for the duration of training, which is theirs to keep upon successful completion of the program. If the student withdraws from the program, the laptop must be returned to the school.</p> <p>As a Certified Cisco Academy and using approved Microsoft and ITIL 4 Foundation curriculum, all IT Career Lab courses are facilitated (face-to-face or online) in a classroom by an instructor certified in the technologies they are teaching. Throughout the course of training and in addition to class-time spent with the instructor, students will also have access to Academy modules and assessments, additional study materials, sanctioned virtual labs, online study materials and proprietary practice exams.</p> <p>Over the 18-week class, students will learn the skills necessary to be successful in an IT career, but also those necessary to obtain the program certifications. The enhanced CCNA program and curriculum ensures an individual's ability to install, configure, operate, and troubleshoot a small- to medium-sized network.</p> <p>The Associate level CCNA exam (200-301) covers a breadth of topics including network fundamentals, network access, IP connectivity, IP services, implementation, and verification of connections to remote sites in a WAN, security fundamentals, and automation and programmability. Newly retooled in February 2020 for the latest technologies and job roles, the CCNA training course and exam give you the foundation you need to take your career in any direction.</p> <p>Students then study for the Microsoft 365 Fundamentals (MS-900) exam focused on developing their understanding of how Microsoft 365 helps end users: improve productivity, facilitate collaboration, optimize communications, and help secure data. Students completing this unit will be able to recommend solutions for: endpoint and application management, desktop virtualization, automated operating system deployment, and reporting and analytics. The curriculum for this unit is based on the Microsoft Official Courseware.</p>

	<p>Additionally, the ITIL 4 Foundation certification provides students with an introduction to IT service management from an end-to-end operational model for the creation, delivery, and continual improvement of tech-enabled products and services.</p> <p>Students will schedule and take each exam either in-person with a Cisco certified instructor as their proctor; remotely (home or at an ITCL facility; or at an authorized Pearson Vue testing location). Exam vouchers are provided by ITCL staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts. After their first 13-14 weeks, students are prepared to sit for and obtain the CCNA certification. The Microsoft 365 Certified: Fundamentals exam (MS-900) is taken in week 16-17, and ITL 4 Foundation exams taken after training concludes after 18 weeks.</p>
Prerequisites	<ul style="list-style-type: none"> - No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Comprehensive Adult Student Assessment Systems (CASAS) exam). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	<p>Implementing and Administering Cisco Solutions-Cisco Certified Networking Associate (CCNA) – 200-301</p> <p>Microsoft 365 Certified: Fundamentals – 1 exam</p> <p>ITIL 4 Foundation Exam</p>

Program Name	CompTIA Network + Certification
Details	5 weeks, 80 hours, \$4,000.00 tuition + \$550.00 (laptop and bag) + 450.00 (exams) = \$5,000
CIP Code and SOC Code	<p>11.1006 – Computer Support Specialist</p> <p>15.1244 - Network and Computer Systems Administrators</p>
Opportunity	Possible candidate job roles include network administrator, network technician, network installer, help desk technician and IT cable installer. Many companies, such as Dell, HP, Ricoh, Sharp and Xerox recommend or require CompTIA Network+ for their networking technicians. It is a prerequisite option for prospective Apple Consultants Network IT technicians and is recognized by the U.S. Department of Defense.
Program Description	<p>The CompTIA Network+ certification covers network technologies, installation and configuration, media and topologies, management, and security.</p> <p>As a Certified CompTIA partner and Cisco Academy, our courses are facilitated (face-to-face or online) in a classroom by a certified instructor. The students have access to additional study materials, such as a hands-on lab with Cisco equipment and cables, virtual lab, online study materials and CompTIA Network+ study materials. Our instructors work with each student to ensure that they have the information needed to be successful in the course. Able Career Institute offers a fully equipped Cisco lab with access to a full range of current routers, switches, firewalls, and VoIP devices. All students receive a new laptop to assist with studies. Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school.</p> <p>Students will receive Cisco Academy Certification after successfully completing 80 hours of in class study. They will be eligible to sit for the CompTIA Network + Certification after 4 weeks. Students</p>

	will schedule and their exam remotely (home or at an IT Career Lab facility) or at an authorized Pearson VUE testing location, with vouchers provided by IT Career staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts.
Prerequisites	<ul style="list-style-type: none"> - No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Comprehensive Adult Student Assessment Systems (CASAS) exam). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	Cisco Academy Certificate CompTIA Network+ N10-009

Program Name	CompTIA A+ Certification
Details	8 weeks, 128 hours, \$3,550.00 tuition + \$550.00 (laptop and bag) + \$400.00 (exams) = 4,500 tuition
CIP Code and SOC Code	11.1006 – Computer Support Specialist 15.1232 - Computer User Support Specialist
Opportunity	Possible candidate job roles include network administrator, network technician, network installer, help desk technician and IT cable installer. Many companies, such as Dell, Intel and Lenovo require CompTIA A+ for their service technicians. It is held by 900,000 IT professionals and is recognized by the U.S. Department of Defense.
Program Description	<p>The CompTIA A+ certification covers maintenance of PCs, mobile devices, laptops, operating systems, and printers. Students will be enrolled the Cisco Academy IT Essentials curriculum, which introduces computer hardware and software fundamentals, as well as the concepts of security, networking, and troubleshooting, and prepares students for both the 220-1101 and 220-1102 CompTIA A+ certification exams.</p> <p>As both a Cisco Academy and CompTIA Member Partner, our courses are facilitated (face-to-face or online) in a classroom by a certified instructor. Students have access to additional study materials, such as a hands-on lab with working equipment, cables, online study guides, break-fix machines, as well as all books and practice exams. Each student receives a personal laptop pre-loaded with course curricula for use throughout the class. Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.</p> <p>Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school.</p> <p>Students will schedule and take each exam in-person with a Cisco-certified instructor as their proctor, or remotely (home or at an IT Career Lab facility or at an authorized Pearson VUE testing location, with vouchers provided by IT Career staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts. Students will be eligible to sit for the first portion of the CompTIA A+ Certification (220-1101 exam) after 4 weeks into the program, and the second portion of the certification following completion of the remaining 4 weeks. (220-1102 exam).</p>
Prerequisites	<ul style="list-style-type: none"> - No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Comprehensive Adult Student

	Assessment Systems (CASAS) exam). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	Cisco Academy Certificate (IT Essentials) CompTIA A+ (2 exams)

Program Name	Business Intelligence/Data Analytics
Details	10 weeks, 180 hours, \$10,000 (tuition)+ \$500 (laptop and bag) + \$300 (Microsoft Office Specialist Exam) = \$10,800
CIP Code and SOC Code	30.7101 - Data Analytics-General; 52.1301 - Management Science 15.2051 – Data Scientists
Opportunity	Possible candidate job roles include Computer Systems Analyst, Business Analyst, Data Analyst, Business Intelligence Analyst, SQL Server Administrator, SQL Server Analyst
Program Description	<p>This course in Business Intelligence/Data Analytics focuses on assisting students in obtaining three highly desirable Microsoft Business Intelligence certifications. This program is ideal for individuals who are looking to retrain/upgrade their existing database skillset or obtain entry into the IT areas of data analytics, reporting, data management, or with any organization that requires data monetization. In addition to sector-based employment, the goal of the course is to obtain the Microsoft Office Specialist in Excel Associate, via the MO-200 exam, Microsoft Office Specialist in Access Expert, via the MO-500 exam, as well as the Microsoft Analyzing Data with Microsoft Power BI (PL-300) exam. This training is broken down into three modules over the 9/10-week training period, each of which builds upon the previous modules. This method ensures students are given a clear path towards certification attainment, as well as the real-world application of technologies.</p> <p>Students will also receive an overview of server and database information, including database administration and maintenance, and how that translates into the importing, exporting, and evaluating of data. All students receive a new laptop to assist with their studies, as due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school.</p> <p>Course MO-200: The Microsoft Office Specialist: Excel Associate Certification demonstrates competency in the fundamentals of creating and managing worksheets and workbooks, creating cells and ranges, creating tables, applying formulas and functions, and creating charts and objects. The exam covers the ability to create and edit a workbook with multiple sheets and use a graphic element to represent data visually. Workbook examples include professional-looking budgets, financial statements, team performance charts, sales invoices, and data-entry logs.</p> <p>Course MO-500: The Microsoft Office Specialist: Access Expert Certification demonstrates competency in database design principles. The exam covers the ability to create and maintain Access Database objects including tables, relationships, data entry forms, multilevel reports, and multi-table queries.</p> <p>Course PL 300: Microsoft Power BI Data Analyst - The main purpose of the course is to give students a good understanding of data analysis with Power BI. The exam covers the topics of designing and building scalable data models, cleaning, and transforming data, and enabling advanced analytic capabilities that provide meaningful business value through easy-to-comprehend data visualizations. Data Analysts also collaborate with key stakeholders across verticals to deliver relevant insights based on identified business requirements. The Data Analyst should have a fundamental understanding of data repositories and data processing both on-premises and in the cloud.</p> <p>After completing this course, students will be able to:</p> <ul style="list-style-type: none"> • Perform Power BI desktop data transformation. • Describe Power BI desktop modeling. • Create a Power BI desktop visualization. • Implement the Power BI service.

	<ul style="list-style-type: none"> • Get data from different data sources. • Describe how to collaborate with Power BI data. • Connect directly to data stores. • Explore and extend a classic Excel dashboard. • Explore and extend an Excel data model. • Pre-format and import a .CSV file. • Import data from a report. • Use DAX to build complex measures. • Create data visualizations in Excel. • Create a Power BI dashboard with Excel. <p>Students will schedule and take each exam in-person with a certified instructor as their proctor, or remotely (home or at an IT Career Lab facility or at an authorized Pearson VUE testing location, with vouchers provided by IT Career staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts.</p>
Prerequisites	<p>Before attending this course, students must have:</p> <ul style="list-style-type: none"> • Basic knowledge of the Microsoft Windows operating system and its core functionality. • Working knowledge of relational databases. • Working knowledge of Excel spreadsheets including formulas, charts, filtering, sorting, and sub-totals. • Applicants utilizing state or federally funded programs may be required to take the Comprehensive Adult Student Assessment Systems (CASAS) exam), scoring at least 10th grade or higher in both reading and math.
Supported Certifications	Microsoft Office Specialist (MOS) in Excel Associate (MO 200), Microsoft Office Specialist (MOS) in Access Expert (MO 500) and Microsoft Power BI Data Analyst (PL 300)

Course Offerings At-A-Glance

Course	Duration	Hours	Tuition	Laptop Fee	Exam Fees
Implementing and Administering Cisco Solutions (CCNA) (formerly named Cisco Certified Network Associate) (Certifications: CCNA, Microsoft 365 and ITIL)	18 weeks (36 weeks – evenings)	288	\$7,130	\$550*	\$1,320
CompTIA Network +	5 weeks	80	\$4,000	\$550*	\$450
CompTIA A +	8 weeks	128	\$3,550	\$550*	\$400
Cisco Certified Support Technician (CCST)	15 weeks	240	\$9,000	\$550*	\$330
Business Intelligence/Data Analytics	10 weeks	180	\$10,000	\$550*	\$300

* As Able Career Institute's IT department images each computer with specific materials for students in the IT Career Lab program, the cost of each laptop provided to students for use while in the program is included in the program fees. It is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school.

Able Career Institute operates on a year-round schedule with rolling admission and course start dates.

Visit www.itcareerlab.org for start dates, course outline and program information.

Academic Calendar

Our offices will be closed, and classes will not be held:	
2025	2026
New Year's Day - Jan 1	New Year's Day - Jan 1
Martin L King Jr. Day - Jan 20	Martin L King Jr. Day - Jan 19
Washington/ President's Day - Feb 17	Washington/President's Day - Feb 16
Memorial Day - May 26	Memorial Day - May 25
Juneteenth – June 19	Juneteenth – June 19
Independence Day - July 4	Independence Day - July 4
Labor Day - Sept 2	Labor Day – Sept 1
Indigenous Peoples’ Day – Oct 13	Indigenous Peoples’ Day – Oct 12
Veterans Day - Nov 11	Veterans Day - Nov 11
Thanksgiving Day/ Following Day - Nov 27-28	Thanksgiving Day/ Following Day – Nov 26-27
Christmas Break - Dec 24 thru 31	Christmas Break - Dec 24 thru 31

Instructors

Marse Visnevac: BA-2018 Information Technology, Governor’s State University, University Park, IL
Microsoft Certified IT Professional, Cisco Certified Academy Instructor (CCAI), 2019. MS in Cyber Security; Network and Infrastructure, DePaul University, Chicago, IL (May 2020), ITIL Practitioner Certificate in IT Service Management (April 2021)

Rohini Patel: BS Industrial Engineering; Purdue University, (West Lafayette, IN); Power BI (PL-300), Microsoft Certified Trainer (MCT); Microsoft Office, PMP, CMS certified. 15+ years of IT technical background and instruction.

Jeff Daoud: MS - 2000, Telecommunication and Computer Science, DePaul University, Chicago, Illinois
B.S., Electronic Engineering Technology, May 1993, DeVry University, Chicago, Illinois
Cisco Certified Academy Instructor (CCAI). Candidate for doctorate 2022

Tiffany Oliver: BA Governors State University; Cisco Certified Academy Instructor (CCAI); Microsoft 365 Certifications

Stephen Freed: BA and MS Chemistry – University of Utah and St. Olaf College; Microsoft Certified Trainer (1996 to present); 20+ years of instructor and training experience in the IT sector; Cisco Certified Academy Instructor (CCAI)

LOGISTICS

Locations & Transportation

567 W. Lake Street (Lake & Jefferson), Chicago, IL 60661

- CTA trains stop within a block of the school. Take either the Pink or the Green line and disembark at Lake Street. Walk 1 block west on Lake to Jefferson.
- CTA buses run on both Jefferson and Lake, with stops at the intersection of Lake and Jefferson.
- Metra trains are available at Ogilvie/Northwestern Station and Union Station. From either train station, walk north on Clinton to Lake. Then turn west and proceed one block to Jefferson.

1700 W. 18th Street, Chicago, IL 60661

- CTA trains stop right next to location. Take the Pink and disembark at 18th Street. Come out of the station, and the entrance to the building is to the left.

Facilities

Able Career Institute offers fully accessible facilities equipped with state-of-the-art technology and learning delivery tools. All classrooms have climate controls to provide a comfortable learning environment. All our facilities have easily accessible restrooms and breakrooms for student use. ACI/ITCL is committed to providing a safe learning environment

where civility is valued. To that end, ACI/ITCL makes all reasonable efforts to provide for the safety and security of its students, faculty, staff, public, and property.

Internet-based interactive multimedia courses offer a variety of engaging learning modalities, including video, walkthrough demonstrations and guided practice, case studies, role-plays with feedback, and printable .pdfs. Students enrolled in our courses receive a new laptop computer, which is theirs to keep upon successful completion of the program

Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.

Use of Facilities

The following guidelines apply to ACI/ITCL premises, off-site training facilities, property owned by National Able Network, and ACI/ITCL-sponsored functions:

- Except on special occasions, as designated by institute staff, all food and beverage consumption is limited to the student lounge areas. Food and drink may not be taken into other unauthorized places.
- Students must wear name badges when on institute premises, when applicable
- Daily attendance will be taken by the instructors, but students may be directed to sign in on attendance sheets for workshop sessions.
- Children are not allowed on the premises.
- Pets are not allowed on the premises unless they are approved service animals.

POLICIES & PROCEDURES

Admission Requirements

Applicants for ACI/ITCL's classes must be at least 18 years of age to enroll. All applicants are interviewed by admissions staff prior to program entry to ensure they are able to devote the time and energy necessary to successfully complete the program and earn the slated credentials. Those interviews consist of questions which are designed to uncover potential barriers to training completion and employment attainment, as well as to ensure the applicant has a clear understanding of the commitment they are making to entering the program. Applicants are asked about their prior work history, job search, childcare arrangements (if necessary), housing stability, transportation to and from the facility, along with many other technical and non-technical related inquiries which give both admissions and program staff, a clear view of what types of assistance the applicant may require once enrolled. Some sample interview questions are as follows:

Do you have any formal IT experience/background?	Why are you interested in IT and our program?	Do you have stable internet access at home?
Are you able to study 10+ hours outside of class time?	Are you able to commit to this training?	Are you familiar with any of the certifications offer through our program?
Have you ever helped family/friends with computer problems?	How does your education/career goals align with our program?	Do you have any foreseen conflicts that might impact your training?

Additional eligibility requirements may apply to specific learning programs. Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Comprehensive Adult Student Assessment Systems (CASAS) exam). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.

Able Career Institute provides a few assessments, one of them being the NorthStar Digital Literacy assessment (<https://www.digitalliteracyassessment.org/>), "Essential IT Skills", to assess basic to intermediate computer knowledge and navigation through Windows 10 operating system. Applicants must score at 70% or higher to enter the program.

Registration

Classes at Able Career Institute for IT Career Lab are offered year-round, on a rolling schedule, and registration is open for any class with an established start date, until the course has been filled. There are no more than 18 students per class. Full time student status is at least 18 hours per week. Visit www.itcareerlab.org to review upcoming class dates.

Accreditation, Credit for Previous Education and Training, and Credit Transfers

Able Career Institute/IT Career Lab is not a degree- or credit-granting institution and is not accredited by a U.S. Department of Education-recognized accrediting body. However, previous work and experience may be applied to a student's current coursework and may shorten the length and reduce the cost of the student's program proportionally. Such a grant of credit is at the discretion of Able Career Institute and is contingent upon a student demonstrating mastery of the content through examination. Able Career Institute does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on whether credit should be accepted is the decision of the receiving institution.

Payment

Where applicable, payment is due in full no later than the start date of the class unless other arrangements have been approved in writing. Failure to pay tuition when due may result in cancellation of enrollment. Payment may be made by mail or in person at Able Career Institute 567 W. Lake St. Suite 1150, Chicago, Illinois 60661. Payment can be made using cash, check, personal money order or electronically through PayPal. If PayPal is used, there is an additional 2% service fee on the payment due.

Equipment and Program Fees

The cost of each new laptop provided to students for use while in the program is included in the program fees. Due to the manner in which classroom and study materials are provided for students, and the fact that Able Career Institute's IT department images each computer with specific materials for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation. Upon successful completion of the program, ownership of the laptop is transferred over to the student. If the student withdraws from the program, the laptop must be returned to the school.

Financial Aid

ACI/ITCL accepts funding through federal employment training programs such as WIOA. ACI/ITCL is not eligible to receive federal Title IV funds such as Stafford Loans, Perkins Loans, the Pell Grant, or similar.

Cancellation & Refund Policy

Students may withdraw from a class at any time by providing notice of cancellation to an ACI/ITCL staff member in writing. Students who cancel prior to the first day of class will receive a full refund of all tuition, fees, and other charges.

Students who withdraw after classes have begun may be eligible for reimbursement of paid tuition per the schedule outlined below. Students who withdraw after classes have begun may be eligible for reimbursement of paid tuition per the schedule outlined below. Any equipment, including the student laptop, unused materials, books, or eBooks must be returned to the school in original condition upon withdrawal or cancellation.

Program Completed at Withdrawal *	Refund Policy
Less than 5%	School shall retain 10% of tuition.
5% - 60%	School shall retain a prorated percentage of tuition equal to percent of program completed, plus 10% of tuition.
In excess of 60%	School shall retain all fees and entire tuition.

* Percent of program completed shall be calculated based on actual time enrolled, divided by program duration.

In circumstances in which ACI/ITCL cancels a program or course, or a student is denied admission by ACI/ITCL before enrollment, students shall have all tuition, fees, and other charges refunded. ACI/ITCL reserves the right to cancel or

reschedule classes due to low enrollment at any time. The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification, unless a refund has been mailed to the student or funder within the 15 calendar days. All student refunds shall be made by the school within 30-45 calendar days from the date of receipt of the student's cancellation or date of return of any outstanding equipment, materials, and unused books, whichever is later.

Travel

Depending on the selected program, students may need to travel to ACI/ITCL school sites in order to complete the requirement for successful program completion, such as attending live classes or workshops and utilizing testing labs to practice or sit for certification exams. All travel expenses are assumed by the student. Students receiving federally funded financial aid through WIOA, TAA, or the VA may be eligible for reimbursement of travel costs through that agency. Students should inquire with their funding agency for details.

Grading Policy

Student has completed all course requirements with an average of at least 90% proficiency.	Excellent	Pass
Student has completed all course requirements with an average of at least 80% proficiency.	Good	
Student has completed all course requirements with an average of at least 70% proficiency.	Satisfactory	
Student has earned a minimum of one professional certification	Satisfactory	
Student has completed all course requirements with an average of at least 60% proficiency.	Unsatisfactory	Fail
Student was not able to complete all course requirements with an average of at least 60% proficiency.	Failure	
Prior to satisfactorily completing the course, student withdrew or was withdrawn by school officials.	Incomplete	

Attendance, Satisfactory Progress and Academic Probation

ACI/ITCL recognizes that attendance and academic performance are critical components of the learning process. Satisfactory progress expectations will be outlined in the student's enrollment agreement. Both unexcused and excused absences will be considered equally in determining the attendance rate as will certification attainment and completion of Cisco Academy Semesters and other curriculum. To that end, students will be allowed three excused absences (i.e.: illness, emergency). Both attendance and academic progress will be monitored regularly by program staff and instructors.

Students who miss more than three days of class and/or are failing to meet the requirements of 90% attendance, score consistently below 70% on assignments, or are unable to take certification exams due to falling below the required 80-82% practice exam pass rate, will meet with the program coach and instructor to discuss the requirements and develop a corrective action plan.

Once the plan has been implemented, the student's progress will be evaluated for a 2-week time period. Situations will be assessed on a case-by-case basis; however, students who continue to fail to meet these requirements may be subject to early dismissal from the program.

Since the goal of the program is achievement of a recognized industry credential, should a student's attendance rate fall below 90%, but achieve one industry recognized certification, they will be considered compliant with the program and will be deemed a successful completion should they exit the program or achieve unsubsidized employment.

Academic Probation, Dismissal and Reinstatement

After the probationary period, if it is determined that the student is unable to meet the academic and attendance requirements of the program, they will be dismissed from the program. Students dismissed for failing to meet the satisfactory academic progress policy who feel they have extenuating circumstances beyond their control may submit a written appeal, along with supporting documentation, to the school for reinstatement.

Reinstatement decisions will be made on an individual basis by Able Career Institute and will take into consideration whether the student has the desire and capability to successfully complete the program. Students who are reinstated

may be required to repeat certain areas of the program to gain proficiency in the subject matter, upon approval from ACI/ITCL, and will re-enter the program on a probationary status and evaluated for a 2-week time period. Upon successful completion of the probationary period, the student may be reinstated. Eligibility for payment of repeated classes may vary according to the source of the tuition.

Students dismissed for conduct will not be considered for reinstatement.

Standards of Conduct Policy

While enrolled at the Able Career Institute/IT Career Lab, students are expected to abide by the following standards of conduct:

1. Students will not engage in behavior that inflicts or threatens physical harm to another person, or that could reasonably be expected to inflict physical harm.
2. Students will not engage in behavior that threatens the safety, security, or functioning of the ACI/ITCL/IT Career Lab, its staff, or its students.
3. Students will not engage in sexual misconduct of any kind, including perceived or threatened misconduct.
4. Students will not consume alcoholic beverages, tobacco products, or illegal drugs of any kind while on ACI/ITCL premises. This includes electronic cigarettes and legalized cannabis products.
5. Students will not intentionally disrupt, interfere with, or obstruct teaching at any time while on ACI/ITCL premises or while remote training is being conducted.

Conditions for Dismissal Based on Unsatisfactory Conduct

Any student who violates any standard of conduct is subject to suspension or dismissal from the ACI/ITCL.

Completion & Certification

Successful completion requires a passing grade of the minimum 70% in each course of study, minimum of 90% attendance, and completion of each course of study within the specified time period for the program. Upon successful completion of the program a student will receive a certificate of completion from Able Career Institute.

Since the goal of the program is achievement of a recognized industry credential, should a student's attendance rate fall below 90%, but achieve one industry recognized certification, they will be considered compliant with the program and will be deemed a successful completion should they exit the program or achieve unsubsidized employment. To achieve certification, students must pass the relevant vendor-approved examination(s). In order to sit for each certification exam, students are required to obtain 80-92.5% on the assigned practice exams. Able Career Institute does not grant professional certification. Students who pass vendor-approved certification exams will receive their certificates directly from the issuing vendors. The student's enrollment agreement provides details on the process for professional certification.

Prior to sitting for an exam, students should utilize all available exam preparation resources. Students will be provided with a variety of tools that may include practice exams, on-site learning labs, workshops, books, exam content guides, online courseware, virtual labs, and mentoring with a learning coach. Many students also find it helpful to form study groups with peers. Please note, however, that the use of exam preparation tools does not guarantee a passing score and successful completion of a program of study does not guarantee licensure, certification, employment in a relevant occupation, or transferability to other educational institutions/programs. Students should consult with institutions to which they may seek to transfer, regarding transferability of courses or certifications.

Program Extension

Once the allocated time for an assigned program has ended, the student will no longer be guaranteed access to course material and support services, including, but not limited to: online course materials, live classes and workshops, academic and technical support, and use of technology such as broadband internet service and study room desktops.

ACI/ITCL is not required under any circumstances to extend the period of a student's enrollment if the student has not completed the assigned program in the allocated time. However, requests for extensions will be reviewed on a case-by-

case basis and may be approved at the discretion of ACI/ITCL. Requests for extensions must be submitted in writing to ACI/ITCL and include a) the circumstances that have prevented completion of program requirements within the prescribed time limits; and b) a realistic plan for the completion of all remaining program requirements. Whenever possible, requests for extension must be accompanied by proof of necessity, such as doctor's note, police report, proof of full-time employment, or similar.

Employment

If a student becomes employed while in a training program, the student must notify ACI/ITCL as soon as possible. Students receiving federally funded financial aid through WIOA, SNAP E&T or the VA should also advise their contact at that agency of the change in employment status. Post-completion employment is not guaranteed by ACI/ITCL. Students commit to maintain contact with ACI/ITCL for 6 months after program completion and provide regular updates on employment status, employer, job title, and salary in order to measure the effectiveness and employment impact of training. Future employment data will be entered into an information database and may be shared anonymously with other agencies for the purpose of administration and advertisement.

Student Records

ACI/ITCL maintains permanent educational records on each student as required by state and federal law, partnering organizations, and school management necessity. Students and former students may review and/or obtain a copy of their educational records upon presentation of photo ID or via written, signed request directed to:

Able Career Institute

**567 W. Lake Street, Suite 1150
Chicago, IL 60661**

Equal Opportunity, Non-Discrimination & Accessibility

ACI/ITCL does not discriminate or harass on the basis of race, color, national origin, religion, gender, sexual orientation, marital status, age, veteran's or military discharge status, disability, medical condition, or any other condition protected by state, local, or federal law.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the institute's services, programs, or activities. ACI/ITCL will provide reasonable modifications and/or accommodations to such individuals in accordance with the Americans with Disabilities Act (ADA) of 1990 and all pertinent federal, state, and local anti-discrimination laws. Students who believe they have a need for disability accommodation or modification must request such accommodation or modification and provide all required documentation to verify their eligibility.

ACI/ITCL expects all employees and students to take responsibility for supporting and maintaining these policies. Students who have questions or concerns regarding any type of discrimination may bring them to their instructor or the Able Career Institute director. Students found to be engaging in unlawful discrimination will be subject to disciplinary action, including exclusion from ACI/ITCL programs.

Complaints

Complaints against this school may be registered with the Board of Higher Education.

It is Able Career Institute/IT Career Lab's policy to resolve student concerns in a swift and equitable manner. In the event that a student feels they have been mistreated or have experienced a problem with a policy, procedure, or practice of Able Career Institute/IT Career Lab, the student should first discuss the matter with the individual involved in the complaint. If a satisfactory resolution cannot be reached, the student should submit a written complaint within five (5) days of the incident to the school director, describing the nature of the problem, dates, names of individuals involved, and copies of any relevant documentation. Complaints should be signed, dated, and include a contact phone number. Complaints will be reviewed with due diligence and the student will be notified regarding the finding and action taken within 30 days. If after exhausting all remedies provided by Able Career Institute/IT Career Lab the student does not feel the issue has been resolved to his or her satisfaction, the student has the right to file a complaint with:

Illinois Board of Higher Education
Private Business and Vocational Schools
1 North Old State Capital Plaza, Suite 333
Springfield, IL 62701-1377
Phone: (217) 782-2551 | Fax: (217) 782-8548
www.ibhe.org

You can also now access the IBHE online complaint system at <http://complaints.ibhe.org/>, accessible through the agency's homepage (www.ibhe.org)

Consumer Information/Institutional Disclosures Reporting Table
Able Career Institute - Calendar Year July 1st, 2023 – June 30th, 2024

Disclosure Reporting Category CIP*		Program Name Implementing and Administering Cisco Solutions (CCNA) formerly Cisco Certified Network Associate
		SOC*
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		11.1002 15-1244
	a) New starts	178
	b) Re-enrollments	2
	c) Transfers into the program from other programs at the school	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		233
	a) Transferred out of the program or course and into another program or course at the school	0
	b) Completed or graduated from a program or course of instruction	189
	c) Withdrew from the school	44
	d) Are still enrolled	0
	a) Placed in their field of study	23
	b) Placed in a related field	5
	c) Placed out of the field	13
	d) Not available for placement due to personal reasons	42
	e) Not employed	150
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		82
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		45
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		\$27.57

Disclosure Reporting Category	Program Name	Business Intelligence/Data Analytics
	CIP*	30.7101
	SOC*	15-2051
A) For each program of study, report:		
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		13
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:		
	a) New starts	39
	b) Re-enrollments	0
	c) Transfers into the program from other programs at the school	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		52
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:		
	a) Transferred out of the program or course and into another program or course at the school	0
	b) Completed or graduated from a program or course of instruction	46
	c) Withdrew from the school	6
	d) Are still enrolled	0
5) The number of students enrolled in the program or course of instruction who were:		
	a) Placed in their field of study	8
	b) Placed in a related field	2
	c) Placed out of the field	7
	d) Not available for placement due to personal reasons	5
	e) Not employed	28
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		28
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		21
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		\$26.57

Disclosure Reporting Category	Program Name	
	CIP*	CompTIA A+
	SOC*	
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		0
	a) New starts	0
	b) Re-enrollments	0
	c) Transfers into the program from other programs at the school	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		0
	a) Transferred out of the program or course and into another program or course at the school	0
	b) Completed or graduated from a program or course of instruction	0
	c) Withdrew from the school	0
	d) Are still enrolled	0
	a) Placed in their field of study	0
	b) Placed in a related field	0
	c) Placed out of the field	0
	d) Not available for placement due to personal reasons	0
	e) Not employed	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		0
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		0
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		N/A
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		N/A

Disclosure Reporting Category	Program Name	
	CIP*	CompTIA Network+
	SOC*	
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		13
	a) New starts	34
	b) Re-enrollments	0
	c) Transfers into the program from other programs at the school	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		47
	a) Transferred out of the program or course and into another program or course at the school	0
	b) Completed or graduated from a program or course of instruction	37
	c) Withdrew from the school	10
	d) Are still enrolled	0
	a) Placed in their field of study	15
	b) Placed in a related field	0
	c) Placed out of the field	1
	d) Not available for placement due to personal reasons	7
	e) Not employed	24
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		25
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		17
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		\$27.00

NOTE: The Cisco Certified Support Technician (CCST) program Is NEW this year, thus there are no official outcomes for disclosure from the period July 1, 2023 to June 30, 2024.